

## **WHISTLEBLOWER PROCEDURE**

At A. O. Smith ethics is not negotiable. The Company has a longstanding procedure in place for employees, suppliers, customers, stockholders and the public to report any ethics concern, policy violation or code of conduct issue. This procedure is contained in the A. O. Smith Guiding Principles, which is translated and distributed to employees worldwide and posted on the Company website in English, Chinese and Spanish versions.

An important feature of the Guiding Principles is the Integrity Help Line, a toll-free telephone hotline available to report concerns. The Integrity Help Line is staffed by an independent, third-party service provider with specialists who will listen to your concerns. Its Communications Specialists are multilingual and available 24 hours a day, seven days a week. The Company takes seriously every call to the Integrity Help Line. Accordingly, every call to this dedicated telephone line is logged and a record of the call is forwarded via e-mail (and other means if circumstances warrant) to the Company for investigation and response. Further, an important feature of the Integrity Help Line is that individuals may call on an anonymous basis. In the U.S. and Canada the telephone number for the Integrity Help Line is **1-800-350-1325**. The telephone number for the other countries can be found in the Guiding Principles translation on this website.