

Welcome to JLP Speak Up Line

The John Lewis Partnership is committed to maintaining the highest standards of honesty, openness and accountability. We recognise that everyone working alongside the Partnership has an important role to play in achieving that goal.

We know and expect that sometimes, things may go wrong or may be overlooked. The JLP Speak Up Line aims to encourage those connected to our external supply chain, to raise potential serious wrongdoings so that reports can be looked into and addressed.

JLP maintains a strict non-retaliation policy and any adverse treatment resulting from a report made in good faith will be investigated and addressed immediately.



[Report Online](#)



[Report by Phone](#)



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Seven things you need to know about the JLP Speak Up Line

What is the JLP Speak Up Line?

JLP Speak Up is a free and confidential system in which you can report unsafe, unlawful or unethical behaviour. The JLP Speak Up Line can be used by suppliers, their employees, and those in surrounding communities to raise concerns which could negatively impact JLP or themselves.

What it's not - It's not for employment related matters within the John Lewis Partnership. If you are a Partner or work for another employer on our premises, we encourage issues to be raised locally if you can or follow the internal procedures as set out on One Place or those of your employer.

The JLP Speak up Line is not for customers of the Partnership. Please direct queries to [customer services](#).

Why is the JLP Speak Up Line only for those connected to our external supply chain?

JLP Speak Up Line provides an appropriate reporting method for ethical, safety and external compliance concerns, as well as regulatory breaches and corporate wrongdoing or malpractice arising from the John Lewis Partnership's external supply chain activities. Partners and 3rd party employees working on our premises, continue to have the internal whistleblowing policy and process available to them.

How do I report a concern?

JLP encourages anyone to report concerns about serious wrongdoing within the external supply chain involving either the activities of the Partnership or by a supplier of the Partnership, either through this website or in a language of your choice by telephone.

Are reports confidential? Can I remain anonymous?

Yes, you can remain anonymous. If you choose to stay anonymous we can continue to update you and communicate with you via this portal but your identity remains unknown to us. Any information you report will be held confidentially by the team who investigate the concerns.

What happens after I report a concern to the JLP Speak Up Line?

Once you submit a concern via this website or by telephone, you will receive a report key and create a password which can be used to follow up on your submission using the link above. Then, an electronic summary of your concern is sent to the relevant JLP team for review and to determine what action is appropriate.

Is the JLP Speak Up Line operated by the John Lewis Partnership?

The JLP Speak Up Line is hosted by NAVEX, an independent external organisation, which provides a confidential reporting solution to John Lewis Partnership at all times. Reports are then received and handled with care and professionalism by dedicated internal JLP teams.

What types of situations should I report?

The JLP Speak Up Line allows John Lewis Partnership suppliers, their employees and communities to report allegations of improper practices. Our principles and standards are guided by our policies which can be found on the John Lewis Partnership website and supplier facing portals for John Lewis, Waitrose and JLP Goods and Services (not for resale).