

Whistle Blowing Policy

DFS is committed to the highest standards of openness, honesty, integrity and accountability.

This policy is intended to make employees or third parties (for example, suppliers or contractors) aware that they should report any serious concerns or suspicions about any wrongdoing or malpractice on the part of any employee of DFS. It is not a way for employees to raise private grievances.

Any concerns about the following or similarly serious matters should be reported:

1. Allegations of fraud
2. Concerns or complaints over a breakdown in internal controls
3. Concerns that anyone is advising customers about furniture or optional services incorrectly, including deliberately misleading customers or not providing full explanations.
4. Bribery, dishonesty or corruption
5. Theft, or other criminal offence
6. Failure to follow company policy
7. Possible breaches of data protection
8. A danger to the health & safety of an individual
9. False accounting or reporting irregularities
10. A deliberate concealment of any of the above matters

Genuine and reasonable concerns falling within the list shown above should be reported to the Human Resources Department by phone (+44 (0)1302 573 437) or by email (personnel@dfs.co.uk). At this stage the Chief Operating Officer will be informed.

The concern will be thoroughly investigated and every attempt will be made to resolve the problem as far as reasonably possible to the satisfaction of all parties.

UK law provides that an employer must not victimise a worker for disclosing allegations of wrong doing within its operation. The law applies to people at work raising genuine and reasonable concerns. DFS will take all reasonable steps to protect any DFS employee who raises concerns regarding any wrongdoing of which he or she is aware and will respect their right to confidentiality if this is desired.

However, a DFS employee who raises a concern for personal gain or deliberately makes false allegations may be subject to disciplinary action under the Company's Disciplinary Procedure. Similarly, if evidence comes to light that a DFS employee has been aware of wrongdoing but has not reported it, then they too could be subject to disciplinary action.