

Whistleblowing - Safecall

Lenton Group

June 2026

Introduction

Our Commitment to Ethics & Transparency

At YCC, our business success is built on an unwavering foundation of trust, ethics, and integrity. We believe that true transparency means going beyond mere compliance with the letter of the law—it means leading by example in every interaction, every single day.

This standard applies to every party involved with YCC, our employees, customers, suppliers, and business partners.

A Culture of Openness

While we strive for operational excellence, we recognize that organizations face the risk of unethical or unlawful conduct.

To safeguard our community, we foster a culture of accountability where concerns can be raised safely and without fear of retaliation.

Independent Whistleblowing Support

We encourage our team and partners to raise concerns directly with internal management. However, to ensure absolute confidentiality, YCC provides a dedicated, independent whistleblowing channel managed by Safecall.

This secure service is available to anyone who needs to report wrongdoing, ensuring that every voice is protected and every concern is investigated with total transparency.

When should I speak up?

When should I use Safecall?

YCC takes whistleblowing very seriously and is committed to independently investigate any allegations raised. If you see or suspect any wrong-doing, YCC wants to hear about it. If you have a reasonable belief, you should report your concerns.

You should use our Safecall platform if you see or suspect :

- ✓ Misconducts or situations contrary to the policies and procedures of YCC;
- ✓ A crime or offence;
- ✓ A threat or harm to the general interest;
- ✓ A violation or attempted cover-up of a violation of an international undertaking, law, or regulation; or
- ✓ Violations or potential violations of human rights and fundamental freedoms, health and safety of people and the environment.

Safecall is not for grievances. A grievance is usually a complaint about something that impacts a colleague as an individual, like how they feel they are being treated at work. Please see the FAQs section below for more information.

How do I speak up?

You can contact Safecall 24/7 by calling the following free telephone numbers :

- ✓ Belgium 00 800 7233 2255
- ✓ Netherlands 00 800 7233 2255
- ✓ UK 0800 915 1571

For a full list of country freephone number, please visit : [Telephone Numbers - Safecall Ltd](#)

Or you can file a report online through the “File an alert” option below. Your report won't be traced and Safecall has trained operators to support you.

As part of your report please think about :

- ✓ Providing clear details about where and when the issue occurred. This should include (a) YCC's location (i.e. name and address of depot/office), (b) dates and any colleagues involved / aware. This will make our investigations a lot easier.
- ✓ You have the rights to remain anonymous. While doing so may help you feel more comfortable raising a concern, it may also impact our ability to successfully investigate and resolve the matter. You can also remain partially anonymous, whereby Safecall won't share your name with YCC. Making yourself available to be contacted may help the investigator to fully understand the issue and take appropriate action.

FAQs Section

My concern is related to bullying, harassment or other HR grievance. What should I do?

Safecall is not for grievances. It's important to understand that whistleblowing is different to a grievance. Both are equally important and need to be investigated. A grievance is usually a complaint about something that impacts a colleague as an individual, like how they feel they're being treated at work.

How will my concern be investigated ?

Whether you contact Safecall through the online 'File an alert' option above, your report will be managed in strict confidence. Safecall will pass all the information you give, apart from your name if you wish, to Lenton Group Compliance department who will make sure your concern is looked into thoroughly, confidentially and independently.

If more information is needed to help progress the investigation, a request will be posted on the Safecall website which you can access using the username and password provided during your original report. You can provide further information, or request feedback on your concern, via the Safecall website. Please leave 7 working days to allow us to make preliminary enquiries.

Can I raise a concern anonymously?

You have the opportunity to remain anonymous. You may feel more comfortable raising a concern anonymously. Please be aware that an anonymous report may impact our ability to investigate and resolve the matter successfully. You can also remain partially anonymous, whereby Safecall won't share your name with YCC. If the investigator can contact you, it may help them fully understand the issue and take appropriate action.

Will I find out about the outcomes of my report?

It's important that we keep things confidential, so we may not be able to tell you about any investigations or actions we take in relation to the issue you've told us about. But any updates we are able to provide to you, we trust you treat the information we give you as confidential.