

MARS
Ombudsman

**You need
to talk,
we're here
to listen**



Visit <https://ombudsman.mars.com>



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What is an Ombudsman?

An Ombudsman provides confidential, off-the-record assistance, allowing you to speak your mind with no fear of retaliation.

**Independent. Confidential.
Informal. Neutral.**

Why does Mars have an Ombudsman program?

Associates are Mars' most important asset. That's why in 1997 Victoria Mars launched our Ombudsman Program to establish an alternative to formal communication channels like Line Managers and P&O. The Ombudsman offers a safe place for Associates to seek guidance, voice concerns or discuss options for any work-related matter. The Ombudsman does not take sides in disputes and operates independently from all segments, business units and functions.

Want to learn more?

Visit <https://ombudsman.mars.com> where you'll find additional information and frequently asked questions about the program.

What Associates say about the program:

**"This program reaffirmed my faith
in the Mars culture."**

The Mars Ombudsman Team.

The Program is supported by seven Regional Ombudsman and our Corporate Ombudsman, Debby Hyde. **Wondering how to get in touch with us?** Just give us a call or send a quick message that you would like to talk!



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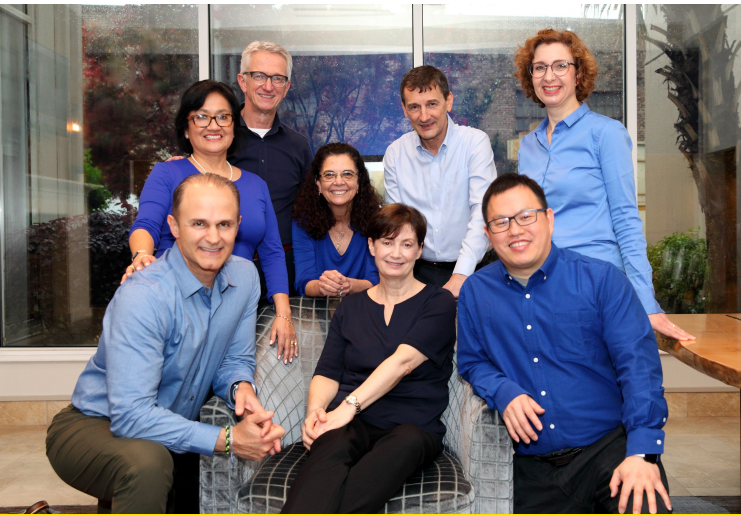


**Our Ombudsman Team is located around the
globe and available to you 24 hours a day.
We are multilingual and provide external
interpreters when needed.**

What Associates say about the program:

“I no longer feel stuck in a bad situation and have a resource for any future concerns.

What an amazing program this is for Associates!”



How we can help.

Have you ever thought about contacting the Ombudsman? We can help if you are:

- Not sure how to manage a situation.
- Concerned about fairness in the workplace.
- In need of a neutral sounding board.
- Preparing for a crucial conversation.
- Exploring professional development opportunities within Mars.
- Interested in coaching or advice from someone who has years of Mars experience.
- Witnessing behavior that is not in line with The Five Principles.
- Looking to present new ideas to improve the business.
- Simply in need of someone to listen.

Our services.

We provide a range of complementary services to support Associates. We will listen to your concerns, help you think a matter through, and identify and evaluate options for moving forward.

The Ombudsman’s services are available to all Associates, regardless of role, location or tenure and include:



Referrals



Coaching



Sounding Board



Facilitation



Mediation



Information

What Associates say about the program:

“The Ombudsman is a great channel to raise concerns. It was very helpful for me to unload the burden on my mind and vent out.”



What guides us.



The Five Principles

Quality, Responsibility, Mutuality, Efficiency and Freedom are the foundation of how we operate.

[Learn more.](#)



Associate Concept

We treat all Mars Associates with dignity and respect and engage in relationships of mutual trust.

[Learn more.](#)

International Ombudsman Association



Mars has been a member of the International Ombudsman Association (IOA) since 1997 and subscribes to IOA's Code of Ethics and Standards of Practice.