

Protected Disclosures Policy and Procedures

November 2023



daa depends on people's talent, energy, and commitment: our people are at the heart of everything we do. Our values guide us in the delivery of our core purpose which is to enable business and connect lives across the world and the vision is to be airport industry leaders, delivering excellence in a sustainable future.

As a company, we have defined our values as respecting each other's value, brilliant at the essentials; passing the baton, not the buck; and always better. With these principles in place to guide us, daa policies and procedures are the basis for working well together.

Because we have responsibilities to each other as well as to customers and passengers, this Protected Disclosures Policy is relevant to all of us at daa.



People Policies

Document Control

Owner	HR Services Systems and Processes
Author	Employee Relations, Legal, HR Policies & Governance Support Lead

Version Control	Version Title & Short Description	Date
Version 1	Protected Disclosure Policy and Procedure	November 2016
Version 2	Reviewed and updated due to legislative changes	November 2022
Version 3	Reviewed and updated	November 2023

CONTENTS

SECTION 1: POLICY STATEMENT & PURPOSE	6
SECTION 2: SCOPE OF POLICY	6
SECTION 3: PURPOSE OF POLICY	7
SECTION 4: OUT OF POLICY SCOPE.....	8
SECTION 5: ASSURANCE	8
SECTION 6: CONFIDENTIALITY	8
SECTION 7: RESPONSIBILITIES	10
SECTION 8: HOW TO RAISE A CONCERN INTERNALLY	10
SECTION 9: EXTERNAL DISCLOSURES	14
APPENDIX A – CONFIDENTIAL PHONE LINES	17
APPENDIX B – OTHER RELATED INFORMATION.....	18
Related daa policies	18
Policy Review	18

The Protected Disclosure (speak up) Policy at a Glance

This policy explains how to make a protected disclosure under the Protected Disclosures (Amendment) Act 2022 and is available to all our staff in every location.

If you have a **concern** about any part of **our business**, including that someone in daa may be committing a criminal offence, is endangering the safety of an individual, damaging the environment or misusing company funds or assets, then you can confidentially make what is known as a Protected Disclosure.

Protected Disclosures are not designed to be used to make a complaint about a colleague or to address other personal grievances.

How to make a Protected Disclosure

There are a number of ways you can make a disclosure in daa.

Contact the daa Company Secretary (miriam.ryan@daa.ie) or daa Group Head of Internal Audit (kevin.goulding@daa.ie) or the Head of Governance, Insurance and Risk (feargal.oreilly@daa.ie)

Call a confidential phone line, 1 800 85 11 25 which is available 24/7. International phone lines are listed in Appendix A of the policy.

Log on to <https://daa.ethicspoint.com>

We understand that it is not always easy to raise concerns, but we encourage you to 'Speak-Up' and report any situation where you have a reasonable concern about any part of our business.

You should always try to raise a concern internally first, but in rare circumstances it may be appropriate for you to raise a concern with an external body (see policy for details of external bodies with which concerns can be raised).

daa's strong commitment to this policy means that staff can raise concerns about wrongdoing in the knowledge that they will be supported and protected from repercussions.

Full details about the process are shared in the policy.

Section 1: Policy Statement & Purpose

daa plc (“**daa**”) and its subsidiaries, (together the “**Company**”) is committed to the highest standards of propriety and accountability. These principles are reflected in the Company’s Values and Codes of Conduct for employees and directors. daa’s existing management structures are designed to prevent wrongdoings and are generally appropriate for drawing attention to irregularities. Hence the Company:

- (a) Establishes and monitors procedures and controls that will minimise the risk of any wrongdoing occurring
- (b) Encourages workers to bring any instance of wrongdoing of which they are aware to the attention of the Company, without fear of victimisation, subsequent discrimination or disadvantage.

Notwithstanding such management structures and systems in place, the Company also recognises the legitimate right of workers to raise concerns through other channels as provided for in the Protected Disclosures Act 2014 as amended by the Protected Disclosures (Amendment) Act 2022 (the “**2014 Act (as amended)**”) and to be afforded protection when doing so. These concerns may relate to issues that are currently occurring, took place in the past, or are likely to happen in the future. Therefore, the Company:

- (a) Provides a process to facilitate the disclosure and investigation of alleged wrongdoing and take action where warranted;
- (b) Encourages awareness and understanding of this Policy;
- (c) Confirms that the rights afforded under the Acts are not restricted.

The 2014 Act (as amended) gives legal protection to workers who make disclosures including protection for employees from being dismissed or penalised by their employer.

Section 2: Scope of Policy

This policy covers employees, independent contractors, agency workers, volunteers, unpaid trainees, board members, shareholders, members of administrative, management or supervisory bodies and job applicants (“**Relevant Persons**”) and all individuals who acquire information on “relevant wrongdoings” in a work-related context.

Some sections of this policy refer to workers which is defined as any current or former daa employee (be they part-time, full-time or casual employees) of the Company, any agency worker, any trainee, work experience placement or intern, any consultant, any contractor and any volunteer at the Company.

Reporting protected disclosures is specifically addressed in the 2014 Act (as amended) and this policy sets out the internal reporting channels and procedures for the purposes of Section 6 of the 2014 Act (as amended).

Section 3: Purpose of Policy

This policy is intended to apply to concerns that a Relevant Person may have regarding any aspect of the Company's activities or the conduct of other members of the Company that is not properly addressed within the scope of other Company policies.

This policy covers the disclosure of information which, in the reasonable belief of the individual making the disclosure, tends to show one or more of the following wrongdoings has been, is being or is likely to be committed:

- (a) a criminal offence;
- (b) a failure to comply with any legal obligation other than one arising under the contract of employment of the person making the disclosure;
- (c) a miscarriage of justice;
- (d) the endangering of the health and safety of any individual;
- (e) damage to the environment;
- (f) unlawful or improper use of funds or resources of a public body;
- (g) an act or omission by or on behalf of a public body which is oppressive, discriminatory, grossly negligent or constitutes gross mismanagement;
- (h) an act or omission that is unlawful or that defeats the object or purpose of certain rules of the European Union in the following areas:
 - (i) public procurement;
 - (ii) financial services, products and markets, and the prevention of money laundering and terrorist financing;
 - (iii) product safety and compliance;
 - (iv) transport safety;
 - (v) protection of the environment;
 - (vi) radiation protection and nuclear safety;
 - (vii) food and feed safety and animal health and welfare;
 - (viii) public health;
 - (ix) consumer protection;
 - (x) protection of privacy and personal data, and security of network and information systems;
 - (xi) or affects the financial interests of the European Union or the internal market; or
 - (xii) the deliberate concealment of any of the above matters.

Section 4: Out of Policy Scope

This policy should not be used to raise complaints relating to interpersonal grievances exclusively affecting a Relevant Person, namely grievances about interpersonal conflicts between a Relevant Person and another worker, or a matter concerning a complaint by a Relevant Person to, or about, the Company which concerns the Relevant Person exclusively. In such circumstances, it may be more appropriate to raise complaints / grievances under a different Company policy or procedure such as the Grievance Procedure or Bullying and Harassment Policy.

This policy does not include a wrongdoing which it is in a worker's function or the Company's function to detect, investigate or prosecute and does not involve an act or omission on the part of the Company.

If a Relevant Person is uncertain whether something is within the scope of this policy, they should seek advice from their People Leader who can assist them on the operation of this policy. Where it is not appropriate for the employee to discuss matters with their People Leader (e.g., if the complaint concerns the direct People Leader), the employee can seek advice from another People Leader.

Section 5: Assurance

The Company's strong commitment to this policy means that Relevant Persons can raise concerns about wrongdoing in the knowledge that they will be supported and protected from repercussions. If a Relevant Person raises a genuine concern under this policy, we will ensure that they will not be at risk of suffering any form of penalisation as a result. Provided that a Relevant Person has a reasonable belief that wrongdoing is occurring or is likely to occur, it does not matter if they are mistaken.

There is no question of a Relevant Person having to prove anything. A Relevant Person should not pursue their own investigations, however well intended, as a flawed or improper investigation could compromise the Company's ability to take effective action.

Section 6: Confidentiality

We hope that Relevant Persons will feel able to report concerns openly; however, we understand that a Relevant Person may wish to raise a concern in confidence under this policy.

If a Relevant Person asks the Company to protect their identity by keeping their identity confidential, we will not disclose it without their consent. However, the Company cannot guarantee full anonymity and the identity of a Relevant Person may need to be disclosed in certain circumstances, for example:

- (a) where the disclosure is a necessary and proportionate obligation imposed by law in the context of investigations or judicial proceedings, including with a view to safeguarding the rights of defence of others;
- (b) where the person to whom the report was made took all reasonable steps to avoid disclosing the identity of the Relevant Person or reasonably believes that disclosing the identity of the Relevant Person or any such information is necessary for the prevention of serious risk to the security of the State, public health, public safety or the environment; or
- (c) where the disclosure is required by law.

In these circumstances, the Relevant Person will be notified, in writing, before their identity is disclosed, unless such notification would jeopardise:

- (a) the effective investigation of the disclosure;
- (b) the prevention of serious risk to security of the State, public health, public safety, or the environment; or
- (c) the prevention or prosecution of a crime.

As a general rule, the Company is not obliged under the 2014 Act (as amended) to investigate disclosures made anonymously and it will not be possible to acknowledge receipt to the Relevant Person of any anonymous disclosure. In addition, we do not encourage Relevant Persons to make disclosures anonymously, as proper investigation may be more difficult or impossible if we cannot obtain further information from the Relevant Person. It is more difficult to establish whether such allegations are credible. However, where a Relevant Person who makes a disclosure under this Policy by way of an anonymous report and is subsequently identified, the Relevant Person will be afforded the protections under the 2014 Act (as amended).

Employees who are concerned about possible penalisation if their identity is revealed should come forward to their line manager and appropriate measures can then be taken to preserve confidentiality. Where it is not appropriate for the employee to discuss their concerns with their line manager (e.g., if the complaint concerns the People Leader), the employee can discuss their concerns with another People Leader.

Section 7: Responsibilities

Overall responsibility for this Policy rests with the board of daa.

The Company will designate Officers (“**Designated Officers**” or “**Designated Officer**”), with responsibility for the administration of the policy.

Management is required to support and work with any officials from within the organisation or from any external agency, appointed as part of an investigation.

The Company will maintain a secure register setting out the status of each disclosure.

The Company will publish an annual report on its website outlining the number of protected disclosures and (any other information required by law) in the period under review in accordance with Section 22 of the 2014 Act (as amended).

Section 8: How to Raise a Concern Internally

Any person raising a concern must exercise discretion.

Where a concern is being raised as a protected disclosure the issue should be raised with one of the following individuals:

- (a) the daa Company Secretary,
- (b) the daa Group Head of Internal Audit, or
- (c) daa Head of Governance, Insurance and Risk.

If a Relevant Person feels that they are unable to raise the matter with one of the above or if they have done so and believes that their concern has not been addressed, or if they prefer not to raise it with them for any reason, the Relevant Person should contact another of the above listed parties. **If unsure about whether a matter is a Protected Disclosure or not, please contact the daa Company Secretary for guidance.**

Alternatively, the Relevant Person may use the confidential telephone service. This service is an independent, confidential service that any worker can use. The line is available 24 hours a day, 7 days a week. The free phone number is 1800 851125 and all calls are taken by NavexGlobal, an independent organisation with staff trained to handle these types of calls. There is also a mobile platform that enables anyone to easily report a concern using their

mobile phone. The following link can be accessed and contains step by step onscreen instructions to a potential complainant.

<https://daa.ethicspoint.com>

A disclosure can be made in writing or orally or both. The Relevant Person will need to be able to demonstrate and/or support the reasons for their concern (i.e., the concerns should be factual to the best of the worker's knowledge).

The Relevant Person will need to be able to demonstrate and support the reasons for their concerns and provide evidence of their concerns where such evidence is available. Any reports setting out an individual's concerns should be factual (to the best of their knowledge) and should address the following key points to the extent that such information is known to the individual in relation to a wrongdoing that has occurred, is occurring or is likely to occur:

- (a) what has occurred;
- (a) when and where it occurred;
- (b) who was involved;
- (c) has the Company been put at risk or suffered loss as a result;
- (d) has it happened before;
- (e) has it been raised with anyone else either within the Company or externally;
- (f) if so, when/whom;
- (g) are there any other witnesses;
- (h) is there any supporting information or documentation; and how the matter came to light.

The recipient of the disclosure will acknowledge, in writing to the Relevant Person, the disclosure not more than 7 days after receipt of the disclosure.

The recipient will then designate an impartial person as Designated Officer to follow-up on the disclosure. The Designated Officer may be the same person or persons as the recipient of the protected disclosure. The Designated Officer will communicate with and, where necessary, request further information from the Relevant Person.

Where a disclosure has been made via the confidential helpline, the information given to NavexGlobal will be reviewed in the first instance by the Group Head of Internal Audit who will acknowledge, in writing to the Relevant Person, the disclosure not more than 7 days after receipt of the disclosure. A Designated Officer will then be appointed to communicate with and, where necessary, request further information from the Relevant Person.

8.1 Initial Assessment

Once a Relevant Person has made a disclosure under this Policy, the Designated Officer will carry out an initial assessment to determine whether there is evidence that a relevant wrongdoing may have occurred. If necessary to make an initial assessment, the Designated Officer will seek further information from the Relevant Person.

If, having carried out the initial assessment, the Designated Officer decides that there is no evidence that a relevant wrongdoing may have occurred, the Designated Officer will close this procedure or, if it is clear that the concern falls more appropriately within a different policy/procedure of the Company, the Relevant Person will be informed that it should progress in accordance with that procedure. The Designated Officer will inform the Relevant Person, in writing, as soon as practicable, of the decision and the reasons for it.

The Designated Officer is responsible for the assessment and investigation of all disclosures in a timely and appropriate manner.

8.2 Investigation and Outcome

If, having carried out an initial assessment, the Designated Officer decides that there is evidence that a relevant wrongdoing may have occurred, an investigator will then be appointed (either internal or external to the Company) who is or are most appropriately placed to investigate the particular disclosure in question (the **"Investigator(s)"**). The scope and terms of reference of any investigation will be determined prior to the investigation being carried out. The Relevant Person may be invited to attend additional meetings in order to provide further information.

Employees subject to an investigation resulting from a disclosure have a right to representation (by a colleague of the employee's choice or a registered trade union but not any other person or body unconnected with the Company) for any meeting if they so wish. The Investigator(s) will draft a report on the investigation (the **"Report"**).

The Report will be sent to the Company Secretary, the Group Head of Internal Audit or the Head of Governance, Insurance and Risk who will determine what (if any) action should be taken by the Company. Such action could include changes to the way the Company conducts its operations, use of the Grievance and Disciplinary Procedure), referral of the matter for consideration under a specific Company policy or procedure, or a report to an appropriate third party, such as An Garda Síochána.

The Designated Officer will provide feedback to the Relevant Person within a reasonable time, being not more than 3 months from the date the acknowledgement of receipt of the protected disclosure was sent to the Relevant Person. Feedback should include information on the progress of the investigation

and its likely timescale. However, sometimes the need for confidentiality may prevent the Company from giving the Relevant Person specific details of the investigation or any action taken as a result. The Relevant Person should treat any information about the investigation as strictly confidential. Any breach of this confidentiality may result in disciplinary action up to and including dismissal.

It should be noted that fair and due process requires that any person accused of wrongdoing should be made aware of and given the opportunity to respond to any allegations made against them.

If the Investigator(s) conclude(s) that the Relevant Person has made a false or malicious complaint, they may be subject to disciplinary action in accordance with the Company's disciplinary policies, procedures and regulations.

Assessments undertaken and any necessary actions arising from such assessments will be advised to the Chair of the Board Audit and Risk Committee. An annual report on the status of any protected disclosures received will be provided to the Audit and Risk Committee.

8.3 Protection and Support for Persons Making a Disclosure

If an employee makes a protected disclosure, they are protected by law against any form of detrimental treatment or penalisation as a result of raising a concern. The Company aims to encourage openness and will support a Relevant Person who raises a genuine concern under this policy, even if they turn out to be mistaken. A Relevant Person who makes a disclosure under this policy must not suffer any detrimental treatment as a result of raising a concern.

If a Relevant Person believes that they have suffered any such treatment, they should inform the relevant Head of HR for their department immediately. If the matter is not remedied, the Relevant Person should raise it formally using the Company's Grievance Procedure.

8.4 Review

Impacted persons may seek a review of the following:

- (a) Any decision made to disclose the identity of the Relevant Persons (except in exceptional cases);
- (b) The outcome of any assessment / investigation undertaken in respect of the disclosure; and/or
- (c) The outcome of any assessment / investigation in respect of any complaint of penalisation.

Any review will be undertaken by a person who has not been involved in the initial assessment, investigation, or decision. Where a decision is taken to disclose the identity of the discloser, where at all possible, the discloser should be offered a review before their identity is disclosed.

There is no entitlement to two reviews in respect of the same issue.

Section 9: External Disclosures

The Company encourages all persons to make disclosures to the Company in the first instance. In most cases it should not be necessary to make disclosures to anyone externally. In rare circumstances it may be appropriate or required to report concerns to an external body such as a regulator or An Garda Síochána. It will very rarely, if ever, be appropriate to alert the media and, in general, workers should only do so as a last resort, having exhausted internal procedures and where the worker individual believes that the information reported is substantially true.

The Company encourages workers to seek advice before reporting a concern to anyone externally as there may be additional conditions that must be satisfied in order to obtain the protections under the 2014 Act (as amended) when making the disclosure externally.

A worker can make a protected disclosure through the following external disclosure channels:

9.1 Disclosure to a person prescribed in legislation

A list of prescribed persons and or bodies for reporting certain types of concerns is available from the Department of Public Expenditure and Reform. A worker may make a protected disclosure to a prescribed person where they believe that the relevant wrongdoing falls within the description of matters in respect of which the prescribed person is responsible for. Such bodies include e.g., industry regulators (Commission for Aviation Regulation (“CAR”), the Irish Aviation Authority (“IAA”)).

Where a worker makes a disclosure through this channel, they must reasonably believe that the information disclosed and any allegation contained in it, is substantially true i.e., there is a higher burden of proof on the worker than if they

made the disclosure to the Company (in making a disclosure to the Company the worker must hold a reasonable belief that a relevant wrongdoing is occurring).

9.2 Disclosure to the Protected Disclosures Commissioner

A worker may also make a disclosure to the Protected Disclosures Commissioner if the worker reasonably believes:

- (a) that the relevant wrongdoing falls within the description of matters in respect of which the prescribed person is responsible for and
- (b) that the information disclosed, and any allegation contained within it, are substantially true.

A worker may make a disclosure to a prescribed person or the Protected Disclosures Commissioner if the worker reasonably believes that the information disclosed, and any allegation contained in it, are substantially true.

9.3 Disclosure to Other Person(s) with legal responsibility for matters

Where a worker reasonably believes that the wrongdoing relates to the conduct of a person other than the Company, or for which that other person/body has legal responsibility then the worker can disclose to that other person/body.

9.4 Disclosure to the Minister for Transport

This disclosure channel can only be used by employees (or former employees) of the Company and only where one or more of the following conditions are met:

- (a) the worker has previously made a report of substantially the same information but no feedback has been provided to the worker in response to the report within the specified period or, where feedback has been provided, the worker reasonably believes that there has been no follow up or that there has been inadequate follow up;
- (b) the worker reasonably believes the head of the public body concerned is complicit in the relevant wrongdoing concerned; or
- (c) the worker reasonably believes that the relevant wrongdoing concerned may constitute an imminent or manifest danger to the public interest.

All disclosures made to Ministers shall be transmitted to the Protected Disclosures Commissioner for direct follow-up.

9.5 Disclosure made to a person in the course of obtaining legal advice

The worker may make a disclosure in the course of obtaining legal advice from a barrister, solicitor, trade union official or excepted body within the meaning of section 6 of the Trade Union Act 1941.

9.6 External Disclosures (other than in the manner set out at 9.1)

If a worker chooses to make a protected disclosure to persons/bodies other than the Company or the recipients set out in paragraph 9.1 of this policy, then such worker should be aware of the higher standards/burden of proof that the worker must satisfy in order to obtain the safeguards set out in the Policy and in the Act:

- (a) A worker may only make a disclosure in these circumstances if they have already made a disclosure in accordance with this policy and no appropriate action was taken within the permitted timeframe under the 2014 Act (as amended) or
- (b) If a worker reasonably believes that if a disclosure was made in accordance with this policy:
 - (i) there is an imminent or manifest danger to the public interest or there is no prospect of the matter being addressed, or
 - (ii) there is a risk of penalisation, or
 - (iii) there is a low prospect of the relevant wrongdoing being effectively addressed, due to the particular circumstances of the case, such as those where evidence may be concealed or destroyed or where a prescribed person may be in collusion with the perpetrator of the wrongdoing or involved in the wrongdoing.

Appendix A – Confidential Phone Lines

Ireland - 1 800 85 11 25

Bahrain - 8000 6876

Canada – (833) 430-0256

Cyprus - 80 077162

India - 000 800 0502 249

Indonesia - 0800 1503048

Montenegro - (770) 743-1823

New Zealand - 0800 753 240

Oman - 800 74570

Saudi Arabia - 800 850 0766

United Arab Emirates - 800 0321074

Appendix B – Other Related Information

Related daa policies

This policy should be read in conjunction with the following policies:

- Disciplinary Policy
- Dignity & Mutual Respect at Work Policy

Policy Review

This policy will be reviewed every two years. In addition, the policy may be reviewed in the event of any of:

- A change in legislation.
- Significant changes in the workplace.
- After a formal request and review by key stakeholder

