

Whistleblowing

Expobank CZ a.s. creates and fosters a corporate culture marked by honesty and openness, where all employees and other 3rd parties that cooperates with the Bank have the opportunity to report violations of law, unfair or unethical behavior or other gross malpractice.

For the purposes of the reporting, a unique, independent and separate communication channel was set up - the mailbox whistleblowing@expobank.cz.

In order to conduct a thorough investigation, whistleblowers should provide the following information in their reports:

- the identity and contact details of the whistleblower;
- a description of the case, with all known relevant facts (what happened, where, what specific behavior gave rise to the concerns being reported, who is involved, etc.);
- an indication of why the matter is being reported;
- an indication of whether the matter has already happened or may happen in the future;
- an indication of how the whistleblower obtained his or her knowledge of the incident or situation;
- whether there are other persons involved or witnesses;
- whether the whistleblower has any supporting information;
- whether the whistleblower has discussed the matter with anyone else, and if so with whom;
- an estimate amount of material damage.

For the sake of the efficiency of investigations Expobank CZ a.s. prefers reporting of concerns by identified individuals (not from anonymous whistleblowers). The notification may also be made anonymously. If the whistleblower provides his/her contact e-mail address, he/she will then be informed of the status of the investigation, while protection of the identity of the whistleblower is ensured.

For the clients' claims and complaints, please use the standard procedure - ref. Claims and Complains Instruction Expobank CZ a.s. - <https://www.expobank.cz/files/reklamacni-rad-201803-21-final-rev.pdf>