

## **FAQ**

### **Speak Up**

#### **Reporting concerns about misconduct or potential misconduct at bpostgroup**

The answers to the frequently asked questions presented in this document do not replace the policy which contains important additional information. The answers provided here highlight key concepts. We encourage you to familiarize yourself with the policy in its entirety.

#### **If I experience a situation that causes me a concern about an occurrence of misconduct or potential misconduct, why should I report it?**

bpostgroup is built upon a foundation of strong corporate values and ethical business practices designed to support our sustainable and responsible business strategy. These values and practices reflect our commitment to our employees, suppliers, customers, business partners, shareholders and the larger society. Building a reputation as a trustworthy and ethical organization among our stakeholders is essential. Together we must make sure that our services are provided in an ethical and fair manner.

#### **What is Speak Up?**

Speak Up is a reporting system made available at bpostgroup where anyone who works for or within bpostgroup can report in confidence and without fear of retaliation a situation they become aware of, which violates or seems to violate laws, regulations, the code of conduct or other company policies.

#### **How does Speak Up work? How to report a concern?**

If you believe that misconduct may have occurred, you are encouraged to first report this to your superior. The immediate superior can solve the issue himself, take the issue up with his own superiors or, if it is not possible or appropriate, report it through the Speak Up tool or telephone hotline.

If you feel for any reason that you cannot address your line manager or that the response provided by them could not be considered satisfactory, you can use the internal reporting channels via the Speak Up tool or telephone hotline.

#### **What should I write in the Speak Up tool or say on the telephone hotline to report a concern?**

You should report the facts of your concern in good faith. The terms "good faith" does not mean that you must be right in your assessment of the facts that you reported and gave rise to your concern of (potential) misconduct. It means that you must provide all information in your possession and have reasonable grounds to believe, at the time of reporting, that the facts that you report as the basis of your concern of (potential) misconduct are true and verifiable and within the scope of this policy.

#### **Can I trust the Speak Up process?**

You can report a concern anonymously via the Speak Up tool or the telephone hotline unless your country annex specifies otherwise. If you wish to identify yourself, the Compliance department and local reporting manager will protect your identity and thus guarantee confidentiality. They are bound by a duty of confidentiality which is a legal obligation.

Your reported concern will be investigated in an independent, fair and unbiased manner with respect to all parties involved and in accordance with relevant laws and principles (including fair process). Details of the concern, your identity and the identity of anyone else mentioned in your report, are kept confidential throughout and after the investigation and are only shared on a need-to-know basis.

### **What types of concerns should I report?**

You can report violations or potential violations of laws and regulations which fall under the scope of the national whistleblowing rules (see policy, section 3, and your country annex included in the policy), as well as violations or potential violations of bpostgroup's code of conduct and other company policies.

### **Can I report anonymously?**

Yes, you may choose to remain anonymous, unless your country annex specifies otherwise. If you choose to identify yourself, your identity will be kept confidential.

### **What if I fear retaliation?**

We will not retaliate or allow retaliation against anyone who, in good faith, reports a concern. Any form of retaliation is prohibited by law and may result in disciplinary action if done by workers.

The protection against retaliation does not apply to anyone who deliberately or recklessly makes statements or disclosures in bad faith.

### **What if the concern I am reporting is about a line manager, a senior manager, or a member of top management?**

You will also be protected against retaliation.

We have established an escalation policy. This policy aims to ensure that, regardless of the hierarchical level of the person who is the subject of a reported concern, each case will be thoroughly investigated in a way that respects the rights of both the person who reported the concern and the person who is the subject of the concern.

### **What happens when I report a concern?**

Reports are entered directly in the 'Speak up' tool or done via the secure telephone hotline to ensure confidentiality. These reports are only available for specific individuals who are responsible for investigating and resolving each report (in principle, members of the compliance department). These recipients are trained in keeping these reports confidential and are committed to ensure that reports are not inadvertently shared with implicated parties, their peers or subordinates.

After reporting a violation through the Speak Up tool or the telephone hotline, your report will be appropriately investigated. Within 3 months after the acknowledgement of receipt of the report, you will receive feedback regarding the follow-up. When possible, you will also receive information on the final result of the investigation, in case the investigation was not concluded within 3 months. Where there has been a violation of the code of conduct or the law, appropriate actions will be taken by bpostgroup or its subsidiaries.

Please always write down the access code that the Speak Up tool will provide after you report a concern. This code is necessary for the follow-up of your report.

**Will I be informed by email about a report I made?**

When you have reported a concern via the Speak Up tool and have provided your email address, you will get an automatic confirmation email that your report is submitted. Remark that this email will be send via Convercent, which is our secured partner for the Speak Up tool.