

Richemont Speak Up Platform – FAQs

What should I do if I suspect, observe, or hear about potentially illegal, unethical or improper conduct?

You are encouraged to raise your concerns in circumstances where you feel that Our Standards of Business Conduct are not being followed. We want you to feel comfortable in reporting any concern you may have through the Richemont Speak Up Platform.

What is the Richemont Speak Up Platform?

The Richemont Speak Up Platform is a web and phone-based intake system provided to individuals for reporting any concern regarding actual or suspected misconduct or wrongdoing.

Who operates the Richemont Speak Up Platform?

The Richemont Speak Up Platform is operated by the external provider NAVEX Global, which offers a service that allows individuals to report concerns via a toll-free telephone number and a website.

What type of situations should I report?

You should report any potential violations of law, regulation, or Group policies and procedures, or any other concern you may have regarding potential misconduct or wrongdoing. A concern can be raised irrespective of whether the suspected misconduct or wrongdoing has occurred, is occurring or is likely to occur.

What if someone uses Richemont Speak Up Platform to make a malicious or false report?

Where anyone raises a concern that is frivolous, malicious or vexatious, or any person involved gives deliberately misleading statements, then this will be inconsistent with our values and may be subject to disciplinary procedures or other legal action depending upon the circumstances.

Where can I find Richemont's Standards of Business Conduct?

Our Standards of Business Conduct, which provides our core values and mission, is available internally on our intranet in pdf form. Externally, a pdf copy of Our Standards of Business Conduct is also available on our website.

May I submit a report in a language other than English?

Yes, you may submit a report in any of the thirteen languages available on the Richemont Speak Up Platform.

Can I choose to stay anonymous when making a report?

Where permitted in your country, the Richemont Speak Up Platform enables you to file a report anonymously and to receive notice upon the conclusion of an investigation. Your identity will not be

revealed, except where legally required. All information about the report will be treated as confidential, subject to legal requirements.

What information will I need to provide when I am ready to make a report?

The Richemont Speak Up Platform captures the following information that you provide when you make a report: (i) your name and contact details (unless you report anonymously) and whether you are employed by the Group; (ii) the name and other personal information of the persons you name in your report if you provide such information (i.e. description of functions and contact details); and (iii) a description of the alleged misconduct as well as a description of the circumstances of the incident.

Who receives my report?

Any concern raised is summarised in a report that is forwarded in strict confidence for assessment and investigation. Each report is initially sent for assessment to the Head of Internal Audit and to the Legal & Regulatory Compliance Director.

Who reviews my report?

The Speak Up Taskforce is the dedicated team that receives and reviews reported concerns via the Platform. The Speak Up Taskforce comprises of eight specialised reviewers, representing seven corporate functions, who received specialised training on case management. The corporate functions include Group Legal, Group Security, Group Sustainability, Group HR, RIMS, Group Procurement and Group Corporate Communications.

How will I know that my report has been received?

*You will receive acknowledgment of receipt of the report within **seven days** of your submission.*

What are the steps taken following the receipt of my report?

The person assessing your report will (i) research, evaluate and investigate the issue you have raised; (ii) inform and interview the relevant impacted stakeholders; and (iii) make a decision on the relevant concern.

When can I expect feedback to my report?

*You will receive feedback within a reasonable timeframe, not exceeding **three months** from the acknowledgment of receipt of the report. It is important to check the report regularly, using your report key and password, for information requests from the investigation team.*

What if I remember something important about an incident after I have filed a report or want to check the status of my report?

When you file a report through the Richemont Speak Up Platform, you receive a unique report key and are asked to choose a password. You can access the original report to provide more information, using your report key and password.

How am I protected from retaliation if I file a report?

Retaliation, including informal pressure, against any person reporting a concern will not be tolerated, and any such conduct is inconsistent with our mission and values and will itself constitute a violation of Our Standards of Business Conduct. Any attempted or actual retaliatory action will be subject to disciplinary action, up to and including termination.

How is the report investigated?

An investigation may include interviews and requests for documentation. Interviews may be in person, over the phone or through an online chat. The questions asked will vary based on the nature of the matter being investigated, but are likely to cover the “who, what, when, where and why” of the situation and your knowledge of it. It is important that you provide accurate and truthful information to the investigation team. Failure to cooperate or making any false representations during an investigation may be subject to disciplinary procedures or other legal action depending upon the circumstances.

How long will the investigation take?

Investigation teams work as efficiently as possible to review and resolve matters. Each investigation is different, and the length of time needed to resolve matters varies.

Will I be notified when the investigation is over?

At the conclusion of a case, a notification will be posted to the Richemont Speak Up Platform which you can access using your report key and password. Nonetheless, for confidentiality reasons, you may not be made aware of the specific outcome of the investigation or the action taken.

What should I do if I forgot my report key or password?

Neither the Group nor NAVEX Global can provide you with or reset your report key or password, so safeguarding this information is important. To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report and reference your previously filed report (noting the nature of the concern and the approximate date filed so that we can accurately identify the previously filed report).