Frequently Asked Questions & Answers

What is Speak Up?

Speak Up is a comprehensive and confidential reporting tool that assist everyone in the company and external stakeholder to work together to address breaches of Sandvik's Code of Conduct, Company Policies and local laws to help maintain a positive working environment. The tool is provided by EthicsPoint.

How is confidentiality maintained in Speak Up?

As far as reasonably possible, the information will be treated confidentially. Only authorized persons have access to the system and the information is subject to data protection rules and regulations. The system does not trace phone-calls. In addition, no Internet connection logs containing Internet Protocol (IP) addresses are generated or maintained.

Is the telephone hot line confidential and anonymous too?

Yes. You will be asked to provide the same information you would provide in an Internet-based report; the interviewer will type your responses directly into the secure environment of Speak Up. Telephone-based reports have the same security and confidentiality measures applied to them during delivery as Internet-based reports.

Where do these reports go? Who can access them?

Reports are entered directly to a secure server to prevent any possible breach in security. These reports are available only to specific investigators within the company who are assigned to evaluate the report, based on the type of issue and location of the incident.

What type of situations should I report?

You can report any concerns related to, or breaches of, Sandvik's Code of Conduct, Company Policies or local laws. However, there are some differences between countries. When you enter the system and you have specified country, you will see by the options available what issues you can report.

What if the issue in question took place in another country than where I am employed?

The deciding factor is in what country the issue took place.

I am not sure if what I have observed or heard is a breach of the Sandvik's Code of Conduct, Company Policies or local laws, but it just does not look right to me. What should I do?

File a report. We would rather you report a situation that turns out to be harmless than let possibly unethical behavior go unchecked because you were unsure.

What if my boss or other managers are involved in a breach?

Speak Up and report distribution protocols are designed so implicated parties are not notified of an ongoing investigation. However, in some countries, local law implies that the implicated

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party must be notified, which is facilitated through a defined process and not automatically by the system. Reports are available only to specific investigators within the company who are assigned to evaluate the report, i.e. the implicated individual never has access to the report.

How do I report issues that cannot be reported through Speak Up?

Report these issues to your supervisor/manager, to your HR Manager, Head of Compliance or to the Ethics Office.

What if I remember something important about the incident after I file the report?

When you file a report, either using the Internet or the Contact Center of Speak Up, you receive a unique report key and are asked to select a password. With the report key and your password, you can return to the Speak Up system again, either by Internet or telephone, and access the original report. At that point, you can add more details.

May I report my concern anonymously?

Yes. If local laws permit, you may report your concern anonymously.

Can I face reprisals if I report an issue?

Sandvik does not accept any retaliation against an employee or business partner who in good faith reports a concern. If you believe you have faced retaliation of any kind, please report it so that the company can investigate.

How do I get feedback on my report?

After submitting your report, you will be provided with a report key and asked to create a password. With those two pieces of identification, you can follow up on the report by visiting the Speak Up portal or contacting the telephone hotline.

What should I do if I lose my Report Key or password?

Because of the high level of confidentiality that is maintained for reports, if you lose your report key or password, you will be required to file a new report. You can mention in the new report that this matter relates to another report you supplied earlier.