

Speaking Up

Global Policy



Speaking Up

Our Speak Up process is designed to support and give confidence to anyone who wants to ask for help or advice, raise a concern or make a report about a suspected or actual issue.

How Speak Up works



Report a concern

You can report a concern through Speak Up, by emailing Informa's Compliance Officer mailbox, or for colleagues, through HR or your manager.



Make initial assessment

A triage team at Informa is notified, who assess the report and appoint an investigator.



Conduct investigation

Evidence is collected and, if appropriate, an investigation is conducted. This may include reporter and witness interviews. Information will be shared with participants only on a need-to-know basis.



Take action

The findings of the investigation are finalised. If the report is substantiated, appropriate actions will be considered and taken, which may include disciplinary action.



Close investigation

The reporter is informed and the investigation closed.

Why Speaking Up matters

We want to know about any issues in our business, so we can take steps to put them right.

That's why we ask people to let us know if they suspect, experience, observe or overhear any potential or actual breaches of our Code of Conduct, Business Partner Code of Conduct or policies.

We take any such breaches seriously, because they could result in harm to colleagues, customers or our communities or breaking of the law.

We know that sometimes, and in some situations, it can feel uncomfortable to get involved or you might not feel certain enough to make a report. However, reporting a potential issue means that we can help, advise or intervene before it becomes more serious.

Speak Up

Report a concern

Our Speak Up processes are open to **everyone** who might wish to raise a concern relating to Informa or an issue that impacts Informa's business, whether the concern relates to a colleague, contractor or other third party. We welcome reports from anyone.

WHO SHOULD I REPORT TO?

COLLEAGUE

- Line manager or senior leader
- HR
- Group or Divisional Compliance
- Compliance.Officer@informa.com



THIRD PARTY

As a business partner, customer, shareholder or other third party to Informa, please contact:

- Your Informa contact or account manager
- Informa Group Compliance at Compliance.Officer@informa.com

REPORT WITH CONFIDENCE

Whether you are a colleague or a third party, if you prefer to speak to someone outside Informa, contact our reporting service, Speak Up.

- www.Informa.com/speak-up
- Go to the website for regional phone numbers

Reporting with confidence

If you feel more comfortable talking to someone else, you can contact our reporting service, **Speak Up**.

Speak Up is operated by an external third party provider and is open to all Informa colleagues and third parties. It allows you to make a report in your own language, either online or via telephone. The service is available 24/7, in multiple languages.

- [Informa.com/speak-up](https://informa.com/speak-up)
- For local telephone numbers for other countries, please visit the Speak Up website

In some locations, Speak Up can be used anonymously.

What should I report?

Do not use Speak Up to report events presenting an immediate threat to life or property: contact local emergency services or your onsite Health, Safety & Security team.

You can make a report or raise a concern about any of the topics included in our Code of Conduct, Business Partner Code of Conduct or company Policies.

Types of concern that can be raised using our Speak Up processes

- Bullying or harassment
- Discrimination
- Conflicts of interest
- Bribery
- Improper use of company resources
- Theft
- Fraud or financial issues
- Environmental matters

You should never use Speak Up

- To settle personal disputes
- To make accusations which you know are false.

What happens after I make a report?

Make initial assessment

We take all reports of possible misconduct seriously. You can start the process by reporting through whichever channel you prefer. If you report a concern via Speak Up, it will be reviewed by a triage team, who include the relevant Divisional HR Director and Group Head of Compliance unless they are mentioned in the report. The initial assessment will determine what the next steps are, such as whether a formal investigation is needed and who will handle the matter. We make sure those managing the report have the appropriate experience, subject knowledge, independence and impartiality.

Conduct investigation

What happens next depends on the information provided, and reporting to Speak Up doesn't automatically trigger a formal investigation. If an investigation is necessary, the appointed investigator will assess the report and communicate with the reporter. If you make a report and provide your name, you'll be informed who the investigator is and how they will contact you during the investigation. Depending on the detail of your report, you may be asked for more information or evidence around the matter being reported.

It can be more challenging to progress an investigation if you decide to remain anonymous. However, even if you report anonymously through Speak Up, you will receive a unique access number and password that allows you to follow up on progress and see if further information is needed. You can also add your email address to receive notifications anonymously. Rest assured your email will not be shared with Informa to protect your anonymity.

Discretion is crucial for everyone involved in an investigation. When you make a report, your details will only be disclosed on a need-to-know basis, consistent with laws and good business practices. If you're asked to support an investigation (for example, as a witness), you must act with discretion and should not share any details about the investigation or your involvement. Failing to act in this way may breach our Code.

Take action

Once all relevant evidence is collected and reviewed, the investigation findings are summarised in a report. If substantiated, we will consider taking appropriate actions, which can range from training through to written warnings, or, ultimately, end of employment or business contract. We may also identify and act on opportunities to strengthen our processes, policies or ways of working as a result of the investigation.

Close investigation

You'll be informed when the investigation concludes. In some situations, we will be able to share the overall findings including whether we established that misconduct occurred. However, in other situations, there may be confidentiality, privacy or legal reasons why we cannot provide details of the outcome or actions taken.

Zero retaliation

We do not tolerate retaliation in any form against anyone, whether an Informa colleague or not, for raising concerns or reporting something they genuinely believe to be improper, unethical or inappropriate behaviour, or for participating in an investigation of a possible breach.

If you believe you are being retaliated against, please contact Compliance.Officer@informa.com.

Reporting incidents relating to Health & Safety, Information Security or Data Privacy

We have other ways to report health and safety, information security and data privacy issues. Please use the channels listed below to ensure these matters reach the right team directly and can be dealt with promptly, particularly where they relate to any risk of harm to individuals or the business.

HEALTH, SAFETY OR SECURITY INCIDENT

- Non-emergency incidents resulting in injury, even if minor
- Near misses
- Property damage
- Security incidents

[Report in Sphera](#)

INFORMATION SECURITY INCIDENT

- Suspicious emails or phishing
- Active or suspected malware
- Accounts accessed inappropriately
- Lost hardware/ laptop

[Security Incident via ServiceNow \(Internal only\)](#)

SecurityMatters@informa.com

DATA PRIVACY BREACH

- Confidential or personal data accessed / shared without authorisation
- Loss of laptop / confidential documents

[Security Incident via ServiceNow \(Internal only\)](#)

GroupDPO@informa.com

Policy Governance

Policy Owner: Group Compliance

Applicable: This policy is mandatory for all colleagues, contractors and those with access to Informa systems

Classification: Internal/ External Policy

Last updated: March 2024

Additional info: For further assistance, please email Compliance.Officer@informa.com
