

# Supplier Protector Line

## Frequently Asked Questions

September 2021

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## What is the Supplier Protector Line?

To make it easier for concerns to be raised, and to maintain confidentiality, Tesco operates a **'Supplier Protector Line'** service, a confidential telephone and email service, which allows concerns to be raised at an early stage and in the right way.

- It's a free and confidential service that allows Tesco suppliers and their employees to raise concerns that could have a negative impact to the Tesco brand/reputation or themselves
- Managed by an independent, professional and unbiased third-party provider called Navex.
- Purely for Tesco related issues only, any other issues will not be reported to Tesco.
- A Freephone service available 24/7 by telephone or website
- A multilingual service covering nearly 300 languages via a translator

## Who is Supplier Protector Line for?

The service is available to Tesco suppliers and their employees that provide a product or service to Tesco.

## Will suppliers be charged for using this service?

No, the service is completely free to all suppliers. The only costs to suppliers will be printing the posters for their employee notice boards. This can be done on an ordinary printer.

## Why has Tesco set this up?

Suppliers are at the heart of our business. Only through collaborative and transparent relationships can we deliver high quality, affordable and sustainable products for our customers. We are committed to building partnerships with our suppliers which are positive and for the long-term.

It is important that we and our suppliers encourage a culture of honesty and accountability in order to prevent wrongdoings and to address them if they occur.

The Tesco Code of Business Conduct makes clear that as a business, wherever we operate, we will always abide by the law. This ensures our customers have total trust in the products and services that we provide.

## Why contact the Supplier Protector Line?

If the interests of others or Tesco are put at risk, we would like to know about genuine concerns rather than waiting for absolute proof. If concerns are raised in good faith, it does not matter if they are incorrect.

## What type of issues should be raised?

Suspected wrongdoings only related to Tesco, this may include, although this is not an exhaustive list:

- the offering, taking or soliciting of bribes
- financial fraud or mismanagement
- unauthorised disclosure of confidential information
- criminal activity
- miscarriages of justice
- danger to health and safety
- supplying food unfit for consumption
- accidental or intentional release of potentially damaging materials into the environment
- failure to comply with legal or professional obligation or regulatory requirements
- miss-selling or price fixing of products
- misreporting performance of the business
- negligence
- breach of Tesco Code of Business Conduct
- conduct likely to damage Tesco's brand and reputation
- product fraud or deliberate non-conformance to product specification in order to benefit the supplier
- mistreatment of workers, illegal personnel procedures
- inappropriate behaviour by Tesco representatives or those operating on their behalf

If suppliers or their employees become aware of suspected wrongdoing or a danger at work which is not included in this list, they should still report it as a concern.

## How can suppliers contact the Supplier Protector Line?

**Telephone:** 0800 048 8958 (UK only)

**Website:** [www.protectorline.ourtesco.com](http://www.protectorline.ourtesco.com)

## What happens when a concern has been raised?

Navex will inform the appropriate Tesco Group colleague who will conduct an investigation. When the investigation has been completed and appropriate actions have been taken if required, Tesco will provide Navex with a summary of the outcome to feedback to the individual who raised the issue.

## What happens if I have already reported a concern with the previous provider?

If you reported a concern to the previous Protector Line provider, your concern will still be investigated by the relevant investigator. If you wish to contact Protector Line for a follow up and/or provide additional information you can do so by contacting the new Protector Line details with your unique identification number. The operator will then be able to assist you with your case. (*Refer to posters and documents for relevant contact details.*)

## What languages are supported?

It's a multilingual service covering nearly 300 languages via a translator:

- The Supplier Protector Line will be answered by an English-speaking operator
- If the caller wishes to speak in their native language, they will need to ask Navex to get an interpreter to join the call
- Navex will then locate an interpreter to join the call
- All languages are supported for website reported issues

## Confidentiality

All concerns raised will be handled in confidence, unless otherwise requested. Navex will encourage the individual to leave their contact details so that they can be contacted if further information is required to support the investigation. Navex cannot pass contact details to Tesco unless you permit them to do so.

For each concern raised a unique identification number will be given, so that an update or the outcome of the investigation can be obtained by the individual that raised the issue.

If a situation arises where Tesco is not able to resolve the concern without revealing the identity of the individual (for instance because the evidence is needed in a court case) or legally obliged to reveal identity, Navex or Tesco will discuss this with the individual.

## What do I need to do as a supplier?

- Please make your employees aware of the Tesco Supplier Protector Line
- If you have any questions, please ask your Tesco contact
- Print off one or more of the Tesco posters and place them on employee notice boards
- If you are a supplier that is audited to Tesco manufacturing standards, it is aspirational that you:
  - Show auditors the Supplier Protector Line poster(s) displayed on employee notice boards
  - Allow auditors to independently check employee awareness
  - Include the Supplier Protector Line service in employee/contractor's induction programme and refresher training
  - Inform 3<sup>rd</sup> parties in your supply chain that they are expected to participate in the Tesco Code of Business Conduct and you are accountable for ensuring that all information and material is made available to relevant parties

## What happens when a concern has been raised not relating to a Tesco product or service?

Navex will take the details of the issue and will try to make contact with that particular company to inform them that an issue has been raised. The details of that issue will not be passed onto Tesco.

### **Do suppliers have to comply with this service?**

We encourage suppliers to support the way we work with them for transparent relationships. The Supplier Protector Line is a service if you feel you cannot resolve a concern with your Tesco contact.

# **Thank you.**