

Whistleblowing Program

Empowering Integrity and Accountability

Our Commitment to Ethical Conduct

At Shinhan Bank Canada, we are dedicated to fostering an environment built on trust, transparency, and ethical behaviour. Our Whistleblowing Program is designed to empower employees, third party partners, and stakeholders to raise concerns about suspected misconduct, unethical practices, or breaches of policy without fear of retaliation.

What Is Whistleblowing?

Whistleblowing is the act of reporting suspected wrongdoing, such as fraud, corruption, harassment, safety violations, or any activity that goes against our values or legal obligations. Speaking up helps protect our organization, our people, and the communities we serve.

Why Whistleblowing Matters

Your voice matters. By reporting concerns, you help maintain our commitment to integrity, create a safer workplace, and uphold our reputation within the Canadian business community.

If you do not find the process of investigation to be satisfactory, you may choose to report the incident to the Parent Bank or the regulatory bodies. Employees have the choice of reporting a wrongdoing directly to the Commissioner of the Financial Consumer Agency of Canada, the Office of the Superintendent of Financial Institutions, or a law enforcement agency after exhausting the internal process.

Protection for Whistleblowers

We strictly prohibit retaliation against anyone who reports a concern in good faith. Our policies align with Canadian whistleblower protection laws to ensure your safety and peace of mind throughout the process.

The Bank has instituted a rewards program, subject to applicable terms and conditions, to encourage employees of the Bank and those of the third parties to send in reports of any potential misconduct.

Investigation Process

- All reports are promptly reviewed by our Human Resources team.
- Where necessary, investigations will be conducted discreetly and objectively.
- Outcomes and corrective actions will be communicated as appropriate, while safeguarding confidentiality.

How to Report a Concern

1. **Contact Methods:** Reports can be made confidentially via our dedicated email to whistleblowing@shinhan.ca. In case, you wish to make an incident report against the Senior Management, you may send an email directly to the Chair of the Audit Committee of the Board at ACChair@shinhan.ca
2. **Anonymous Reporting:** You may choose to remain anonymous. All concerns are treated with the utmost confidentiality.
3. **Required Information:** Please provide as much detail as possible, including dates, locations, individuals involved, and any supporting evidence.

Need Further Guidance?

If you have questions about our Whistleblowing Program or need advice on whether to make a report, please contact our Compliance team.