



FAQs

What is the Carrefour Ethics Line?

Carrefour Ethics Line is a web and phone-based intake system that may be used by Carrefour employees, suppliers or service providers for reporting violations of Our Principles of Ethics.

Why do we need a reporting system like the Carrefour Ethics Line?

By creating open channels of communication, we can promote a safe and positive work environment and maximize work satisfaction. An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.

Who is in charge of running the Carrefour Ethics Line?

NAVEX Global operates the webpages, the hotline and the database on behalf of Carrefour.

- The collected data is stored in the United Kingdom and a backup is stored in Amsterdam, The Netherlands.
- The Call Center is based in Lisbon, Portugal.

Who can make a report through the Carrefour Ethics Line?

Carrefour's employees, suppliers as well as service providers can use the Carrefour Ethics Line.

Is the Carrefour Ethics Line the only way to report a concern?

Carrefour Ethics Line is an alternative to existing internal process and may be used at your own discretion. If you are a Carrefour employee, you can also contact your supervisor, the Human Resources Department, the Legal Department, or the Ethics Committee.

Must I report an ethical situation?

The use of the Carrefour Ethics Line is voluntary.

What issue type should I report?

The Carrefour Ethics Line to report any violation of Our Principles of Ethics. This includes:

- Antitrust and unfair business practices
- Corruption
- Conflict of interest
- Discrimination or harassment
- Accounting concerns
- Theft, fraud, misuse of Company assets
- Safety and environment concerns

What happens when I make a report?

Once you submit a question or concern via phone or web, you will receive a report key and password which can be used to follow up on your submission. The report is hosted on a secure server with restricted access. A notification is sent to the relevant Carrefour Ethics and Compliance team member for review.

How confidential is my report?

The information provided by you will be treated confidentially at every step of the process

What if I have concerns about retaliation?

We consider acts of retaliation to be misconduct. Carrefour seeks to provide a safe, healthy and productive workplace for its employees and business partners who assist it in its business operations.