



**HOW  
SPEAK UP!  
WORKS**



# What is Speak Up!

The Speak Up! confidential reporting tool is part of our concern raising system and allows anyone to raise concerns about LIXIL's business conduct, compliance matters, or to report a suspected breach of legal, accounting or regulatory requirements, the Code of Conduct, and other policies or standards.



# What We Will Cover

REMINDER

POINTS

WHEN

WHAT

HOW



**HOW?**

DO I MAKE A  
REPORT



**WHAT?**

HAPPENS ONCE I  
MAKE A REPORT



**WHEN?**

WILL I HEAR BACK

SPEAK UP!

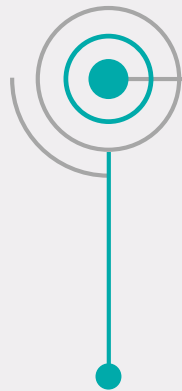
REMINDER

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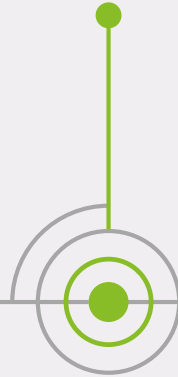
ACCESS



Go to: [lixil.ethicspoint.com](http://lixil.ethicspoint.com)  
Select your preferred language

Select the option for online reporting and follow the instructions

ONLINE



PHONE



Select the option for reporting by phone and follow the instructions to access your local number

HOW

SPEAK UP!



**REMINDER**  
**POINTS**  
**WHEN**

**NOTIFY**  
The system notifies the regional compliance leader that a report was made



**REVIEW**  
The regional compliance leader will determine what kind of concern the report is (HR, etc.)



**INVESTIGATE**  
The investigator will carry out a thorough investigation on the reported matter



**ACTION**  
If allegations are confirmed, the necessary disciplinary and corrective action will be implemented



**RESPOND**  
Once the investigation is complete, the reporter will be contacted that the case is closed



**WHAT**  
**HOW**  
**SPEAK UP!**

# COMMUNICATION

There are 3 major instances when the investigator will contact the reporter

REMINDER

POINTS

OPEN

1

## NOTIFICATION

You will receive a response from a compliance or legal team member, that your report was received

DURING

2

## INFORMATION

You may be contacted to provide additional information as well as to receive updates

CLOSE

3

## CONCLUSION

Once the process has officially been completed, you will be notified that your report is closed

WHEN

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# Additional Points

A few more points on Speak Up!



## Speaking Up!

Although this video is mainly about Speak Up!, you may raise your concerns through a variety of avenues



## Contact Information

We highly encourage providing contact information when making a report for a more effective and efficient process



## Different Avenues

If you have a concern, you can reach out to your leader, local HR, Legal or Compliance leader, just to name a few



## HR Related Concerns

If you have an HR related concern, please try to reach out to your local HR representative before making a report through Speak Up!



## Report Key

Once you make a report, you will be assigned a report key and set a password. Please keep both somewhere safe and at hand



## Not an Emergency Service

You may not receive an immediate response. If you require emergency assistance, please contact your local authorities

POINTS

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REMINDER

# CONFIDENTIALITY

## NO RETALIATION



LIXIL prohibits retaliation against anyone who speaks up in good faith



LIXIL guarantees confidentiality and the identity of the reporter is held in the highest confidence

## ANONYMITY



The option to remain anonymous when making a report is always available



REMINDER

POINTS

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**Thank you for  
watching!**

Let us all continue to work together as  
**ONE LIXIL** to create a culture of  
compliance.

LIXIL

MAKE BETTER HOMES A REALITY FOR EVERYONE, EVERYWHERE