



# Regulatory, Compliance and Ethics Hotline FAQ



## How can I report a concern?

Ideally, a concern should be reported to your Line Manager, Country Compliance Manager (“CCM”) or HR Department. If, for whatever reason, you feel this is not appropriate, you may report your concern through the Hotline.



## What are the types of concern that I should report?

Employees, contractors, customers and suppliers should feel comfortable speaking up about behaviour that they believe is inappropriate. In addition to suspected breaches of the CRH Code of Business Conduct, the “Speak Up!” posters give examples of concerns that should be reported.



## How does the Hotline work?

You can report online at [www.crhhotline.com](http://www.crhhotline.com) or by Telephone. Local phone numbers are shown on the “Speak Up!” posters at all CRH work sites or by selecting your country on the CRH Hotline website. You can also report in other ways, such as by letter, email or phone call to your CCM or to the Group Regulatory, Compliance & Ethics department (RCE).



## Can I report in my own language?

**Yes.** All concerns can be reported verbally, or in writing, in your local language. You do not have to report in English.



## Do I have to give my name?

**No.** However, experience has shown that investigations run more effectively when the identity of the reporter is known.



## Is my report confidential?

**Yes.** All reports (written and verbal) are treated confidentially and data is maintained according to applicable law. Disclosure of information relating to a concern raised is limited to only those who have a legitimate reason to be informed.



## Will I be criticised or punished for reporting a concern?

**No.** CRH does not tolerate any form of retaliation. The non-retaliation policy ensures that anyone reporting a reasonably-held concern will not be negatively treated. An allegation of retaliation against a person who has reported a concern will be investigated and, if the allegation is found to be true, the person found guilty of retaliation may be subject to disciplinary procedures, up to and including dismissal.



## What if I report a concern that I know is false or untrue?

An allegation that a person has made a deliberately false or malicious report will be investigated. If the allegation is shown to be true, the person who has deliberately made the false or malicious report may be subject to disciplinary procedures, up to and including dismissal.



### Will my report be investigated straight away?

Every report is sent to the Group Compliance Manager (“GCM”) immediately and is then directed to the company for investigation as soon as possible. In most cases, the local Managing Director/President decides who will investigate the concern and this is communicated directly to Group RCE.



### What if my concern is about my own Manager or Company Management?

If a concern is raised about a member of Management, the report will be sent to the appropriate senior Management for investigation.



### Can I see how the investigation is progressing?

If you report your concern through the Hotline (online or by telephone), you will be given a unique ID number (a “report key”); this can be used log-in and ask for an update or, if queries have been raised by the investigators as part of the investigation, they will be posted on the system.



### Who makes sure that my concern is properly investigated?

Group RCE is responsible for sending reports to relevant management for investigation. A “Triage Team” which includes the Business Conduct Director, the Group Compliance Manager, the Head of Internal Audit and the Heads of Legal for Europe, Asia and the Americas is responsible for monitoring the quality of the investigation process.



### How do I know that the investigation has concluded?

Once the investigation is completed, the status of the report on the system will indicate that it has “Closed”.



### Will I see the results of the investigation and actions taken, if any?

You will be advised in general terms when the investigation has concluded and of the general outcome. It may not be possible to be specific due to privacy issues between the employee or other individual against whom any complaint has been made and the company involved.

## Contact

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