



Whistleblower Reporting

EMPLOYEE REPORTING OPTIONS

A. O. Smith is committed to upholding the highest ethical standards throughout its business worldwide and expects the same from its Employees. A. O. Smith employees are responsible for reporting any actual or perceived violation of the [A. O. Smith Guiding Principles](#), company policies, or any illegal or unethical act. Employees have a variety of options for reporting concerns, including contacting a Supervisor or Manager at their facility, a Human Resources representative, the Legal Department, through WeChat (if located in China), or through the A. O. Smith Integrity Help Line.

The procedures and options for reporting are contained in the [A. O. Smith Guiding Principles](#), which is translated and distributed to employees worldwide and posted on the Company website in all applicable languages. Further, the procedures are publicized by the Company through posters, employee meetings and training sessions, with the prohibition on retaliation highlighted to encourage employee participation.

A. O. SMITH INTEGRITY HELP LINE

The A. O. Smith Integrity Help Line is a toll-free hotline and web-based portal available to Employees and third parties. The Integrity Help Line is managed by an independent, third-party service provider who operates both the toll-free telephone lines and the web-based reporting system. Its communications specialists are multilingual and available 24 hours a day, seven days a week. Persons who use the Help Line have the option of reporting anonymously. Instructions for making a report through the Integrity Help Line can be found below and in the [A. O. Smith Guiding Principles](#).

The Company has established a special reporting procedure for any accounting-related calls or web reports. An e-mail report of such reports is provided to the Chief Financial Officer. In addition, the Chairperson of the Audit Committee of the Board is promptly informed if the accounting-related report could potentially have a material impact on the company's financial statements or its internal controls over financial reporting. The Audit Committee will direct and oversee the investigation of such matters as it deems appropriate.

Instructions for Reaching the Help Line via Telephone:

1. Dial the below Direct Access number for the country from which you are calling. Do not dial any prefixes or other digits.

| Country | Toll Free Number | Alternative Number |
|----------------|---------------------------------------|---------------------------------------|
| Canada | 1-800-350-1325 | |
| China | 10-800-110-0450 | 400-601-3276 |
| France | 0-800-99-0011, then dial 800-350-1325 | 0-800-99-1211, then dial 800-350-1325 |
| Hong Kong SAR | 800-92-2266, then dial 800-350-1325 | |
| India | 000-117, then dial 800-781-6270 | |
| Mexico | 001-800-376-4207 | |
| Netherlands | 0800-022-3479 | 0800-020-0082 |
| Turkey | 0811-288-0001, then dial 800-350-1325 | |
| UAE | 8000-021, then dial 800-350-1325 | |
| United Kingdom | 0800-032-2206 | |
| United States | 1-800-350-1325 | |
| Vietnam | 1-201-0288, then dial 800-350-1325 | |

2. You will be connected to the Help Line. You will hear a recorded greeting prompting you to select a language you would like to speak.
3. The Help Line operator will conference in an interpreter to assist with your call, if necessary. Please be patient, as the process of conferencing an interpreter can take several minutes.
4. The Help Line operator will introduce himself or herself. If the interpreter is on the call, the interpreter will greet you in your language and will explain that he or she is present to assist in gathering the information you want to provide.
5. Please provide as much information as possible during your call. The Operator or Interpreter will ask your name, but you may choose not to disclose it.

Instructions for Reporting Online:

1. Visit www.aosintegrity.com from any computer or cell phone device with a network or internet connection.
2. Select “report a concern online” to begin.
3. You will be asked a series of questions in the form. Those questions with a red asterisk indicate the required fields. Please provide as much information as possible.
4. Once the form has been completed, you will be prompted to choose a password for the report. This password will allow you to view the status of your claim at a later time.
5. Once you select your password, select “submit report” to finalize the report.

If you are having issues filing a report through the Integrity Help Line, please let us know by completing the “contact us” form at <https://www.aosmith.com/contact/>.

A. O. SMITH WECHAT

In China, Employees may report concerns through their mobile device using the A. O. Smith (China) or A. O. Smith (China) or A. O. Smith (China) Environmental Products WeChat platform. To report a concern, you will need to enter the Employees Reporting Module in the Platform, type-in the report content and press ‘submit’ button within the application. For more information on how to use WeChat for reporting your concerns, please contact the China Legal Department.