

The main title of the document, 'i&M Group Whistleblowing Policy', centered on the page. The 'i&M Group' part is in blue and teal, and 'Whistleblowing Policy' is in teal.

# **i&M Group**

## **Whistleblowing Policy**

**I&M Group PLC** is committed to upholding the highest standards of integrity, transparency, and accountability. We encourage all stakeholders—including employees, customers, suppliers, contractors, shareholders, and the public—to report any unethical, illegal, or improper activities that could affect the Group or its subsidiaries.

### **Our commitment to all our stakeholders**

**Confidentiality & Protection:** We guarantee confidentiality and protect whistleblowers from retaliation or victimization. Whistleblowers can report in confidence, knowing their identity will remain protected unless required by law.

**Anonymous Reporting:** Stakeholders can report concerns anonymously through the independent Deloitte Tip-offs Anonymous Hotline, ensuring a secure and confidential process. You can choose to remain fully or partially anonymous.

**Accessible Reporting Channels:** Reports can be made 24/7 through multiple channels, ensuring ease of access:

**Toll-Free Numbers:** Available in each country where I&M operates, including:

- **Kenya: 0800 722 626**
- **Uganda: 0800 100 255**
- **Tanzania: 800 780 026**
- **Rwanda: +27 315 715 307**
- **Mauritius: 802 0270001**
- **Email: Send your report to [DTOA@tip-offs.com](mailto:DTOA@tip-offs.com)**
- **Website: Submit reports online via [www.tip-offs.com](http://www.tip-offs.com)**

**What to Report:** Stakeholders are encouraged to report issues such as fraud, corruption, illegal activity, misuse of assets, breaches of the Group's Code of Conduct, or attempts to conceal such actions.

**Investigations & Follow-Up:** Reports are reviewed by Deloitte, then forwarded to the appropriate teams within I&M for investigation. Whistleblowers will receive feedback on the progress and outcome, where applicable.

**Whistleblower Rewards:** A reward of 1% of recovered funds may be issued if the whistleblower's report leads to the prevention or recovery of losses. The reward is provided while maintaining anonymity and full protection.

We urge all stakeholders to speak up about any unethical or illegal behavior to help maintain the integrity of our operations. All reports are treated seriously, and appropriate actions are taken swiftly.