

FAQ



ETHICS HOTLINE

LOTTE MART VIETNAM

**Q
&
A**

**FREQUENTLY
ASKED QUESTIONS**



VISIT LINK



<https://ethicslottemartvn.com/>



01

Q: WHAT IS ETHICS HOTLINE?

A: The Ethics hotline is a web-reporting site that provides everyone - inside and outside LOTTE - with a comprehensive and confidential tool to report suspected misconduct(s) or violations of laws, rules, regulations, policies or procedures, ethical principles in the workplace.

02

Q: WHO OPERATES THE ETHICS HOTLINE?

A: Ethics Hotline is managed independently by Compliance Division of LOTTE Mart Vietnam.

The reports themselves are investigated by Compliance team and other relevant personnel assigned, all of whom are bound by duties of confidentiality.

However, the information that the reporter provides as well as results of investigation may be accessible to Global Audit of LOTTE Mart.





03

Q: WHAT SHOULD I DO WHEN I SUSPECT OR WITNESS MISCONDUCT?

A: If you are concerned about, or have reasonable grounds to suspect conduct that may be unethical, illegal, in violation of internal regulations or otherwise inconsistent with the LOTTE Code of Conduct, we expect you to immediately notify to us.

Depending on the severity of the act, you should first consider bringing your concerns forward to your direct manager. Such direct reporting is often the most efficient and expedient way to resolve concerns at first instance.

However, we recognize that there may be circumstances when you are not comfortable reporting the issue in this manner. We provides you with an alternative means to make a confidential report through this Ethics Hotline.

When making a report, please kindly provide as much detailed information and evidence as possible about your concern to assist in our investigation.

04

Q: WHAT INFORMATION SHOULD I INCLUDE IN MY REPORT?

A: Be as specific as you can by including a detailed description of the event of misconduct that you suspect or have witnessed:

- Date and time of incident
- Location of the event
- Detailed description of the situation
- You may upload text files and pictures on the platform (meta data is removed to ensure your anonymity).

NOTE: You do not have to have proof of your suspicions, but a report should always be submitted in good faith with reasonable evidences.





05 **Q: IS IT POSSIBLE THAT I REMAIN ANONYMOUS THROUGHOUT THE INVESTIGATION PROCESS?**

A: You may submit a report anonymously, where permitted by law. However, you are encouraged to share your name and contact information, which helps us contact you for more information. Depending on the circumstances, it can be more difficult to conduct a meaningful investigation of an anonymous report, especially where insufficient information is provided and there is no means of contacting the reporter for further details or to provide updates. Please kindly recognize that our ability to investigate anonymous reports may be limited as a result.

Regardless of which your option, our investigation team is committed to keep your report confidential.

06 **Q: IF I AM ANONYMOUS, HOW CAN I FOLLOW AND SUPPORT THE INVESTIGATION?**

A: When you submit your report via the Ethics website, a specific “access number” will be issued and associated with a password, which will allow you to log in to check on the evolution of the investigation as well as add additional information. Depending on the complexity of the case, some investigations may take time to complete. In some cases, you may be asked for more details about the case or evidences in order for us to investigate the matter further.

If you chose to give your name and contact information, you may be contacted directly via phone.

For confidentiality reasons, we are sometimes limited in the information we can provide about the details of the investigation or its outcome.





07

Q: WHEN WILL I RECEIVE A RESPONSE TO MY REPORT?

A: We will process your report within five working days. In case the information you provide is insufficient, we will update on the status of your report so that you could add more information or evidence as required. Within next 05 working days, if we do not receive your response, it will be deemed that you have declined to continue pursuing the denunciation.

The length of a review/investigation depends upon many factors, such as the complexity of the issue, the number of people involved, the nature and extent of documents or other evidence involved, and the urgency of the matter. We reviews all reports with the utmost importance and will perform as thorough a review as possible for all reports submitted.

08

Q: WILL I FACE ADVERSE CONSEQUENCES IF THE INVESTIGATION CONCLUDES THERE WAS NO VIOLATION?

A: You are expected to act in “good faith” when making a report even if you are not able to proof of misconduct. This means that you are expected to provide as much as information and as many details as possible you know or suspect is true. And you will not be retaliated against.

However, of course, making **intentionally false allegations** not only is hurtful to individuals who have not done anything wrong, but it also is a serious legal matter. Therefore, purposefully filing a false or malicious report can constitute grounds for disciplinary action.





09 Q: WHAT IF I AM CONCERNED ABOUT RETALIATION?

A: LOTTE does not tolerate retaliation! No one submitting a report will be subjected to retaliatory action for inquiring about possible unethical, or otherwise inappropriate activity or behavior. If you file a report and feel like you are experiencing retaliation as a result, contact immediately your direct manager or the Compliance Department to take timely action to protect you.

10 Q: I AM NOT AN EMPLOYEE OF LOTTE MART, CAN I REPORT VIOLATIONS THROUGH THIS CHANNEL?

A: The Ethics Hotline allows everyone inside and outside the LOTTE Mart to access and denounce any violations of law, ethics or regulations that affect the reputation and ethical values of LOTTE Mart.

