

## 3.22 Whistleblowing

### 1. Policy

This Policy seeks to ensure that proper tools, processes and protection mechanisms are in place for Team Members and Third Parties to report information on actual or potential breaches acquired in a work-related context and falling within the material scope of the [EU Directive on the protection of persons who report breaches of Union law](#) ('the EU Whistleblowing Directive') and its transposition into Czech Law via the Act No. 171/2023 Coll., on Whistleblower Protection, as amended (the "ZoOO"). It does not limit the responsibility of FedEx Team Members to speak up and report all types of suspected breaches as referred to in the [FedEx Code of Conduct](#) and the [FedEx Global Policy on Reporting Concerns](#).

In the event of any contradiction or conflict between the terms of this Policy and the provisions of the applicable local law and regulation, the latter shall prevail.

### 2. Scope

This Policy applies to FedEx Team Members and Third Parties as defined below.

### 3. Definitions

- **Central Case Administrator:** a representative of the Europe Legal Department authorized to receive reports, acknowledge their receipt and initiate or perform diligent follow-up action.
- **Competent Person:** the person receiving the Report, reviewing it and proposing Corrective Action under Czech Law (i.e., if the Reporting Person makes the Report through the local reporting channel). The Competent Person may only be a natural person who is of good character, of lawful age and fully competent. Where a position, team or department deals with a Report under Czech Law (i.e., if the Reporting Person makes the Report through the local reporting channel), all members of that team or persons in those positions are Competent Persons under Czech Law.
- **Corporate Integrity and Compliance:** the department that ensures that the FedEx Alert Line and surrounding processes are fit for purpose from a functionality and legal / privacy perspective.
- **Corrective Action:** measures to remedy the violation to which the Report relates and to prevent its occurrence in the future.
- **Czech Law:** [ZoOO](#)
- **Investigative Function:** the function that is considered competent and best placed to investigate a report.
- **Local Case Administrator:** a representative of the local Legal or Human Resources Department authorized to receive reports, acknowledge their receipt and initiate or perform diligent follow-up action (the Competent Person under Czech Law).
- **Other Protected Person:** person other than the Reporting Person who must be protected from retaliation under Czech law, such as: a person who provided assistance in obtaining information that is the subject of the Report, the submission of the Report, or the assessment of its validity; a person close to the Reporting Person (e.g., a family member of the Reporting Person); a person who is an employee or colleague of the Reporting Person; a person controlled by the Reporting Person; a legal entity in which the Reporting Person has an interest, a person controlling it, a person controlled by it, or a person controlled by the same person controlling the legal entity; a person for whom the Reporting Person performs work or other similar activities as defined in the ZoOO.
- **Regional Case Administrator:** a representative of the Regional Legal Department authorized to receive reports, acknowledge their receipt and initiate or perform diligent follow-up action.

- **Report:** the oral, written or personal communication of information on breaches in scope of this policy.
- **Reporting Person:** a natural person who reports or publicly discloses information on breaches acquired in the context of his or her work-related activities.
- **Retaliation:** actions or omissions related to the work or similar activities of the Reporting Person, which are prompted by the making of the Report and which may cause harm to the Reporting Person or Other Protected Persons.
- **Team Member:** every officer, director, manager and employee of FedEx.
- **Third Party:** any individual, including former team members, who acquired information on actual or potential breaches in a work-related context. This includes former, current or future: agents; temporary agency staff; job candidates; contractors; consultants; freelance workers; service providers; subcontractors; suppliers; distributors; business partners; shareholders; persons in administrative, management or supervisory bodies; volunteers; (paid or unpaid) trainees; any persons working under the supervision and direction / management of a contractor, subcontractor or supplier; or any other person with whom FedEx did, does or may do business.

## 4. Guidelines

### 4.1. Types of breaches in scope of this Policy

This Policy applies to the reporting of information on actual or potential breaches falling within the material scope of the EU Whistleblowing Directive and its transposition into Czech Law via ZoOO. These include actual or potential breaches having the elements of a crime, having the elements of a misdemeanour for which the law provides for a fine of at least CZK 100,000, violating the ZoOO, or violating another legal regulation or a regulation of the European Union in the field of financial services, statutory audit and other assurance services, financial products and financial markets, corporate income tax, prevention of money laundering and terrorist financing, consumer protection, compliance with product requirements, including product safety, transport and road safety, environmental protection, food and feed safety and animal health, radiation protection and nuclear safety, competition, public auctions and public procurement, protection of internal order and security, life and health, protection of personal data, privacy and security of electronic communications networks and information systems, protection of the financial interests of the European Union, or functioning of the internal market, including the protection of competition and State aid under European Union law.

Information on breaches reported for the purpose of protecting purely private interests are excluded from the scope of this Policy.

### 4.2. Channels for internal reporting

Actual or potential breaches governed by this Policy can be reported in writing, orally, personally or in all of these ways. In the case of a request for personal Report, the Competent person shall be obliged to accept such Report within 14 days of the date on which it was requested. Reports can be made through one of the following channels:

#### 4.2.1. The FedEx Alert Line

The FedEx Alert Line is a service that FedEx contracts for through an independent vendor. Reports to this service may be made by calling a toll-free telephone number or by completing an online questionnaire. Both the telephone hotline and online reporting tool are available 24-hours a day for use by FedEx Team Members and Third Parties.

Contact details:

Phone: 800.810.914

Online: [fedexalertline.com](https://fedexalertline.com)

#### **4.2.2. Your Local Reporting Channel**

A Reporting Person may also choose to reach out directly to the local reporting channel:

Contact details:

Competent Person: Lucie Valášková

Voice mail: 0042 0233 053322

E-mail: [CZ.whistleblowing@fedex.com](mailto:CZ.whistleblowing@fedex.com)

Face-to-face: By sending a request by voice mail or e-mail

FedEx provides Reporting Persons with the opportunity to reach out to the internal reporting channel of their choice (i.e., to the FedEx Alert Line at group level or to the local reporting channel at legal entity level). If there is reason to believe that the Competent Person / the Local Case Administrator may be implicated in a suspected breach or may not be impartial, the Reporting Person is advised to make a Report through the FedEx Alert Line (or vice versa).

If the Reporting Person chooses to make his/her Report through the FedEx Alert Line, he/she is not protected by the Act No. 171/2023 Coll., on Whistleblower Protection, as amended! Protection under the Act No. 171/2023 Coll., on Whistleblower Protection, as amended, is only provided to the Reporting Person if he/she makes his/her Report through the Local Reporting Channel at legal entity level.

If the Reporting Person chooses to make a Report through a Local Reporting Channel and if not otherwise stated in this Policy, the Report may contain information about the name, surname, and date of birth, or other data from which the identity of the Reporting Person can be inferred. The information mentioned in the first sentence of the Report does not have to be included if the identity of the Reporting Person is known to the Competent Person (especially in cases of personal submission of the Report where the Competent Person knows the identity of the Reporting Person) or if the Reporting Person decides to make an Anonymous Report according to article 4.3. The Report should also include all relevant information about the possible infringement, including any potential evidence or identification of individuals who have committed or are planning to commit the infringement.

#### **4.3. Anonymous Reports**

The FedEx Alert Line allows for anonymous reporting and Reporting Persons may request to remain anonymous when making Reports through the Local Reporting Channel. FedEx strictly prohibits any attempt to discover the identity of Reporting Persons who request to remain anonymous. Please note, however, that anonymous reporting may hinder or complicate any investigation that may follow and may prevent appropriate action from being taken. Providing contact information also allows us to communicate with (and provide updates to) the Reporting Person.

In the case of a Report which does not contain information on the name, surname and date of birth, or other information from which the identity of the Reporting Persons can be inferred, the Reporting Persons shall be protected under Czech Law from the moment their identity comes to the attention of the person who may expose them to retaliation. If the Reporting Person submits a Report anonymously, the rules for non-anonymous Reports shall apply proportionately to the handling and registration of such Reports.

#### **4.4. Departments authorized to receive Reports**

Reports submitted through the FedEx Alert Line are received by a Regional and/or Central Case Administrator and handled in line with FedEx's internal policies and procedures. Reports submitted through the Local Reporting Channel are received and administered by a Local Case Administrator, who is also the Competent Person under Czech Law.

#### **4.5. Follow-up**

Following receipt of a Report, the relevant case administrator (i.e., the Competent Person when the Report is made via the Local Reporting Channel) will initiate or perform the necessary follow-up activities. These may include, amongst other:

- confirming the receipt of the Report to the Reporting Person within a period of seven (7) days from the day of receipt, unless the Reporting Person states that they do not wish to be notified of the acceptance of the Report, or it is evident that notifying the Reporting Person of the acceptance of the Report would reveal their identity to another person or the Report is made anonymously to the Competent Person in such a way that the Reporting Person cannot be notified. Regardless of whether or not the identity of the Reporting Person is known to the Competent Person, the Competent Person shall always make an internal record of the Report.
- verifying the Report to assess whether it is in scope of this Policy and recognized as a genuine whistleblower report;
- asking the Reporting Person for further information, where needed;
- aligning internally with other case administrators, with members of the FedEx Legal Department or the FedEx Corporate Integrity and Compliance Department, or with the relevant Investigative Function, with a written consent of the Reporting Person, where necessary;
- contacting any internal and/or external party who can provide information and documents necessary for the resolution of the Report, with the obligation to maintain confidentiality;
- providing feedback to the Reporting Person on the progress and outcome of that investigation; and/or
- closing the matter.

A reported breach via the FedEx Alert Line channel may be assigned for further investigation to the relevant Legal, Security or Human Resources Department; the Internal Audit Department or any other internal or external party that is authorized and deemed appropriate to investigate the reported breach in an independent and objective manner. If the Reporting Person is of the opinion that any of the above parties may be implicated or may not be impartial, he or she is requested to state this in his or her Report.

A Reporting Person that reports through a Local Reporting Channel is always protected under Czech Law, and his/her identification data and information about the content of the Report may be disseminated to third parties only if he/she gives his/her free and explicit written consent.

#### **4.6. Feedback to the Reporting Person**

The Reporting Person will receive a confirmation of receipt within 7 days of receipt of his/her Report and will be notified in case the investigation into the allegations raised takes more than 30 days to complete. No later than 90 days following the confirmation of receipt, the Reporting Person will receive information on the measures envisaged or taken to assess the accuracy of the allegations and, where appropriate, to remedy the subject matter of the Report, as well as the reasons for such measures. The above does not apply if the Report is submitted anonymously, and it is not possible to determine a contact address from the anonymous Report through which the anonymous Reporting Person could be informed of the results of the assessment. In such a case, the Competent Person will create an internal record of the assessment.

If the Competent Person concludes that the submission is not a Report, they will inform the Reporting Person in writing about this finding without undue delay. The above does not apply if the Report is submitted anonymously, and it is not possible to determine a contact address from the anonymous Report through which the anonymous Reporting Person could be informed. In such a case, the Competent Person will create an internal record of their finding.

If the Report is evaluated as unfounded, the Competent Person will inform the Reporting Person about this and advise the Reporting Person of their right to submit the Report to a public authority according to article 4.11. of this Policy. The above does not apply if the Report is submitted anonymously, and it is not possible to determine contact details or a contact address from the anonymous Report through which the anonymous Reporting Person could be informed. In such a case, the Competent Person will create an internal record of their evaluation.

#### **4.7. Confidentiality**

It is the responsibility of all individuals involved in the receipt and/or follow-up of a Report – including those Team Members that receive updates on reported breaches as part of their role and responsibilities within FedEx – to protect the identity of the Reporting Person and of any other party mentioned in the Report, including the person(s) concerned, and to treat all Reports, including any attachments and consequent investigation findings, as strictly confidential information.

The identity of the Reporting Person, nor any other information from which the identity may be directly or indirectly deduced, must not be disclosed to anyone beyond the individuals described above without the explicit written consent of the Reporting Person, unless there is a necessary and proportionate obligation to disclose imposed by EU or national law in the context of investigations by national authorities or judicial proceedings, including with a view to safeguarding the rights of defence of the person(s) concerned.

#### **4.8. Processing of personal data**

Individuals involved in the receipt and/or follow-up of a Report must ensure that the processing of personal data is compliant with GDPR. They must not collect personal data which is manifestly not relevant for the handling of the Report. If accidentally collected, such data must be deleted without undue delay.

#### **4.9. Recordkeeping**

FedEx will keep records of all Reports received under this Policy. Recording of personal data in these records will be kept to a minimum, and Reports will be stored for no longer than necessary or as required under applicable laws.

FedEx Corporate Integrity and Compliance will take the necessary technical and organizational measures to limit the number of individuals having access to the above records, and to prevent access to these records by non-authorized individuals. It will further ensure that legally binding agreements are in place with external vendors having access to the FedEx Alert Line and related case management system to ensure that the protection mechanisms and safeguards listed in this Policy are being maintained.

#### **4.10. Non-retaliation**

FedEx prohibits Retaliation, including threats or attempts of Retaliation, against anyone who reports an actual or potential breach in good faith. Reporting in good faith means that the Reporting Person had reasonable grounds to believe that the information on breaches reported was true at the time of reporting and that such information fell within the scope of this Policy. FedEx also prohibits Retaliation against Other Protected Persons.

Any Team Member who is found to have breached this non-retaliation principle, or to have threatened or attempted to do so, will be subject to discipline, up to and including termination of the employment relationship.

Protection from Retaliation is not available to a Reporting Person who has made a Report without having reasonable grounds to believe that it is based on truthful information (the "Knowingly False Report").

#### 4.11. Procedures for external reporting

While Reporting Persons are encouraged to use our internal reporting channels, they have the option of reporting breaches of EU Law and matters that fall within the scope of the Czech Law to the Ministry of Justice of the Czech Republic. Further information about the methods of submitting the Report through the Ministry of Justice of the Czech Republic is available on its website: <https://oznamovatel.justice.cz/>

## 5. Policy Related Documents

- [Code of Conduct](#)
- [Global Policy on Reporting Concerns](#)

## Document History

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