

Violation Reporting System - Whistleblowing

Intesa Sanpaolo Albania has an internal system for reporting acts or facts that may constitute violations of rules governing banking activities or other unlawful conduct (Whistleblowing).

Who can make a report

In accordance with the provisions of Whistleblowing, the system is effective starting from October 2018. The following subjects can make a whistleblowing report:

- employees and self-employed workers who work or have worked for the Bank;
- holders of a professional collaboration relationship
- workers or collaborators who provide goods or services or who carry out works for third parties and perform or have performed their work for the Bank;
- freelancers and consultants who work or have worked for the Bank;
- volunteers and trainees (paid and unpaid);
- persons with administrative, control, supervisory or representative functions (hereinafter referred to as “representatives”).

The Whistleblowing process, which integrates the other reporting systems and processes active in the Bank, makes it possible to report, with the utmost **guarantee of confidentiality**, violations that damage the public interest or the integrity of Intesa Sanpaolo Albania of which become aware within the working context, or on the basis of the legal-economic relationship existing with the Bank, **protecting the whistleblower from any possible retaliatory or discriminatory behavior**.

How to make a report

Whistleblowing reports can be sent using the specific channel indicated below (in Albanian and English version).

The report must allow the identification of the whistleblower (name and surname, relationship with the Bank and contact details) and must contain a detailed description of the facts and conduct considered to be in conflict with the law, also indicating, where possible, the documents, the rules that are considered to have been violated and the other findings useful for conducting the investigation of the

disputed facts. Finally, the whistleblower has the obligation to declare whether she/he has a personal interest connected to the report.

The Head of internal Audit Department ensures the correct execution of the process.

Internal Channel of the Intesa Sanpaolo Bank Albania

All whistleblowers address the main channel with the exception of representatives (for whom a specific confidential process has been envisaged). The report can be made, using the following **email** address:

sinjalizim@intesasanpaolobank.al

The whistleblower may also request, through the above-mentioned channel, a meeting aimed at making the report. The meeting will be scheduled within a reasonable time by the Head of the Internal Audit Department.