

Protected Disclosures Policy

What is the Policy?

The AoFrio Protected Disclosures Policy outlines how concerns and serious wrongdoing can be safely reported within the organization. It supports AoFrio's commitment to ethical conduct and integrity by providing a clear process for raising concerns under the Protected Disclosures (Protection of Whistleblowers) Act 2022 also known as the Whistleblowers Act.

What Does it Mean for You?

This policy empowers you to speak up if you witness or suspect dangerous, unlawful, or unethical behavior at work. It ensures that you are protected from retaliation and that your concerns will be handled confidentially and fairly. Whether you're an employee, contractor, intern, or supplier, your voice matters.

What is a Protected Disclosure or Whistleblowing?

Whistleblowing is when you raise concerns about serious wrongdoing in the workplace such as criminal activity, health and safety risks, environmental harm, or unethical conduct. Examples include suspected fraud, breaches of legal obligations, or attempts to conceal such actions. A *protected disclosure* is a specific type of whistleblowing that qualifies for legal protection under the Protected Disclosures (Protection of Whistleblowers) Act 2022. To be protected, your disclosure must be made in good faith, relate to serious wrongdoing, and be in the public interest. This policy ensures that if you report concerns like unsafe practices, bribery, or serious breaches of compliance, you are protected from retaliation and supported throughout the process.

How and When to Use the Policy?

Use this policy when you believe serious wrongdoing is occurring or may occur such as breaches of law, health and safety risks, or unethical conduct. You can report concerns internally through the designated channels outlined in the policy. The process ensures your disclosure is taken seriously and investigated appropriately, while safeguarding your identity and rights.



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Purpose

AoFrio is committed to always operating ethically, and to the highest standards of integrity. However, organizations can occasionally be affected by conduct that is dangerous, against the law or breaches ethical or professional codes. The purpose of this policy is to ensure that AoFrio operates appropriate internal procedures for receiving and investigating information about serious wrongdoing in accordance with the Protected Disclosures (Protection of Whistleblowers) Act 2022. The Act is sometimes also referred to as the “Whistleblowers Act”.

Scope

This policy applies to all employees, contractors, consultants, officers, interns, casual and agency workers. It sets out what they should do if they have reason to believe that something dangerous, unlawful or unethical is going on at work and it is affecting (or risks affecting) them or other colleagues.

This policy also covers the actions of third parties such as suppliers, service providers, and clients. If you are concerned about a third party, please also raise them with us before approaching anyone else. The People and Culture team will be able to explain how you should proceed.

Reporting Procedure

Please follow the procedure outlined in this policy to immediately report any concerns that you have about this kind of conduct, so that we can take the necessary action to address these concerns as fast as possible.

We will always take your concerns seriously and they will be thoroughly investigated by appropriate personnel. Most importantly, you should feel confident to follow the procedure with confidence. There will be no reprisals for individuals who bring these concerns to our attention – we value and respect all such reports and those who make them to us. We all play an important role in ensuring that our business and everyone working in and with it acts professionally, lawfully and appropriately.



Definitions

- **Serious Wrongdoing:** Includes any illegal, unethical or improper conduct that may harm the company, its employees, or the public.
- **Protected Disclosure:** A report made by an employee about serious wrongdoing, protected under the Protected Disclosures Act 2022.

What sorts of activities are typically considered relevant to protected disclosure or whistleblowing?

This is not an exhaustive list, but the types of concerns you may want to raise with us could include:

- Any activity you suspect is criminal
- Any activity you suspect puts health and safety at risk
- Any activity you suspect may damage the environment
- Any activity you suspect breaches our policy on bribery and corruption
- Any failure to comply with legal or regulatory obligations
- Any failure to meet professional requirements
- Any attempt to conceal one or more of these activities

Please speak to the People and Culture team if you are unsure whether something that you are concerned about is covered by this policy.

Bullying or harassment

If your complaint is about the behaviour of others towards you, our Respectful Workplace & Issue Resolution policy contains the relevant guidance on how to proceed. These types of behaviour are not covered by this policy.

Confidentiality and anonymity

You are always encouraged to raise concerns openly, and we actively discourage anonymous disclosures. This is because it is not always easy to manage and to investigate anonymous reports, especially since if we are unable to ask you for clarification for further details, we may struggle to clarify and find evidence to support your allegations and/or reach an informed conclusion. In these circumstances, we risk missing evidence or opportunities to gather important supporting information, or identify helpful witnesses, because we may simply be unaware of their existence, in spite of our best efforts to uncover them.

However, if you prefer to keep your identity anonymous, we will do all that we can to ensure that you retain your anonymity, and the confidentiality of your concerns, as far as possible. If we need to disclose your identity to others as part of the investigation, we will always discuss with you beforehand both our desire and our reasons for wishing to identify you.



We protect whistleblowers

There are no reprisals for mistakes or if following our investigations (which we will always conduct thoroughly and conscientiously), we conclude that there has been no breach of law, policy or unethical conduct. However, to qualify for protection, the disclosure must, in the **reasonable belief** of the worker making the disclosure, show that one or more of the following events has happened, is happening or is likely to happen and that it is in the public interest to make the disclosure:

- A criminal offence
- Failure to comply with any legal obligation
- Miscarriage of justice
- Danger to health & safety of any individual
- Danger to the environment, or,
- Deliberate concealment of any of the above.

If at any time, you do not feel that you have been fairly or properly treated by us in the handling of your concern, you must inform us immediately. You should inform the people and culture team in the first instance; and if you are not satisfied with the outcome of that conversation, you should follow the process set out in our grievance policy.

We also protect whistleblowers from others, so where a whistleblower reports to us that they have been treated inappropriately by others, (including having received threats as a result of raising their concerns), we will take disciplinary action against those individuals. The consequences of us taking this action could include dismissal of such individual(s) for gross misconduct. Whistleblowers may also be entitled to take legal action against those individuals.

Whistleblowing or disclosures to others outside of AoFrio

Our policy covers the process for raising, investigating, and resolving wrongdoing within AoFrio's workplace.

The whistleblowing procedure that we have carefully put in place has been designed to ensure that to the best of our ability, we are able to resolve any concerns raised and to protect you as part of this process.

For these reasons, we anticipate that it would be extremely rare, if ever necessary, for you to involve anyone outside of AoFrio as part of this process.

However, we recognise that potentially, in exceptional circumstances, you might wish to involve an external body – an industry regulator, for example – the ombudsman or MBIE, who can direct you towards the appropriate regulator for the type of issue you want to raise.

[Serious wrongdoing at work \(whistleblowing\) | Ombudsman New Zealand](#)

Involving the press/media

Involving the media in a whistleblowing matter often has the effect of inflaming the situation, not assisting it. It can significantly hamper evidence gathering and the willingness of other





relevant individuals to support the process.

We therefore strongly discourage you from involving the media. We will treat any contact with the press as a serious disciplinary issue justifying dismissal unless exceptional circumstances exist. For example, we would generally expect you to have taken all reasonable steps to deal with the matter internally, or with an external regulator, and to have taken full advice from a lawyer or from Public Concern At Work, before you could justify involving the press.

Support for Whistleblowers or Protected Disclosures

At AoFrio, we are committed to providing comprehensive support. We understand that raising concerns about serious wrongdoing can be a challenging and stressful experience. To ensure that you feel supported throughout the process, we offer access to our Employee Assistance Program (EAP) through Telus. This program provides confidential and anonymous support, including counseling services and legal advice, to help you navigate any difficulties you may encounter. Our EAP is available 24/7, ensuring that you have access to the support you need at any time. Additionally, we will protect you from any reprisals or retaliation as a result of making a protected disclosure, in accordance with the Protected Disclosures (Protection of Whistleblowers) Act 2022.



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Our procedure for raising a protected disclosure or whistleblowing concern

Please follow this procedure:

- Raise your concerns with the People and Culture team in the first instance. You may do so in writing or in person.
- If you would prefer not to discuss your concerns with the People and Culture team or you consider that your concerns are extremely serious, you should write to the CEO
- Please explain that you are raising your concerns as part of the AoFrio Protected Disclosures policy and procedure. Then set out all the key facts, including the names of those involved and all relevant dates.
- You will be invited to a meeting at which you can discuss your concerns. You are entitled to bring someone with you to this meeting – and any subsequent meetings. That companion may be a colleague (or a trade union representative, if relevant). Anyone who accompanies you will be asked to agree to keep strictly confidential the contents of the meeting including any materials disclosed and/or examined during it. This obligation of confidentiality will extend before, during and after the meeting and any following investigation that we conduct in relation to the concerns raised by you.
- Following this meeting, we will investigate the matters raised and we may request that you come to additional meetings to assist us in our efforts. We may also decide to involve relevant external (or internal) specialists to help us conduct a thorough, fair and responsible investigation.
- Our relevant personnel involved in this investigation will keep you informed about the progress of the investigation as far as they are able. For several reasons, generally relating to the legal obligations, including obligations of confidence, to others, or in relation to any legal advice that we may decide to take on our own behalf, we may not be able to share every detail of our discoveries or deliberations with you. We will always endeavour, however, to reassure you, as best as we can, of the fact that we are taking your concerns seriously and that we are conducting a responsible investigation.
- It is possible that the outcome of our investigations will not be one that you find satisfactory. If this happens, you are entitled to complain to Chairman of the EARNC committee for AoFrio and request a review of what has been done and concluded.
- If you have raised a concern in good faith, our process and all those involved in giving effect to it will support and protect you. However, if a false concern is raised with us in bad faith (e.g. for malicious reasons), we will invoke our disciplinary policy, and you may be subject to disciplinary action.

This policy will be reviewed annually by the EARNC Committee of the Board of Directors to ensure its continued relevance and adherence.

Approved by the Board: February 2026

