

Whitbread plc Corporate Responsibility Commitments: How we do business

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1 Introduction

This document outlines the high level Commitments that support our Corporate Responsibility (CR) programme Good Together, and our vision to be a leader in sustainable hospitality.

Good Together and our CR Commitments are an expression of The Whitbread Way Forward: our unifying corporate vision to build the best large-scale hospitality brands in the world by becoming the most customer focused organisation there is. They are also an expression of our Values, which underpin how we deliver this vision: being genuine, confident and committed in everything that we do.

We call these Commitments How Whitbread Does Business, because Whitbread wishes to embed its values and Corporate Responsibility into everything it does. We will seek to apply the CR Commitments in all of our business decisions and operations wherever and whenever we do business across our UK and international operations. By applying these Commitments Whitbread believes it will be a business for which people will want to work, a business in which investors will want to invest and a business with brands that customers will be proud to visit and come back to again and again.

Our Corporate Responsibility Commitments are informed by the **United Nations Declaration of Human Rights**, the **OECD Guidelines for Multi-National Enterprises** and our own Corporate Responsibility Strategy, **Good Together**.

2 The Commitments: How Whitbread Does Business

1. Whitbread will act according to its core Values and embed the principles of sustainable development through its business operations
2. Whitbread will continuously work to improve its environmental footprint and promote good environmental practices
3. Whitbread will at all times respect fundamental human rights of all people
4. Whitbread will create employment opportunity, facilitate learning and development opportunities for its employees and engage employees in the Good Together Programme and the Whitbread Way Forward
5. Whitbread will source its goods and services and do business with other organisations in a way that supports sustainable development. It will engage its suppliers and business partners in the Good Together programme
6. Whitbread will support and uphold good corporate governance principles and practices
7. When dealing with consumers, Whitbread will act in accordance with honest business, marketing and advertising practices and take all reasonable steps to ensure the safety and quality of the goods or services it provides. Whitbread will engage its customers in the Good Together programme and sustainable business issues
8. Whitbread will enable its customers to make healthier choices about how they eat and drink
9. Whitbread will work to be a positive part of the communities in which it operates. Whitbread will also energetically support its chosen charities
10. Whitbread will apply the Values and these Commitments and policies consistently across its international business

3 Implementation

Whitbread is fully committed to the CR Commitments and undertakes to:

- Make our CR Commitments publicly available
- Engage its management team, employees and business partners
- Provide appropriate training on the CR Commitments to key employees
- Assign the CR Commitments to named responsible individual(s) who will provide the Board and other stakeholders oversight of principles' policy and progress as required
- Maintain, and promote internally, a whistleblowing procedure which enables employees to report on any practices that contravene the law, regulations or company Principles and policies without fear of disciplinary action.
- Allocate funds for the implementation of the CR Commitments as deemed necessary.
- Review and revise the CR Commitments on an annual basis

Signed:

A handwritten signature in black ink, appearing to be 'S. Barratt', written over a horizontal line.

Simon Barratt, General Counsel, Whitbread plc.