Kraft Heinz

Your guide to the

Heinz UK Pension Plan

July 2026

Take a look

Welcome

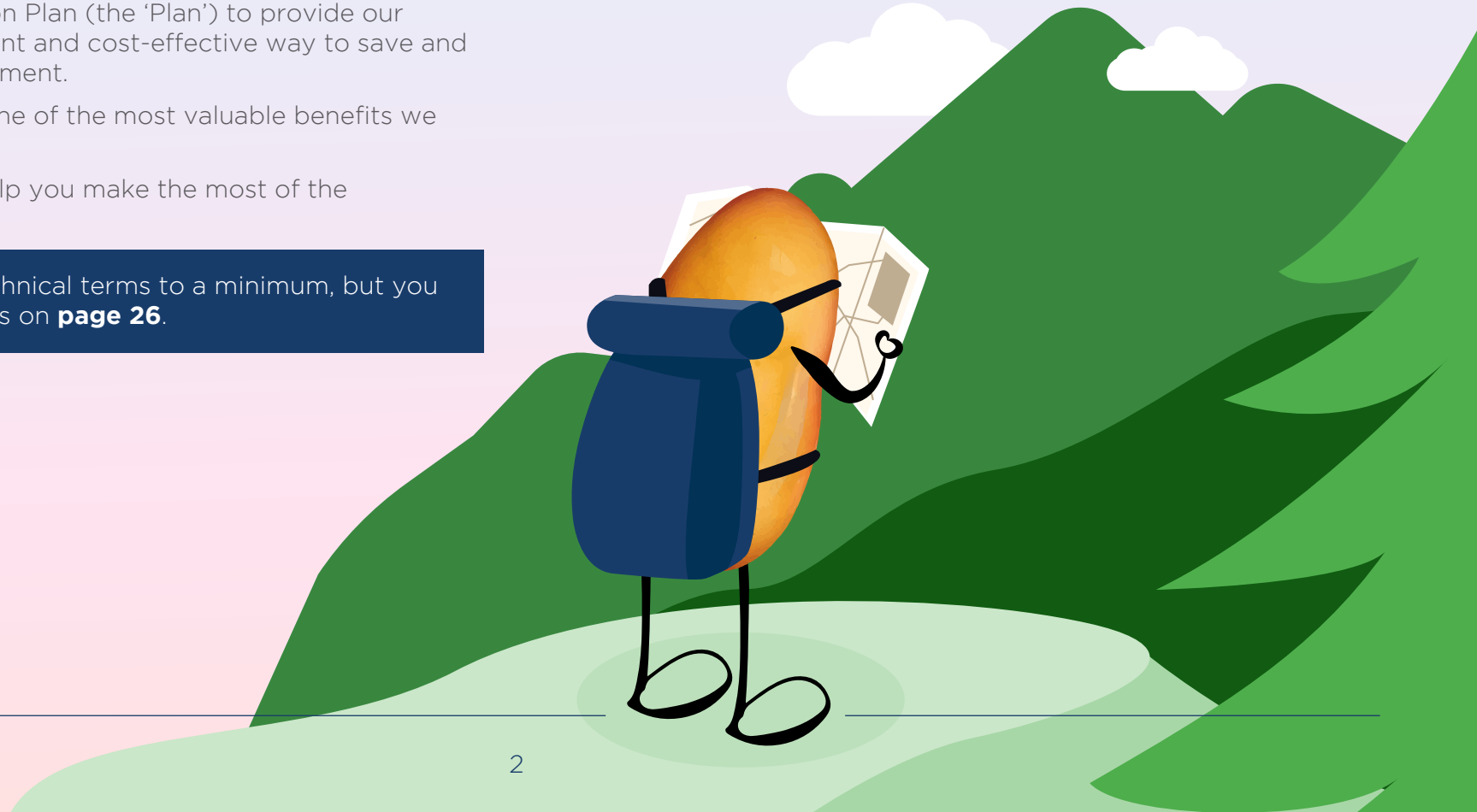
It is important to plan ahead if you want to ensure you have an income when you stop working. The more you plan for your retirement now, the less you will have to worry about it later. Pension planning is important for all of us - even if you are just starting your career with us and retirement seems a long way off.

We run the Heinz UK Pension Plan (the 'Plan') to provide our employees with a tax-efficient and cost-effective way to save and invest money for their retirement.

Membership of the Plan is one of the most valuable benefits we provide for our employees.

This guide is designed to help you make the most of the options available.

We have tried to keep technical terms to a minimum, but you can find a list of definitions on **page 26**.



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Checklist

This checklist is included to give you a quick understanding of the key areas you need to think about on joining and afterwards, and where to go for more information.

Decide how much you will contribute

Consider how much you need to contribute to give your Account the best chance of providing you with the retirement income you want. Remember - the more you choose to pay, the more the Company will contribute to your Account.

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Think about how you might want to take your benefits

Before you decide how to invest your Account, it is important that you understand your retirement options and think about how you want to take your Plan benefits. This is important, as your plans could affect your long-term investment decisions.

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Decide how you want to invest your Account

As a member of the Plan, you have access to a range of investment options. Make sure you understand your options and align your investment strategy with how you plan to take your benefits. The choices you make are important as they will impact the value of your Account when you retire.

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Review your progress from time to time

The Plan administrators prepare a benefit statement for you each year. This contains an estimate of the pension (or 'annuity') that you might be able to buy with your Account.

You can also view more regular investment updates on the Plan website. Keeping yourself up to speed with how your investments are performing puts you in the best position to check whether your Account is growing in line with your expectations.

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Make any changes that might be necessary

You can change the contributions your Account receives throughout your career. You can also change the way you are investing your Account.

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The Main Section

All employees are eligible to join the Main Section of the Plan.

You can join the Main Section at any time, though there are occasions when conditions may apply. Just go to the Flex Portal, which you can access through Noodle, the Kraft Heinz intranet. From there select 'My Apps & Tools' and find 'My Benefits'. This will take you to the Flex Portal login page.

If you need to get in touch with the Scheme administrator, Capita, their contact details can be found here: **www.kraftheinzpension.co.uk/contact-us**.

The Trustees may require you to provide evidence of good health (in respect of death and ill health benefits) and other information such as your birth certificate.

The Company may change these joining requirements at any time.

If you already have a personal pension you can still be a member of the Plan; you are allowed to contribute to more than one pension at the same time (subject to certain tax limits).

Important note

If you choose not to join the Main Section when you start work for the Company, we will need to enrol you in the Auto-Enrolment Section of the Plan if you meet certain conditions. See **'The Auto-Enrolment Section'** on **page 6**.

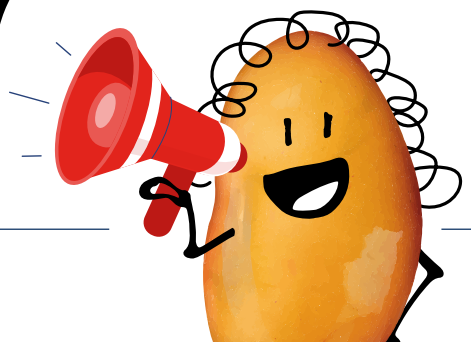
Transferring in

Once you are a member of the Plan, you may be able to transfer in benefits from a previous pension arrangement if the Trustees agree you can do so. However, this is a complex area and you should seek financial advice beforehand.

Action point

If you have pension protection

If you have Primary Protection, Enhanced Protection, Fixed Protection 2012, Fixed Protection 2014, Individual Protection 2014, Individual Protection 2016 or Fixed Protection 2016, please read the important information contained in the 'What else do I need to know?' section on **page 19** before making any decisions about whether to join your employer's pension arrangements.



The Auto-Enrolment Section

By law employers must place eligible employees into a qualifying workplace pension scheme and make a minimum level of contribution. This is known as 'Automatic Enrolment'.

If you choose not to join the Main Section of the Plan when you start work for the Company, we will need to enrol you in the Auto-Enrolment Section if you meet certain conditions. The Government sets the criteria for eligible employees and the Company will provide written confirmation of your eligible status once your personal situation has been assessed.

You have the option to 'opt in' to the Auto-Enrolment Section if you are not automatically enrolled.

When you are automatically enrolled into the Plan or if you opt in, you will receive policy documentation as evidence of your membership. This will include a letter confirming your contribution level and investment strategy, and information about the Plan website.

The differences between the Main Section and the Auto-Enrolment Section

The contributions you and the Company make to your Account

The table below shows the contribution arrangements that apply in the Auto-Enrolment Section. To see how these compare to the arrangements that apply in the Main Section, please see **page 8**.

Date	All contributions are a percentage of your Pensionable Pay		
	Your normal contribution rate (subject to the Earnings Cap)	The Company's contribution	Total contribution to your Account
6 April 2018 onwards	3%	5%	8%

In the Auto-Enrolment Section, your contributions are deducted from your salary. Members of the Main Section are also eligible to arrange contributions through the Smart Pension Exchange Scheme (see **page 8** for more details).

Opting out

If the Company places you in the Auto-Enrolment Section but you do not want to be a member of the Plan, you can 'opt out'.

You can opt out at any time within 30 days from the date of the letter issued to you with the Plan documentation (see **page 6**) and you will be treated as if you had never been a member. To do this, you need to complete and sign an Opt Out Form, which is available from the Kraft Heinz HR team.

If you opt out:

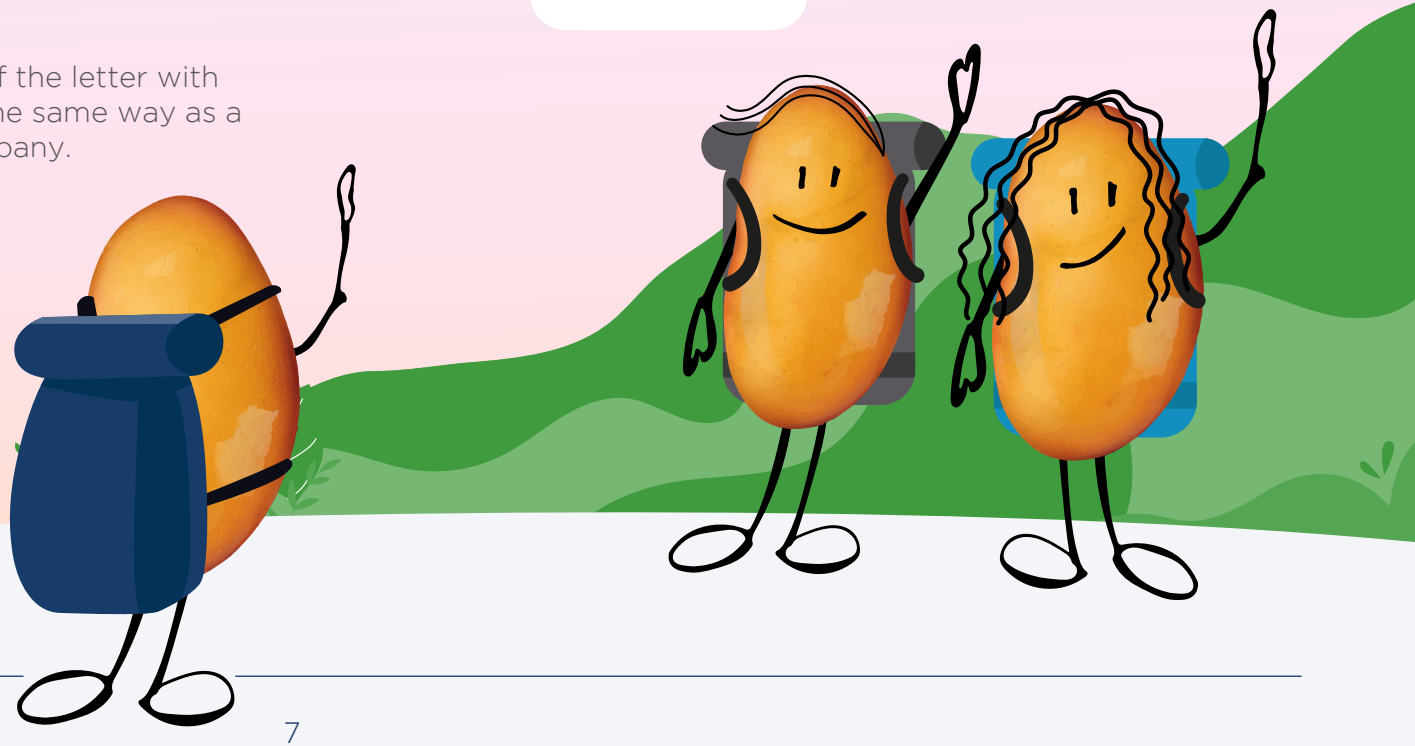
- you will lose the Company's contributions; and
- you will not be building up retirement savings in the Plan.

Any contributions you have already made will be refunded to you.

If you opt out more than 30 days after the date of the letter with your Plan documentation, you will be treated in the same way as a member of the Main Section who leaves the Company.

See **'What happens if?'** on **page 16**

If you opt out or stop contributions and do not re-join the Plan while employed by the Company, current regulations state that the Company must automatically enrol you again every three years if you are an eligible employee. The Company will advise you if this happens. If you are automatically enrolled again you will be able to opt out if you still do not want to be a member of the Plan. If you choose to re-join after opting out, the Company must automatically enrol you again once in any 12 month period.



Contributing

In the Main Section of the Plan, you choose the level of contributions you want your Account to receive. The higher the level of contributions you choose, the more the Company will contribute, up to the levels shown in the table below.

As a member of the Main Section, your contributions can be paid through the Smart Pension Exchange Scheme or on a contributory basis.

If you take part in the Smart Pension Exchange Scheme, you do not pay contributions to the Plan directly. Instead, you agree to exchange part of your salary for a contribution that the Company will pay to your Account on your behalf. The Company pays these 'Smart' contributions alongside its normal contributions to your Account. As a result of this exchange, your salary goes down by an amount equal to your Smart contribution (this process is sometimes called 'salary sacrifice').

This 'exchange' reduces the National Insurance (NI) you pay. This is because you only pay NI on your salary after the exchange, which means you are paying NI on a smaller amount of earnings. **This means your take-home pay will be higher than it would if you did not take part in the Smart Pension Exchange Scheme.**

If you are a member of the Auto-Enrolment Section, please see **page 6**

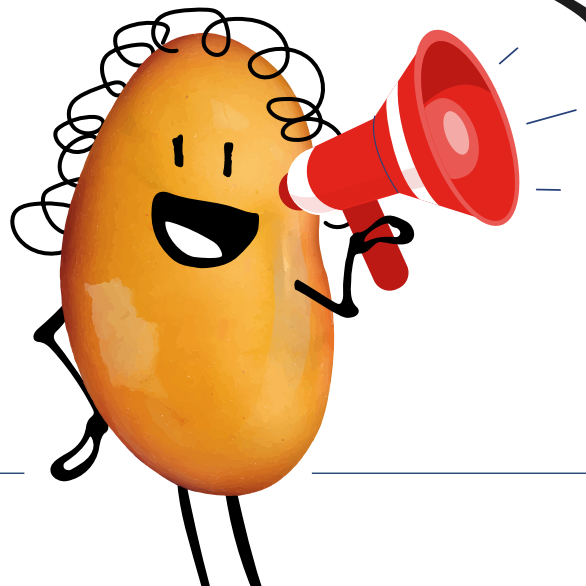
All contributions are a percentage of your Pensionable Pay		
Your Smart or normal contribution rate	**The Company's contribution**	**Total contribution to your Account**
3%	5%	8%
4%	6%	10%
5%	7%	12%

If you arrange contributions through the Smart Pension Exchange Scheme, we keep a record of your higher salary (before the reduction in 'exchange' for a pension contribution). We call this higher amount your 'reference earnings' and use it for pay reviews, calculating pension contributions, mortgage references and benefits such as life assurance.

Action point

How to change your Smart or normal contribution arrangements

You can change your contribution rate at any point through the Flex Portal, which you can access through Noodle, the Kraft Heinz intranet.



How to top up your retirement savings

If you have already chosen Smart or normal contributions of 5% or want to add to your retirement savings, you have the option to make Additional Voluntary Contributions (AVCs).

You can make AVCs at any time. You can choose to contribute a percentage of your Pensionable Pay (subject to a minimum of £20 per month), or make a one-off AVC (subject to a minimum of £500). As with your regular contributions, you receive full Income Tax relief on any AVCs. If you arrange these through the Smart Pension Exchange Scheme, you also pay less NI.

Please note that the Company will not contribute additional amounts related to any AVCs.

If you wish to pay AVCs, you can do so via the Flex Portal.

Important note

The Smart Pension Exchange Scheme reduces your earnings which will reduce the maximum level of contributions you can make to any other pension arrangements. It may also affect your entitlement to some State benefits which are based on your income or the National Insurance you pay.

If you are unsure how the Smart Pension Exchange Scheme might affect your State benefits, you should contact HMRC. You can find out more information about salary sacrifice arrangements like the Smart Pension Exchange Scheme at: **www.gov.uk/salary-sacrifice-and-the-effects-on-paye**

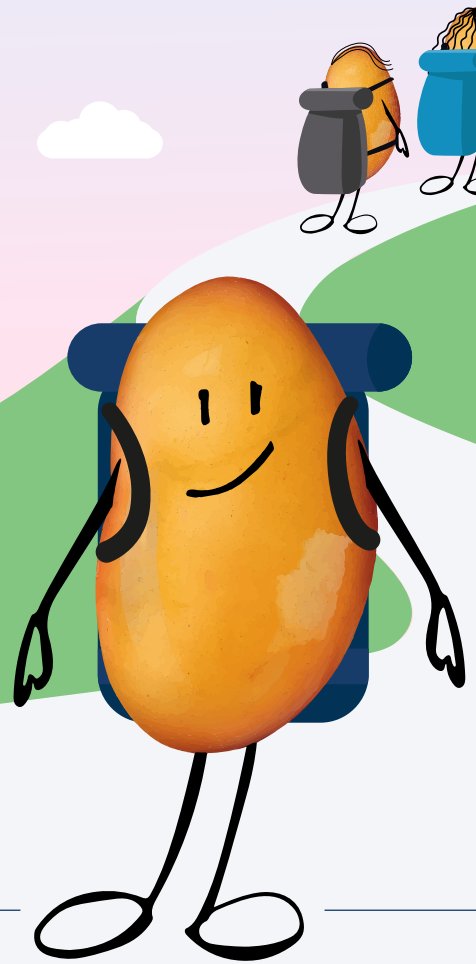
Opting out of the Smart Pension Exchange Scheme

We automatically include all members of the Main Section in the Smart Pension Exchange Scheme when joining the Plan. If you want, you can choose to opt out of the Smart Pension Exchange Scheme and make contributions on a contributory basis instead. You can do this once a year during the Flex Window or at other times if you experience a life event (see previous page).

Is there a limit to the contributions I can arrange through the Smart Pension Exchange Scheme each year?

You will be subject to a tax charge if the total contributions exceed the Annual Allowance, which, for most people, is £60,000 for tax years ending on or after 6 April 2016.

See **'What else do I need to know?'** on **page 20**



Investing

How you choose to invest your Account is an important decision. Your choice can make a real difference to the value of your Account, and the level of retirement benefits it will provide for you.

You can choose between two approaches – Retirement Pathway or Self Select. There is a summary of these approaches below. For more detailed information, please see 'A guide to your investment choices'. (You can find a copy of this guide on the Plan website at **www.kraftheinzpension.co.uk** or on the Flex Portal.)

See **'Finding out more'** on **page 23**

Retirement Pathway

The Retirement Pathway option is for members who do not want to take decisions about which asset class is right for them.

Retirement Pathways are pre-set investment strategies which automatically switch investment as you approach retirement.

You have a choice of three pathways, which broadly match the options you will have at retirement.

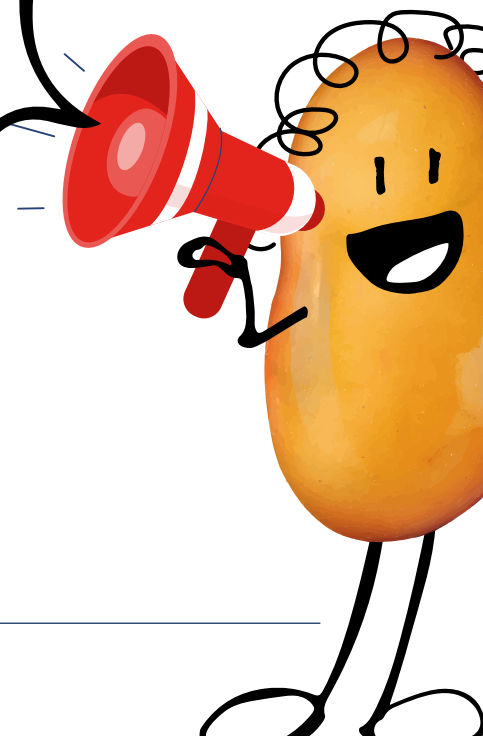
- Retirement Pathway to Annuity
- Retirement Pathway to Cash
- Retirement Pathway to Drawdown

See **'Taking your benefits at retirement'** on **page 14**

Action point

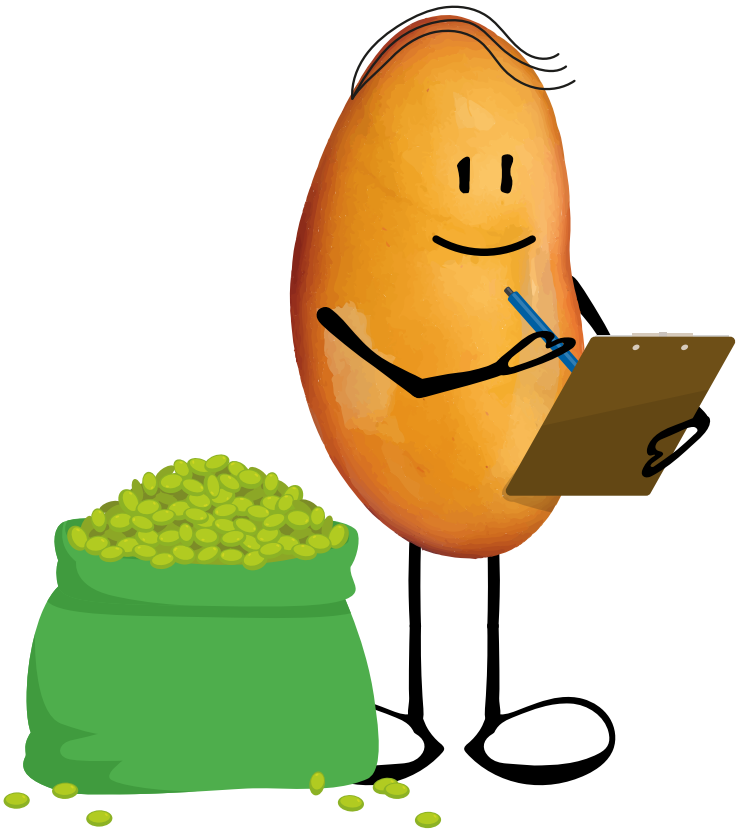
Keep your investment choices under review

It's important to keep your investment choices under review to make sure they still suit your goals and level of risk. Your circumstances may change over time, so checking your choices helps keep your pension on track.



Self Select

The Self Select approach gives you 'free rein' over which funds you choose to invest in, from those made available by the Trustees. There are a number of Self Select funds to choose from. You can invest all of your Account in one fund or spread your investments across multiple funds. It is up to you.



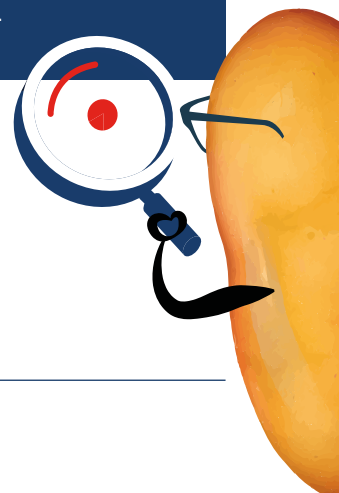
Important information

Some funds invest in a particular market, with the investment manager for that fund choosing the assets. You may only want to choose specialist funds like this if you are familiar with investing (and the risks it involves), or if you are familiar with that market or how the funds might behave.

If you invest in overseas funds, changes in currency exchange rates may affect the value of your investments. Some funds in regions where markets are still developing (often called 'emerging markets') may be especially volatile, with dramatic falls and rises in value.

Property funds can carry extra risk because of the time it takes to buy and sell property – this may make the funds more volatile and you may find that there are delays with moving money you have 'tied up' in property to another type of investment.

Some cash or deposit funds are actually 'money market' funds that invest in different types of assets. As a result, these funds can be more volatile than ordinary cash investments and may rise and fall in value. This means the value of your capital – the original amount you invested – is not guaranteed.



The ‘default’ investment option

If you do not make your own investment selection, your contributions will automatically be invested in the Plan’s default option, which is the Retirement Pathway to Drawdown.

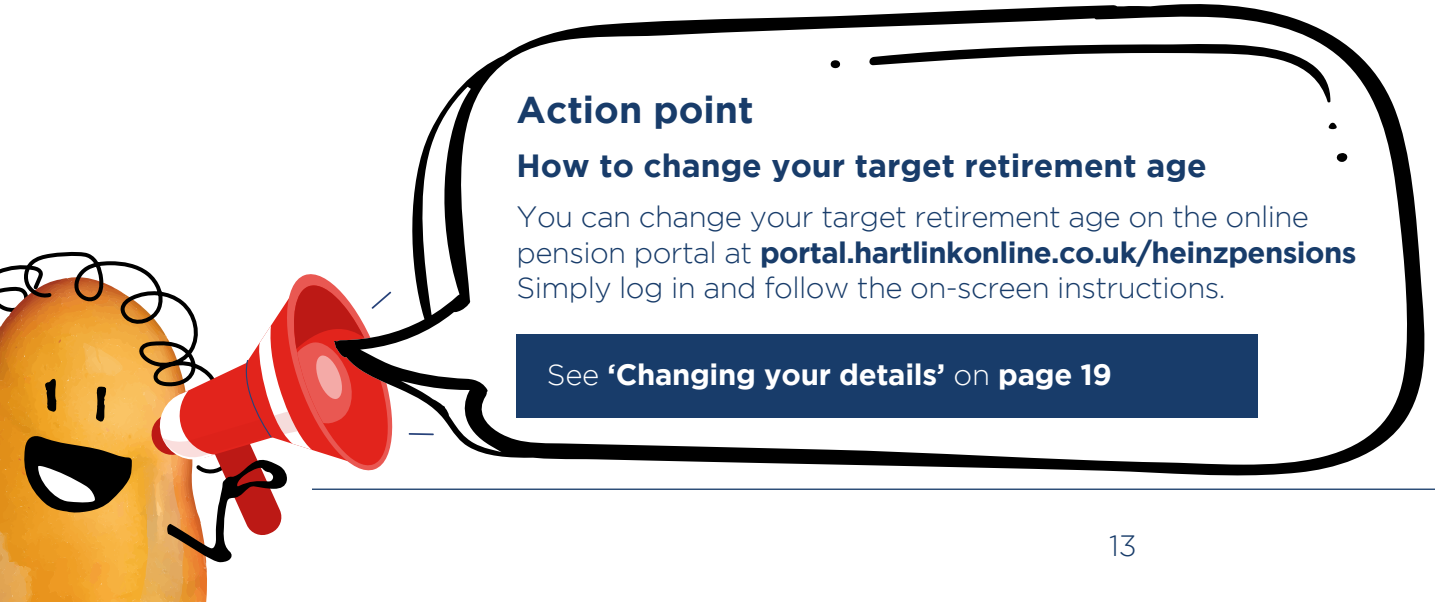
Please remember that going into the Retirement Pathway to Drawdown, even if you have done so by default, is a decision in itself.

Your target retirement age

When you join, your Account will be set up with a target retirement age of 65, though you can change this if you wish.

Your target retirement age is only an indication of when you intend to retire. This information does not represent an undertaking by you and is strictly confidential.

If you are invested in a Retirement Pathway, it is important that you review your target retirement age from time to time and notify the Plan administrators as soon as possible if you want to change it. Otherwise, the automatic fund switching that is a feature of the Retirement Pathways may start at the wrong time - too late, and you could end up being exposed to unnecessary risk, or too early and your investments may miss out on potential higher returns.



Action point

How to change your target retirement age

You can change your target retirement age on the online pension portal at **portal.hartlinkonline.co.uk/heinzpensions** Simply log in and follow the on-screen instructions.

See **‘Changing your details’** on **page 19**

How to change your investment arrangements

Please note that investment decisions you make at the outset are not final – at any time, you can switch existing funds, redirect future contributions to other funds, or both. You can change your investment arrangements free of charge twice a year. If you want to make more changes in a year, charges may apply.

You can change your investment arrangements on the Plan website. Simply log in and follow the on-screen instructions. Alternatively, you can fill in and return an Investment Option Form (you can print off a form from the Flex Portal).

Taking your benefits at retirement

At retirement you use the value of your Account to provide you with an income and/or cash sums.

Retirement can be anytime between age 55 and 75 under current legislation. The minimum age at which you can start taking your benefits will increase to age 57 from 6 April 2028. You do not need to stop working to draw your benefits.

Having spent years building up your Account it is vital to understand the options available when starting to take your benefits. Further, if you are invested in a Retirement Pathway or in Self Select you need to think about how you will draw your benefits in advance of your retirement as this should impact the Retirement Pathway you select.

Since April 2015, you have more choices about how you take your benefits. Your retirement options will be:

Drawdown

You can take as much income as you want, whenever you want. Either:

- 25% of each payment will be tax-free and the rest taxed at your marginal rate of Income Tax.
- Or you can take 25% of your Account as cash on a tax-free basis before taking the remainder as income (in this case the income will all be taxed).

Please note, you cannot access the drawdown option directly from the Plan. If you wish to draw your benefits at retirement through drawdown, you will need to find a drawdown provider and transfer your Account at retirement.

Annuity

You can take up to 25% of your Account tax-free and use the remainder to buy an annuity (an annuity provides you with a guaranteed income either for life or a fixed term that will be taxed as income).

You have lots of options in terms of how the annuity can be set up and you should shop around to ensure you get the best annuity deal for your circumstances.

Cash

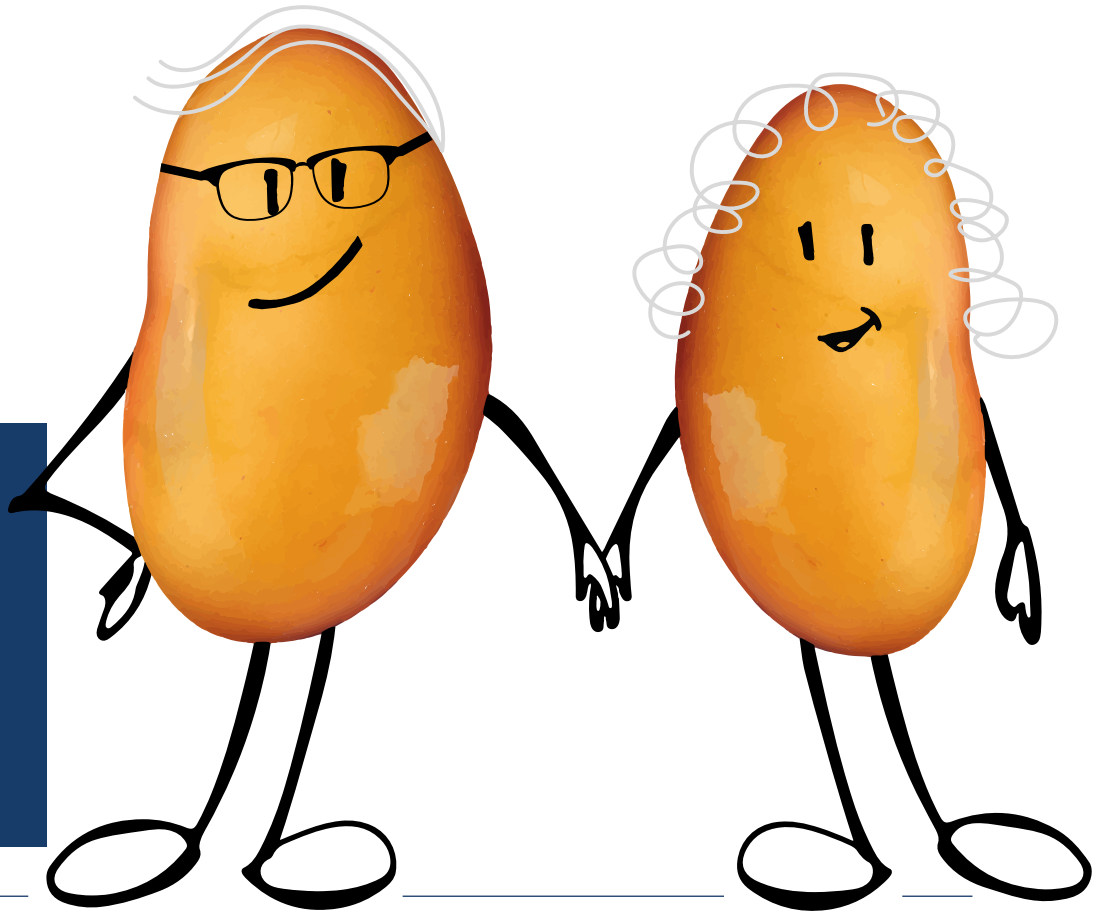
You can take all of your benefits from the Plan as cash in one go. The first 25% will be tax-free and the rest will be taxed at your marginal rate. The amount of cash you take may itself increase your marginal tax rate and, importantly, if you choose to take all your benefits as a cash sum, you will need to find another source of income to fund your retirement.

You can use all or some of your fund for the above options and/or use a mixture of the options above. Please note that you will need to transfer your Account to a suitable arrangement outside the Plan in order to access some of the benefit options available.

Your retirement benefits and tax

It is important to understand all your options and the implications, particularly around taxation. It is strongly recommended that you take financial advice at the right time. Please note that you can take your benefits in full and still continue in the Plan. However, in certain circumstances this will trigger the 'Money Purchase Annual Allowance'.

See **'What else do I need to know?'** on **page 20**



Important note

Please bear in mind that the income your Account will eventually provide will depend on, among other things:

- the amount paid into the Account;
- how your chosen investments perform;
- when you decide to draw your benefits; and
- any charges or costs for transferring any benefits or buying an annuity (if this applies to you).

What happens if I am unable to work because of ill health?

If you are absent from work due to ill health, the Income Protection policy that is linked to the Plan and funded by the Company may apply.

If you are an active member of the Plan and you are unable, because of a medical condition, to continue in your job, or any job to which you are suited, you may qualify for income protection benefits.

If you qualify, you may receive an income, subject to any restrictions imposed by the insurer. Payments may not start immediately, but will continue until:

- your health recovers;
- your employment ends;
- you die or reach pensionable age, whichever happens first.

As long as you are receiving income protection benefits under the policy, payments will also be made to your Account in line with the rates of employee and employer contributions that were being paid immediately prior to your illness.

These benefits are provided through a policy, the terms of which may vary from time to time. You are included for cover under the insurance policy if you satisfy any requirements set out by the Company, including the provision of evidence of good health.

In the event of a claim any entitlement to benefit would always be determined by reference to the policy terms and conditions. The benefits are provided to the extent that cover is available and the Company reserves the right to end or vary them at any time, but this will not affect any claims already accepted.

For more information, please contact your HR department

What happens if I take maternity leave?

During your statutory maternity leave, you and the Company will continue to contribute to your Account at your chosen rate on your actual pay. Your membership of the Plan will continue including death in service benefits and ill health provisions.

Should you take further maternity leave which is unpaid, no more contributions will be paid to your Account. Your membership of the Plan will continue including death in service benefits and ill health provisions for 12 months.

What happens if I take paternity leave?

Your contributions will continue at your chosen rate on your actual pay during any period of Company agreed paternity leave. Your membership of the Plan will continue including death in service benefits and ill health provisions for 12 months.

What happens if?

What happens if I take a personal leave of absence or career break?

If you are granted leave of absence from work the Company will consider whether your membership should be continued and for how long.

When taking a career break (sabbatical leave), your pension will accrue as normal, meaning that if there is no salary/pay, there are also no contributions made. Contributions will then be resumed at the point your salary payments resume.

Death in service benefits and ill health provisions under the Plan (other than benefits provided on leaving service) will cease if you are absent for more than 12 months.

What happens when I leave the Company?

If you leave employment you keep the Account you have built up within the Plan. You may:

- leave your benefits in the Plan where they will continue to be invested in line with your instructions;
- transfer your Account to another pension arrangement; or
- access your Account if you are aged 55 (57 from 2028) or over.

The most suitable option for you will depend on your situation at the time you leave. You may want to seek financial advice before deciding what route you will take.

What happens upon death?

If you die in service the Trustees may provide the following for your dependants or nominees:

A lump sum equal to 12 times your Pensionable Pay

+

A lump sum equal to the value of the Company's and your own contributions, including any additional voluntary contributions and investment return.

Pensionable Pay is determined in the year prior to your death.

In normal circumstances the full cover will be provided automatically without any enquiry into the state of your health.

However, if you do not join the Plan within 12 months of joining the company, you may be required to attend a medical examination and have special terms imposed, or cover restricted. You will be notified if this affects you.

If you fail to attend a medical, or do not complete the relevant forms when required your cover may also be restricted or declined.

What happens if?

If you are a deferred member of the Plan and you die before retirement

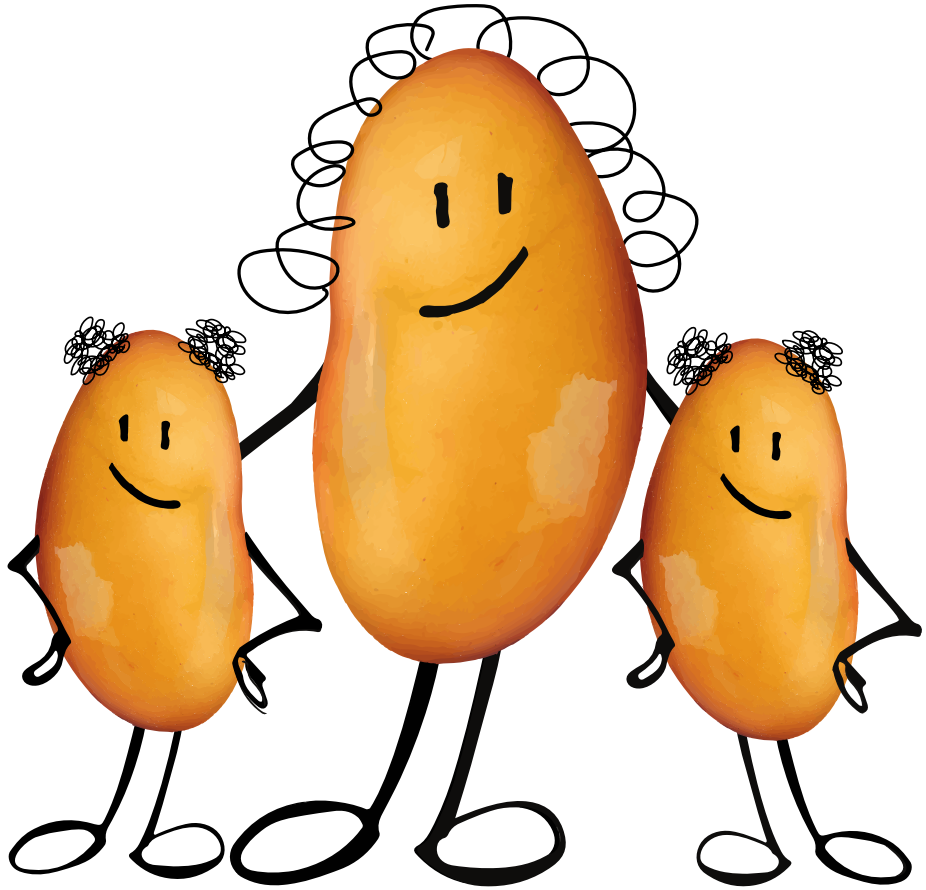
If you die after you have left the Company but before you retire and you have not transferred the value of your Account out of the Plan, the Trustees will pay a lump sum equal to the value of the Company's and your own contributions, including any additional voluntary contributions and investment return.

Your Expression of Wish (EoW)

It is important that you complete an EoW outlining who you would like to receive any benefits following your death. Equally, if your personal situation changes, for example, you marry, divorce or become a parent, you may need to update your EoW.

The Trustees have the final decision over payment, in this way, the amount does not become part of your estate and can be paid free of Inheritance Tax (though this is due to change in April 2027). The EoW is not legally binding, but the Trustees will take account of your wishes. If you have previously completed a form, you only need to update it if you want to change your nominations.

The simplest way to update your wishes is via the online pension portal. Just go to **portal.hartlinkonline.co.uk/heinzpensions** to get started. If you have not previously registered for online access, do not let that put you off – it is a straightforward process and will not take long.



What else do I need to know?

Changing your details

Once you have joined the Plan, it is important that you keep your investment and contribution decisions under review.

See the section entitled 'Finding out more' to assist you with this. That section sets out available information, tools and guidance to help you with your ongoing decision making but also tells you how you make any changes in practice.

State benefits

The State Pension is payable when you reach State Pension age.

For more information about the State Pension – including how much you might receive and when you will reach State Pension age – please visit the Government website: **www.gov.uk/new-state-pension**

Death benefits

The type and level of benefits payable in the event of your death after taking some or all of your retirement benefits is dependent upon how you have taken benefits and how old you are.

Drawdown			
Date of death	**Format of benefits**	**Tax position**	**Can be paid to**
Before age 75	All benefits	Tax free	Any beneficiary
From age 75 onwards	Lump sum (paid out of the Plan)	Taxable at marginal Income Tax rate	
	Income (continuation of Drawdown)	Taxable at marginal Income Tax rate	

Annuity		
	Death before age 75	**Death from age 75**
Joint-life annuity	Any beneficiary can receive payments tax free	Any beneficiary can receive payments at marginal Income Tax rate
Guaranteed term annuity		
Value protected annuity		

Pension tax allowances

The Annual Allowance

The Annual Allowance is the maximum amount of pension contributions an individual can invest in any tax year while still receiving tax relief. It applies to all contributions, from you or any employer, paid into all of your pension arrangements over a tax year.

In the 2025/26 tax year, the Annual Allowance is £60,000 for most people. However, individuals deemed to have income over £260,000 will have a reduced Annual Allowance (if you are unsure what your Annual Allowance is, you should speak to an independent financial adviser).

If the contributions going into your Account during the tax year exceed the Annual Allowance then the amount you have contributed above the Annual Allowance is added to your taxable income. You will pay tax on this at your highest rate, unless you carry forward any unused Annual Allowance from the previous three tax years.

If the total payments into the Plan made by you and your employer, plus contributions made to any other pension arrangements, are likely to be close to the Annual Allowance in any tax year, please seek financial advice before making any decisions.

If you draw your benefits due to ill health then provided you satisfy the requirements set by HMRC, or if you die while still building up your fund, the Annual Allowance will not apply in that year.

The money purchase annual allowance (MPAA)

If certain trigger events occur, the contributions that qualify for tax relief are limited to a MPAA of £10,000 a year. Trigger events include accessing your retirement savings through a drawdown arrangement, payment of an Uncrystallised Fund Pension Lump Sum, or taking more than the permitted maximum income under a Capped Drawdown or Flexible Drawdown taken prior to 6 April 2015.

Please seek financial advice before you proceed with a trigger event if you are close to the £10,000 MPAA.

Lump Sum Allowance (LSA) and Lump Sum and Death Benefit Allowance (LSDBA)

There is a maximum amount you can take from all your pensions as tax-free lump sums during your lifetime either Pension Commencement Lump Sums (PCLS) or Uncrystallised Funds Pension Lump Sums (UFPLS). This is the LSA and for most people it will be the maximum of £268,275 or 25% of the value of your benefits.

This was introduced on 6 April 2024 and has replaced the LTA. This was the limit on the pension savings an individual could build up in their lifetime without being subject to tax charges.

If you previously applied for LTA protection from HMRC, you may be able to take more of your pensions as tax-free cash, subject to 25% of your total benefits.

Individuals will be responsible for providing information to their schemes on any lump sums taken from other registered pension schemes.

Any amount you take as cash over the LSA will be taxed as income.

What else do I need to know?

Important note

Do you have Primary Protection, Enhanced Protection, Fixed Protection 2012, Fixed Protection 2014, Individual Protection 2014, Individual Protection 2016 or Fixed Protection 2016?

If you join an employer's pension plan and/or life assurance scheme, either by completing an application form or as a result of automatic enrolment, you will lose your Enhanced or Fixed Protection.

If you join an employer's pension plan through automatic enrolment but opt out within the 30 day opt out period, you will be treated as if you have never been a member and will not lose your protection.

If you have Primary Protection, Individual Protection 2014 or Individual Protection 2016, pension contributions can continue to be paid into your pension Account.

Neither your employer nor the Plan provider are responsible for any tax charge or loss of tax relief you incur through joining or being automatically enrolled into any pension or life assurance arrangement(s).

Management of the Plan

The Plan has been established under a trust so that its assets are held completely separate from the Company.

The Plan is managed by Trustees, who are responsible for ensuring that the Plan is run in the best interests of members and their beneficiaries.

The Trustees ensure that the Plan is run in accordance with the terms of the Plan Trust Deed and Rules. These set out the legal basis on which the Plan operates.

This guide is intended to be a summary only. In the event of any discrepancy between this guide and the Plan Trust Deed and Rules, the latter will prevail.

The Scheme is a registered pension scheme under the Finance Act 2004. As a result, the Plan's income and chargeable gains are free of UK income and capital gains tax; any tax recoverable on the Plan's income is treated as part of that income.

Disclosure of information

A copy of the annual report of the Trustees containing audited accounts, an investment report and a list of the Trustees and professional advisers is available from the Secretary to the Trustees on request.

You can also request a copy of the Rules of the Plan by contacting the Plan administrators but there may be a charge for this document.

What else do I need to know?

General Data Protection Regulation (GDPR)

Information about you and your entitlements held by the Trustees, or by the Plan administrators, who act on their behalf, is kept secure and is only disclosed in limited circumstances, such as:

- to the Plan administrators to advise you and the Company in connection with entitlements under this Plan;
- to the Company as is necessary for the administration of the Plan and to advise you of your entitlements under the Plan;
- to insurance companies to arrange particular entitlements;
- to government or other regulatory organisations where required to do so by law.

Use of Plan benefits

Your benefits from the Plan are personal and cannot be reassigned to anyone else or, for example, used as security for a loan.

If you divorce or dissolve a registered civil partnership, and where a Court so orders, the Trustees can transfer all or part of your Account out of the Plan to provide benefits for your ex-partner.

Changes to the Plan

The Company may make changes to or discontinue the Plan in the future.

No amendment will affect the benefits you have already earned. In the unlikely event of the Plan being discontinued, your benefits would be secured out of the Plan assets in accordance with the terms of the Trust Deed and Rules.

You will be consulted and informed of any changes which might affect you.

Pension problems

If you have any queries about the Plan or about your entitlement to benefits, the HR Department or the Plan administrators will normally be able to resolve it.

In the unlikely event of you being dissatisfied with the response you receive there is a formal procedure in place for resolving disputes.

The Internal Disputes Resolution Procedure (IDRP) is available on the Plan website and Flex Portal, and is also available on request from the Plan Administrators.

If you are not satisfied with the outcome of the IDRP there are external organisations available to investigate complaints.

See **'Finding out more'** on **page 23**

Finding out more

For more information about the Plan

The Plan website

www.kraftheinzpension.co.uk

The website provides plenty of useful information about the Plan, your Account and your investment choices, including links to individual investment fund factsheets.

The Plan administrators

Contact the Plan administrators if you have any questions, either about the Plan or your own benefits.

Log in to

portal.hartlinkonline.co.uk/heinzpensions and complete the contact us form.

Write to

Kraft Heinz Pension
PO Box 555
Darlington
DL1 9YT

Phone 0333 038 4062

The Flex Portal

Can be accessed through Noodle, the Kraft Heinz intranet. From there select 'My Apps & Tools' and find 'My Benefits'. This will take you to the Flex Portal login page.

Finding out more

For general information about pensions

MoneyHelper

www.moneyhelper.org.uk/en

MoneyHelper joins up money and pensions guidance to make it quicker and easier to find the right help, bringing together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise. MoneyHelper is available at any time if you have questions about your pension arrangements.

Write to:

MoneyHelper
120 Holborn
London
EC1N 2TD

Phone 0800 011 3797

Email pensions.enquiries@moneyhelper.org.uk

The Pensions Ombudsman

www.pensions-ombudsman.org.uk

The Pensions Ombudsman can investigate and settle complaints or disputes about pensions. They will expect any individual making a complaint to have tried to resolve the issue with the scheme first.

Write to:

10 South Colonnade
Canary Wharf
London
E14 4PU

Phone 0800 917 4487

Email enquiries@pensions-ombudsman.org.uk

The Pensions Regulator (TPR)

www.thepensionsregulator.gov.uk/

TPR oversees the running of workplace pension schemes in the UK. It has wide-ranging legal powers and can step in if employers are failing in their duties towards pension schemes. Their website contains a useful section for individuals who want to know more about automatic enrolment or have concerns in respect of their pension arrangements.

Write to:

Napier House
Trafalgar Place
Brighton
BN1 4DW

Phone 0845 600 7060

The Government

www.gov.uk

The Government website contains a State Pension guide, details about the Pension Tracing Service (if you have lost track of a pension) and a Pension Scheme Administration Guide.

Finding out more

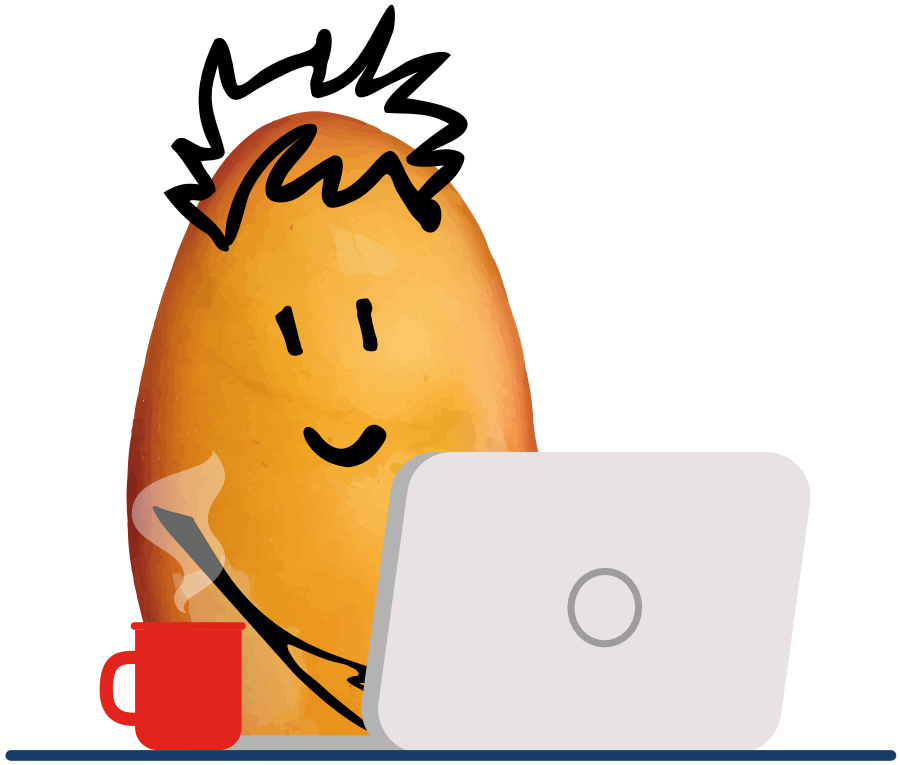
If you need advice

Please note that this guide does not constitute financial advice. If you are in any doubt about what action to take given your personal circumstances, we recommend that you seek advice from an independent financial adviser (IFA). You will probably be charged for this service. The Financial Conduct Authority website provides information in relation to finding a financial adviser at: **www.fca.org.uk/consumers**

MoneyHelper is an independent organisation set up by the government and funded by the financial services industry. They offer a free service to help everyone manage their money better.

Their website has unbiased money advice, information and tools to help you work out what is right for you: **www.moneyhelper.org.uk/en/pensions-and-retirement** Before you contact an IFA, you should take a look at the helpful guides they provide in their 'Pension and Retirement' section of the website. Alternatively you can phone them on **0800 011 3797** (call rates may vary).

Neither the Trustees, the Company nor the Plan administrators have any connection with any of the above organisations. You must satisfy yourself that any adviser recommended is competent to provide the advice you seek.



Special terms explained

Account

This is the 'pot' of money you build up in the Plan from the contributions you and the Company pay, along with any tax relief and the investment returns from the funds you choose to invest in.

Annuity

An insurance policy which provides a guaranteed yearly income.

Capped Drawdown

Capped Drawdown was a benefit option before 6 April 2015, but is no longer available to new applicants. As the name suggests, this arrangement has limits on the income you can take out.

Drawdown

This refers to an approach which enables pensioners to take their retirement income in a flexible way. The individual has the choice as to the amount of pension they wish to draw from their funds over time and how their funds remain invested.

Earnings Cap

This is the maximum amount of earnings that can count in determining your own contributions.

Flexible Drawdown

Flexible Drawdown was a benefit option available before April 2015 to anyone receiving a minimum amount of secure pension income every year.

Lifestyle

An investment strategy used in defined contribution schemes. Under lifestyle, a member's investments are changed based on their age and the length of time until they are due to retire. As members approach retirement, monies are moved into funds with less risk and that are typically less likely to change dramatically in value.

Normal Retirement Age

This is your 65th birthday - the default date when you are scheduled to retire and start receiving your Plan benefits.

Each Retirement Pathway strategy automatically switches investments in line with your Normal Retirement Age (or an alternative retiring age if you change your retirement age).

Pensionable Pay

For the purposes of contributions, Pensionable Pay is determined by the Company. It includes basic pay, shift pay plus other payments at the Company's discretion.

Uncrystallised Funds Pension Lump Sum

This is a lump sum which will be payable from funds that have not been used to pay a scheme pension, buy an annuity or designated for drawdown.