



## **Speaking Up Policy - ITV Studios**

At ITV, we believe that ethical behaviour is very important, both for our colleagues and for other stakeholders. This policy explains how we want to encourage and facilitate the reporting of issues, such as misconduct or errors within ITV.

The policy describes the possibilities for you to express your concerns responsibly and effectively. ITV is committed to addressing issues quickly and fairly.

This policy has six appendices:

1. Confidential adviser;
2. How do I contact Safecall?;
3. How ITV deals with worrisome behaviour;
4. The Bezemer&Schubad Complaints Procedure;
5. The Whistleblower Policy;
6. Other available resources;
7. The flyer.

### **WHO DOES THIS POLICY APPLY TO?**

This policy applies to ITV employees, trainees, agency workers, contractors, programme creators, programme participants and anyone else acting on behalf of or working with ITV (including agents, representatives, volunteers, suppliers). This policy also applies to colleagues or family members or other third parties who are connected to, or provide assistance to, someone who raises their concerns.

### **WHY SHOULD I EXPRESS MY CONCERNS?**

We've all worried about the way things are done at work. Most of the time, these concerns are easy to solve. However, with some concerns, it can be difficult to know what to do. Maybe you're worried about bringing up a particular issue and decide to keep your concern to yourself, maybe you feel unsafe to bring up the issue or feel like it's none of your business. However, if something is bothering you and you want help or if you think ITV should be aware of this or do something about it, we strongly advise you to report it as soon as possible. If we don't know about it, we can't solve it.

Keep in mind that while you should have a reasonable suspicion about the subject of your concern, you don't need hard evidence to raise a concern.

### **WHAT SHOULD I COMMENT ON?**

The following are examples of the types of concerns that the Speaking Up Policy may apply to (this is not an exhaustive list):

- Misconduct, fraud, bribery, or corruption;
- Concerns about the duty of care;
- Failure to comply with any legal, compliance or regulatory obligation (including violation of local



- broadcasting or advertising codes);
- Other criminal offences or illegal acts (including fraud);
  - Miscarriage of justice;
  - Serious abuse or abuse of authority;
  - Concerns about widespread racism, discrimination or sexual harassment, which may affect several people;
  - Inappropriate behavior or unethical behavior or behavior that is not in line with our values;
  - Child protection and/or modern slavery;
  - Accounting, audit matters or financial reporting;
  - Violation of the Company's Code of Ethics and Conduct or other company policies;
  - Concealment of information relating to any of the above.

Concerns can be raised confidentially – where you give your personal information to a limited number of people – or anonymously (where you don't provide personal information). Any concerns raised with ITV under this Policy will be treated confidentially to the extent possible under the Speaking Up Policy.

If you don't yet know what to do with a certain situation or you are unsure about any next steps, you can have a conversation with the internal or external confidential advisor who will give advice or just listen to you. Then read what this policy says about the confidential adviser under the heading "How do I report worrying behaviour?".

#### **OUR PROMISES REGARDING CONCERNS REPORTED TO ITV:**

In conjunction with what is stated below under the heading "How do I report worrying behaviour?" and in Appendix 6 (Where can I go in case of worrying behaviour?), the following promises apply:

- **Confidentiality:** Your identity will be kept confidential, in the sense that your identity will not be disclosed to anyone other than the authorized members of the designated team responsible for reviewing and/or investigating the matter without your consent. This is unless we are legally obliged to do so or to comply with legal and/or professional obligations.
- **Non-retaliation:** ITV will not tolerate retaliation (including threats of retaliation) against any person for raising a concern, making a report or assisting with an investigation (internal or external). Anyone who knowingly conceals misconduct, or attempts to victimize, harass, or deter a person expressing a concern will face appropriate disciplinary action. This may result in instant dismissal, termination of the contractual relationship in question or transfer of the case to the competent authorities for further investigation. As an ITV employee, your job is not at risk as a direct result of expressing a concern. No one who expresses a concern will be disadvantaged by this, whether the concern is proven or not, as long as the concern is expressed in good faith. Please report any instances or threats of retaliation to your supervisor, HR contact, or MD.
- **Review and action:** Once you have raised your concern, ITV will review it and consider what action is



appropriate. It can be an informal investigation, an internal investigation or a more formal investigation. ITV will address all concerns appropriately and thoroughly. In some cases, it is not appropriate or possible for ITV to conduct an investigation on its own, in which case alternative guidance may be given. Where possible, once the assessment, investigation, or inspection is complete, feedback will be provided to the person who raised the concern.

- **Anonymity:** If you raise your concern through our third-party hotline Safecall and indicate that you wish to remain anonymous, they will not disclose your identity to ITV. If you choose to remain anonymous, you should understand that: (i) your identity may become clear during the investigation of your concerns (if so, our confidentiality and non-retaliation warranties will still apply); (ii) anonymity may limit ITV's ability to investigate your concern or (in cases where it is unable to conduct an investigation) provide alternative guidance; (iii) ITV may not be able to resolve a problem without disclosing your identity (if known), for example if your personal evidence is needed to determine the outcome (in which case we will discuss with you how best to proceed).
- **Persons named in connection with a concern:** When a concern relates to the conduct of a person or persons, the identity of those persons is kept confidential. Their identity will not be disclosed to anyone other than the authorized members of the designated team responsible for reviewing and/or investigating the matter without their consent, unless we are required to do so by law or to comply with our regulatory or professional obligations.

## **HOW DO I REPORT WORRISOME BEHAVIOR?**

### **IF YOU DON'T KNOW WHAT TO DO YET:**

If you experience and/or observe undesirable behaviour and you do not (yet) know what to do, you can contact ITV's designated confidential adviser. The confidential adviser offers a listening ear and gives you advice on possible solutions or steps to be taken to tackle your problem. The confidential adviser guarantees your confidentiality, except in certain situations where a criminal offence has been committed or when he/she is obliged to break confidentiality under the professional code. This will be discussed with you in advance. In all circumstances, your confidentiality will be guaranteed to the utmost. Our internal confidential advisor is Madelon Goedhart, who can be reached via 06-55703376 or [madelon.goedhart@itv.com](mailto:madelon.goedhart@itv.com). In addition, an external confidential advisor, Lisette van der Lans, can be reached via 06-48569460 or [vertrouwenspersoonlisette@ziggo.nl](mailto:vertrouwenspersoonlisette@ziggo.nl).

## WAYS TO EXPRESS A CONCERN:

- 1. Line manager / contact person.** If you feel able to discuss your concern openly with your line manager or designated contact (in the event that you are an outside person), then this is the best approach. It may be possible to resolve your issue by discussing this with your line manager or designated contact person. The line manager or designated contact person handles signals or reports according to the guidelines for managers.
- 2. Internal Hotline.** If you do not feel free to raise the issue with your line manager or if you think he or she has not handled your problem properly, report your concern to the Internal Hotline. The Internal Hotline is a combined function of the HR Business Partner and the Head of Legal and can be reached by e-mail at: [internmeldpunt.nl@itv.com](mailto:internmeldpunt.nl@itv.com). The Internal Hotline assesses your report and follows it up with a multidisciplinary team. The Internal Hotline informs you about the steps that will be taken and takes into account your interests and the intended goal. More information about the process can be found in Appendix 3 (How does ITV deal with behaviours of concern?).

Please note that when an issue is reported via your line manager/contact person or the Internal Hotline, your interest and confidentiality will be protected as much as possible, but this may become known to the person or team designated to investigate the issue.

\* Please note: The internal reporting point does not apply to employees of ITV Studios Holding BV and ITV Studios Global Partnerships BV. Employees of these entities can submit reports directly to the relevant HR Business Partner.

- 3. Safecall.** If you do not feel comfortable using a different approach, or if you feel that your issue has not been adequately addressed, you can use Safecall, a confidential Speaking Up reporting service provided to ITV by an independent third party. Details on how to submit a report by phone or online can be found in Appendix 2 (How do I contact Safecall?). It is also possible to make an anonymous report via Safecall.
- 4. Bezemer&Schubad Complaints Procedure.** If you experience undesirable behaviour yourself and you want to file a formal complaint, you can follow the procedure of Bezemer&Schubad Complaints Procedure. The complaint is formally investigated by an external committee and the committee issues a report with its findings and sends it to the management of ITV. Bezemer&Schubad will handle complaints relating to discrimination, sexual harassment, intimidation, aggression and violence or intimidation. You can read how to submit a complaint in the Complaints Procedure (see Appendix 4: Bezemer&Schubad Complaints Procedure).
- 5. Whistleblower policy.** It may be that your concerns are such that you think there is wrongdoing within the meaning of the Whistleblower Protection Act. If so, please refer to ITV's Whistleblower Policy (see Appendix 5: Whistleblower Policy). If you believe that wrongdoing has taken place or if you have a reasonable suspicion that this is the case, you can report this via the Whistleblower Policy. Safecall, see above, is also available.

## THIS POLICY IS NOT INTENDED TO:

- Reporting events that pose an **imminent threat to life or property**. Call 112.
- Reporting any complaints or personal employment issues you may have regarding your terms of employment. These should be discussed with your line manager or HR Business Partner.
- The resolution of personal or legal disputes.
- Making accusations that you know are false. This can lead to disciplinary action.
- Submitting complaints or comments about the content of ITV's programmes.
- Reporting day-to-day issues related to ITV facilities or workplaces.

## EXTERNAL SUPPLIERS

ITV encourages you to report concerns regarding **ITV's third-party providers** under this policy. However, please note that with respect to concerns relating to activities taking place entirely with a third-party vendor, where ITV does not have access to information and data, it is unlikely that ITV would be able to conduct proper research on its own. However, ITV will try to pass the complaint on to the third party if necessary or may consider whether action should be taken with the supplier.

## GUIDELINES FOR MANAGERS

Managers and contact persons (employees who act as contact persons for external stakeholders) are expected to listen to anyone who has concerns, acknowledge and support their concerns and to promote a work environment that supports the Speaking Up Policy without fear of retaliation. They should be familiar with this policy.

It is important that reported concerns are handled carefully and that appropriate further action is taken in accordance with the Speaking Up Policy. Supervisors and contact persons are expected to follow the guidelines below if a situation arises.

### ***Mandatory escalation to Internal Hotline***

- The manager/contact person who receives a signal or report of transgressive behaviour reports this to the Delegated Producer\*.
- The Delegated Producer reports the situation to the Internal Reporting Point, unless it concerns situations of a minor nature, where an immediate solution has been found in consultation with those involved, the reporter indicates that the situation has been resolved and there is no further risk (no impact on the safety of those involved, the programme or the reputation of the organisation). If in doubt, it is advised to consult the Internal Hotline.
- The Line manager records the situation in writing (if it concerns a report: with the consent of the reporter on the content), including the date on which it was received, and submits it to the Internal Reporting Point without undue delay via [internmeldpunt.nl@itv.com](mailto:internmeldpunt.nl@itv.com).
- The Internal Hotline is managed by Head of Legal and HR Business Partner.
- In principle, the Internal Reporting Point will confirm receipt of the report within 2 working days.

\*For overhead departments, managers in the above situations report directly to the Internal Reporting Point.



### ***Confidentiality***

Although managers/contact persons must follow up on a report according to the above procedure, they will ensure the confidentiality of the report and its contents, the identity of the person who is the subject of the report, and the identity of the person who submitted the report.

If you, as a manager or contact person, need more advice on how to escalate or deal with an incoming report, please contact the Internal Reporting Point, the Confidential Advisor or the Complaint Handling Unit of ITV plc.

### **POLICY AND SUPERVISION**

ITV plc's Audit and Risk Committee reviews arrangements that allow individuals, in confidence, to raise concerns about any potential inappropriate activity as described in this policy. The committee may also review concerns raised in line with policy to ensure that important cases are investigated independently and appropriate follow-up action is taken. Information on concerns raised and research results is reported to the Audit and Risk Committee at least twice a year. The identity of individuals raising concerns is not reported.

ITV plc's Complaint Handling Unit is operationally responsible for this policy on a day-to-day basis and will review this policy at least once a year from a legal and operational perspective.

## **ANNEX 1 - Confidential Adviser for undesirable behaviour**

### **Appointment of the confidential adviser**

1. Given the independence and the nature and size of the organisation, the confidential adviser is preferably recruited externally. However, internal confidential counsellors can also be appointed, who have a sounding board function and provide initial support.
2. The Executive Board shall give the confidential adviser the opportunity to perform his/her duties properly.

### **Duties of the confidential adviser**

The confidential adviser has the following tasks.

1. Reception, advice and guidance of the reporter, as well as referring them to a professional assistance agency if necessary.
2. Trying to reach a solution by engaging a mediator. The mediator is preferably the direct supervisor because he or she is responsible for a safe working environment for his/her team. If the direct supervisor is involved in the complaint, his/her supervisor will be asked to mediate. If, in the opinion of the complainant, this mediation does not lead to a sufficient solution, or the relationship is seriously disturbed, an expert or an external mediator can be called in if the complainant and the accused so wish. This is one of the ways to reach a solution.
3. Advising and assisting the reporter with any further steps to be taken.
4. Supporting and guiding the employee who has been confronted with undesirable behaviour in submitting a complaint to the complaints committee and in hearing by this committee.
5. Providing solicited or unsolicited advice to the MD in the field of policy, prevention and information about undesirable behaviour in the organisation.
6. Providing information in the field of undesirable behaviour in the organisation.
7. Anonymously registering the nature, scope and handling of reports of undesirable behaviour in order to make this information available to the management. This can be done in the form of an annual report.
8. Providing aftercare to the employee who has been confronted with undesirable behaviour. The purpose of this is to see, among other things, whether the submission of a complaint does not lead to repercussions for the complainant, whether the undesirable behaviour has ceased, or whether the measure set by the competent authority is implemented.
9. The confidential adviser is preferably certified by the LVV (National Association for Confidential Advisers) and meets all the requirements associated with this.
10. The confidential adviser processes the personal data in connection with his/her tasks in accordance with the provisions of the General Regulation (Implementation Act).

Data protection (You)(GDPR).

### **Working method and powers of the confidential adviser**

1. The confidential adviser works independently and may not be a member of the complaints committee, the management or company doctor, an HR employee or a manager.
2. The confidential adviser is accountable to the Executive Board, with due observance of confidentiality.



3. The confidential adviser is authorised to obtain information that is necessary to gain a good understanding of the report and the possibilities for reaching a solution. The confidential adviser will take the greatest possible care to protect the privacy of all those involved.
4. The confidential adviser is obliged to treat what he/she learns in connection with his/her work as a confidential adviser in confidence. This means that the confidential adviser usually only comes out with what the client has told him/her, with the client's consent. In exceptional situations where there is danger to the client or to another person, the confidential adviser has the authority to breach confidentiality on the basis of a so-called conflict of duties. Persons approached by the confidential adviser are also obliged to this confidentiality.



## ANNEX 2 - HOW DO I CONTACT SAFECALL?

There are two ways you can contact Safecall:

- **By telephone in the Netherlands on 00 800 72 33 22 55:** Safecall's telephone lines are available 24 hours a day, 7 days a week. You speak directly to one of Safecall's call handlers. If you feel more comfortable reporting your problem in a language other than English, an interpreter will join the conversation to translate between you and the conversation practitioner.
- **Through Safecall's website:** Reports can also be made using Safecall's secure website, which supports more than 60 languages: [www.safecall.co.uk/report](http://www.safecall.co.uk/report)

Make sure you mention 'ITV' as the company name in your communication with Safecall so that your concerns can be escalated correctly.

When you contact Safecall, they will ask you to provide your name, contact details, your position and where you work. If you are comfortable providing this information, please do so. If you are comfortable providing this information but would prefer not to have it shared with ITV, please let Safecall know. If you prefer to remain anonymous, please let Safecall know.

Safecall will then ask you to discuss your issue. Calls are not recorded. The conversation therapist takes handwritten notes and writes a report after the conversation. You will be given a username and password with which you can log in to the secure website of Safecall to continue communicating. You will also be asked to provide a memorable word, which will be used to verify your identity if you call Safecall again in connection with the same issue.

Safecall is not able to give you advice. Safecall will refer your issue to ITV's designated Speaking Up Team. Safecall does not filter, assess, or verify the content of communications or make any value judgment about the content of the communications.

Communication with Safecall is treated as strictly confidential.



## **ANNEX 3 - HOW DOES ITV DEAL WITH WORRYING BEHAVIOUR?**

### **The Internal Hotline**

The Internal Hotline consists of the HR Business Partner and Head of Legal jointly. The hotline can be reached via: [internmeldpunt.nl@itv.com](mailto:internmeldpunt.nl@itv.com). Concerns about inappropriate behaviour can be reported directly to the Internal Reporting Centre. Line Managers and designated contacts who have been notified of an issue relating to transgressive behaviour are required (where applicable) to notify the Delegated Producer or its supervisor as set out in the Escalation Policy, who in turn will notify the Internal Hotline.

Once the Internal Hotline has been notified of a report, it will review it and consider (i) whether the report qualifies as a signal, a report or a complaint and (ii) convene the designated multidisciplinary team consisting of HR/Legal/MD or COO and additional expertise if necessary, to discuss the report. The Internal Reporting Centre also assesses whether the report should be dealt with by the External Complaints Committee, by the Public Prosecution Service or whether the Whistleblower Policy applies and, if so, follow-up steps are taken to involve the relevant authorities. We aim to confirm any issues within 2 business days of receipt.

### **Follow-up by Internal Hotline**

If the report is to be dealt with by the Internal Reporting Centre in the first place, the multidisciplinary team convened (the 'Decision Table') will assess the report and consider what action is appropriate. The interests and wishes of the reporter and other parties involved, as well as the seriousness and nature of the report, are taken into account. Action can consist of individual conversations or group conversations, mediation or disciplinary measures.

At that point, or shortly thereafter, those involved will be told that an issue has been raised, who will address it, and the details of the proposed follow-up by the multidisciplinary team. The follow-up is then started and, if necessary, aftercare is provided.

A report is made of the report, the follow-up and the outcome and this is kept in the registers.

### **Safecall**

Once you've raised your concern, ITV will review it and consider: (i) which internal team it should handle; and (ii) what action is appropriate. It can be an informal investigation, an internal investigation or a more formal investigation. We aim to confirm your care within seven days of receipt. At that point, or shortly after, you will be told who will handle your issue, how to contact them, and what further help may be needed from you. If you ask, you will receive a summary of your concern and an explanation of how ITV plans to deal with it. We may not be able to tell you how long an investigation will take, but we will try to make sure you are kept informed. In any case, we will provide an update within three months of receiving your care.

### **Please note**

Where possible, ITV will give you feedback on the outcome of an investigation. Please note that we cannot share the disciplinary and/or other measures taken if it violates a duty of confidentiality and/or violates privacy rights.

Whilst ITV cannot guarantee that we will respond to all matters in the manner that each person involved



would like, we will endeavour to address such concern fairly and appropriately, taking into account our responsibilities to the person speaking up and persons against whom an issue is raised. If you choose to remain anonymous, you should understand that: (i) your identity may become clear during the investigation of your concerns (if so, our confidentiality and non-retaliation warranties will still apply); (ii) anonymity may limit ITV's ability to investigate your concern or (in cases where it is unable to conduct an investigation) provide alternative guidance; (iii) ITV may not be able to resolve an issue without disclosing your identity (if known), for example if your personal evidence is required to determine the outcome (in which case we will discuss with you how best to proceed).

## APPENDIX 4 - COMPLAINTS PROCEDURE FOR UNDESIRABLE BEHAVIOUR (Bezemer&Schubad)

An employer must ensure a safe working environment, which also includes the prevention/limitation of psychosocial workload. This includes undesirable behaviour, such as discrimination, (sexual) intimidation, bullying, aggression and violence. In this context, the employer must pursue a preventive policy, which should include the possibility of initiating a complaints procedure with an independent and impartial complaints committee.

ITV Studios has chosen Bezemer&Schubad as an independent and impartial complaints committee in this regard. Enclosed you will find the complaints procedure drawn up by Bezemer&Schubad:

The purpose of this complaints procedure is to promote the careful handling of complaints about undesirable behaviour by anyone who falls under the scope of this complaints procedure.

### 1. General

#### 1.1 Definitions

For the purposes of this regulation, the following definitions apply:

1. *Defendant*: the person against whom a complaint has been filed for undesirable behavior.
2. *Competent authority*: the Managing Director of ITV Studios and its affiliated companies (in this case also ITVS Global Entertainment BV and ITVS Holding B.V.).
3. *Complaint*: a written, factual description of the undesirable behaviour, stating why this behaviour was experienced as undesirable.
4. *Complaints Committee*: the committee to which the person who has been confronted with undesirable behaviour can turn with a complaint. The Complaints Committee investigates this complaint and provides a report with its findings to the competent authority, containing an opinion on the merits of the complaint and, if necessary, a proposal regarding the measures to be taken.
5. *Complainant*: the person who has a complaint about undesirable behaviour and submits it to the complaints committee.
6. *Reporter*: the person who turns to the confidential adviser in connection with undesirable behaviour.
7. *Confidential advisor*: the official approved by the management, to whom the person who has been confronted with undesirable behaviour can turn for advice, support and guidance.
8. *Supervisor of the accused*: the official who is appointed with the consent of the management to support the accused, if desired, and to whom the articles of this complaints procedure with regard to the confidential adviser apply, where possible.
9. *Undesirable behaviour*: acts of a group or of an individual, directed against a person who experiences these acts as threatening, humiliating or intimidating, all taking place under circumstances that are directly related to the performance of work. This undesirable behavior can manifest itself in the form of:
  - Discrimination: any form of distinction, exclusion, restriction or preference, which has or may have as its purpose a disadvantage and/or disadvantage of an employee or group of employees in the organisation on the basis of, among other things, belief, religion, race, ethnic origin, political opinion, age, disability, gender, sexual orientation.
  - Sexual harassment: any form of verbal, non-verbal or physical behaviour with a sexual connotation that has the purpose or effect of violating the dignity of the person, in particular when an threatening, hostile, insulting, humiliating or offensive situation is created.

- Harassment: any form of verbal, non-verbal or physical conduct that has the purpose or effect of violating the dignity of a person and of creating an intimidating, hostile, degrading, humiliating or offensive environment.
- Aggression and violence: incidents in which an employee is verbally, non-verbally harassed, threatened or attacked, psychologically or physically;
- Bullying and harassment: all forms of intimidating behaviour of a structural nature, by one or more employees (colleagues, managers) directed against an employee or group of employees who cannot or cannot defend themselves against this behaviour.

#### 10. *Support*

In order to provide a safe working environment, there must be support from the organization regarding the complaints procedure and the policy on undesirable behavior among the management and all employees. The Managing Director endorses this support by means of a letter of intent.

### **1.2 Scope of the complaints procedure**

1. Anyone who works as an employee, intern, secondee, temporary worker or otherwise, or who worked at ITV Studios until no later than one year ago, falls within the scope of this complaints procedure and can make use of the complaints procedure.
2. The word 'employee' is used in this regulation. 'Employee' means the descriptions under the previous paragraph 1 of this article.
3. This regulation also applies to officials who are not employed by ITV Studios, but who are employed in the premises of ITV Studios and who are involved in undesirable behaviour by a person who works for ITV Studios and its affiliated companies in connection with these activities.

### **Complaints Committee for Undesirable Behaviour**

#### **2.1 Establishment, composition and appointment of the complaints committee**

1. The complaints committee consists of two members.
2. The complaints committee consists of a chairman and two other members. All members of the complaints committee do not work at ITVs, nor does it have any other ties with ITV Studios and its affiliates.
3. The complaints committee must have both legal expertise and expertise in the field of undesirable behaviour.
4. The composition of the complaints committee is as diverse as possible.
5. A member of the complaints committee may not be directly or indirectly involved in or have a personal interest in the undesirable behaviour about which a complaint has been submitted. If this is the case, the deputy of that member takes over the handling of the complaint.
6. A secretary is appointed who also manages the archive. The secretary is not a member of the complaints committee but supports the work of this committee.
7. The complaints committee is committed to promoting expertise.
8. In response to the annual report of the complaints committee, consultations take place at least once a year between the complaints committee, the confidential adviser and the management.

## 2.2 Tasks and powers of the Complaints Committee

1. The complaints committee decides on the admissibility of a complaint. A complaint is admissible if the complaint is submitted by a person who is authorised to do so on the basis of this complaints procedure and it is within the competence of the competent authority to take measures regarding the complaint about undesirable behaviour, as referred to in the general provisions of this complaints procedure (see Article 1.1).
2. If the requirements set out in Article 3.2.1 have not been met, the complaint may be declared inadmissible, provided that the complainant has been given the opportunity to remedy the deficiency within a time limit set by the committee.
3. The committee shall decide within four weeks after a complaint has been submitted whether the complaint is admissible and whether it will be taken into consideration, and shall notify the complainant of this decision in writing.
4. The committee is not obliged to consider a complaint if it relates to conduct:
  - in respect of which a complaint has previously been submitted and handled in accordance with these regulations;
  - that occurred more than three years prior to the submission of the complaint, unless it concerns a complaint relating to sexual harassment and/or a complaint which the committee decides should nevertheless be considered;
  - against which the complainant can or could have lodged an objection;
  - against which the complainant can or could have filed an appeal;
  - that is or has been subject to the judgment of another judicial body, other than an administrative court, as a result of legal proceedings having been initiated; or
  - in respect of which a criminal investigation ordered by the public prosecutor or a prosecution is ongoing, or where the conduct forms part of the investigation or prosecution of a criminal offence and such an investigation or prosecution is ongoing.
5. The committee is not obliged to consider the complaint if the complainant's interest or the seriousness of the conduct is manifestly insufficient.
6. The Complaints Committee will investigate every written complaint submitted to it that is admissible for complaint handling, provided that it concerns persons referred to in Article 3.2 paragraph 1 of this Complaints Procedure.
7. On the basis of its investigation, the complaints committee will provide a report with its findings and any advice to the management.
8. The complaints committee is competent:
  - a) to call on relevant third parties to obtain information;
  - b) to request relevant documents, if and insofar as they are necessary for the activities of the complaints committee;
  - c) to initiate or arrange for an investigation to be carried out at the workplace;
  - d) to be advised and assisted by experts.
9. The Complaints Committee is authorised to advise the Executive Board, solicited and unsolicited, on the policy regarding undesirable behaviour.
10. Once a year, the complaints committee submits an anonymised report to the management about its activities. The report is brought to the attention of the confidential advisor.
11. The complaints committee and/or confidential advisor or the secretary collects sensitive information, which must be handled with care.

## 2.3 Procedure for handling complaints

1. After receipt of a complaint by the secretary, the complaints committee will send an acknowledgement of receipt to the complainant within 5 working days.
2. Within 10 working days of receipt of the complaint, the complaints committee will inform the complainant in writing whether the complaint is admissible and whether the complaint will be handled.
3. The Complaints Committee will notify the complainant and the management in writing of the inadmissibility and failure to deal with the complaint as soon as possible, but no later than 10 working days after receipt of the complaint. In that case, the defendant will not be informed of the fact that a complaint has been filed against the defendant.
4. If the complaint is admissible and is being processed, the complainant will also be informed about:
  - a) the further procedure;
  - b) the right to inspect all documents and information on which the complaints committee bases its findings and any advice;
  - c) the right to assistance by a counsellor and/or confidant: only the costs of engaging a confidant are borne by the organisation;
  - d) the fact that the complaint is forwarded to the accused person;
  - e) the fact that all documents sent to the Complaints Committee and all information provided to the Complaints Committee also come to the knowledge of the complainant and accused.
5. The complaints committee sends the complaint to the accused at the same time as the documents referred to in paragraph 2. The defendant is also hereby reminded of:
  - a) the complaint handling procedure.
  - b) the right to inspect all documents on which the complaints committee bases its findings.
  - c) the right to assistance by a counsellor or a companion: only the costs of a supervisor at the expense of the organization.
  - d) the possibility to respond to the complaint in writing and substantively within a period to be determined by the complaints committee.
  - e) the fact that all documents sent to the Complaints Committee and all information provided orally to the Complaints Committee come to the knowledge of the accused and complainant.
6. At the hearing, the Complaints Committee hears the complainant and the accused separately. If the Complaints Committee deems it desirable, it may decide to hear the parties jointly.
7. If, during the investigation of the complaint, both the complainant and the accused appear to be willing to:
  - a) A settlement or settlement guides the complaints committee in the formation and records the agreements made
  - b) mediation, the complaints committee will suspend the handling of the complaint until the mediation has been completed under the guidance of a mediator.
8. In addition, the Complaints Committee may hear witnesses and experts, whether or not in the presence of the complainant and the accused, insofar as this is necessary in the opinion of the Complaints Committee and in connection with the careful handling of the complaint. Anyone who is summoned to be heard by the Complaints Committee is subject to a duty of appearance, information and confidentiality.
9. The Complaints Committee may hear witnesses who wish to remain anonymous in relation to the complainant and/or accused insofar as the Complaints Committee concludes that this wish for anonymity is reasonable and weighty and that the hearing of the witness is necessary for

proper complaint handling. The report of the hearing of the anonymous witness is sent to the complainant and accused person anonymously and without recognizable personal data after the statement of agreement by the witness.

10. The hearings of the complaints committee are not public.
11. A short report is made of every hearing in which the complainant, accused person, witnesses or another person are heard in each other's presence or separately, in which the essence of the statement of the person heard is recorded. The person interviewed will receive the report as soon as possible and must return it signed to the complaints committee within one week of receipt, possibly accompanied by comments, which will be appended to the report. If the person heard refuses to sign the report for approval and/or the signed report (with or without comments) has not been received by the complaints committee within the aforementioned period, this will be noted on the report, possibly stating the reason if known, before it is added to the complaint file.
12. Subsequently, the complainant and the respondent shall be given the opportunity, within one week after completion of the step(s) referred to in paragraph 10, to review the records of the persons heard and the documents submitted to the complaints committee. This shall be followed by a closing meeting with both the complainant and the respondent. After this closing meeting, no further written or oral submissions and/or additional information may be provided.
13. The complaints committee then provides a written report to the management within two weeks of this. In the report, the complaints committee determines whether and to what extent the complaint is well-founded in its opinion. A complaint is well-founded if the complaints committee can substantiate that the undesirable behaviour took place.
14. The two-week period may be extended by a maximum of two weeks in writing and with reasons.
15. At the same time as sending the report to the management, the complaints committee sends a copy to the complainant and the accused, thus completing the complaint procedure. 16. Insofar as the working method of the Complaints Committee is not laid down in these regulations, it is determined by the Complaints Committee.

#### **2.4 Provisions relating to the complaint**

1. Complaints can only be submitted in writing.
2. Complaints about undesirable behaviour can be submitted to the complaints committee up to three years after the behaviour(s) last took place.

The notice of complaint contains:

- a) name, position and date of birth of the complainant;
  - b) name and position of the accused. If not known, a description of the person of the defendant and/or his activities;
  - c) the description of the conduct against which the complaint is directed;
  - d) date of the incident(s);
  - e) date;
  - f) signature by the complainant.
3. Anonymous complaints will not be dealt with by the complaints committee.
  4. Up to and including the date on which the period referred to in Article 3.3 paragraph 12 expires, the complainant may withdraw his/her complaint by making this known in writing to the complaints committee. In this case, all documents relating to the complaint will be destroyed, with the exception of the procedural report.

## **2.5 Confidentiality and protection of privacy**

1. The privacy of those involved is protected as much as possible.
2. The members of the Complaints Committee and those who support the Complaints Committee must maintain confidentiality about everything they learn in connection with the complaint.
3. Persons who are heard by the complaints committee, as well as those who have provided information and anyone else who has knowledge of the file, are obliged to observe confidentiality. They must be expressly reminded of this duty of confidentiality. Failure to comply with this duty of confidentiality can lead to employment law sanctions for employees.

## **3 Decision of the Executive Board**

1. The Executive Board will take a written decision within two weeks of receipt of the report from the Complaints Committee in response to the findings of the report and whether it will (partially) adopt any advice of the Complaints Committee and, if so, whether this gives cause to take any measures proposed by the Complaints Committee. The two-week period can be extended once by two weeks in writing and with reasons.
2. If the management decides not to follow any advice of the complaints committee, while the complaint has been declared (partially) well-founded by the complaints committee, the management will describe the reasons that led to this decision.
3. The decision of the management is sent to the complainant and the accused. The complaints committee will receive a copy of the decision.

## **4 Other provisions**

1. Data relating to the complaint procedure are not included in the personnel file of the complainant/accused person and/or witness(es). However, any sanctions can be recorded and a copy of the management's decision can be included in the personnel file.
2. All documents, reports and other information relating to the handling of the complaint are recorded in a complaint file by the secretary of the complaints committee. This file is kept for two years from the completion of the procedure.
3. After the complaint has been dealt with, the secretary will take all documents, reports and other information available to the members of the complaints committee in connection with the complaint and destroy them.
4. The management of ITV Studios and its affiliated companies will ensure that the employee is not disadvantaged in his/her position in the organisation by submitting a complaint.

## **5 Special provisions on the position of management**

1. In the event that a member of the Executive Board is in any way involved in the complaint, the supervisory body of the Executive Board shall take the place of the Executive Board for the purposes of these regulations.
2. The complaints procedure and the procedure set out therein shall be followed in full by this body in the cases described in paragraph 1. Where the term 'management' is referred to in these regulations, the supervisory body of the management should therefore be read.



**6 Finally**

This complaints procedure came into effect as of the date included in the footnote. Bezemer&Schubad may amend this complaints procedure at any time, for any reason. Where applicable, the amended complaints procedure applies from the date on which the complaint is submitted.

***Complaints addressed to the complaints committee can be sent confidentially by e-mail to info@bezemer-schubad.nl***

*or*

***Bezemer & Schubad t.a.v. secretaris externe klachtencommissie ITV  
Wijnhaven 46  
3011 WS Rotterdam***

***Sample letter***

Confidential

Dear Commission,

My name is .....

I have been a ..... working at .....  
if.....

I want to file a complaint against ..... (first and last name and position)

What has been said/done?  
.....

How was my reaction?  
.....

Are there any witnesses?  
.....

The consequences for me of his/her behavior  
.....

What have I done to stop the behavior/situation?  
.....

My question/request to you:  
.....

Sincerely,

Possibly. Annexes: Evidence  
.....

## **APPENDIX 5: WHISTLEBLOWER REGULATION (Explanatory note to the Regulations on Reporting Suspected Wrongdoing)**

### 1. Introduction

Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 has been in force since 2019 and transposed into national law by the Netherlands in 2023. The Directive aims to better protect whistleblowers in Europe. This has been laid down by ITV in the Regulations on Reporting Suspected Wrongdoing (Whistleblower Regulations).

### 2. Regulations for reporting suspected wrongdoing (Whistleblower Regulations)

#### **Summary**

The 'Regulations for reporting suspected wrongdoing', or the 'whistleblower policy', contain rules and frameworks for reporting a suspicion of wrongdoing. Think, for example, of fraud, conflicts of interest, corruption, etc. The regulation also describes the internal and external procedure in the event of a report.

Below we briefly explain the most important parts of the scheme.

#### **When can you report wrongdoing?**

- If you suspect that there is a 'wrongdoing of social importance' by ITV or an ITV employee. A personal conflict with a colleague is not an abuse of social importance. Fraud, for example, is.
- If the suspicion or information you have is based on things you have seen or heard yourself or documents you have in your hands. It should not (only) be information that you have "hearsay"; and
- If you have (had) a relationship with ITV through your work. For example, because you work for us or provide services or goods to us or because you apply for a job at our company. In the scheme, we use the term 'employer'. But even if you are not (or have been) employed by us, but have had a working relationship with ITV, you can also apply. Do you suspect that there is wrongdoing, but have you not become aware of it from a work-related context? Then you cannot make a report.

#### **Do you have doubts or would you like advice?**

Are you unsure whether there is wrongdoing? Or are you not sure if you want to report something or where to do it? Then you can obtain information and advice from a manager or the internal or external confidential advisor. You can also contact the House for Whistleblowers anonymously for information and advice. ([www.huisvoorklokkenluiders.nl](http://www.huisvoorklokkenluiders.nl)).

#### **Who can you report to?**

If you meet the aforementioned conditions, you can (preferably) report the suspicion of wrongdoing internally within ITV. This can also be done anonymously. The scheme states to whom you can make the report. You may also choose to make an external report to an authority designated by the government. Which agencies these are and how to do them is stated in the regulation.

You can also report internally first and then make an external report. When reporting internally, wrongdoing can be dealt with the fastest and, if necessary, the organisation can take immediate measures to stop the abuse.

In the event of a criminal offense, you are always obliged to report it. This is separate from the report.

### **What happens after the internal report?**

After the notification, you will receive a confirmation of receipt within seven days. Furthermore, ITV decides whether the report can or should be investigated further. If the report is only based on information that you have 'hearsay', ITV does not investigate. Even if the report is not about a 'social wrongdoing' or the suspicion is not based on reasonable grounds, ITV will not start an investigation.

If ITV decides to investigate, it is conducted by independent and impartial investigators. During the investigation, your identity will remain protected unless you give permission for it to be disclosed. The identity of the person or persons who are the subject of the report or who are named as witnesses in it also remains secret. The information you provide will be handled carefully. Only the people involved in the report and the investigation can view this information.

After the investigation has been completed, ITV will inform you about its position regarding the report and about the steps that have been taken or will be taken. ITV must do so within three months of the dispatch of the acknowledgement of receipt of the report. Is the organization not doing that in time? Then you can make an external report.

Do you disagree with the organization's point of view or the steps that have been taken? Then you can indicate this. ITV can then decide to carry out a new or additional investigation. Does ITV stick to its position and do you disagree? Then you can decide to make an external report. You can also get advice on this in advance if you are in doubt.

### **Protection for reporters, their advisors and other data subjects**

If you make a report under this procedure on reasonable grounds, you will be protected from harm by the organization. Your advisors or, for example, a family member who works for the organization are also protected against disadvantage. Disadvantage occurs if the organization takes measures that are detrimental to you because of the report. This includes dismissal, withholding salary, not continuing a supplier contract or not hiring.

If you think you are being disadvantaged because you have made the report, you can ask ITV or the House for Whistleblowers ([www.huisvoorklokkenuiders.nl](http://www.huisvoorklokkenuiders.nl)) to investigate the way you are being treated.

The protection against prejudice sometimes also applies if you make the suspicion of wrongdoing public. This means, for example, that you go to the press. But in the case of disclosure, the protection only applies if you meet certain requirements, namely:

1. Before the publication, you first made an internal and/or external report;
2. You have reasonable grounds to believe that the investigation is not progressing sufficiently. For example, you base this on the information you have received from ITV or the agency where you made the external report about the assessment or follow-up of the report;
3. You have reasonable grounds to believe that the wrongdoing:
  - may constitute an imminent real danger to the public interest, or
  - that there is a risk of disadvantage, or
  - that - if you were to report the wrongdoing - it is unlikely that the wrongdoing or infringement will be effectively remedied.

In these cases, prior internal or external notification is not a condition. However, the condition here is that you must have reasonable grounds to believe that the reported information is correct.

## Regulations for reporting suspected wrongdoing (Whistleblower Regulations)

### Article 1 Definition

For the purposes of this regulation, the following definitions apply:

- a. Advice Department of the House for Whistleblowers: the House for Whistleblowers, referred to in Article 3a, paragraph 2 of the Whistleblowers Protection;
- b. Research Department of the Advisory Division of the House for Whistleblowers: the investigation department of the House for Whistleblowers, referred to in Article 3a, paragraph 3 of the Whistleblower Protection Act;
- c. Third party concerned: a third party who is connected in a work-related context to a reporting person or a legal entity owned by the reporting person, for whom the reporting person works or with which the reporting person is otherwise work related;
- d. Competent authority: an authority designated by law to receive and deal with reports of suspected wrongdoing;
- e. The person who assists a reporter: a natural or legal person who has a notifier advises in the reporting process in a work-related context and whose advice confidential;
- f. Reporter: a natural person who, in the context of report or disclose suspected wrongdoing in his or her work related activities;
- g. Notification: reporting a suspicion of wrongdoing;
- h. Reporting channel: organisation and procedure at a competent authority for receiving and handling reports;
- i. Abuse:
  - a. a breach or a risk of breach of Union law, or
  - b. an act or omission in which the public interest is at stake in the case of
    - 1°. a violation or a risk of violation of a statutory provision or of internal rules that entail a specific obligation and that have been established by an employer on the basis of a statutory provision, or
    - 2°. a danger to public health, to the safety of persons, to damage to the environment, or to the proper functioning of the public service or an undertaking as a result of improper acts or omissions. In any case, the public interest is at stake if the act or omission does not only affect personal interests and there is either a pattern or structural character or the act or omission is serious or extensive.

- j. Researchers: the person or persons to whom the employer assigns the investigation into the wrongdoing;
- k. Directive: Directive (EU) 2019/1937 of the European Parliament and of the Parliament and of the Council of 23 October 2019 on protection of persons who violate the reporting Union law; an act or omission that:
- l. Infringement of EU law: a. unlawful and concerns Union Acts and policies falling within the material scope referred to in Article 2 of the Directive,  
or  
b. undermines the purpose or application of the rules in the Union Acts and policies falling within Article 2 of the material scope referred to in the Directive;
- m. Suspicion of wrongdoing: the suspicion of a reporter that there is wrongdoing within the organisation in which he works or has worked or at another organisation if he has come into contact with that organisation through his work, insofar as the suspicion is based on reasonable grounds, which arise from the knowledge that the reporter has gained from his employer or arise from the knowledge that the reporter has gained through his work for another person company or other organisation;
- n. Confidential advisor: the official appointed as such by the employer;
- Internal confidential adviser:  
Madelon Goedhart  
088-2483253  
[madelon.goedhart@itv.com](mailto:madelon.goedhart@itv.com)
- External confidential advisor:  
Lisette van der Lans  
06-48569460  
[vertrouwenspersoonlisette@ziggo.nl](mailto:vertrouwenspersoonlisette@ziggo.nl)
- o. Work-related context: future, current or past work-related activities in the public or private sector which, regardless of the nature of those activities, allow individuals to obtain information about wrongdoing and where those persons may be subject to prejudice as referred to in Article 17da of the Whistleblower Protection Act, if they were to report such information;
- p. Employer: ITV Studios Holding B.V. and the Holding Corporations Affiliates.

## **Article 2 Information, advice and support for the reporting person**

1. In the event of a suspicion of wrongdoing, a reporter can:
  - a. consult an advisor in confidence;
  - b. consult the internal or external confidential adviser as an adviser in confidence; and/or
  - c. consult the advice department of the House for Whistleblowers in confidence.
2. The person assisting the reporter or a third party involved can consult the Advisory Division of the Whistleblowers Advisory Division in confidence in the event of a suspicion of wrongdoing and/or information about a violation of Union law.

## **Article 3 Internal reporting**

1. An internal report can be made by a person who is or was employed by the organization. An internal report can also be made by an applicant and a person who is not or was not employed by the organisation, but who has come into contact with the organisation through his work.
2. It is preferable for the reporter to make his report internally. However, on the basis of Article 8 of these regulations, the reporter can also immediately report a suspicion of wrongdoing to a competent authority or the investigation department of the House for Whistleblowers.
3. A reporter with a suspicion of wrongdoing can report this to the following officials:
  - a. the internal or external Confidential Advisor;
  - b. every manager;
  - c. See section 3.2
4. The reporter can make a report in the following way:
  - d. written;
  - e. orally by telephone or other voice messaging systems, or
  - f. at his request within a reasonable period of time by means of a conversation at a location.
5. Verbal reporting is recorded by:
  - g. Making a call recording in a durable and retrievable form. This requires the prior consent of the reporter;Or
  - k. A complete and accurate written record of the call, giving the reporter the opportunity to check, correct and sign for approval.
6. The official as referred to in paragraph 3 forwards the report to the employer in consultation with the reporter.
7. The employer sends the reporter an acknowledgement of receipt of the report within seven days of receiving a report. The acknowledgement of receipt shall contain at least a factual description of the report, the date on which it was received and a copy of the report.
8. If there is a criminal offence, the reporter must report it. Even if a report has been made.

## **Article 4 Handling of the internal report**

1. The employer registers a report of a suspicion of wrongdoing upon receipt in a register set up for this purpose. If the reported abuse relates to a violation of EU law, the employer must state this.

2. The data of the notification in the register will be destroyed if they are no longer needed. As long as an investigation into a report is ongoing or a report has subsequently been made to a competent authority or a complaint or legal procedure is ongoing, the details of a report in a registration will in any case be retained.
3. Immediately after the report, the employer will investigate the suspected abuse, unless:
  - a. the suspicion is not based on reasonable grounds; or
  - b. it is clear in advance that the reported does not relate to the suspicion of wrongdoing.
4. The employer assigns the investigation to researchers who are independent and impartial.
5. The employer informs the reporter in writing that an investigation has been initiated and by whom the investigation is being carried out. He does this immediately after the investigation has been initiated.
6. If the employer decides not to initiate an investigation, he will inform the reporter in writing within two weeks of the report. He also indicates why no investigation is being initiated.
7. The employer assesses whether the investigation department of the House for Whistleblowers or a competent authority should be informed of the report of suspected wrongdoing. If the employer notifies the investigation department of the House for Whistleblowers or a competent authority, he or she will send a copy to the reporter, unless this would harm the investigative or enforcement interest.
8. The employer informs the persons to whom a report relates about the report, unless the interest in the investigation or the interest in enforcement is harmed as a result.

#### **Article 5 The conduct of the internal investigation**

1. The investigators will give the reporter the opportunity to be heard. The investigators provide a report and submit this report to the reporter for approval and signature. The reporter receives the established report.
2. The researchers can also hear others. The investigators provide a report and submit this report to the person who has been heard for approval and signature. The person who has been heard receives the established report.
3. The investigators can view and request all documents within the employer's organization that they consider reasonably necessary to conduct the investigation.
4. Reporters may provide the investigators with any documents that they consider reasonably necessary for the investigators to take note of in the context of the investigation.
5. The investigators will draw up a draft investigation report and give the reporter the opportunity to comment, unless there are serious objections to this. The reporter is obliged to maintain the confidentiality of the draft report.
6. The investigators then adopt the investigation report. They will send the employer and the reporter a copy of this, unless there are serious objections to this.

#### **Article 6 Position of the employer**

1. The employer shall inform the reporter in writing within three months of the sending of the acknowledgement of receipt of the report in writing about the position regarding the reported suspicion of wrongdoing and what follow-up the report and possibly the internal investigation have led to.

2. If it is clear that the employer cannot provide the position within three months of the sending of the acknowledgement of receipt of the report, he must inform the reporter of this in writing. In addition, the employer provides feedback on the steps that have already been taken and the procedure that the reporter can expect.
3. After completion of the internal investigation, the employer will assess whether the investigation department of the House for Whistleblowers or a competent authority should be informed of the report, of the investigation report and/or of the employer's position. If the employer notifies the investigation department of the House for Whistleblowers or a competent authority, he sends the reporter a copy of this.
4. The employer shall inform the persons to whom the report relates in the same way as the reporter, unless this would harm the interest in the investigation or the interest in enforcement.

#### **Article 7 Hearing both sides with regard to the investigation report and the employer's position**

1. The employer shall give the reporter the opportunity to respond to the investigation report and the employer's position.
2. If the reporter indicates in response to the investigation report or the employer's position that: a. the suspicion of wrongdoing has not actually or not properly been investigated; or b. In the investigation report or the employer's position there are substantial inaccuracies, the employer responds to this and, if necessary, initiates a new or additional investigation. The same rules apply to this new or additional examination as to the first examination.
3. If the employer informs or has informed the investigation department of the House for Whistleblowers or a competent authority about the investigation report and/or its position on the report, it shall also send the reporter's response referred to in paragraphs 1 and 2 to this authority. The reporter will receive a copy of this.

#### **Article 8 External reporting**

1. The reporter is not obliged to report a suspected wrongdoing internally first. He can also immediately make an external report of this. Furthermore, the reporter can also opt for an external report if he:
  - a. does not agree with the employer's position or believes that the report has been wrongly set aside or has not been sufficiently investigated; or
  - b. has not received an opinion on his internal report within three months of the sending of the acknowledgement of receipt of his report.
2. External reports can be made to a competent authority. Competent authorities shall in any case be:
  - a. the House for Whistleblowers ([www.huisvoorklokkenluiders.nl](http://www.huisvoorklokkenluiders.nl));
  - b. the Netherlands Authority for Consumers and Markets (ACM) ([www.acm.nl](http://www.acm.nl));
  - c. the Netherlands Authority for the Financial Markets (AFM) ([www.afm.nl](http://www.afm.nl));
  - d. the Dutch Data Protection Authority (AP) ([www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl));
  - e. De Nederlandsche Bank N.V. (DNB) ([www.dnb.nl](http://www.dnb.nl));
  - f. the Health and Youth Care Inspectorate (IGJ) ([www.igj.nl](http://www.igj.nl));
  - g. the Dutch Healthcare Authority (NZA) ([www.nza.nl](http://www.nza.nl));
  - h. the Authority for Nuclear Safety and Radiation Protection (ANVS) ([www.autoriteitnvs.nl](http://www.autoriteitnvs.nl));
  - i. organisations designated by general administrative order or ministerial regulation and

- j. administrative bodies, or parts thereof, that have tasks or powers in one of the areas referred to in Article 2, paragraph 1 of the Directive.  
The competent authorities' websites provide the procedure for making an external report.
3. The reporter can make a report in the following way:
  - a. written;
  - b. orally by telephone or other voice messaging systems, or
  - c. at his request within a reasonable period of time by means of a conversation at a location.
4. A verbal report is registered by:
  - a. Making a call recording in a durable and retrievable form. This requires the prior consent of the reporter;Or
  - b. A complete and accurate written record of the call, giving the reporter the opportunity to check, correct and sign for approval.
5. If necessary, the reporter can obtain information from the advice department of the House for Whistleblowers about making an external report and the choice of the competent authority.

#### **Article 9 Confidentiality**

1. Everyone involved in the reporting or investigation of suspected wrongdoing is subject to a duty of confidentiality. This duty of confidentiality applies to information that the data subjects know is confidential information or that they should reasonably suspect is confidential. The duty of confidentiality does not apply if disclosure is required by law. The following are confidential in any case:
  - a. information about the identity of the reporting person;
  - b. details of the person about whom the report is made or with whom that person is associated;
  - c. data of third parties mentioned in the report;
  - d. all information that can be traced back to the data referred to under a, b and c above; and
  - e. trade secrets within the meaning of Article 1 of the Trade Secrets Protection Act.
2. The employer shall ensure that the information about the report and the investigation is stored in such a way that it is physically and digitally accessible only to the persons involved in the handling of the report and the investigation.
3. The identity of the reporting person and the information that can be used to directly or indirectly identify the reporting person will not be disclosed without the express written consent of the reporting person.
4. If the reporting person has not given permission to disclose his identity, all correspondence about the report will be sent to the official to whom the reporting person has made his report or to the person assisting the reporting person. This person will forward this correspondence directly to the reporter.
5. If disclosure of the identity of the reporting person is required by any legal provision in the context of an investigation by a competent authority or legal proceedings, the reporting person shall be informed in advance with a written statement of reasons. Unless this could jeopardize the investigation or legal proceedings.
6. The identity of the reporter's adviser or the person assisting him and of any third parties involved is also confidential. It will not be disclosed without the express written consent of the reporting person, the adviser or the person assisting the reporting person or the third parties involved.

**Article 10 Protection of the reporting person, the person assisting the reporting person and third parties involved against disadvantage**

1. The employer shall ensure that the reporter is not adversely affected in any way by the report. 2. The reporting person may not be prejudiced during and after the handling of a report of suspected wrongdoing, provided that he has made the report properly and has reasonable grounds to believe that the information reported about the suspicion of wrongdoing is correct at the time of the report. 3. The reporting person may not be prejudiced during and after disclosure of a suspicion of wrongdoing, provided that:
  - a. at the time of publication, he has reasonable grounds to believe that the information reported about the suspicion of wrongdoing is correct at the time of the publication;
  - and
  - b. prior to the publication, he has made an internal and external report or has immediately made an external report as referred to in these regulations, and he has reasonable grounds for making a report on the basis of the information he has received about the assessment and/or follow-up of the report to assume that the investigation has not progressed sufficiently;OR
  - c. he has reasonable grounds to believe that:
    - i. the wrongdoing may constitute an imminent or real danger to the public interest; or
    - ii. there is a risk of prejudice if reported to a competent authority or other competent body; or
    - iii. it is unlikely that the abuse will be effectively remedied.
4. In any case, disadvantage is understood to mean taking a measure that is detrimental to the reporter, such as:
  - a. dismissal or suspension;
  - b. a fine as referred to in Article 7:650 of the Dutch Civil Code;
  - c. demotion;
  - d. withholding promotion;
  - e. a negative assessment;
  - f. a written reprimand;
  - g. transfer to another establishment;
  - h. discrimination;
  - i. harassment, harassment or exclusion;
  - j. libel or slander;
  - k. early termination of an agreement for the supply of goods or services, and revocation of a licence.
5. Disadvantage is also understood to mean a threat with and an attempt to disadvantage.
6. If the employer takes a measure that is detrimental to the reporter after making a report, the employer must explain why it considers this measure necessary. He also explains why this measure is not related to the report.
7. The employer calls to persons who are guilty of prejudicing the reporter and can impose a warning, a disciplinary measure or a sanction on them.
8. The provisions of this article also apply to the person assisting the reporter and to a third party involved.

### **Article 11 Combating disadvantage and investigation into disadvantage**

1. The official to whom the reporter has made his report discusses with the reporter what risks of disadvantage are present. This officer also discusses how those risks can be reduced and what the reporter can do if he believes that there is disadvantage.
2. If the reporter believes that there is actual prejudice, he can:
  - a. discuss this with the official to whom he made his report. The officer and the reporter discuss what measures can be taken to prevent disadvantage. The official makes a report of this discussion and, after approval by the reporter, sends it to the employer; and/or
  - b. request the employer to investigate the way in which he is treated; and/or
  - c. seek advice on this from the advice department of the House for Whistleblowers; and/or
  - d. request a treatment investigation from the research department of the House for Whistleblowers.
3. The reporting person, the person who intends to report a suspicion of wrongdoing, the person assisting the reporting person or a third party involved is entitled to legal assistance if he is disadvantaged as a result of the report and meets the conditions for this. This applies both during and after the report has been processed by the employer or a competent authority. Legal assistance is provided free of charge and also applies to mediation through mediation. The condition for this is that the report is made via the advice department of the House for Whistleblowers. They assess whether legal aid and/or mediation is necessary and can provide a referral letter for free legal assistance from a lawyer or mediator.
4. The provisions of this article also apply to the person assisting the reporter and to a third party involved.

### **Article 12 Reporting and evaluation**

1. The employer shall draw up an annual report on the implementation of this scheme. This report shall in any case contain:
  - a. information about the policy pursued in the past year regarding the handling of the reporting of suspected wrongdoing and the policy to be pursued in this area in the coming year;
  - b. information about the number of reports and an indication of the nature of the reports, the results of the investigations and the views of the employer;
  - c. general information about any experiences with combating disadvantage of the reporter; and
  - d. information about the number of requests for investigations into prejudice in connection with making a report, an indication of the results of the investigations and the views of the employer.

### **Article 13 Entry into force of the regulation**

This regulation enters into force (1/4/24).



## ANNEX 6 - OTHER AVAILABLE RESOURCES

ITV is committed to good governance and fully subscribes to the principle of accountability. While you do not need to report your concerns to ITV before contacting a third party, we recommend that you report any concerns to ITV first.

Other contacts are set out below:

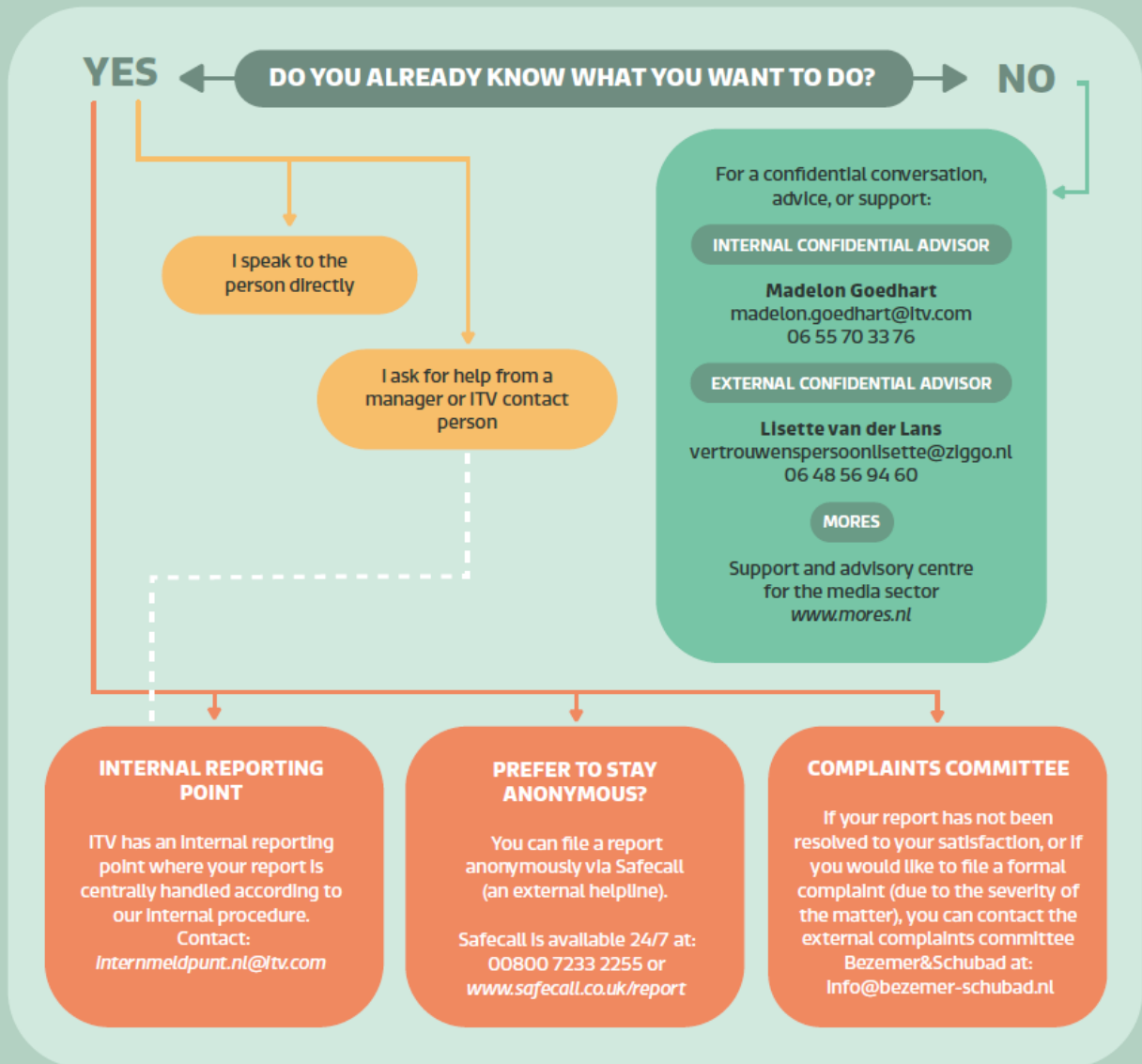
- The **Employee Assistance Program** is a service offered by Workplace Options (WPO), an independent organization that can provide independent and confidential guidance and support for personal and work-related issues 24/7 for all ITV employees, freelancers, and their immediate family members. It is available in the Netherlands. You can access their services through their website: <https://global.helpwhereyouare.com>. Log in with the company code: ITV
- **Mores**. Because ITV Studios Netherlands has joined the Media Pact Respectful Cooperation, which was initiated by parties in the audiovisual sector, anyone who works at a ITV-produced program to Mores for support and advice in the event of undesirable behavior. Mores acts as a confidant. Go to [www.mores.nl](http://www.mores.nl).

## WHERE CAN I TURN IN CASE OF INAPPROPRIATE BEHAVIOUR?

Have you experienced or witnessed inappropriate behaviour, or are you unsure whether something crosses a line? Speak up — don't carry it alone.

Below you'll find where you can go for support.

How your report will be handled depends on the route you choose. For more details, please refer to the [Speaking Up Policy](#), which outlines the different reporting procedures.



\* Please note: A manager or ITV contact person is required to report serious concerns or cases of inappropriate behaviour to the internal reporting point, in line with the "Guidelines for Managers" as outlined in the Speaking Up Policy.