



Dunelm Group plc

Whistleblowing Policy

(Reporting of potential wrongdoing or malpractice)

DUNELM CONDUCTS ITS BUSINESS WITH HIGH STANDARDS OF INTEGRITY AND HONESTY AND EXPECTS THE SAME STANDARDS FROM ALL COLLEAGUES, SUPPLIERS AND CONTRACTORS.

The aim of this policy is to ensure that you are fully aware that you should report concerns or suspicions about any wrongdoing or malpractice and be assured that Dunelm will treat this information seriously and, where possible, confidentially.

What Should You Report?

Where you reasonably believe any one or more of the following matters has, may have or will take place:

- A criminal offence.
- A failure to comply with a legal obligation.
- A danger to the health and safety of an individual.
- A breach of the Bribery Act 2010.
- Breach of environmental protection laws.
- Dishonesty.
- Inappropriate relationships with suppliers.
- A breach of Dunelm's rules or policies e.g. Business Expense Policy, Code of Business Conduct, etc.
- Breaches of financial controls, false accounting or reporting irregularities.
- Fraud or Tax Evasion or facilitation of Fraud or Tax Evasion by others.
- Customer or colleague details being lost / stolen or other data breaches
- A deliberate concealment of any of the above matters.

NB: Concerns or grievances about an individual's personal position or situation should be dealt with through the Grievance Procedure. Matters relating to harassment, bullying or victimization should be dealt with through the Equal Opportunities Policy.

Procedure

In the first instance, you should normally discuss the matter with your immediate Manager. If your concerns involve your immediate Manager or you would prefer not to speak to them then you could speak to your Senior Manager or the People Department. Managers must subsequently communicate any reported incidents to the People Department for reference.

Alternatively, you can contact the Company's Confidential Helpline, and this is managed by Expolink an independent 3rd party whistleblowing service; Tel 0800 374199, wrs.expolink.co.uk/dunelm or by Downloading the 'SpeakingUp' app.

Once you have reported your concerns Dunelm will make preliminary enquiries and decide if further investigation is needed. If so Dunelm will decide whether this should be conducted internally or whether the matter should be referred externally. Where possible we will advise you of the outcome of any investigations.

Expolink is an independent, third party who provide our whistleblowing/ reporting service. All colleagues should be aware that your personal data may be processed by Expolink and, if translation is required, this data may also be transferred outside of the EEA. There are robust provisions in place to ensure that any data provided in the course of the whistleblowing process is protected.

Victimizing individuals or deterring them from raising concerns in good faith under this policy will be dealt with in accordance with the Company's Disciplinary Policy and Procedure, and could result in formal action up to and including dismissal. Where an individual does report their concerns, and believes they are being disadvantaged in any way as a result this must be reported to their Manager or the People Department.

Deliberately raising false or malicious allegations is not acceptable and anyone making such allegations will be dealt with in accordance with the Company's Disciplinary Policy and Procedure, and could result in formal action up to and including dismissal.

If you require advice about raising an issue under this policy please contact the People Department. Alternatively, free confidential advice is available from Public Concern at Work, a charity concerned with promoting compliance with the law, on telephone 0207 4046609 or email helpline@pcaw.co.uk.

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