

Rules of Procedure Complaints Procedure

1. Foreword

Our actions towards colleagues, business partners and the public are characterized by integrity and responsibility, we do not tolerate violations of applicable laws and our internal policies. Our goal is to create a transparent, confidential, and fair environment in which risks or grievances can be reported safely and securely. Our complaints procedure, which is described in more detail here, can be used to report human rights or environmental risks or violations arising from our own actions or those of our suppliers.

These Rules of Procedure provide you with information on how to reach our reporting channel, which is technically operated by Safecall Ltd., and on the process. Your information and your identity will be treated confidentially and in accordance with data protection laws. You can find the information on the processing of personal data that you report to us via the complaints channel [here](#).

2. Scope: Who can report and what can be reported?

Everyone who has a concrete suspicion of an actual or potential violation of human rights or environmental obligations or wishes to draw attention to human rights or environmental risks, arising from our own actions or the actions of our suppliers. The suspicion can either be directed against Whitbread employees or be related to our global supply chain.

Your report may lead to the initiation of internal and official investigations and may have further consequences. Therefore, please only provide us **with information that you believe to the best of your knowledge to be true**. If your report knowingly contains false or misleading information, you may be liable to prosecution.

3. Accessibility - How can I report?

The operation of the complaint channel is carried out by Safecall Ltd.

Notices and complaints may be submitted electronically or by telephone, as described below. They can be submitted in German as well as in a common foreign language. Anonymous reports will also be processed if they contain sufficient information to permit processing. However, our investigations are faster and more effective if we know your name.

Toll free telephone numbers:

If you are calling from Germany: 00 800 72332255.

If you are calling from the UK: 0800 915 1571.

If you are calling from another country, please see the telephone numbers at

<https://www.safecall.co.uk/file-a-report/telephone-numbers/>.

Electronic submission: The report can also be submitted electronically via <https://www.safecall.co.uk/file-a-report/>.

4. Responsibility and procedure after receipt of the report

Acknowledgment of receipt: For each report, an acknowledgment of receipt will be sent by Safecall Ltd. after seven days at the latest. Safecall Ltd. documents all incoming reports in compliance with the confidentiality requirement and data protection regulations.

Processing: The General Counsel department responsible for examining the complaint will be notified of the receipt of a report via the Safecall Platform. Following this, it will be examined whether the subject matter of the notification received falls within the scope of the complaints procedure.

Each report will be carefully examined by a senior and independent person in the General Counsel and Sustainability departments. The responsibility and accountability for the procedure relating to reports relating to the German business lies with the management of Premier Inn Holding GmbH and its subsidiaries.

If the report does not fall within the above-mentioned scope, we will inform you of the reasons for the rejection. If the report falls within the scope of application, we will discuss the facts with you - unless an anonymous report has been made - with the aim of gaining a better understanding of the facts.

If a violation is detected, a decision will be made on how to proceed, if necessary, with the involvement of the responsible department(s). In consultation with you, a remedy proposal will be developed. Reports will only be forwarded to those persons in other departments that are directly involved in the investigation or processing of the report. The confidentiality of the reported information is always maintained, and it is ensured that it is not shared or disclosed without authorization.

5. Completion of the procedure

Within three months of receipt of the report, you will receive feedback on any follow-up measures planned and already taken, as well as the reasons for them, provided this does not affect investigations or the rights of the persons who are the subject of a report or who are named in the report. The result achieved will be evaluated together with you.

6. Protection against disadvantage

Regardless of whether you report anonymously or not, you are protected from disadvantage or punishment if you submit the report to the best of your knowledge. We do not tolerate retaliation for reports that have been made, and we ask you to let us know if you are exposed to them.

7. Regular review of complaints procedure

We review the effectiveness of this complaints procedure at least once a year and on an ad hoc basis, if required. We will use findings from the processing of reports and the review of the complaints procedure to optimize the process. The complaints procedure is complemented by our internal policies, including our Responsible Sourcing Policy and Code of Conduct as well as other guidelines.