

Laybuy Group Holdings Limited - Global Whistleblower Policy

1 Introduction

Laybuy Group Holdings Limited and its subsidiaries (together, **Laybuy** or the **Group**) are committed to acting and conducting their business honestly, fairly, with integrity and in line with the law. Laybuy expects all of its personnel to maintain high standards consistent with Laybuy's Code of Conduct and values.

A culture of openness and accountability is essential for Laybuy to detect wrongdoing and address it quickly if it does occur. Usually, the best source of information about whether Laybuy and its people are living up to Laybuy's values is its personnel.

Speaking up about your concerns helps Laybuy identify wrongdoing that may not otherwise be uncovered. The purpose of this policy is to encourage the reporting of concerns as soon as possible.

2 Who does this policy apply to?

This is Laybuy Group's Global Whistleblower Policy. This policy covers Laybuy Group Holdings Limited and its subsidiaries. It covers all whistleblowing concerns raised by the following people (and their relatives, dependents and spouses):

- any of Laybuy's current and former directors, officers and employees and, for the purpose of this policy, contractors, consultants, agency workers, seconded workers, volunteers, interns and any other person engaged by Laybuy (**Laybuy Personnel**); and
- any of Laybuy's current and former suppliers of goods or services (whether paid or unpaid), (referred to in this policy as **you**).

If any Group entity has more specific policies or procedures in relation to whistleblowing which apply to you, the more specific policy or procedure will prevail to the extent of any inconsistency with this policy.

References to **your Relevant Person** in this policy should be read based on your employment status; for example if you are an employee it means your Leader, if you are a contractor or consultant it means the person you negotiated your engagement with. If you are unsure about who your Relevant Person is please seek clarity before confirming that you have read and understood this policy

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Please note that this policy is not part of any contract of employment and may be amended by Laybuy at any time

3 What is a whistleblowing concern?

Whistleblowing is the disclosure of information where you have reasonable grounds to suspect that it concerns misconduct, serious wrongdoing, or an improper state of affairs or circumstances in relation to Laybuy. In this policy, such matters are referred to as “whistleblowing concerns”. A person who raises a whistleblowing concern is referred to in this policy a “whistleblower”.

A whistleblowing concern does not have to involve a breach of a particular law. It might involve a systemic issue that Laybuy needs to know about and fix or it might relate to behaviour that is prohibited by Laybuy’s Code of Conduct.

For example, a whistleblowing concern could include situations where you have reasonable grounds to suspect that Laybuy or any Laybuy Personnel have engaged in conduct involving:

- criminal activity;
- miscarriages of justice;
- failure to comply with any legal or regulatory requirements;
- danger to health and safety or to the environment;
- bribery or corruption;
- tax evasion or misconduct in Laybuy’s tax affairs;
- financial fraud or mismanagement;
- behaviour that harms or is likely to harm Laybuy’s reputation or financial well-being;
- bullying, sexual or other harassment or any other breach of Laybuy’s Code of Conduct;
- a breach of Laybuy’s other internal policies and procedures;
- detrimental conduct against a person who has raised a whistleblowing concern, or is believed or suspected to have raised or be planning to raise a whistleblowing concern; or
- the deliberate concealment of any of these matters.

This policy should not be used for complaints relating only to your own personal employment circumstances or personal work-related grievances. These are grievances that relate to Laybuy Personnel’s current or former employment with Laybuy and that have implications for that individual personally but that don’t relate to any conduct or alleged conduct giving rise to

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a whistleblowing concern of the kind described above. For complaints related to your own personal circumstances, Laybuy Personnel should raise the matter in accordance with our Grievance Policy or our Complaints Policy (depending on the relevant policy to you at the time of the complaint).

There may be situations where a personal work-related grievance also gives rise to a whistleblowing concern; for example, where the complaint includes information about both a whistleblowing concern and a personal work-related grievance or where the personal work-related grievance relates to Laybuy breaking the law. In these cases, where reasonably practical, Laybuy may separate the complaint into a whistleblowing concern, and a personal work-related grievance and address them in accordance with their respective policies and procedures.

If you deliberately make false allegations then you may be subject to disciplinary action and you may not be able to access the whistleblower protections under applicable law. Making a false allegation is where you raise a concern that you know to be untrue. It is not the same as raising a genuine whistleblowing concern that turns out to be mistaken (see section 7 below). If you are not sure whether something falls under this policy, please contact the Whistleblowing Officer (see section 4).

4 How do I raise a whistleblowing concern?

Laybuy encourages all Laybuy Personnel to continue to feel able to raise everyday issues informally with their Relevant Person, who may be able to resolve them quickly and effectively. In some cases, the issue may also give rise to a whistleblowing concern. If a whistleblowing concern is raised, you or your Relevant Person must refer it to the Whistleblowing Officer. Your Relevant Person may ask to pass on your name to the Whistleblowing Officer.

Laybuy has appointed a professional external provider, Incident Response Solutions Limited, to serve as the Whistleblowing Officer and can be contacted by email at laybuy@whistleblowers.co.nz or by telephone on the following numbers:

- Australia – +61 1800 491 841 or 1800 491 841
- New Zealand – +6495586187 or (0800 847 633
- United Kingdom – +44 808 175 0146 or 0808 175 0146

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5 Confidentiality and anonymity

Laybuy knows that speaking up can feel difficult.

You can raise a whistleblowing concern anonymously (for example, by way of an email from an anonymous account) and still be protected under this policy and applicable law. But it may be difficult or impossible for Laybuy to properly investigate a whistleblowing concern if Laybuy cannot obtain further information from you. Whistleblowers wishing to remain anonymous should keep talking with Laybuy so that Laybuy can ask follow-up questions or provide feedback.

For whistleblowers who do not remain anonymous, Laybuy will take reasonable steps not to disclose the identity of the whistleblower unless the whistleblower consents to the disclosure, the disclosure is made to a legal practitioner for the purpose of obtaining legal advice, the disclosure is required to be made to a regulator or a court or the disclosure is otherwise required or permitted by law.

In addition, Laybuy will take reasonable steps not to disclose information that is likely to lead to the identification of a whistleblower except in the circumstances where it would be permitted to disclose the person's identity (see above) or to the extent such disclosure is reasonably necessary as part of the reporting or investigation of a whistleblowing concern.

6 External disclosures

This policy is an internal mechanism for reporting, investigating and remedying whistleblowing concerns in Laybuy's workplace. In most cases, Laybuy Personnel shouldn't find it necessary to alert anyone externally.

Laybuy encourages you to seek independent legal advice about whether a disclosure qualifies for protection before raising a concern externally.

7 Protection and support

Whether or not a whistleblowing concern qualifies for legal protection in your place of work will depend on a number of factors, including: your location, your relationship to Laybuy, what the concern is about, and who the concern is raised with. If you are not sure whether something

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will qualify for legal protection, please contact the Whistleblowing Officer or seek independent legal advice.

Laybuy will tailor how it protects those who raise whistleblowing concerns, depending on the circumstances. For example, Laybuy may appoint someone, who is not the Whistleblowing Officer and not connected with the whistleblowing concern, to act as the point of contact and to support and help protect a whistleblower. They will be able to arrange any additional support and escalate any issues the whistleblower has with how their whistleblowing concern is being dealt with. Laybuy may only be able to do this if the whistleblower agrees to share their identity with the support person.

Laybuy will not tolerate detrimental treatment against whistleblowers in any form. This includes dismissal, discrimination, harassment or intimidation, disciplinary action, threats or other unfavourable treatment connected with raising a whistleblowing concern. If you engage in detrimental treatment against a whistleblower then you may be subject to disciplinary action. In some cases the whistleblower could sue you personally in court. Whistleblowers should seek independent legal advice before seeking compensation for detrimental treatment through the courts.

Laybuy encourages you to tell the Whistleblowing Officer if you think you or someone else has suffered any detrimental treatment. If the matter isn't remedied, this should be raised formally either by raising a new whistleblowing concern or by raising the matter in accordance with our Grievance Policy or our Complaints Policy (depending on the relevant policy to you at the time of the complaint). Laybuy will investigate detrimental treatment claims separately from the investigation of the initial whistleblowing concern.

8 Investigation and outcome

If Laybuy can contact a whistleblower (including through anonymous channels), Laybuy will acknowledge receipt of their whistleblowing concern within a reasonable period.

Laybuy will carry out an initial assessment of the whistleblowing concern so that Laybuy can:

- determine whether it falls within this policy;
- determine whether any further investigation is needed and the scope of any investigation;
- assess the risk of the whistleblower's identity becoming known or of the whistleblower or any other person suffering detrimental treatment; and

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- determine any steps required to mitigate those risks.

If Laybuy can contact the whistleblower (including through anonymous channels) then Laybuy will let the whistleblower know the outcome of its initial assessment. Laybuy might still need to contact the whistleblower again to get more information.

Laybuy may appoint one or more investigators, which may include Laybuy Personnel or other appropriate qualified people. Any investigation will be objective, fair and independent.

If a whistleblowing concern mentions or relates to Laybuy Personnel then they will generally be informed of the substance of any adverse comment about them that may be included in any report or other document arising out of an investigation, and be given a reasonable opportunity to respond.

Laybuy will aim to keep whistleblowers informed of any investigation and the timescale. The need for confidentiality may prevent Laybuy giving a whistleblower specific details of any investigation or any action taken as a result. You must keep confidential any information that you are given about an investigation.

Any investigation and its outcome will be reported internally as appropriate including the CEO and, if material, to the Audit and Risk Committee or the Board.

9 Availability and accesibility

This policy is part of the induction process for all Laybuy Personnel and is available on Laybuy's intranet site. It is also available on Laybuy's website.

10 Review and responsibility

The Audit and Risk Committee is responsible for this policy and monitoring and reviewing its operation. The Chief Financial Officer has day-to-day operational responsibility for this policy and must take reasonable steps to ensure that all Leaders and other employees who may deal with concerns or investigations under this policy receive training about this policy and their obligations under it.

This policy may be amended by resolution of the Board of Directors, from time to time, to ensure that it is operating effectively.

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Approved by the Board of Directors of Laybuy Group Holdings Limited.