

## How to report an issue

### Introduction

SSAB uses an externally provided system to receive reports to our Ethics Line. This system is called SpeakUp and provided by a Dutch company, People InTouch.

You can report issues via a website, an app or by phone in total anonymity. The service is available 24 hours per day and 365 days per year.

This document is intended to provide instructions on how to contact the system, file a report of an issue and to communicate via the system.

## Via web

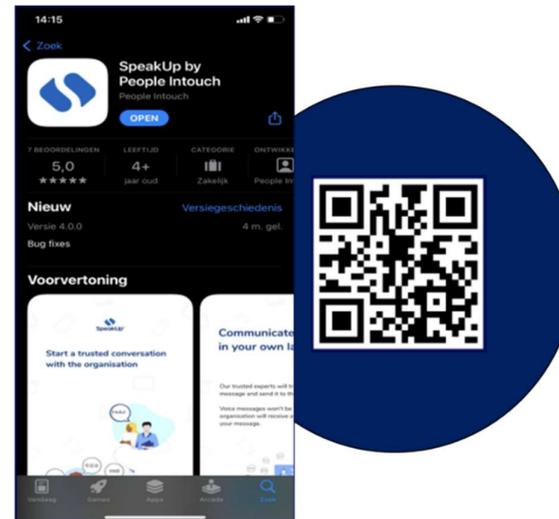
1. Visit the SpeakUp webpage with the URL (<https://ssab.speakup.report/ethicsline>) or QR code, below.



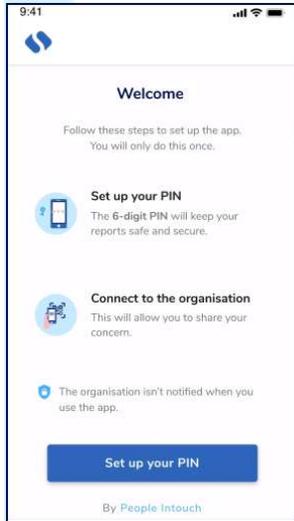
2. Click on '+ New report' to start a trusted conversation.
3. Select the language in which you want to leave your message.
4. Note down your unique 'Report number' and create a password for your report.
5. Type your message
  - a. You can upload attachments via the clip icon found in the top-right corner.
6. Click "Send message" and your message and attached files will be processed. In case you already have an open report, select "Log in".
  - a. You have the option to leave your email if you'd like 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.

## Via mobile app

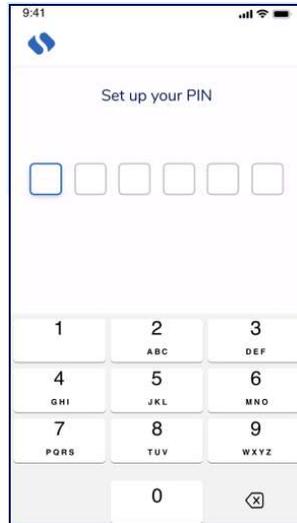
Download the "SpeakUp by People Intouch" app from the App Store / Google Play or scan the QR-code.



1. Open the app.



2. 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.

List of phone numbers for reporting.

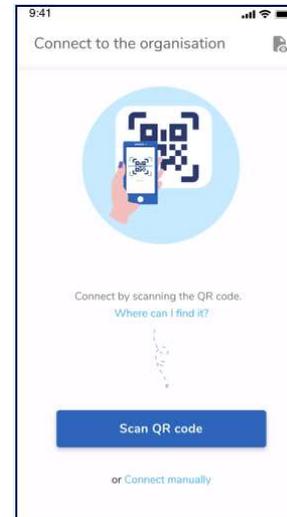
| Country        | Phone number                          |
|----------------|---------------------------------------|
| France         | Freephone: 080 554 3753               |
| Argentina      | Number: +54 11 2039 7280 Local rate   |
| Brazil         | Number: +55 (11) 4700 8838 Local rate |
| Canada         | Number: +1 (514) 395 0496 Local rate  |
| Chile          | Number: +56 22 483 5917 Local rate    |
| Colombia       | Number: +57 601 242 1247 Local rate   |
| Netherlands    | Number: +31 10 700 75 03 Local rate   |
| South Africa   | Number: +27 (21) 427 7937 Local rate  |
| USA            | Number: +1 (669) 288 7154 Local rate  |
| Italy          | Freephone: 800 147 694                |
| Mexico         | Number: +52 55 4780 6198 Local rate   |
| Norway         | Number: +47 24 14 06 01 Local rate    |
| Denmark        | Number: +45 43 31 09 61 Local rate    |
| Peru           | Freephone: 0800 74535                 |
| Poland         | Freephone: 0080 0012 953              |
| Sweden         | Freephone: 020 160 4703               |
| United Kingdom | Freephone: 080 0022 4118              |
| Estonia        | Number: +372 609 3008 Local rate      |
| Finland        | Freephone: 0800 392 912               |

## Via phone

Your organization has communicated the SpeakUp phone number relevant to your location, see the following page.

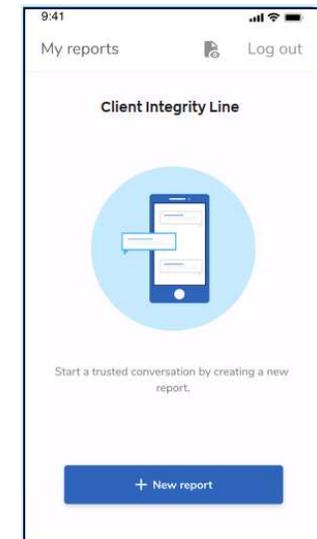
1. Dial the phone number for the country that you are located in.
2. The voice prompts will guide you through the following steps:
  - a. Enter the 'Organization code' 103681.
  - b. Select your language
  - c. You will receive a unique 'Report number'
    - i. Write this down carefully as you will need it to be able to call back and hear a response to your report.
3. Choose a 4 digit PIN code
  - a. Remember it so that you can log back in later
4. After the tone simply speak your message
5. Once done, press 1 or simply hang-up
6. You can expect a response within one week. Make sure to call back with your Report number and PIN to check for a response.

3. The App will ask you to connect to your organization by scanning the QR code. Alternatively you can enter the organization code by clicking on the 'Connect Manually' button on the bottom of the page.

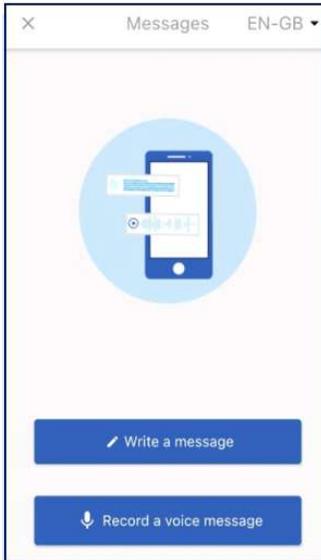


The QR and/or the organization code has been communicated to you by the organization.

4. Press the "+ New report" button to start a trusted conversation.

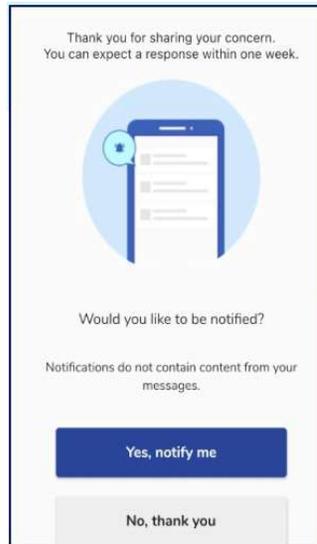


5. You can write your message by clicking the relevant button.

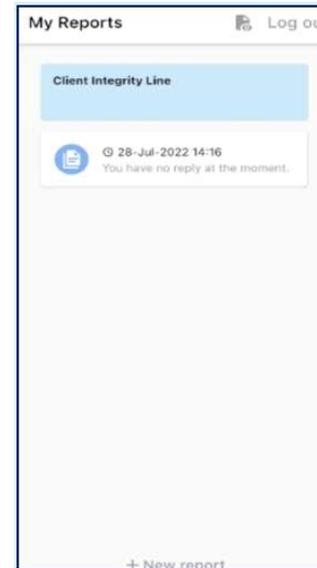


You can leave a voice recording via the app. (Your voice will never be heard by the organization. SSAB will only receive a transcript of your voice recording.)

6. After sending your message you can expect a reply within one week.



7. When you log back in you will see if there are any new responses from the organization.



You can start a new dialogue by clicking '+New report'