

STAKEHOLDER CONCERNS POLICY

Our Commitment

At Pizza Pilgrims, we want to build positive relationships with everyone we work with and everyone that comes into our pizzerias as a guest. We welcome feedback and encourage anyone with a concern about our business practices, conduct or impact to speak up.

We are committed to listening, responding fairly and treating everyone with respect.

WHO'S COVERED?

This policy applies to anyone who interacts with Pizza Pilgrims, including:

- Customers
- Suppliers and contractors
- Business partners
- Community organisations
- Members of the public

Any employees of Pizza Pilgrims should raise workplace concerns through the Grievance Policy.

RAISING A CONCERN

If you have a concern about Pizza Pilgrims, our people or the way we do business, please contact us at: info@pizzapilgrims.co.uk

Examples may include concerns relating to:

- Customer or supplier treatment
- Ethical business practices
- Human rights or labour standards
- Environmental impact
- Community impact
- Responsible sourcing
- Discrimination, harassment or inappropriate behaviour

HOW WE'LL HANDLE CONCERNS

We will review all concerns fairly and appropriately.

Where necessary, we may investigate further and speak to relevant individuals to understand the situation fully.

Where possible, concerns will be handled by someone who has not been directly involved in the matter being raised.

SPEAKING UP SAFELY

We encourage people to raise concerns in good faith. No one will be treated unfairly, disadvantaged or retaliated against for raising a genuine concern or participating in an investigation.

CONFIDENTIALITY

We will handle concerns sensitively and share information only where necessary to investigate or resolve the issue, or where required by law.

CONTINUOUS IMPROVEMENT

We value feedback and use concerns raised to help us improve how we operate, support our stakeholders and deliver positive impact.