



Have you obtained information about or suspect any unethical behaviour or unlawful acts in Czech Post? You can use **Czech Post's Compliance Line** to report them.

As a modern business and logistics company, Česká pošta, s.p. (hereinafter referred to as "Czech Post") provides services to retail customers, companies, and the government. We are a key player in the field of parcels, acting as a contact between citizens and the state, especially in remote areas of the Czech Republic, and a partner of companies to which we provide comprehensive services. We are also committed to **social responsibility** in every respect that affects our business activities and the environment in which we operate.

Our **Code of Conduct** established to support our **corporate values** sets the principles of professional behaviour of our employees by defining the limits of their desirable behaviour towards their employer, co-workers, customers, business partners, and state institutions. The Code of Ethics serves as the basis of our **compliance system** set up to reduce the risks of prosecuting of our company and damaging our reputation, while strengthening our transparency and credibility.

Since 2016, our employees and business partners have been using our **Compliance Line**, which allows them to report suspicions of unfair conduct in an anonymous form.

A whistleblower can be any individual who in good faith makes a report of unethical or unlawful conduct inside the Czech Post or even outside the Czech Post if the conduct may lead to damage to the Czech Post, through one of the channels of Czech Post's Compliance Line. We guarantee the anonymity of such a whistleblower and ensure his/her protection from possible sanctions, discrimination or other retaliatory measures, in accordance with the Act No. 171/2023 Coll., on the protection of whistleblowers, and other relevant legislation of the Czech Republic.

The management and operation of Czech Post's Compliance Line is one of the tools of Czech Post's Compliance System and its use is entirely voluntary.

You can access Czech Post's Compliance Line through one of the following channels:

### 1) **By letter**

- Write your report and insert the letter into an envelope;
- Write the following text on the envelope: "CONFIDENTIAL – A MATTER OF COMPLIANCE;"
- Send the letter to this address:

Česká pošta, s.p.  
spec. útvar CKA/ tým compliance  
Poštovní přihrádka 99  
225 99 Praha 025



## 2) By email

- Write an email with your report and send the email to this address: [compliance@cpost.cz](mailto:compliance@cpost.cz)

## 3) By phone

- Call us at 954 302 352;
- The best time to call us is on working days between 9 a.m. and 5 p.m.;
- Outside of the recommended call times or if the Compliance Team is busy, you can leave us a message with your report or leave your name or phone number for us to call you back.

## 4) In person

- You can visit us at Politických vězňů 909/4, Prague 1 and ask to meet a Compliance Team member (office F406);
- Preferably, call us or send us an email to arrange for a meeting.

## 5) Via website application

- Click to enter the [Czech Post's Compliance Line application](#);
- Fill in the relevant information and data in the online form any time that suits you.

The lead person responsible for receiving and reviewing reports via the Compliance Line of ČP is Czech Post's Compliance Officer available by email at [Broz.Vladimir@cpost.cz](mailto:Broz.Vladimir@cpost.cz) or by phone at 954 302 329.

All personal data you provide to us about yourself and other persons via Czech Post's Compliance Line as well as other related information is protected in accordance with the EU General Data Protection Regulation (GDPR) and also in accordance with the Act No. 171/2023 Coll., on the protection of whistleblowers.

Possible unlawful conduct in the Czech Post can also be reported to the Ministry of Justice via the web application [oznamovatel.justice.cz](http://oznamovatel.justice.cz).

We offer also other channels for other reporting purposes including:

**Postal Ombudsman** who helps customers who are not satisfied with the handling of complaints or grievances, or complaints about the quality of services, or have doubts about the correctness of their handling within the introduced system and have already used all proper remedies.



**Employee Ombudsman** who defends the legitimate interests of employees in the performance of their duties and assists them in resolving their work or personal problems in the workplace.

Please, consider whether the reason for your report is something that should be dealt with by one of these ombudsmen before you decide to use Czech Post's Compliance Line.