

FAQ – AkzoNobel SpeakUp!

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How can I raise concerns about potential Code of Conduct violations?

First, consider whether you are comfortable giving feedback to the person involved. Minor issues are almost always best dealt with this way. If you believe that the situation can't be resolved by talking to the individual, you can speak to your manager or next higher manager instead. You could also talk to your HR Business Partner or Compliance Officer. They will listen to your concerns and take appropriate action. Alternatively, you can use SpeakUp!

Which channels can I use to SpeakUp!?

If you wish to report a potential violation of the Code of Conduct, you can create a SpeakUp! report via this website, contact the SpeakUp! helpline or send a report by email or post .

Call the SpeakUp! helpline

Your call will be answered by an independent external operator from EthicsPoint, the company who provides third party reporting by telephone or internet on behalf of AkzoNobel. The operator will listen to your concerns and may ask additional questions. In most cases, the SpeakUp! helpline will initially be answered in English. If you would like to report your concern in a different language, the operator will invite an interpreter to the call. You can find a list of country-specific helpline numbers on the SpeakUp! portal. The lines are toll-free and operated 24/7 throughout the year.

Use the SpeakUp! website

Report your concern via this SpeakUp! website.

Send a report to SpeakUp! by email or post

You can contact speakup@akzonobel.com or AkzoNobel Director Compliance, PO Box 75730, 1070 AS Amsterdam, The Netherlands. Any reports made to these addresses will be handled by AkzoNobel's Director Compliance or their delegate. Reports sent for the attention of the CEO and/or General Counsel will be treated as reports sent to the Director Compliance. If your concern relates to the Director Compliance or another member of the Compliance Committee, you can report to the General Counsel, or, if your concern relates to the General Counsel, to the CEO.

Who can use SpeakUp!?

SpeakUp! is available to anyone who wants to raise a concern about a violation or potential violation of AkzoNobel's Code of Conduct or any of the directives that support it. This includes employees, contractors, former employees, business partners, customers, people affected by AkzoNobel products or activities and investors in AkzoNobel shares.

What should be reported?

You can file a report about any concern you have regarding compliance with the AkzoNobel Code of Conduct. Some examples are:

- Bribery and corruption, facilitation payments, gifts and entertainment that don't meet our guidelines
- Inadequate auditing and accounting
- Violations of competition law or trade controls and sanctions
- Environmental, health and people, product and process safety violations and issues
- Unauthorised disclosure of confidential information
- Conflicts of interest
- Insider trading
- Misuse of company resources
- Fraud
- Discrimination and harassment
- Breaches of human rights
- Retaliation

If you deliberately make a false accusation or deliberately abuse the SpeakUp! reporting process in any way, this will be viewed as a violation of our Code.

In some countries privacy laws limit what you may report via the Speak Up! helpline or the Speak Up! reporting website. When contacting the Speak Up! helpline or reporting website, you will be given a limited set of reporting options. If you would like to report an issue that is not available through the Speak Up! helpline or reporting website, please talk to either your manager, Compliance Officer or ALG-Compliance.

What should not be reported?

SpeakUp! is not for concerns about the quality or performance of products and services. There are separate complaints and customer service procedures available for that. SpeakUp! is not for reporting incidents (this includes emergency incidents, safety incidents, medical incidents or travel incidents). For help and guidance on how to manage these, visit our [travel security page](#) and [Rules 12.01.5](#) on emergency response. SpeakUp! also isn't for disagreements with management decisions, unless, of course, you think the decision concerned is a potential violation of the Code.

Am I protected?

AkzoNobel strictly forbids any retaliation against any person who reports a concern. The reporting of a concern in good faith do not expose you to any sanctions, regardless of whether the underlying facts prove to be correct or result in any action. If you believe you have faced retaliation of any kind, please report it directly to management, the Director Compliance or through SpeakUp!.

Should I identify myself?

You're always encouraged to give your name and contact details when making a report. This makes the investigative process easier. If you're uncomfortable identifying yourself, you can report your concern anonymously, to the extent allowed by local laws. Sometimes, anonymous reports are harder to investigate, for instance if we do not have enough information or if we are unable to verify your report with you or develop an investigation plan.

What happens after I make a report?

EthicsPoint notifies ALG-Compliance when a concern is received. AkzoNobel then commences an investigation, using internal or external resources with expertise in conducting investigations. All reports will be treated in confidence, as far as we possibly can. Confidentiality is considered at every stage and AkzoNobel is committed to restrict sharing of the information to those people who have a need-to-know. Investigations are focused on facts and aim to establish whether the allegations are

correct and whether the Code of Conduct has been violated. They're conducted in an independent, fair and unbiased manner with respect to all parties involved and in accordance with relevant laws and principles.

Reference is made to the SpeakUp! Manual for further guidance.

How can I monitor progress of the investigation related to my report?

After you complete your SpeakUp! report (online or by phone), you will receive a unique code called a report key number. You will also be asked to create a password. You can use this key number and password to return to the SpeakUp! helpline or website at any point to check the status of your report or provide additional information.

Why has AkzoNobel contracted EthicsPoint?

AkzoNobel contracted EthicsPoint (Navex Global), to make it possible for our employees and interested third parties to report suspected breaches of our Code of Conduct, via an independent, professional third-party. This procedure can be used if employees do not feel comfortable giving feedback on the issue to the person involved or reporting to (line) management, HR Business Partner or Compliance Officer.

EthicsPoint is an international operating company that provides secure, confidential telephone and web-based systems for those who wish to report a concern regarding a breach of business conduct. The Speak Up! helpline and reporting website of EthicsPoint are available 24 hours a day, seven days a week and provides interpretation services for telephone and web reporting in different languages.

What is EthicsPoint's role?

The responsibilities of EthicsPoint are:

- Provide telephone and web-based options through which people can report suspected breaches of the AkzoNobel Code of Conduct
- Protect the identity of reporters who wish to remain anonymous
- Provide interpretation services for reporters wishing to report in a different language than English
- Inform ALG-Compliance about an existing concern, so that AkzoNobel can start an investigation
- Allow ALG-Compliance to communicate with a reporter, who wishes to remain anonymous, by acting as an intermediary

It is not EthicsPoint's role to take action to address the concern; only to transmit the concern to the ALG-Compliance for handling.

How does EthicsPoint protect confidentiality?

EthicsPoint does not trace phone calls or use caller identification. In addition, EthicsPoint does not generate or maintain internal connection logs containing Internet Protocol (IP) addresses, so no information linking you to EthicsPoint will be available. Speak Up! reports from your computer would come through a secure Internet port and do not trace or show user screen names. EthicsPoint will not use information for any purpose other than providing it to AkzoNobel for appropriate handling.