

# EXPRESS KENYA PLC.

## Whistle Blowing Policy

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## **1. Introduction**

Express Kenya PLC recognises that an important aspect of accountability is to have a mechanism to enable all individuals to voice their concerns internally in a responsible and effective manner when they discover the information which they believe shows serious malpractice.

The whistle blowing policy demonstrates the company's commitment to recognize and take action in respect of malpractice, illegal acts or omissions by its employees and to support and assist staff in bringing genuine concerns to the attention of the appropriate people within the Company who can initiate investigation into the matters raised.

It is the responsibility of all staff to ensure that if they become aware of any actions that may comprise this objective, they will be expected to report the matter in the safe knowledge that this will be treated seriously and sensitively.

Noting that the Witness Protection (Amendment) Act 2010 was enacted by the Parliament to protect whistle blowers, it is important to develop a whistle blowing policy and Management shall ensure that the policy is in tandem with the Act and where the Policy is in conflict with the Act, the Act will take precedent over the policy.

## **2. Purpose**

The purpose of this policy is to:

- a) Support integrity and excellence
- b) Ensure employees can raise concerns without fear of suffering retribution
- c) Provide a transparent and confidential process for dealing with concerns.

## **3. Scope**

This Policy applies to Express Kenya PLC and its Subsidiaries and to all employees as well as consultants and agency personnel who work at Express Kenya PLC premises or under the direction of the Company.

It also applies to Contractors, Suppliers, Customers, Shareholders and other stakeholders.

The policy covers reportable incidents which include, inter alia:

- Suspected fraud or corruption
- Criminal offence
- Failure to comply with legal or regulatory obligations
- Breach of Code of Ethics
- Breach of the standing financial rules and regulations

- Showing undue favour over a contractual matter or to a job applicant
- Concealment of any of the above.

The above list is not exhaustive.

#### **4. Responsibility**

All staff are duty bound to ensure that the best possible standards of care are achieved and to act in accordance with their professional code of conduct.

Staff are encouraged to:

- a) Report any form of unethical behaviour, a contravention of the Company's code of Ethics or raise any concerns that something happening is unethical or improper and might compromise the provisions of the Code of Ethics.
- b) Raise concerns in good faith with the true belief that a malpractice has occurred.
- c) Not raise concerns with any malicious intent or vexatious nature.
- d) Raise concerns with an appropriate officer as outlined in this Policy.

Staff members may report suspected cases of fraud and corruption to:

- a) Board of Directors, through the Chairman
- b) Chief Executive Officer
- c) Departmental Managers and Supervisors

Express Kenya PLC shall also provide a Confidential Reporting Hotline for the staff members who would prefer to remain anonymous.

All persons who are the first recipients of reports, have a duty to:

- a) Treat concerns in a confidential manner
- b) Take staff concerns seriously
- c) Consider them carefully including undertaking investigations
- d) Establish an enabling environment which ensures that corrective measures are taken to address any operating procedures that may contribute to such violations
- e) Seek appropriate advice
- f) Take appropriate action to resolve the concern or refer it on to an appropriate person
- g) Keep the member of staff informed of the progress and monitor and review the situation
- h) Ensure that those who in good faith report suspected violations or misconduct are not penalized

#### **5. Guiding Principles**

- a) All concerns raised will be treated fairly and properly

- b) The Company will not tolerate any form of harassment and victimization of anyone raising a genuine concern
- c) Any individual making a disclosure will retain his/her anonymity unless he/she agrees otherwise
- d) The company will ensure that any individual raising a concern is aware of who is handling the matter
- e) The Company will ensure that no one is at risk of suffering some of retaliation as a result of raising a concern. We don however, extend this assurance to someone that maliciously raises a matter that is known to be untrue.

**6. Anonymity and Confidentiality**

- a) All matters raised by concerned employees will be treated with utmost confidentiality
- b) All correspondence entered into the whistleblowing process is absolutely confidential whether a person making the disclosure wishes to remain anonymous or not.
- c) The substance of an investigation including the identities of the parties to it will remain confidential and may only be disclosed with the consent of the complainant.

**7. Anonymous Allegations**

- a) All complaints must contain as much information as possible to allow for proper assessment
- b) Anonymous allegations will be considered based on the following factors:
  - Seriousness of the issue raised
  - The credibility of the concern
  - The likelihood of confirming the allegation from attributable source
  - To the extent possible, any complaint should be factual rather than speculative or conclusory.

**8. Untrue Allegations**

Disciplinary action will be taken against employees who make allegations frivolously, maliciously or for personal gain.

**9. Approval**

Approved by a Board Resolution dated: 15<sup>TH</sup> MARCH 2024.



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**BOARD CHAIRMAN**

