

JB Hi-Fi Group

Reportable Misconduct and Whistleblower Policy

v.13 1 May 2025



1. Objective

JB Hi-Fi Limited and its subsidiaries (the “Group”) recognise that the way we conduct ourselves directly contributes to the success of our businesses and shapes our brand and reputation.

The JB Hi-Fi Group’s Statement of Values includes statements that we will:

- act honestly and do the right thing;
- act lawfully, ethically and responsibly;
- call things out that aren’t right;
- treat everyone fairly and without discrimination; and
- ensure our business is safe, inclusive and welcoming for everyone.

Reportable Misconduct is conduct which contravenes the Group’s Code of Conduct, Values, Policies or the law.

The purpose of this Policy is to encourage Team Members to report concerns of Reportable Misconduct and give assurance that they will be protected from detrimental treatment in reporting a matter of concern.

This Reportable Misconduct and Whistleblower Policy outlines:

- what is considered to be “Reportable Misconduct”;
- the internal and external reporting channels through which disclosures can be made;
- how confidentiality, fairness and protections against detrimental treatment are provided for;
- how disclosures of Reportable Misconduct are treated and investigated; and
- the consequences of breaching this Policy.

2. Application

This Policy applies to the Group . It applies to anyone who works for the Group in any capacity including Directors of the Group, former team members, suppliers of goods and services and their employees, as well as spouses, children or dependents of any of these people (“Team Members”).

Customers and the general public are not covered under the scope of this Policy.

3. Reportable Misconduct

Reportable Misconduct may or may not involve a breach of law. Reportable Misconduct includes, but is not limited to:

- Dishonest, corrupt or illegal activities;
- Fraud or misappropriation;
- Failure to provide safe working conditions for workers;
- All forms of forced, bonded, child, or involuntary labour and human trafficking;
- Failure to comply with applicable laws and regulations;
- Conflicts of interest;
- Negligent or unconscionable business practices;
- A breach of the Group Code of Conduct;
- Conduct which may cause financial loss, or be detrimental to the Group or any of its Team Members;
- Seriously inappropriate or unethical conduct;
- Misconduct involving senior managers, having the potential to significantly impact the Group;
- Adverse impact or damage to the environment; and
- Deliberate concealment of any of the above.

Reportable Misconduct is unacceptable to the Group. Team Members are encouraged to report any actual or suspected Reportable Misconduct, where there are reasonable grounds to suspect that it has or will occur.

Personal work-related grievances such as interpersonal conflicts, decisions relating to transfers, promotions or terms of employment, or disciplinary matters, are not included within the scope of this Policy and are governed by separate HR Policies and Procedures. A personal work-related grievance may still qualify for protection if it involves Reportable Misconduct, or if the discloser suffers detrimental treatment as a result of a disclosure. If unsure, a Team Member is encouraged to seek clarification from one of the Whistleblower Reporting Officers listed within this Policy.

4. Making a Disclosure

A Team Member must have reasonable grounds to suspect that Reportable Misconduct has taken place before making a disclosure.

Various channels are open to Team Members wishing to make a disclosure of Reportable Misconduct. Whichever channel is used disclosures may be made anonymously if requested.

Prior to making a disclosure, a Team Member may seek advice through any one of the internal or external reporting channels identified below.

4.1 Internal Channels

Employees are encouraged to make a disclosure directly to one of the following persons:

- A Whistleblower Reporting Officer;
- A JB Hi-Fi Group Executive Director;
- A JB Hi-Fi Limited Non-Executive Director;
- A JB Hi-Fi Executive Director;
- A Good Guys Executive Director; or
- An E&S Executive.

Further details on who these individuals are and how to contact them, are included in Appendix 1 of this Policy. The role of these persons is to receive the disclosure of Reportable Misconduct and determine the steps to investigate if required. There will be circumstances where the Reporting Officer may be involved in an investigation where it is deemed appropriate.

4.2 External Channels

It is recognised that in some circumstances an Employee may prefer to report their concern to an external party. In these circumstances, Employees may make a disclosure via Your Call (JB Hi-Fi or The Good Guys).

	Telephone	Mail	Email / Online
JB Hi-Fi	Your Call 1800 940 379 (Australia) 0800 123 508 (New Zealand) 9am – 12am AEST From Overseas (+613 9895 0012) Message bank 24 hours, 365 days a year	JB Hi-Fi Group C/- Your Call Locked Bag 7777 Malvern Vic 3144	www.yourcall.com.au/report Code: JBHIFI or jbhifi@yourcall.com.au
The Good Guys	Your Call 1800 940 379 (Australia) 9am – 12am AEST From Overseas (+613 9895 0012) Message bank 24 hours, 365 days a year	The Good Guys C/-Your Call Locked Bag 7777 Malvern Vic 3144	www.yourcall.com.au/report Code: TGG51959 or tgg@yourcall.com.au
E&S	Your Call 1300 790 228 (Australia) 9am – 12am AEST From Overseas (+613 9967 0006) Message bank 24 hours, 365 days a year	E&S c/-Your Call Locked Bag 7777 Malvern, Vic 3144	www.yourcall.com.au/eands Code: ESOC1962 or disclosures@yourcall.com.au

Details of the disclosure will, if appropriate, be forwarded to a Reporting Officer for further assessment, although the identity of the Team Member making the disclosure will not be revealed by Your-Call where a request for anonymity has been made.

Disclosure of reportable misconduct through one of these reporting channels is encouraged in the first instance. However, the Group recognises that protected disclosures may be made through other avenues such as through a legal practitioner, regulatory body (such as ASIC), or to a journalist or a member of parliament in the case of public interest or emergency disclosures. Public interest disclosures and emergency disclosures are particular disclosures where a disclosure has previously been made to a regulatory body such as ASIC or APRA. Team Members wishing to make a public interest disclosure or an emergency disclosure should contact an independent legal adviser before doing so.

5. Protections

The following section outlines the protections available to Team Members for disclosures of reportable misconduct. Disclosures of misconduct outside the scope of this Policy (for example, personal work-related grievances) do not qualify for protection under the Corporations Act but may be covered by protections under other relevant legislation.

If unsure, Team Members are encouraged to seek advice and clarification via the Group's internal or external reporting channels.

It is important to note that a discloser can still qualify for protection even if the disclosure turns out to be incorrect.

5.1 Detrimental treatment

The Group is committed to ensuring that any Team Member who makes a genuine disclosure of Reportable Misconduct under this Policy is not disadvantaged, victimised or subject to detrimental treatment. This commitment extends to anyone who acts as a witness or participates with respect to a disclosure. Examples of how the Group will protect against detrimental treatment may include engaging the Group's Appointed Protections officer to conduct a risk assessment and taking steps to minimise the potential risks of detrimental treatment.

5.2 Confidentiality and anonymity

Unless otherwise required by law, a recipient of a disclosure of Reportable Misconduct is obliged to ensure that both the details of a disclosure, and the identity (and any information that may lead to the identification) of the Employee making a disclosure, is kept confidential and only made available to persons who have been appointed to investigate the matter.

Anonymous disclosures are afforded the same protections under the Corporations Act as disclosures where the discloser's identity has been provided.

Unless otherwise required by law, the identity of a Team Member requesting anonymity must not be disclosed to the persons investigating the matter. Examples of how the Group will uphold confidentiality and anonymity may include redacting of personal information, communicating via anonymous hotlines, referring to the discloser in a gender-neutral context and ensuring appropriate controls are established to access confidential information.

Anonymous disclosures may inhibit the speed and effectiveness of an investigation, due to the inability to provide feedback, or to gather additional information from the person who has made the disclosure. In some cases, it may be difficult to advance an investigation if further information cannot be obtained.

5.3 Compensation and other remedies

A Team Member eligible to make a disclosure under this Policy may be eligible to seek compensation or remedies through the courts if they suffer loss, damage or injury because of a disclosure, or if reasonable steps were not taken to prevent detrimental conduct. If unsure, Employees are encouraged to seek advice through the Group's internal or external reporting channels.

5.4 Civil, criminal and administrative liability protection

A Team Member eligible to make a disclosure under this Policy may be afforded protection from civil, criminal and/or administrative liability as a result of making a disclosure. If unsure, Employees are encouraged to seek advice through the Group's internal or external reporting channels.

5.5 Appointed Protection Officer

Team Members should report any concerns relating to detrimental treatment or breaches of confidentiality to the persons listed in Section 4.1 and Appendix 1. However, the Group has also appointed a Protection Officer whose role is to protect an Employee making (or participating in making) a disclosure under this Policy from any actual or threatened detrimental treatment and provide support and advice with respect to that Team Member's rights and obligations.

The Protection Officer will be informed of all Whistleblower disclosures and discharge their duties independent of any potential or ensuing investigative action.

The appointed Protection Officer is listed in Appendix 2 of this Policy, with a delegate to be appointed in their absence.

6. Investigation Process

The Group takes all disclosures of Reportable Misconduct seriously. All disclosures will be assessed to decide the appropriate action to take, including whether the disclosure qualifies for protection and whether further investigation is required. If an investigation is required, a suitably qualified and independent person will be appointed to investigate the matter. Any Team Member involved in the Reportable Misconduct will be excluded from conducting the investigation.

6.1 All investigations will be conducted in a way that ensures fairness and objectivity to both the Team Member making the disclosure, and the business units and persons subject to the investigation. **Timing**

The time taken to address and resolve a report will depend on the complexity of the matters disclosed. In some instances, extensive inquiries and evidence gathering may be required before an investigation is concluded and remedial action taken if necessary.

6.2 Communication

Subject to the considerations of confidentiality and it being appropriate and lawful to do so, the progress and outcome of an investigation will be communicated to the Employee who made the disclosure.

6.3 Reporting

Once an investigation is concluded the Whistleblower Protections Officer and relevant members of the Group Executive will review the case and determine: (1) what level of reporting is appropriate including consideration whether the matter should be reported to the executive team and/or board; and (2) what action should be taken to address any identified issues.

7. Training

The Group will ensure that all relevant team members receive training with regards to this policy including how to respond to disclosures of Reportable Misconduct.

8. Policy Breach Consequences

The following conduct will be a serious breach of this Policy:

- Deliberately making a false disclosure of Reportable Misconduct;
- Breaching confidentiality, by sharing information about a disclosure to persons outside of the investigation; and
- Subjecting or threatening to subject an Employee who has made a genuine report under this Policy to detrimental treatment.

All breaches will be subject to appropriate disciplinary action, up to and including termination of employment.

Some breaches may also constitute an offence under the law. In addition to the action that may be taken by the Group under this Policy, any Reportable Misconduct may be referred to a relevant law enforcement and/or regulatory bodies, if deemed to be warranted or if the law requires it.

A Team Member making a genuine disclosure of Reportable Misconduct under this Policy will not be considered to have breached confidentiality provisions under their employment contract or agreement in relation to the information disclosed.

9. Policy Administration and Compliance

The Group will conduct periodic reviews of this Policy and may also conduct audits of the associated operating procedures to ensure disclosures of Reportable Misconduct are being appropriately recorded, investigated and responded to.

This Policy is made available on company intranets and the JB Hi-Fi Limited investor website.

Appendix 1: Persons to which disclosures of Reportable Misconduct can be made:

Whistleblower Reporting Officers:

Company	Name	State	Contact Details
JB Hi-Fi- and The Good Guys (Group)	Jo Manley General Manager, Business Improvement and Risk	Support Office and all States	jo.manley@jbhifi.com.au (+613) 8530 7414
	Lauren Spadaccini Group Operational Risk Manager	JB Hi-Fi Support Office and all States	lauren.spadaccini@jbhifi.com.au (+613) 8530 7397
	Joshua Furolo Human Resources Group General Manager	Support Office and all States	joshua.furolo@jbhifi.com.au +61 459 955 822
JB Hi-Fi	Kate Gordon Human Resources General Manager	JB Hi-Fi Support Office and all States	kate.gordon@jbhifi.com.au +61 436 805 007
	Nikki West Operational Risk Manager	JB Hi-Fi Support Office and all States	nikki.west@jbhifi.com.au +61 417 619 979
The Good Guys	Pei Chen Human Resources General Manager	TGG Support Office and all States	peichen@thegoodguys.com.au +61 457 557 657
	Sarah Lowdell Operational Risk Manager	TGG Support Office and all States	sarahlowdell091@thegoodguys.com.au +61 449 933 615
E&S	Matthew Ryan Human Resources General Manager	E&S Support Office and all States	matthew.ryan@eands.com.au +61 417 683 311

JB Hi-Fi Group Executive Directors

Company	Name	Contact Details
JB Hi-Fi and The Good Guys (Group)	Terry Smart Group Chief Executive Officer	terry.smart@jbhifi.com.au (+613) 8530 7310
	Dana Forte Group Human Resources Director	dana.forte@jbhifi.com.au (+613) 9330 5350
	Tim Carter Group Supply Chain Director	tim.carter@jbhifi.com.au (+613) 8530 7512
	Simon Page Group Technology Director	simon.page@jbhifi.com.au (+613) 8530 7495
	James Saretta Strategy Director	james.saretta@jbhifi.com.au (+613) 8530 7918
	Andy Ellis Group Commercial and Communications Director	andy.ellis@jbhifi.com.au (+613) 8530 7658
	Doug Smith Group General Counsel and Company Secretary	doug.smith@jbhifi.com.au (+613) 8530 7550
	David Giansalvo Group Chief Financial Officer	david.giansalvo@jbhifi.com.au (+613) 8530 7972
	Nick Wells Group Chief Operating Officer	nick.wells@jbhifi.com.au (+613) 8530 7456

JB Hi-Fi Limited Non-Executive Directors

Company	Name	Contact Details
JB Hi-Fi and The Good Guys (Group)	Stephen Goddard	If you wish to submit a Whistleblower disclosure directly to a non-executive director, please email: whistleblowerdisclosure@jbhifi.com.au , with the following in the email title: <i>'Attention: Insert name of non-executive director, Whistleblower disclosure'</i>
	Beth Laughton	
	Mark Powell	
	Geoff Roberts	
	Richard Uechtritz	
	Melanie Wilson	
	Christy Boyce	

JB Hi-Fi Brand Executive Directors:

Company	Name	Contact Details
JB Hi-Fi	Cameron Trainor Managing Director JB Hi-Fi Australia	cameron.trainor@jbhifi.com.au (+613) 8530 7459
	Tim Edwards Managing Director JB Hi-Fi New Zealand	tim.edwards@jbhifi.com.nz (+649) 815 4617
	Gary Siewert Marketing Director	gary.siewert@jbhifi.com.au (+613) 8530 7574
	Craig Mackie Merchandise Director	craig.mackie@jbhifi.com.au (+613) 8530 7449
	Matthew Pirzas Merchandise Services Director	matthew.pirzas@jbhifi.com.au (+613) 8530 7320
	Justin Buxton Store Operations Director	justin.buxton@jbhifi.com.au (+613) 8530 7317

The Good Guys Brand Executive Directors:

Company	Name	Contact Details
The Good Guys	Biag Capasso Managing Director	biagcapasso@thegoodguys.com.au (+613) 9933 5460
	Robert Ambler-Fraser Marketing Director	robertamblerfraser@thegoodguys.com.au (+613) 9330 5373
	Tania Garonzi Merchandise Director	taniagaronzi@thegoodguys.com.au (+614) 1858 1445
	Simon Leigh Merchandise Services Director	simonleigh@thegoodguys.com.au (+613) 9330 5370
	Tony Berrington Retail Operations Director	tonyberrington@thegoodguys.com.au (+613) 9330 6589

E&S Brand Executive:

Company	Name	Contact Details
E&S	Adam White Chief Operations Officer	adam.white@eands.com.au (+613) 9811 5328

Appendix 2: Whistleblower Protections Officer

Company	Name	Contact Details
JB Hi-Fi and The Good Guys (Group)	Dana Forte Group Human Resources Director	dana.forte@jbhifi.com.au (+613) 9330 5350