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## Frequently Asked Questions (FAQs) on the Speak Up Policy

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### 1. What are the Speak Up channels available to raise a concern?

Other than reporting your concerns locally in your unit, you may raise your concerns through one of the following Company Speak Up channels:

- Coats Ethics Inbox ([ethics@coats.com](mailto:ethics@coats.com))
- Coats EthicsPoint (<http://coats.ethicspoint.com/>), accessible through both computer and mobile phone.
- Coats Ethics Concerns Voicemail (+442082105088)

### 2. Who is able to utilise the Company Speak Up channels?

The Company Speak Up channels can be utilised by all Coats employees and any interested third parties such as contractors/vendors, contract employees, customers, etc.

### 3. When should I use the Company Speak Up channels?

If you observe or become aware of any violation of the Coats Ethics Code, Company policies or laws, you are encouraged to use the Company Speak Up channels. However, concerns about employee relations should first be raised to local HR or management.

### 4. Do I need to raise concerns in English through the Company Speak Up channels?

Whistleblower complaints can be sent in any language. If you are not conversant with English, you can use any language you are comfortable with. Coats EthicsPoint supports multiple languages (e.g. Arabic, Chinese, Spanish, etc.) and you can choose your preferred language through the language options located on the top-right of the homepage.

### 5. Do I need to disclose my identity when raising concerns?

There is no requirement as part of the Speak Up Policy for the whistleblower to identify themselves while raising their concerns either through emails, voicemail or through Coats EthicsPoint. Disclosure of the identity of the whistleblower is subject to their own discretion.

### 6. At what level of detail should I disclose my concerns?

You are encouraged to disclose the details of your concerns as far as possible, e.g. the location and time period of the misconduct, individuals involved, description/examples of misconduct, proof of misconduct (if available), etc. Raising a generic concern without disclosing the required details may render it difficult to carry out any investigation. Therefore, it is important that you provide as many details as possible to ensure that your concerns can be investigated in an efficient and effective manner.

## **7. What does the Company do to maintain the confidentiality of my complaint and identity?**

As part of the Speak Up Policy, the Company guarantees the maintenance of strict confidentiality of the complaint received and the whistleblower's identity (if identified). This is achieved through the following:

- only designated individuals approved by Group management (e.g. Head of Group Internal Audit) can access the original complaint reported through the Company Speak Up channels;
- the investigation team is nominated by the Chief Legal & Risk Officer and Group Company Secretary, Chief Human Resources Officer and the relevant Group Executive Team member to ensure a free and fair investigation;
- the investigation team is required to maintain strict confidentiality during the course of the investigation; and
- the investigation report/result is distributed to a limited number of individuals who need to know the outcome (e.g. Chief Legal & Risk Officer and Group Company Secretary, Chief Human Resources Officer, Head of Group Internal Audit, etc.).

## **8. I am concerned about retaliation while raising my concerns. What does the Company do to address retaliation?**

In addition to the steps taken to ensure the confidentiality of the complaint and the whistleblower's identity, the company has a zero tolerance policy against any form of whistleblower retaliation (as codified in the Anti-Retaliation Policy in Appendix 1 of the Speak Up Policy), which may include but is not limited to, punishment, creation of a hostile, threatening or uncomfortable environment and harassment. Strict disciplinary action will be taken against individuals involved in proven retaliation.

## **9. How will I know the progress and outcome of the investigation regarding the concerns I have raised?**

After raising the concern, you will receive an acknowledgment within 7 days that your concern will be looked into in line with the Speak Up Policy. Once the investigation is concluded, you will be informed of the outcome of the investigation, which may be broadly classified into one of the following categories; (i) concerns not upheld, (ii) concerns not upheld with some process and control improvements identified and (iii) upheld concerns. Where concerns are upheld, the whistleblower is informed that suitable actions have been taken but the specifics of those actions are not disclosed as this would amount to the sharing of private and confidential information.

You can also check the progress of any investigation through the same Speak Up channel you used to report your concern, wherein a response will be provided by the investigation team.