

## SpeakUp Reporting Line

### Frequently asked questions and answers (FAQs)

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## 1. WHAT SHOULD SPEAKUP BE USED FOR?

SpeakUp is a service communication tool which can be used by Oerlikon employees as well as external parties to report about serious facts that would probably not otherwise become known to Oerlikon.

We encourage anyone who has knowledge or reasonable suspicion of violation of laws or unethical behavior contrary to our Code of Conduct to make a report.

The SpeakUp Reporting Line is available 24 hours a day, every day of the year to you as an employee and to all third parties.

## 2. HOW DO I LEAVE A MESSAGE?

You can leave a message (also called a report) via the secured SpeakUp website, via phone or via the SpeakUp app.

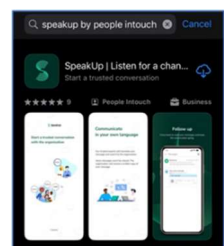
### 2.1. VIA THE INTERNET

1. Go to the SpeakUp webpage by clicking to the below link: <https://oerlikon.speakup.report/oerlikon> or by scanning this QR code.
2. Click on '+ New report' to start a trusted conversation. In case you already have an open report, select 'Log in'.
3. Click on 'Web report'.
4. Select the language in which you want to leave your message.
5. Note down your unique 'Report number' and create a password for your report. You will need these to check later if you have received a response.
6. Type your message. You can also upload attachments via the clip icon found in the top-right corner.
7. Click 'Send message' and your message and attached files will be processed.
8. You have the option to leave your email if you wish to be notified when there is a response. After adding your email, you'll be asked to type the verifying code sent to the provided email address.



### 2.2. VIA SPEAKUP APP

1. Download the '*SpeakUp by People Intouch*' app by scanning this QR code or go to the App Store / Google Play and download the '*SpeakUp by People Intouch*' app.
2. Open the app.
3. Click on 'Set up your PIN' and enter a 6-digit code. You will need to enter this PIN each time you open the app. If you forget your PIN, you need to re-install the app and set up a new one. If so, you will lose access to your ongoing open reports.
4. The app will ask you to connect to Oerlikon by scanning this QR code. Alternatively you can enter Oerlikon organization code which is **126036** by clicking on the 'Connect Manually' button on the bottom of the page.
5. Press the '+ New report' button to start a trusted conversation.
6. You can leave your message by clicking the relevant button.
7. After typing your message, press the arrow icon to send it. You may attach files by clicking on the paper click icon.



8. After sending your message you can expect a reply within 7 working days. You can opt to be notified by the app of any responses.
9. When you log back in, you will see if there are any new responses from Oerlikon. If you have a different concern to report, you can do so by clicking '+New report'.

### **2.3. VIA PHONE**

1. You will find the relevant SpeakUp phone number by clicking to the below link:  
<https://oerlikon.speakup.report/oerlikon>.
2. Dial the phone number for the country in which you are located in.
3. The voice prompts will guide you through the following steps:
  - Enter the 'Organization code' which is **126036**
  - Select your language
  - You will receive a unique 'Report number'. Write this down carefully as you will need it to be able to call back and hear a response to your report.
  - Choose a 4-digit PIN code. Remember it so that you can log back in later
  - After the tone, simply speak your message
  - Once done, press 1 or simply hang-up
  - You can expect a response within 7 working days. Make sure to call back with your Report number and PIN to check for a response.

### **3. WHAT HAPPENS AFTER I LEAVE A MESSAGE?**

Once you have sent your message, the operator of the SpeakUp platform (managed by an independent service provider People Intouch) will translate your message into English, if necessary. If it is a (telephone) voice message, the recording is first recorded word for word (in writing). The audio recording itself is never passed on to Oerlikon. Once the translation is completed, it will be sent, together with the transcript of the original message, to Oerlikon Compliance and Internal Audit responsible persons. After an initial assessment of the facts, Oerlikon will respond to the message.

### **4. HOW DO I GET AN ANSWER?**

People Intouch will translate the response into the language of your original message and send it to you via "SpeakUp". If your original message was by phone, the response will also be recorded by People Intouch and sent as a voice message.

Within 7 working days, a reply should be ready for you in SpeakUp. You will find the answer the same way as you left the message. You use the above-mentioned SpeakUp access details.

### **5. CAN MY IDENTITY BE REVEALED?**

Oerlikon cannot access the identity of the reporter which remains anonymous.

The recipient receives a transcript of your voice message in case a message is left via phone or receives the original text supplemented by an English translation in case of a message left via the internet or the app. So, you have complete control over the content of your message. If you include your contact details in the message, they will be forwarded to Oerlikon Compliance and Internal Audit responsible persons via "SpeakUp". If you do not leave your contact details, neither People Intouch, nor Oerlikon will be able to identify who you are.

An exception exists only if the authorities demand the handover of the data in accordance with mandatory statutory provisions.

## **6. WHAT HAPPENS TO MY VOICE MESSAGE?**

Your voice message will not be forwarded. The SpeakUp service is operated by People Intouch that records your message in writing and translates it (if necessary). Only this transcript (and its translation, if applicable) will be shared. Upon confirmation of receipt of the transcript (and translation) by Oerlikon, People Intouch will immediately delete the recording.

## **7. CAN THE CONFIDENTIAL TREATMENT BE LIFTED?**

In case a message relates to a threatening criminal or violent act, Oerlikon may request that the recording of the voice message not be deleted and transmitted to law enforcement authorities. However, even in such a case, the recording will not be transmitted to Oerlikon.

## **8. WHO PAYS FOR MY CALL?**

The "SpeakUp" service is generally available at toll-free telephone numbers. Costs may be incurred in exceptional cases (e.g., with some cell phone providers).

## **9. WHAT CAN I DO IF SPEAKUP IS NOT AVAILABLE BY PHONE?**

If you have problems reaching "SpeakUp", you can send an e-mail to: [Support@peopleintouch.com](mailto:Support@peopleintouch.com). Your name, address or other sensitive data will not be disclosed to Oerlikon under any circumstances.

## **10. HOW QUICKLY WILL MY MESSAGE BE FORWARDED TO THE APPROPRIATE PERSONS?**

Written messages (with translation) will be forwarded immediately. For voice messages, the transcript of your voice messages (with translation if necessary) will be forwarded within one working day.

## **11. WHO WILL RECEIVE MY MESSAGE?**

Your message will be received by Oerlikon Compliance and Internal Audit responsible persons for a first examination.

Depending on the seriousness of the allegation, the group of persons concerned and the area of law, further investigation will be carried out directly by Oerlikon Compliance and Internal Audit responsible persons, with the support of the respective affected business units or functions.

External experts such as lawyers may be called in for further examination. There may be a duty to report if there is sufficient suspicion of a criminal offense.

## **12. I WOULD LIKE TO REMAIN ANONYMOUS, BUT STILL GET A RESPONSE. WHAT DO I HAVE TO DO?**

You will receive a report number from "SpeakUp" that you must remember. This report number will give you access to the answer to your message when you log back into "SpeakUp".

## **13. HOW QUICKLY WILL I RECEIVE A RESPONSE?**

You should receive an initial response within 7 working days. If after this time there is still no response, we recommend that you try again after a few days. However, you also have the option to leave another message under the same report number.

## **14. CAN I LEAVE A MESSAGE IN MY NATIVE LANGUAGE?**

You can leave a message in the designated languages of the respective Oerlikon subsidiaries. You will receive a response in the same language in which you left your message.

## **15. CAN I ALSO UPLOAD DOCUMENTS?**

If you use the "SpeakUp" service via the internet or the app, you can upload documents to "SpeakUp" in addition to a message.

If you have submitted a telephone message, you can log in via the internet with your report number to upload documents there.

If you want to remain anonymous, make sure that the documents you upload do not contain any information regarding your identity.

## **16. WHAT HAPPENS IF I FORGET MY REPORT NUMBER?**

If you have forgotten your report number, please leave your message again under a new report number. Please use the new report number for further communication.

## **17. HOW IS MY PERSONAL DATA PROTECTED WHEN I DELIVER A MESSAGE VIA SPEAKUP?**

Personal data is information that can (directly or indirectly) be used to identify a person mentioned in your message (e.g., name, address, telephone number, a picture or similar). The processing of such data by People Intouch (which is the operator of SpeakUp) is subject to the provisions of Oerlikon Privacy Policy. This can be found on the SpeakUp home page.

## **18. TIPS FOR LEAVING A MESSAGE IN SPEAKUP**

- Before you leave your message, consider whether or not to do so anonymously.
- Before you leave your message, think about what information you want to give and to what extent. The information should be to the point so that you allow the recipient to make an objective assessment.
- Provide meaningful and clear facts about the issue (e.g., exact location, time and date, invoice numbers).
- Names of people can also be important; please mention them if it is important to understand and solve the issue. Stick to the facts when giving information about a person. If you provide a name when leaving a voice message, please spell it out.