## GREAT MOMENTS FOR EVERYONE, EVERYDAY

## Ethics Hotline Process

## OPTIONS FOR REPORTING A POTENTIAL CASE

- 1 Person raises a concern with his/her manager
- 2 Person raises a concern with the Ethics Panel or with the Chief Compliance Officer
- 3 Person raises a concern through the Ethics Hotline





Cases are logged and allocated to the respective Operating Company



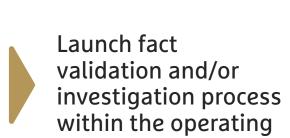
Operating
Company
Ethics Panel
conducts first
evaluation



IF CASE
IS IN
SCOPE
Operate
Compa
Ethics
classif
case\*



Operating
Company
Ethics Panel
classifies the
case\*



company

Operating Company
Ethics Panel
recommends
corrective action
and/or disciplinary
measures



Operating
Company CEO (or delegate) approves corrective actions and/or disciplinary measures



Operating Company Ethics Panel agrees next steps regarding collective actions and/or disciplinary measures with employee







Case Closed



Validation by Chief Compliance Officer



Operating Company logs all documents on the management system

## **ROLES AND RESPONSIBILITIES**

OP CEOs and Chief Compliance Officers: Oversee the process and approve any disciplinary and/or corrective actions

Ethics Panel: Report to the OP CEO and sponsor and lead the Ethics Hotline and process

Risk Manager: Member of the Ethics Panel, he/she owns the case management process

EXPOLINK Whistleblowing

- Independent operator of the Majid Al Futtaim Ethics Hotline
- Communicates with the Majid Al Futtaim Ethics Panel to ensure that cases are addressed confidentially
- Available 24/7, 365 days a year
- Voice call/web reporting is available in multiple languages

\*If deemed critical, the case is reported immediately to the CEO (or delegate)