

YOOX Net-A-Porter Group's Whistleblowing Policy

Legal and Compliance

2026

YOOX
NET-A-PORTER
GROUP

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1. INTRODUCTION

- 1.1. YNAP Group is committed to complying with all legal obligations and operating according to agreed ethical standards, as set out in the Group's governance documents and policies, including the Standards of Business Conduct. We want to be informed of any issues concerning non-compliance with these standards, such as violations of relevant laws, misconduct or negligence. This policy ensures that whistleblowing can be done in an atmosphere of mutual trust.
- 1.2. This policy has been drawn up in line with Directive (EU) 2019/1937, Italian Legislative Decree no. 24/2023 and ANAC guidelines.

2. DEFINITION

2.1. "Whistleblowing" reporting, as further defined in par. 3 (hereinafter also referred to as "Report" or "Reports"), means any communication of:

- offences committed in the context of the management of public procurement
- breach of the rules governing financial services, products and markets, as well as the rules for the prevention of money laundering and terrorist financing
- violation of environmental protection regulations
- violation of public health protection regulations
- breach of rules aimed at the protection of privacy and the protection of personal data as well as the security of networks and IT systems
- breach of consumer protection rules
- breach of rules on product safety and compliance and transport safety, as well as food and fodder safety and animal welfare
- breach of radiation protection and nuclear safety regulations
- breach of competition rules
- breach of State aid rules;
- breach of internal market regulations linked to acts infringing corporate tax rules or mechanisms, the purpose of which is to obtain a tax advantage which defeats the object or purpose of the applicable corporate tax legislation
- relevant unlawful conduct pursuant to Legislative Decree no. 231/2001, or violations of the organisation and management models provided for therein, based on precise and consistent facts, of which the Recipients have become aware due to the functions performed.

2.2. The "Group Code of Conduct" document provides an overview of the standards to be complied with.

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3. SCOPE

- 3.1. The Reports include suspected or presumed wrongdoing that may be reported by employees, self-employed persons who carry out their activities at the Company, freelancers and consultants who work for the Company, volunteers and paid and unpaid trainees, who work for private sector entities, shareholders and all those who operate in the name or in the interest of the Group and YNAP companies (hereinafter referred to as also "Reporting Party").
- 3.2. Such irregularities relate to matters of public interest, i.e. dangers or risks that threaten the organisation, other employees, third parties or the community. The Reports relate to issues for which the Reporting Party does not intervene to protect a personal interest; equally, whistleblowing does not involve legally privileged and confidential information as defined by applicable laws.

It is without prejudice to the fact that any personal complaints or grievances may be reported to a line manager, senior manager or to Human Resources, as the case may be, in line with YNAP's complaints procedures. This can relate to terms and conditions of employment, employment relationships, mobbing and harassment, new working practices, the working environment, organisational changes and cases of discrimination¹.

4. KEY RESPONSIBILITIES

Whistleblowing Committee

- 4.1. The Committee is responsible for dealing with all whistleblowing cases raised, unless, solely with regard to YNAP S.p.A., they fall under the responsibility of the Supervisory Body². It will determine whether an investigation is required and will continue to exercise responsibility for and oversee of the process. It is also entrusted with drawing up reports and the preservation of documentation relating to the reports received and subsequent actions taken. If the Report concerns a member of the Committee, it will be handled by the members who are not in conflict, so excluding the person at the centre of the Report. The Committee is made up of:
 - HR Director YOOX
 - Chief Financial Officer YOOX
 - Legal Director YOOX
 - Chief Technology Officer YOOX

Navex Global

- 4.2. For those who have had or still have an ongoing relationship that qualifies them as a Reporting Party with respect to Group Companies based in Italy, the United Kingdom, the United Arab Emirates and the United States of America Hong Kong and Japan, the whistleblowing process will be managed by YNAP Spa in the name and on behalf of the mentioned companies.

¹ If a staff member believes that senior managers who receive a Report are ignoring telling evidence of wrongdoing and are acting against the organisation's values and standards, they may file a whistleblowing report.

² It should be noted that the involvement of the Supervisory Body is limited to YNAP S.p.A. only.

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. To report a problem, the Reporting Party is invited to use the "Navex Global" platform (as further identified in the Appendix). This external company provides a confidential telephone line service and/or platform to manage whistleblowing reports. It receives the report, e.g. by telephone or in writing, prepares a report summarising the report and sends it to the Whistleblowing Committee for the purpose of handling the report.

Supervisory Body

- 4.3. Should a report concerning YNAP S.p.A. be relevant pursuant to Legislative Decree no. 231/2001, the Supervisory Body will carry out its own assessments, but will not take on the role of Reporting Manager.

5. POLICY STANDARDS

- 5.1. The Group takes all employee concerns seriously. They will be addressed in a fair, honest and timely manner.
- 5.2. A concern should be raised irrespective of whether the suspected wrongdoing has occurred, is occurring or is likely to occur.
- 5.3. During the course of the investigation into the report, the Reporting Party will receive assistance and will be kept informed of the progress and outcome of the investigation. The channels offered by YNAP to make the report protect the confidentiality of the Reporting Party's identity, the facilitator of the Report and any third party mentioned in the Report (hereinafter also referred to as the "Reported Party") and prevent access by unauthorised parties.
- 5.4. Retaliation, as defined in par. 6.8, against those who raise a problem in good faith; any such conduct will itself constitute a violation of these Rules. The Group will investigate any complaints of retaliation.
- 5.5. The Reporting Party who raises a report in good faith will not be penalised, even if the report is not acknowledged. Should the Reporting Party raises a frivolous, malicious or vexatious matter, or any person involved makes any deliberately misleading statements, this may be subject to disciplinary proceedings where applicable.

6. DEALING WITH WHISTLEBLOWING

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Reporting

- 6.1. Any employee who suspects wrongdoing within the Group is encouraged to raise their concern informally with their line manager, or a senior manager, or HR, as appropriate.
- 6.2. If the Reporting Party wishes to formally raise an issue relating to (potential) wrongdoing, it may do so through the channels specified in Appendix 1 or to the Global HR Director or CEO. Reports will be thoroughly investigated and the identity of the person who raised them will be kept confidential, if necessary, unless disclosure is required by law. The Reporting Party will be informed of receipt of the report to the Reporting Party within 7 (seven) days of it being received.
- 6.3. Should a person other than the Committee receive a report through channels other than those set up by the Company, the latter must send it to a member of the Committee by e-mail with the subject "Whistleblowing" within 7 days and at the same time notifying the Reporting Party without retaining a copy. Should a report concerning YNAP S.p.A. be directly received by the Supervisory Body at its e-mail address, within 5 days of receipt, the body will assess whether it falls within the scope of Legislative Decree no. 231/2001. If the report is not relevant for the purposes of Legislative Decree no. 231/2001, the Supervisory Body sends it to the Committee to be dealt with immediately – and in any case no later than 7 days after it was received – and at the same time informs the Reporting Party of the transmission to the Committee.
- 6.4. If the report is relevant pursuant to Legislative Decree no. 231/2001, the Supervisory Body shall issue an acknowledgement of receipt to the Reporting Party within 7 days from the date of receipt and at the same time send it to the Committee, informing it that the investigation is now underway. In order to maximize the effectiveness of the assessment and investigation process, it is recommended that the Reporting Party disclose its identity.
- 6.5. Reports must be made in good faith and must be substantiated with precise information that can easily be verified.

Reports must be as detailed as possible to allow for the necessary checks. A report must contain the following elements:

- a clear and detailed description of the facts reported
- date and place of the reported facts
- elements that, if known, make it possible to identify the person who carried out the reported facts
- indication of any other parties who can provide information on the facts covered in the report.

A whistleblower is not required to provide evidence in support of their whistleblowing report, although any evidence available should be provided, wherever possible, to assist in any subsequent investigation. All Reports, including anonymous Reports, will be assessed and analysed based on the information provided. The Reporting Party must, however, acknowledge that it is difficult to provide protection under this policy to an anonymous whistleblower, because there will be no evidence linking the Reporting Party to the Anonymous Whistleblower. In addition, there is no tool to report the outcome of

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an investigation into an Anonymous Report. The Whistleblowing Committee will be responsible for informing the competent bodies of reports received, as appropriate, based on the information available, including from the investigations.

Protection for the Reporting Party, the facilitator and the Reported Party

- 6.6. The identity of the Reporting Party, the facilitator of the Referral and the Referred Party and any third parties named in the Report will be protected under every condition, starting from the receipt of the Report. All information surrounding the report will be treated as confidential and subject to legal requirements.
- 6.7. The identity of the Reporting Party will not be disclosed to the Reported Party or other third parties named in the Report, except where required by law. The identity of the Reporting Party is protected under every condition after the Report has been sent through internal channels, or following any external Reports or complaints of which the Committee has become aware. In the context of any disciplinary proceedings initiated against the Reported Party, the identity of the Reporting Party may be revealed, subject to the latter's express consent, to the competent department when the objection to the disciplinary charge is based, in whole or in part, on the Report (made through the reporting channels or by means of a complaint) and knowledge of the identity of the Reporting Party is absolutely essential to the defence of the Reported Party. In such cases, the Reporting Party shall be informed in writing of the reasons for disclosing the confidential data. In the event of proceedings being launched before the Court of Auditors against the Reported Party, the identity of the Reporting Party is not revealed until the investigation has been completed. After this period of time, the identity of the Reporting Party may be disclosed by the accounting authority for use in the proceedings. On the other hand, in the context of criminal proceedings launched against the Reported Party, the identity of the Reporting Party is covered by professional secrecy until the preliminary investigations have been completed. If, for investigative purposes, the judicial authority wishes to find out the name of the Reporting Party, the relevant company department will inform them of the Reporting Party's identity. If the Committee finds that the Report is in bad faith, confidentiality protection is no longer valid and the Reported Party is told the identity of the Reporting Party, to grant them the right to file a lawsuit for slander or defamation.
- 6.8. No Retaliation (as defined below) or direct or indirect discrimination may be taken against those who have made a Report in good faith. Definition of retaliation:
 - dismissal, suspension or equivalent measures
 - relegation or non-promotion
 - change of duties, change of place of work, a cut in salary, change in working hours
 - suspension of training or any restriction of access to it

 - negative merit notes or negative references
 - the adoption of disciplinary measures or other sanctions, including financial ones
 - coercion, intimidation, harassment or ostracism
 - discrimination or unfavourable treatment
 - the failure to convert a fixed-term employment contract into an employment contract of indefinite duration, where the worker had a legitimate expectation of such conversion
 - non-renewal or early termination of a fixed-term employment contract
 - the early termination or cancellation of the contract for the supply of goods or services

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- the cancellation of a license or permit.

In addition, sanctions are provided for those who violate the protection measures covering the Reporting Party, as well as sanctions against the Reporting Party, in the event of reports made with intent or gross negligence or that prove to be false, unfounded, with defamatory content or in any case made for the sole purpose of damaging the Company, the Whistleblower or other parties affected by the Report.

In any case, the Company reserves the right to take appropriate action, including judicial action.

Protection also covers:

- facilitators
- those working in the same context as the Reporting Party, anyone who has filed a complaint with the judicial or accounting authorities or anyone who has made a public disclosure and is linked to them by a stable emotional or family tie three times removed
- work colleagues of the Reporting Party or of the person who has filed a complaint with the judicial or accounting authorities or made a public disclosure, who work in the same context as the Reporting Party and has regular and on-going interaction with them
- entities owned by the Reporting Party or by the person who has filed a complaint with the judicial or accounting authorities or who has made a public disclosure or for which said persons work, as well as entities operating in the same working context as the aforementioned persons.

The Report is not enough to initiate any disciplinary proceedings against the Reported Party. If, as a result of concrete feedback acquired regarding the Report, a decision is made to proceed with a preliminary investigation, the Reported Party may be contacted and will be guaranteed an opportunity to provide any necessary clarification.

Inquires and investigation

6.9. The Whistleblowing Committee:

- upon receipt of the Report, it assesses whether it falls within the scope of application of Legislative Decree no. 231/2001. In that is the case, it will send it to the Supervisory Body within 5 days of receipt for the relevant investigation to begin, as better described in **Appendix II**
- it carries out an initial assessment of the report's admissibility and the possibility to proceed, by taking into account:
 - i) that the Report falls within the scope of Legislative Decree no. 24/23
 - ii) an indication of the circumstances of time and place in which the event that is the subject of

the Report occurred, a description of the facts covered by the Report and the way in which the facts reported became known

- iii) personal details or other elements that make it possible to identify the person to whom the reported facts can be attributed.

If, at the end of the preliminary analysis phase, it emerges:

- a) that the Report does not fall within the objective scope of Legislative Decree no. 24/2023, deeming the Report inadmissible, the Body forwards it to the competent organisation, archives it and notifies the Reporting Party

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- b) the absence of sufficiently detailed elements or the groundlessness of the facts referred to, deeming the Report inadmissible, the Body archives it with the relevant justifications and without prejudice to the feedback to the interested party which must be provided within the terms provided for by Legislative Decree no. 24/23.

If, on the other hand, useful and sufficient elements emerge or are in any case deducible to consider the Report well-founded, the next phase of specific in-depth investigations will begin.

In carrying out the investigation, it may receive support from the competent company organizations from time to time or from external professionals appointed for this purpose.

- it can:
 - a) request clarifications and further information from the Reporting Party and/or any other parties involved in the Report, with the adoption of the necessary precautions to ensure confidentiality protection
 - b) interact with the Reporting Party, even if anonymous. At all of these meetings, the Reporting Party will have the opportunity to be accompanied by a union representative or a work colleague for support.
 - c) inform the Reported Party of the existence of a Report against them, if it does not jeopardize the investigation and is seen as essential for gathering information from the latter, and proceed to collect the relevant information by written request or in an interview, with the minutes being taken of the meeting. The Committee is not obliged to inform the Reported Party of the existence of a Report concerning them, but if the Reported Party is aware of it, they can request to be interviewed and the Committee follows up on the request received by inviting the Reported Party to provide their observations in writing.
- It agrees with the Departments concerned on any initiatives to be taken to protect the Company's interests (e.g. legal initiatives, suspension/removal from the supplier register, etc.).
- It requests the initiation of disciplinary proceedings against the Reporting Party, in the case of reports where the deceit of the Reporting Party and/or merely defamatory intent are ascertained, possibly also confirmed by the groundlessness of the Report itself.
- The investigation can come to an end at any time if, in the course of the investigation, it is ascertained that the Report is unfounded.
- It keeps a record of decisions and discussions, including a note of any meetings with the Reporting Party and the accused. These notes should be sent in copy to the people involved in the meetings.

Outcome of reports/investigations

6.10. At the end of the audits, the Committee:

- a) archives the Report if it is unfounded.
- b) informs the competent corporate bodies of the outcome of the investigations in order to:
 - i) adopt the measures and/or actions required in the specific to protect the Company, including the possible involvement of the competent authorities, including criminal proceedings;
 - ii) implement any improvement actions identified; and
 - iii) the initiation of the management measures within its competence, including, if the conditions are met, taking disciplinary action.

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The Reporting Party will receive a reply about the Report and in accordance with the agreed communication channels within 3 (three) months of confirmation of receipt of the Report. In the absence of such confirmation, the three-month period will start from 7 (seven) days following the date of receipt of the report.

The feedback may concern:

- filing of the Report, with an express indication of the reasons
- verification of the Report's validity and transmission to the competent bodies
- the activities carried out so far and those still to be carried out.

In the latter case, the Committee will also inform the Reporting Party of the subsequent outcome of the investigation.

Only in reference to reports concerning YNAP S.p.A., if the Reporting Party does not receive a satisfactory response, it may use the external Reporting channel provided by ANAC and available at the following [link](#). If once again the Reporting Party does not receive adequate assistance, the Reporting Party has the right to make the information about the content of the Report public. If an Internal Report is received by YNAP but was intended for the external reporting channel, YNAP will invite the Reporting Party to use the ANAC channel.

6.11. At the end of the investigation, any sanctions are determined based on internal disciplinary guidelines and local legislation. Penalties will vary depending on whether the person is an employee, senior manager or third party and the seriousness of the offence. Responsibility for disciplinary measures taken against employees, if any, lies with Human Resources (Global HR Director).

6.12. Should the Whistleblowing Committee address certain questions to the Reporting Party via Navex Global and the Reporting Party does not respond within the time period in paragraph 6.13 and the information required to carry out the investigation is not provided, the case will be considered closed. The counting of days starts from the day the Reporting Party reports a case.

6.13. The Whistleblowing Committee will communicate the results of all reports/investigations to senior management at the departments involved in the allegation.

Improvements to Internal Control system

6.14. If the investigative process reveals the need for corrective action on the internal control system, the Whistleblowing Committee and the management responsible for the department agree to draw up a corrective action plan for the mitigation of critical issues. Assurance functions will monitor the status of its implementation.

Reporting and Recordkeeping

6.15. The Committee is responsible for keeping a complete record of all the reports, decisions, and actions taken. This will include a register of cases which:

- are not sufficiently detailed to allow an investigation
- are unfounded or deceitful

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- contain facts covered in past investigations that have been dismissed and where, from the review conducted, no new information was uncovered that could justify further investigations.

In order to ensure the management and traceability of reports and related activities, the *Whistleblowing* Committee looks after the archiving of all supporting documentation of the Report for a period of 5 years following closure of the report.

Any personal and sensitive data contained in the Report, including data concerning the identity of the Reporting Party or other individuals, will be processed in compliance with the rules for the protection of personal data, such as purpose limitation and data minimisation, and reports may not be used beyond what is necessary to adequately follow them up.

- 6.16. The Whistleblowing Committee is responsible for providing annual statistics required for audits purposes.
- 6.17. Only in reference to reports relating to YNAP S.p.A. does the Whistleblowing Committee, at least quarterly, provide the Supervisory Body with periodic alignment on the reports received on the platform.

7 WHISTLEBLOWING MANAGEMENT: STAFF EDUCATION

- 7.1. Instructions on whistleblowing will be provided to all staff, including all managers on how to handle informal whistleblowing reports received, for example to ensure that managers know when to contact the Whistleblowing Committee and the importance of maintaining confidentiality.
- 7.2. The Whistleblowing Committee is entrusted with raising awareness about whistle blowing through communications in line with the Group policies, which include, but is not limited to, e-learning training courses, e-mails, etc.

8 REVIEW OF WHISTLEBLOWING ARRANGEMENTS

- 8.1. The Whistleblowing Committee will keep the arrangements for management of whistleblowing under review, including communications to staff, training, feedback from whistle-blowers, and engagement with Internal Audit on independent review of whistleblowing arrangements.

[Appendix below]

APPENDIX I: REPORTING VIA NAVEX GLOBAL ETHICS POINT

1. YNAP provides a secure reporting route for all recipients of the policy which allows concerns to be reported 24/7.
2. The service is provided by an external company, Navex Global, which allows the Reporting Party to bring issues to the attention of the Committee via:
 - i. toll free phone numbers, reachable also through mobile phones:
 1. United Kingdom and Northern Ireland: 0800 048 8451
 2. United Arab Emirates: 800 032 0923
 3. Italy: 800 – 729 – 262
 4. United States: (844) 972-1576
 5. Japan:
 6. Hong Kong:
 - ii. Website for Italy, United Kingdom and Northern Ireland, United Arab Emirates and the United States: <http://ynap.ethicspoint.com/>;
3. When an employee calls, a highly trained and experienced call handler will guide the caller through a series of questions to extract as much information about the problem as possible.
4. In the case of reports received via web/e-mail, the interested party will be asked to fill in a form answering a series of targeted questions, helpful for obtaining as many elements as possible about the Report. Navex Global provides the YNAP Whistleblowing Committee with reports of all the calls and web forms/e-mails received. All the data provided to Navex Global is treated with the strictest confidentiality.
5. After completing the report via phone or web, the Reporting Party will be asked to choose a password and will be assigned a unique code called a "report key". The Reporting Party must write down the chosen password and code and keep them in a safe place; they can then use them to check for feedback on the Report from the company or to submit any questions they may have.
6. A helpful video on how to create a report is available from the following link: <https://navexglobal.force.com/s/ep-reporter-training>.

APPENDIX II: INVESTIGATION BY THE SUPERVISORY BODY (applicable only to reports concerning YNAP S.p.A.)

As part of the verification activity, the Supervisory Body – for the reports within its competence – can:

- request clarifications and additions to the Report from the Reporting Party and/or any other parties involved in the Report with the adoption of the necessary precautions to ensure confidentiality is protected.
- inform the latter of the existence of a Report against him if it does not jeopardize the performance of the activities and the Supervisory Body deems it necessary to acquire information from the reported person and proceed with the collection of the relevant information via written request or in an interview, with minutes being taken of the meeting. The Supervisory Body is not obliged to inform the Reported Party of the existence of a Report concerning them, but if the Reported Party is aware of it, they can request to be interviewed and the Supervisory Body follows up on the request received by inviting the Reported Party to provide their observations in writing.
- make use of the competent company organisational structures from time to time or of external professionals appointed for this purpose for the in-depth analysis deemed necessary.

During the audit, the competent Supervisory Body must keep an open dialogue with the Committee regarding the activities carried out or to be carried out.

In addition, the Supervisory Body shall notify the Committee, within 70 days from the date of acknowledgment of receipt or, failing that, from the expiry of the term of 7 days from the submission of the Report, the status of the checks initiated or their outcome and the proposed actions.

This way, the Committee – as the body responsible for reporting – will be able to provide feedback to the Reporting Party within the terms of the law, as provided for in the previous paragraph, and report subsequent actions to the competent corporate structures.

The Committee enters all the information received from the Supervisory Body into the IT Platform (including the activities carried out from the receipt of the Report until its closure). Even in the case of a relevant report pursuant to Legislative Decree no. 231/2001, the Supervisory Body cannot be considered as a Committee.

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CHANGES AND DISTRIBUTION

REVIEWS				
NO.	ACTIVITY	DEPARTMENT	DATE	NAME/CHANGE SUMMARY
1	BY	Craig McFarlane, Group Policy Manager	in September 2019	New format and text, to also take into account the "Standards of Business Conduct"
2	REVIEWED BY	Craig McFarlane, Group Policy Manager	April 2020	Changes to the titles (to the CSO) and the composition of the Committee for Whistleblowing to include the director of BPG.
3	REVIEWED BY	Craig McFarlane, Group Policy Manager	September 2020	Including instructions and references to the new platform, Navex Global, which replaces Expolink.
4	REVIEWED BY	Craig McFarlane, Group Policy Manager	November 2020	Change to par. 3.4.
5	REVIEWED BY	Elisa Andali, Group Head of Risk Management	July 2021	Inclusion of the CFO as a member of the Committee
6	REVIEWED BY	Daniele Gemelli, Risk and Business Continuity Director	October 2022	Added section 6. 15 for the management of whistleblowing cases.
7	REVIEWED BY	Daniele Gemelli, Risk and Business Continuity Director, Gianluca Martinelli, Head of Privacy and Data Compliance	July 2023	Alignment with the (EU) Directive 2019/1937, Italian Legislative Decree no. 24/2023 and ANAC guidelines.

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8	REVIEWED BY	<p>Giulia Caramenti, Senior Corporate Counsel,</p> <p>Daniele Gemelli, Risk and Business Continuity Director, Gianluca Martinelli, Head of Privacy and Data Compliance</p>	May 2024	<p>Acknowledgment of the observations made by the Supervisory Body and DPO.</p>
9	REVIED BY	<p>Vanessa La Greca Legal Director</p>	September 2025	<p>Alignment post LuxExperience Acquisition</p>

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