



## Ethical Reporting & Whistle-blower Summary

At Hotpoint, our foundation is built on **integrity, accountability, and transparency**. We maintain a zero-tolerance approach to fraud, corruption, and unethical behavior. We empower our employees, customers, and partners to "speak up" whenever they encounter misconduct, ensuring a safe and fair environment for everyone.

### 1. What to Report

This channel is reserved for serious ethical and legal concerns.

- **Financial Misconduct:** Fraud, theft, bribery, or corruption solicitations.
- **Data Privacy:** Misuse or breaches of customer or company data (DPA 2019).
- **Safety & Ethics:** Serious product safety risks, systemic harassment, or discrimination.
- **Legal Violations:** Any breach of laws, regulations, or deliberate concealment of misconduct.

**Note:** For standard customer service issues (delivery delays, product faults) please contact **Customer Care**. For HR grievances (salary, interpersonal disputes), please use the **HR Grievance Procedure**.

### 2. How to Raise a Concern (Available 24/7)

To ensure complete impartiality, Hotpoint uses **Case IQ**, an independent third-party service. Your report is transcribed and sent directly to our Whistleblowing Committee and the Board Audit & Risk Committee (BARC).

- **Confidential Hotline:** 0800-221-371
- **Secure Web Portal:** <https://www.integritycounts.ca/org/hotpoint>

*You may choose to remain anonymous. If you identify yourself, your information will be kept strictly confidential.*

### 3. Our Pledge of Protection

- **Zero Retaliation:** Hotpoint strictly prohibits any form of retaliation against anyone reporting in good faith. Any employee engaging in retaliatory conduct faces immediate termination.
- **Data Protection:** In alignment with **Kenya's Data Protection Act (2019)**, all personal data is stored securely with robust access controls.
- **Good Faith:** An unsubstantiated report made in good faith will never be penalized. However, knowingly submitting a false or malicious report is a violation of this policy.

*This policy is guided by the principles of ISO 37002 (Whistleblowing management systems).*