



“Speakout”

An important way for Mondri employees to communicate their workplace concerns

March 2012

Why was “Speakout” introduced?



It is designed to provide an alternative and confidential means for **communicating any practice that is contrary to law or the Mondri Code of Business Ethics.**

- Criminal offences
- Failure to comply with legal obligations
- Major SHE violations
- Criminal accounting, financial reporting and audit practices.

When to make use of “Speakout”



Whenever you have a concern about the workplace, **your first steps should be:**

- Talk to a manager or supervisor
- Talk to your employee representative (e.g. workers council)
- Talk to your Human Resources site representative

Although these are the preferred ways to communicate issues or concerns, Mondy recognises that there may be times when you might not be comfortable doing so. When that's the case, you can now use Speakout.

Speakout provides you with a **completely confidential and safe** way for you to share your concerns with the Group's senior management.

“Speakout” is not intended for:



- Making **malicious or mean-spirited comments** about co-workers or managers
- Reporting **emergency situations**
- Obtaining assistance with **benefits or general human resource questions**
- Handling **labor or union grievances**

How does “Speakout” work?



- You start by dialing a **free phone number** that connects you to the Speakout service.
- This service is available at **any time** (24/7)
- This service is available using **digital/touch-tone phones only**. It cannot be accessed using analogue / rotary dial phones.
- Your call will be answered by an **automated system** that will guide you through the process of leaving a message.
- You will be provided with a **five digit case number** which will allow Mondri’s senior management to provide feedback or ask additional, clarifying questions.

How does “Speakout” work?



Please note: It is important to **have a pen and paper ready** before you call so you can **write down your case number!**

When the instructions for leaving a message are completed, you can then **record a message** about your concern.

Please **be** as **specific** as possible in the message you leave. It's important to **identify your location** and to provide as much details as possible including dates, places, documents, etc.

Once you have left your message, you simply hang-up.

“Speakout”



CONFIDENTIALITY - WHAT ABOUT LEAVING MY NAME ?

- You are not required to leave your name or to identify yourself in any Speakout message. You can remain anonymous if you wish to do so.
- Keep in mind that if you do leave your name, it will make it possible for someone in management to talk to you directly about your concern. If you prefer not to be contacted directly, do not leave your name.
- It's your choice – whatever makes you most comfortable.

“Speakout”



BE SPECIFIC !

When calling Speakout you should be as specific as possible:

- Which division/ company/ department/ person(s) is involved or implicated?
- Where did the incident(s) take place?
- Date and time of the incidents?
- Names of the people involved?
- Are there witnesses, what evidence do you have?
- Does it happen regularly or was it a one time event?

Standards



- All concerns raised and incidents reported will be treated **seriously** and in the **strictest confidence**.
- An employee raising an issue or concern will **not be discriminated against** in any way.
- Speakout is **not designed to replace existing communication channels**.

What happens next?



- The external service company will **transcribe** the message.
- The **recording will be erased** and the concern communicated to the Mondri Response Team.
- The Mondri Response Team consists of a few high level managers - **independent from local management**.
- They will be investigating the concern and providing a **company response**.
- Mondri has set a goal of providing a response to a message **within two weeks**.
- Using the same free-phone number and your 5 digit code the recorded response will be played for you.

A final thought



- It is Mondri's objective to be viewed as an **ethical and "best practices" employer**.
- We hope that all Mondri employees will assist with this objective by helping the company identify practices that they believe violate our company's Code of Conduct.

“Speakout” summary



- It's **confidential and anonymous**
- It's **available 24/7**
- It can be used **free of charge**
- It's designed so that Mondri can let you know what was done about your concern
- It isn't designed to replace existing communication channels.

If I have questions about Speakout?

Contact:

Ulrich Weber at: ulrich.weber@mondigroup.com