

Information notice on “H-Alert!”
whistleblowing System

Hermès Group

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In order to ensure compliance with applicable laws and with our ethical values, the Hermès group has a single whistleblowing system (hereinafter “H-Alert!”). This document describes the conditions for using this system.

There are two ways of submitting a report in H-Alert!:

- i) via this H-Alert! platform operated by Whispli and available on <https://hermes.whispli.com/h-alert> (hereinafter the “**Platform**”), and
- ii) via the conventional communication channel described in section 3.1.

1. Who can submit a report?

1. Internal reports

H-Alert! is very broadly open to the **following people**:

- (i) all the employees, temporary workers and trainees of a Hermès group entity (hereinafter “**Hermès Entity**”),
- (ii) persons whose working relationship with a Hermès Entity has ended, where the information being reported was obtained in the context of this relationship,
- (iii) persons who have applied for a job in a Hermès Entity where the information being reported was obtained in the context of their application,
- (iv) shareholders, partners and holders of voting rights in general meetings of a Hermès Entity
- (v) members of the administrative, management or supervisory body of a Hermès Entity and the Hermès group,

2. External reports

H-Alert! is very broadly open to the **following people**:

- (vi) all external and temporary staff,
- (vii) contracting parties of Hermès,
- (viii) Hermès suppliers and service providers,

In the case of legal persons, the persons authorised to submit a report are the members of their administrative, management or supervisory body as well as their employees.

All the people listed above are hereinafter referred to as “**Authorised Persons**”.

3. Which conditions apply to submit a report?

In order to make valid use of H-Alert! and to benefit from the protection it offers, you must:

- be a natural person,
- act in good faith,
- act without receiving any direct financial consideration if you are subject to French law or to any other law prohibiting this kind of consideration,
- comply with the whistleblowing procedure described in this handbook (see section 3),
- report a situation that has come to your knowledge, either in a work-related context or outside such context. If the information was obtained outside the work-related context, the report must concern facts of which you have had personal knowledge. If the

information was obtained in the work-related context, you do not need to have personal knowledge of the facts reported.

You are encouraged to report any situation mentioned in section 2 as soon as possible. Reports may be sent in the manner of your choosing (see section 3).

4. How are Authorised Persons protected?

Hermès has taken the necessary measures to ensure that your information remains confidential at all times. Anyone involved in handling reports is under a strict duty of confidentiality.

Pursuant to applicable laws and subject to specific local regulations, you may benefit from protection in the context of your report, provided that it is made in good faith.

If you belong to a French entity, this protection is described in detail in **section 5.1** but it only applies if you have not received any direct financial consideration in return for your report.

2. What types of reports can I submit?

1. Types of reports covered by H-Alert!

H-Alert! allows you to report any situation that could be:

- a) a crime or offence;
- b) a breach, attempted breach or attempt to conceal a breach of an international commitment duly ratified or approved by France, of a unilateral act of an international organisation taken on the basis of such a commitment, of European Union law, the law or regulations,
- c) a threat or harm to the public interest,
- d) serious breaches of human rights and fundamental freedoms, harm to human health and safety and the environment.

You may also report:

- e) the existence of conduct or situations that are contrary to the Hermès Group's Anti-Bribery Code of Conduct;
- f) the existence of conduct or situations that are contrary to the Code of Ethics;
- g) any breach of internal compliance procedures (available on the HermèsSphère intranet).

As an illustration, H-Alert! can be used to report:

- risks and serious breaches of human rights and fundamental freedoms, harm to human health and safety and to the environment resulting from the activities of the Hermès Group and/or its subcontractors and suppliers;
- financial, accounting and stock market irregularities;
- breaches of the rights of individuals (discrimination, bullying, sexual harassment, sexist behaviour, sexual assaults, etc.) or invasions of privacy;
- situations that may be labour law breaches (serious breaches of health and safety rules, etc.);
- any internal fraud;
- any act of corruption and influence peddling.

You can report any situation that comes to your knowledge, whether in a work-related context or not.

If the information was obtained outside the work-related context, the report must concern facts of which you have had personal knowledge i.e., you were present or you witness the event being reported.

Conversely, this condition need not be met if the information was obtained in a work-related context.

2. Restrictions on using H-Alert!

H-Alert! may not be used for any purposes or cases other than those mentioned in section 2.1. Any report that is outside the scope of application of H-Alert! will not be handled and any misuse may lead to the disciplinary measures described in section 5.1.

Information or documents, whatever the form or medium, covered by (i) national defence secrets (ii) medical privilege, (iii) lawyer-client privilege (iv) secrecy of a judicial investigation or inquiry or (v) secrecy of judicial deliberations, are excluded from H-Alert! and cannot be reported.

You can raise any questions or situations that are not covered by H-Alert! via the conventional information channels, i.e. by talking to your line manager, or by contacting Human Resources and/or the staff representatives.

3. What is the reporting procedure?

1. Submitting a report

You may use the internal reporting channels of the H-Alert! system which include: the conventional communication channel described below and the Platform. Use of the Platform is optional.

In the conditions described below, you may also submit a report via external channels.

✓ Internal reporting channels

In accordance with the law, these internal channels guarantee strict confidentiality of your identity, of the persons concerned by the report, of any third party mentioned in the report and of the information collected by all the recipients of the report.

If the report is made at a physical meeting or during a video conference, it will be recorded in minutes. The person making the report will have the opportunity to check and correct the minutes before approving them.

If you are in any doubt as to how to submit your report, you may at any time seek advice from your line manager, Human Resources and/or, for any report of sexual harassment and/or bullying or sexist behaviour, from any of the Hermes Entity Harassment advisors.

i) If you are a member of staff:

You can send your reports via the **conventional communication channel** by contacting any of the following:

- your direct or indirect line manager;
- Human Resources;
- the Hermes Entity Harassment advisors when the matter relates to a situation involving harassment;
- any member of the Hermès Group Ethics Committee (“**Ethics Committee**”) listed below.

The members of the Ethics Committee are:

- the Executive Vice-President of Governance and Organisational Development,
- the Group Head of Human Resources,
- Group Social Development Director,
- Retail Human Resources Director,
- the Group General Counsel, and
- the Chief Compliance Officer.

Furthermore, you may also send your reports to the Ethics Committee via the **Platform**.

ii) If you are external:

You can send your reports via the **conventional communication channel** by contacting any of the following:

- your usual contact person within the Hermès group,
- the Hermes Entity Harassment advisors when the matter relates to a situation involving harassment;
- any member of the Hermès Group Ethics Committee listed above.

Furthermore, you may also send your reports to the Ethics Committee via the **Platform**.

✓ **External reporting channels**

The internal reporting channels are not exclusive of the external reporting channels when they are authorised by applicable law. In France, you can directly contact, in particular, (i) a competent authority¹ (ii) the defender of rights (iii) the judicial authority (iv) an EU institution, body or organisation that is competent to receive information about breaches of European Union law.

However, the internal reporting channels of H-Alert! are strongly recommended by the Hermès group so that the report is handled without delay and remediation measures can be taken.

2. Information to be included in a report

To submit a report, you will be asked to provide:

- **Mandatory information:**

- your country,
- the company concerned by the report (if applicable),
- the category of your report,
- the nature of your relationship with the Hermès group, the facts or events reported, described in detail, in a factual manner and including only information that is relevant to the subject of the report,

- **Optional information:** your identity.

You may send any other information and documents, whatever their form or medium (email, photos, videos, reports, accounting documents, etc.), that may be relevant to the report.

Subject to applicable laws and any local regulations, reports may be anonymous. However, with anonymous reports, it is more difficult to handle them rapidly and to carry out a thorough investigation to establish the facts and organise the reporting person's protection.

¹ This list of authorities is included in the annex to French Decree no. 2022-1284 of 3 October 2022 (<https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000046357368>).

In all cases, you must report the facts carefully, objectively and with moderation. Until the reported facts have been duly verified, they will be deemed to be under investigation, and no conclusion will be drawn, particularly pursuant to the presumption of innocence principle.

4. Handling the Report

1. Acknowledgement of Receipt

Within **seven (7) working days** of receipt of your report, you will be sent a written, dated acknowledgement of receipt by any means (via the Platform if you used it to submit the report, or by email or post depending on the channel and the information you provided). However, the acknowledgement of receipt does not mean that your report is admissible.

2. Admissibility of the report

The admissibility of reports is analysed according to the following criteria:

- the report concerns a situation falling within the scope of application of H-Alert! (see section 2.1),
- the information provided by the reporting person is sufficient to characterise the situation and allows the person or persons possibly concerned by the report to be identified.

While the admissibility of the report is being examined and throughout the handling thereof, you may communicate confidentially with the Hermès Ethics Committee or the person in charge of the admissibility or handling of the report appointed by the Ethics Committee in order to clarify, verify and, where applicable, document the reported facts, by any means of your choosing (by the contact means that you have provided or via the Platform).

The Ethics Committee examines the admissibility of reports that are outside the scope of Human Resources reports described below.

The local Human Resources departments and the Group Human Resources direction study the admissibility of reports concerning sexist behaviour, sexual assault and harassment, and discrimination in particular for Hermès employees.

Anyone outside the Ethics Committee will only access all or part of the data collected in the report within the limit of their respective powers and duties.

If the report is deemed admissible according to the abovementioned criteria, it will be handled in the manner described below.

Anyone who submits a report that is inadmissible will be informed that their report is not admissible and the reasons why.

3. Handling the report

Depending on the report, the Ethics Committee may:

- delegate the handling of the report to a member or department of the relevant Hermès Entity, and the outcome will be monitored by the Ethics Committee, or

- handle the report directly with assistance from the competent persons in the Hermès Entity or an external person.

The time required to handle a report varies with the complexity of it and the research and verification steps that must be taken in this context.

In any case, within three (3) months of the acknowledgement of receipt of the report, the reporting person will be informed of the measures envisaged or already taken to assess the accuracy of the allegations and, if necessary, to remedy the problem reported.

At the end of the report handling procedure, the person responsible for handling the report will inform the reporting person of the outcome and of any measures taken.

5. Rights of individuals involved in the report

1. Whistleblower Protection

A reporting person acting in good faith may benefit from protection which can vary depending on the applicable laws and any specific local regulations.

In France, and more generally in Europe, this protection applies even if the facts prove to be inaccurate or do not give rise to any action. Under this protection, you cannot be dismissed, or be subject to any penalty or discrimination in any manner for having reported facts in compliance with these conditions. In general, no retaliatory measure² may be taken against you.

However, in the event of any misuse of H-Alert! (particularly in the event of a slanderous report or libel), the reporting person may be liable for disciplinary measures and, as applicable, for civil and/or criminal penalties. Conversely, use of H-Alert! in good faith will not expose the reporting person to any disciplinary measure.

No data identifying the reporting person may be disclosed to third parties without their consent. However, if the Hermès Entity responsible for collecting and handling reports is required to inform the judicial authority of the facts, the reporting person's identity may be disclosed (the reporting person will be informed thereof, unless this could compromise the judicial procedure). In the context of H-Alert!, persons who may be involved in handling reports are not considered third parties (see section 3).

The protection afforded to whistleblowers can also be extended to other persons in accordance with applicable legal provisions.

² In particular, the following measures may not be taken against the reporting person: suspension, lay-off, dismissal or equivalent measures; demotion or refusal of promotion; transfer of duties, change of workplace, reduction in salary, change in working hours; suspension of training; negative performance appraisal or work certificate; disciplinary measures imposed or administered, reprimand or other penalties, including financial penalties; coercion, intimidation, harassment or ostracism; discrimination, disadvantageous or unfair treatment; failure to convert a fixed-term or temporary contract of employment into a permanent contract, where the worker could legitimately expect to be offered permanent employment; non-renewal or early termination of a fixed-term or temporary contract of employment; harm, including injury to the person's reputation, particularly on an online public communication service, or financial loss, including loss of business and loss of income; blacklisting on the basis of a formal or informal sector- or industry-wide agreement, which could imply that the person will not find future employment in the sector or industry; early termination or cancellation of a contract for goods or services; cancellation of a licence or permit; improper referral for psychiatric or medical treatment.

For information, the following persons benefit from protection under French law:

- facilitators (any natural person or private, non-profit legal person who assists a reporting person in the reporting process);
- individuals connected with the reporting person (i.e. all those who would be at risk of retaliation in their work from their employer, client or the recipient of their services); and
- legal entities controlled by the reporting person (for which the latter works or with which they have a work-related connection).

2. Informing the persons concerned by the report

Any person concerned by a report that is analysed as admissible is informed, without delay, of the existence of the report, by a registered letter sent to their home address and/or by email sent to their business email address.

However, where it is necessary to take interim measures in order, for example, to avoid the destruction of evidence relating to the report, the person concerned by the report is only informed after such measures have been taken.

The person concerned by the report is given the following information:

- clear and complete information about the H-Alert! system,
- the type of body that is authorised to handle the report,
- the facts reported.

6. Confidentiality and security of data collected

Hermès takes all necessary precautions to protect the security and confidentiality of data collected, at the time of the collection and during the processing, retention and communication thereof (for example, through restricted access on a secured server, safe box, etc.).

The persons responsible for collecting and handling the report are under a strict duty of confidentiality.

All the information related to the report, and particularly information relating to the reporting person's identity, the facts reported and the persons concerned, is strictly confidential and may not, under any circumstances, be disclosed except in compliance with the conditions laid down below.

For reasons of confidentiality and compliance with data protection legislation, the person concerned by a report may not obtain disclosure from Hermès, based on their right of access, of information relating to the identity of the reporting person or of any other person involved in the investigation.

Information likely to identify the person concerned by a report may not be disclosed, except to the judicial authority, once the report is established as founded.

This confidentiality obligation does not apply to information and facts which must be disclosed to a judicial authority pursuant to a legal provision.

7. Personal Data Protection

Any report submitted via H-Alert! implies the collection and processing of personal data in order to collect and handle reports, such data relating both to the reporting person and to the persons concerned by the report.

1. Controllers

In the context of handling a report, the controller, within the meaning of the personal data protection regulation is, depending on the case:

- The Hermès Entity concerned by the report when the report is exclusively handled locally by the said Entity, and
- Hermès International, for the overall management of the Platform and for all reports on the H Alert! system which, by their very nature, are centrally managed by the Hermès group.

The Hermès entity acting as controller is hereinafter referred to as "**Hermès**".

2. Purposes and legal bases of the processing

The personal data collected within the framework of H-Alert! are processed with the aim of collecting and managing reports and, more precisely, of (i) determining whether or not there has been a breach in the cases mentioned in section 2.1 above, (ii) taking measures with a view to remedying such breach and/or (iii) preventing the events from being repeated.

The processing thus done is based on:

- compliance by Hermès with its legal obligations (for reports listed under points "a" to "d" in section 2.1 above), or
- the legitimate interest of Hermès in ensuring compliance with its internal rules (for reports listed under points "e" to "g" in section 2.1 above, which are not breaches of legal obligations or in matters of corruption and influence peddling).

3. Personal data collected and processed

Reporting persons are reminded that, within the framework of H-Alert!, they must only report **relevant and factual information that is directly related to the subject of the report**.

When investigating the report, Hermès will only process the following personal data, depending on the data provided to it:

- The identity, role and contact details of the reporting person;
- The identity, role and contact details of the persons concerned by the report;
- The identity, role and contact details of the persons involved in the collection and handling of the report;
- Any other personal data provided in the context of the facts reported;
- Any other personal data obtained through the information collected when verifying the facts reported;
- Any other personal data collected in the records of the verification operations; and
- Any other personal data relating to the action taken in response to the report.

Some of the data collected may be regarded as **sensitive data**, such as data revealing the state of health, racial or ethnic origin, religion, sexual life and orientation, political opinions or trade union membership or information relating to offences committed by a person or of which they have been convicted. Hermès will only process these data where it is strictly necessary in order to handle the report and to establish, exercise or defend rights in court.

4. Personal data retention

Data related to reports will be retained for the period needed to achieve the purposes pursued and to protect reporting persons, the persons concerned and any third parties mentioned, taking account of the time required for any further investigations. More specifically:

- 1) If the report is **inadmissible** because it is outside the scope of application of H-Alert!, it will be immediately deleted except for the information relating to the identity of the reporting person and the date of the report, which will be kept for one (1) year in a secured follow-up file.

However, if the inadmissible report constitutes slander or libel, Hermès may trigger a disciplinary procedure. In this case, the data relating to the report will be stored, as a secured and restricted archive, for the duration of the procedure and for six years thereafter, which corresponds to the statutory limitation period in criminal matters. If no disciplinary procedure is initiated, the data relating to the report will be stored, as a secured and restricted archive, for six years after the date the report is classified as inadmissible, which corresponds to the statutory limitation period in criminal matters.

- 2) If the report is within the scope of application of H-Alert! (see section 2.1) **but no disciplinary/legal action is taken**, the data relating to the report will be stored in secured, restricted archives for the applicable **criminal statutory limitation period** in order to ensure the protection of the reporting person, to detect ongoing breaches and to meet our legal obligations. At the end of this period, the data will be destroyed. The term "action" means any decision taken to draw conclusions from the report, which may be, for example, changing or adopting internal rules, a reorganisation, penalties or legal action.
- 3) When a **disciplinary procedure or legal proceedings** is/are initiated against the person concerned or a reporting person acting in bad faith, the data relating to the report are retained until the end of the judicial proceeding and kept in restricted and secured archives for the applicable **criminal statutory limitation period** in order to ensure the protection of the reporting person, to detect ongoing breaches and to meet our legal obligations. At the end of this period, the data will be destroyed.

5. Recipients of personal data

Personal data collected within the framework of a report are communicated to the persons responsible for the collection and handling of reports at Hermès, particularly the person receiving the report depending on the channel chosen by the reporting person (see section 3.1 above) for the sole purposes of verifying or handling the said report.

The data may also be shared internally in order to implement the measures decided upon following the processing of the report.

The data may also be communicated to IT service providers and external advisors if this is necessary in the context of receiving the report, the internal investigation or any action taken.

In any event, the persons receiving information relating to reports are under a strict duty of confidentiality.

6. Transfer of personal data

Personal data collected in the context of H-Alert! may, for the purpose of their collection, processing and the follow-up of investigations, be transferred outside the country of the reporting person and/or the persons whose data are processed in the context of the report.

In particular, regarding residents of the European Economic Area ("EEA"), their data may be transferred to countries outside the EEA for the purpose of managing the report. These countries are all those in which the Hermès Group has subsidiaries and are listed in the Universal Registration Document available on finance.hermes.com. Exceptionally and for the purpose of handling a report requiring a local investigation, data may be transferred to countries outside the EEA in which the Hermès group does not have operations.

In any event, when the international transfer so requires, Hermès has taken the necessary measures to ensure adequate protection for the personal data processing, particularly via contractual instruments a copy of which can be obtained by contacting the Group's DPO at: privacy@hermes.com.

7. Rights of data subjects in respect of their personal data

In accordance with applicable personal data protection legislation, persons whose personal data are processed in the context of H-Alert!, including the reporting person and the persons concerned or heard, have a number of rights concerning the collection and processing of their data and particularly:

- **The right to be informed**: data subjects have the right to be informed in a concise, transparent, intelligible and easily accessible form of how their personal data are processed. In this respect, any person concerned by a report will be informed thereof within a reasonable timeframe, which may not exceed one month, after the report has been submitted, to allow them to exercise their rights. However, if this information could seriously compromise the aims of the processing and particularly the investigation (for example, where there is a risk of evidence being destroyed), then it may be deferred and the person will only be informed once all the risks have been addressed.
- **Right of access**: data subjects have the right to obtain (i) confirmation as to whether or not personal data concerning them are being processed, and, where that is the case, to obtain (ii) access to the personal data and a copy thereof. However, exercising this right must not adversely affect the rights and freedoms of others.
The person concerned by a report may not, under any circumstances, obtain disclosure from the controller, on the basis of their right of access, of information concerning the identity of the reporting person or any other person involved in the investigation.
- **Right of rectification**: data subjects have the right to obtain the rectification of inaccurate personal data concerning them. They also have the right to have incomplete personal data completed, including by means of providing a supplementary statement. However, this right must not allow the data subject to subsequently change information contained in a report or collected during the investigation.
- **Right to erasure**: data subjects have the right to obtain the erasure of their personal data. However, this is not an absolute right and Hermès may have legal or legitimate grounds to retain the said data.
- **Right to restriction of processing**: in some cases and subject to the legal conditions and limits applicable to them, data subjects have the right to obtain restriction of the processing of their personal data.
- **Right to give instructions concerning the post-mortem use of data (for data subjects residing in France or in any other country granting this right)**: data subjects may give Hermès directives concerning the use of their personal data after their death.

- **Right to object:** data subjects have the right, on grounds relating to their particular situation, to object to the processing of their personal data but only when the processing is based on the legitimate interest of Hermès (see section 7.2 above). When the processing is carried out to allow Hermès to comply with a legal obligation (see section 7.2 above), the right to object does not apply. When this right can be exercised, it is not, however, absolute, and Hermès may refuse to grant it if there are compelling legitimate grounds to continue the processing or if it is necessary for the establishment, exercise or defence of legal claims.

To exercise your rights, or for any complaint or question concerning the protection of your personal data, you can contact the Hermès Group Data Protection Officer (DPO) by writing to privacy@hermes.com or to: Hermès International – DPO – Direction juridique – 24, rue du faubourg Saint-Honoré, 75008 Paris (France).

If you are not satisfied with the DPO's reply and/or if you so wish, you may lodge a complaint with the *Commission Nationale Informatique et Libertés* (CNIL) in France, or a competent data protection or equivalent supervisory authority in your country of residence.