

**Got a question?**  
**We'll answer**  
**some common**  
**questions**



**Always at our best**

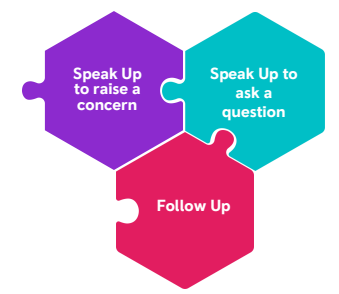
Speak up | Listen up | Follow up

Here you will find answers to questions you may have about the following:

- Purpose of the Speak Up Line
- Anonymity, Confidentiality & Security
- How do I use the Speak Up Line?



# Purpose of the Speak Up Line



## What is the Speak Up Line?

The Rolls-Royce Speak Up Line is designed for our employees, stakeholders, business partners and others to raise questions and concerns about anything they feel may not be in line with Our Values, Our Code, Group Policies and laws and regulations. Examples include but are not limited to anti-bribery and corruption, human rights, environmental, supply chain, theft, bullying, harassment or discrimination.

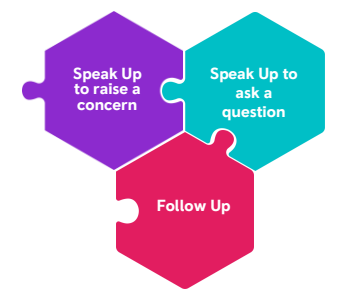
## Why do we have a Speak Up Line?

Rolls-Royce is committed to creating and maintaining an environment where we can all be at our best. Like many large companies, Rolls-Royce provides the Speak Up Line as a reporting channel to ask questions and raise concerns without fear of retaliation about someone or something that is not living up to Our Values, Our Code, Group Policies, laws and regulations.

## When should I use the Speak Up Line?

You should use the Speak Up Line whenever you have a concern that you would prefer to take to an independent party and/or you want the protection of any applicable whistleblowing laws. Your decision to use the Speak Up Line is entirely voluntary. The Speak Up Line should not be used to raise a concern where a company process exists, such as a discipline or grievance process, or where a local agreement states local or legal processes take precedence.

# Purpose of the Speak Up Line - continued

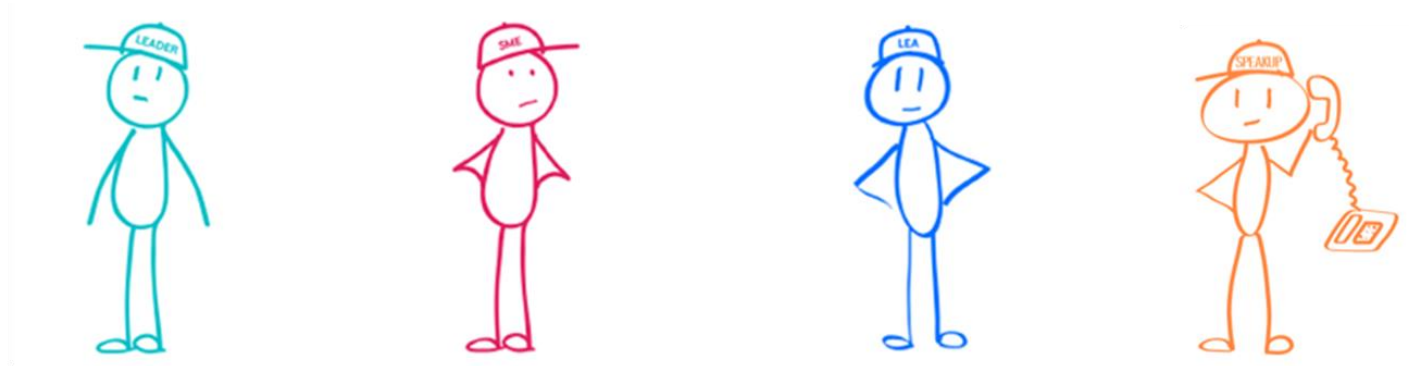


## Who operates the Speak Up Line?

The Speak Up Line is operated by NAVEX, an independent company. NAVEX's independence from Rolls-Royce is designed to give any reporter an added level of comfort and security that their reports will remain confidential.

## Who else can I speak up to?

We encourage you to speak up using the channel you are most comfortable with. In addition to our Speak Up Line which is available to all, if you are a Rolls-Royce employee you can Speak Up to a leader, a subject matter expert (Human Resources, Quality, etc.) or contact a Local Ethics Adviser. In certain circumstances you may have the opportunity to submit your report to an external reporting authority, however, this is dependent on the report type and jurisdiction.



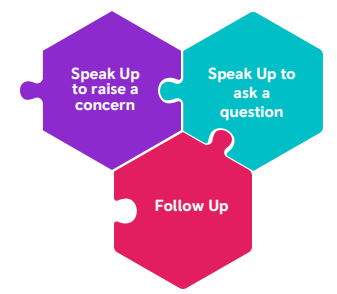
A Leader

A Subject Matter Expert (SME)

A Local Ethics Adviser (LEA)

Speak Up Line

# Purpose of the Speak Up Line - continued



## **If I see something that concerns me, shouldn't I just raise it with my leader, or relevant subject matter expert and let them deal with it?**

When you have a concern, we encourage you to be bold and raise it. Ideally, if you are a Rolls-Royce employee you should bring any concerns forward to your leader or other members of your leadership team. But we know that there may be circumstances when you are not comfortable raising a concern in this manner. It is for such circumstances we have a variety of channels and partnered with NAVEX to support our Speak Up Line service.

## **Do Rolls-Royce Leaders really want me to raise my concerns?**

We do. In fact, we need you to raise them through any of our Speak Up channels. If you are a Rolls-Royce employee or a person closely connected to Rolls-Royce (e.g. business partner) you know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Raising a concern can minimize the potential negative impact on the company and our people. Also, offering positive input may help identify issues that can improve the business performance and make it an even better place to work.

# Anonymity, Confidentiality & Security



## **Is the Speak Up Line secure?**

Yes, your question or concern is entered directly onto the NAVEX secure server to prevent any possible breach in security. Only the Rolls-Royce Speak Up Team and assigned subject matter experts have access to this information. The goal of the Speak Up Line is to facilitate the free flow of information by providing a safe and secure way for people to express their questions and concerns.

## **What if I'm concerned about retaliation?**

Rolls-Royce does not tolerate retaliation. Each of us can ask questions and raise concerns without fear of retaliation. We treat any suggestion of retaliation against individuals who speak up extremely seriously. Such retaliation, if proven, could lead to disciplinary action up to and including dismissal.

## **Can I raise a question or concern anonymously?**

In all countries except those that prohibit anonymous reporting, you may choose to remain anonymous and our Speak Up line is configured to protect your anonymity. Although it is sometimes easier for the Speak Up Team to address your concern if they have your identity, you are not required to provide it. If you choose to remain anonymous, no effort will be made by Rolls-Royce to identify you. However, there is certain information that is needed to fully investigate your concern, such as where the issue occurred, and names of persons involved. In some circumstances, the nature of the concern raised may make it impossible for your anonymity to be maintained (for example, if the issue raised could only be something that a small number of people are aware of).

# Anonymity, Confidentiality & Security - continued



## **Who sees my question or concern?**

The Speak Up Line is a confidential reporting system operated by an external company, NAVEX. All questions and concerns raised are treated in a confidential manner and maintained on NAVEX's secure servers.

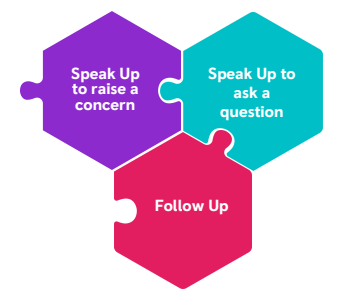
Once your report is made, it remains on the NAVEX reporting system and a member of the Rolls-Royce Speak Up Team is alerted to the report. Only a very select number of the Speak Up Team or assigned subject matter experts have access to these reports.

The Speak Up Team reviews the question or concern and then determines the best course of action to provide an answer or look further into the matter to resolve the concern. All information provided by you will be treated confidentially, unless otherwise required by law.

## **Should I identify myself?**

If you choose to identify yourself in raising your concern, the company will make every reasonable effort to hold your name in confidence during the investigation. Many investigations can be more quickly and effectively completed when the reporter is identified because it allows company investigators to follow up directly with the reporter.

# Anonymity, Confidentiality & Security - continued

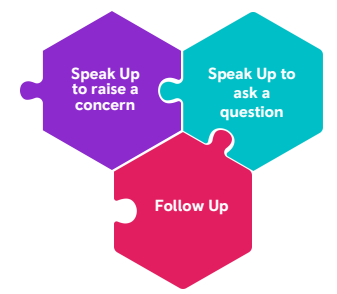


**What if I am Rolls-Royce employee and my boss or other leaders are involved in a concern?  
Won't they get the report and start a cover-up?**

Only the Rolls-Royce Speak Up Team have access to these reports. The NAVEX system and Speak Up Line protocols are designed so that any individuals named in the report are not notified about or granted access to reports in which they have been named. Each report is considered independently from those who are subject of the allegations



# How do I use the Speak Up Line



## How do I use the Speak Up Line?

The Speak Up Line has two methods of intake. The first is by using a toll-free telephone number, which is staffed 24 hours a day, seven days a week, every day of the year. When you call, a professionally trained NAVEX intake specialist will guide you through a series of questions designed to identify the relevant details of your question or concern. Multilingual operators are available so that when you call, you can ask questions or raise concerns in your own language.

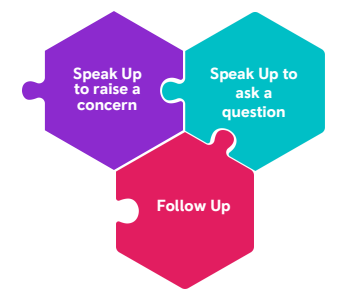
We encourage you to give your name and contact information and the NAVEX intake specialist will note that information. If you choose to remain anonymous, NAVEX will make no effort to trace the call or take steps to learn your identity. If you choose to identify yourself when you contact the Speak Up Line, Rolls-Royce carefully considers who needs to be involved to help resolve your concern while keeping your name in confidence. If you have any concerns about this, please tell us about this as you raise your concern.

At the conclusion of the call, the NAVEX intake specialist will summarize the information you have submitted and make any changes necessary to make sure that you are satisfied with the accuracy of your question or concern.

The second option is to use the web-based reporting system. The web based Speak Up portal is available to everyone who has access to the internet. The Speak Up portal prompts you to provide the same relevant details about your question or concern as the telephone-based system. Again, if you choose to remain anonymous, NAVEX will make no attempt to track your web address or otherwise identify you.

Like the telephone-based system, the web-based Speak Up system is available 24 hours a day, seven days a week, every day of the year. You can access it from any computer that has an internet connection.

# How do I use the Speak Up Line - continued



## **Can I get in trouble for using the Speak Up Line?**

No. The Speak Up Line is provided for your use and protection. Retaliation against anyone who raises a concern in good faith is not acceptable and such behaviour will be taken seriously and investigated. Rolls-Royce does not tolerate retaliation and is committed to meet the legal requirements for whistleblower protection for concerns raised through the Speak Up Line and to the Ethics & Compliance team directly. Retaliation against someone who has spoken up, if proven, could lead to disciplinary action up to and including dismissal.

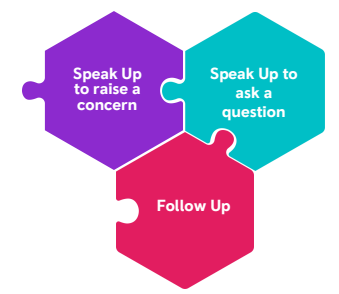
## **What happens when I ask a question?**

When you ask a question, it will be directed to the Speak Up Team at Rolls-Royce who will provide a response back through the Speak Up Line. Depending on your question, we may need to seek assistance from a relevant Subject Matter Expert (SME) to help provide an answer to the question.

## **What type of concerns should I raise?**

The Speak Up Line is designed to allow the reporting of anything that you feel is not in line with Our Values, Our Code and Group Policies and laws and regulations applicable to our business.

# How do I use the Speak Up Line - continued



## What happens when I raise a concern?

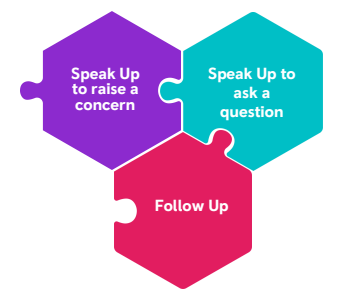
Whether made by telephone or by the web based Speak Up system, all concerns are reviewed promptly by a professionally trained NAVEX intake specialist. A report is then sent to the Rolls-Royce Speak Up Team that supports the region to which the concern relates.

The Rolls-Royce Speak Up Team is notified so that they can begin to review the concern and you will receive a confirmation of receipt through the Speak Up system. The Rolls Royce Speak Up Team assesses the concern to determine if an investigation is warranted and for certain jurisdictions whether the report type is afforded protection under local whistleblowing laws. In case an investigation is required and possible based on the information provided, the matter will be assigned to a relevant subject matter expert to promptly and thoroughly investigate and address your concern. It might be necessary to ask you for more details or clarification of the information provided. In that case, the Speak Up Team will reach out to you through the Speak Up system, so please ensure you keep a record of your report key and password, so you can gain access to your report and review communications from the Speak Up Team. We aim to reach out to you with any follow-up questions within 2-3 business days after receiving your concern, but we might need more time in certain situations or may have more questions at a later stage.

We aim to conclude all investigations within 30-60 days (depending upon the nature of the concern). While this might not always be possible, we will in any case provide feedback through the Speak Up system at the time of case closure and also at other points in time if required by law. Appropriate remedial action will be taken where we find there are concerns to be addressed. Due to protecting everyone's privacy and confidentiality, we may not be able to share all the details with you but the Speak Up team will provide you with as much feedback as we can.

All reports are entered into a database for record keeping and case management purposes and will be retained according to our data retention period. If you have documents, recordings, photos, or video, you may also attach these as you raise your concern in the system, and they will become part of the report case file.

# How do I use the Speak Up Line - continued



## **Can I raise a concern using either the internet or the telephone?**

Yes. The Speak Up Line gives you the ability to raise a concern in confidence either by telephone or the Internet.

## **Can I partially complete the form and return to complete it later?**

No, because the NAVEX web intake portal will “time out” if you remain inactive for a period of several minutes, so you should choose a time and place where you can use the system to complete the form in one sitting.

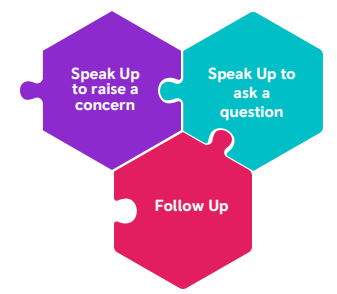
## **What if this is an emergency?**

Please be aware that this is not an emergency service, so should not be used to report events presenting an immediate threat to life, property or the environment. If you need emergency support, follow your local site procedures.

## **What if someone raises a concern with the Speak Up Line that is malicious?**

All concerns raised via the Speak Up Line are treated with independence and sensitivity. Concerns are investigated where necessary and are closed out where it is clear that no investigation is necessary.

# How do I use the Speak Up Line - continued



## **What if I remember something important about the concern after I complete the form?**

When you raise a concern, either using the Internet or by telephone, 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 Line again, either by Internet or telephone, and access the original report. At that point, you can add more details or learn if there are any follow-up messages for you from the Speak Up Team.

## **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 filed earlier but there is no way that you can regain access.

## **How will I receive information on the status of my case?**

You will be given a report key and asked to select a password. Make sure you record these and keep them in a safe place. You may use your report key and password to re-contact NAVEX (*by telephone or through the Speak Up Line*) to check on the status of your case, provide more information, or answer follow-up questions from the Speak Up Team.

# How do I use the Speak Up Line - continued



## **If I remain anonymous, how can investigators contact me for follow up?**

When you are given your report key and asked to select a password, you will be able to follow up with NAVEX either by telephone or through the web. If an investigator wishes to contact you regarding your concern, the investigator can leave you a message or ask you a question through the Speak Up Line.

## **How will I know the outcome?**

It is important when you raise a question or concern that you save the unique “key” that is provided to you and the password you select when you submit your report. Use the “Follow Up” link to log back into the system to review periodic updates from the Speak Up Team and/or learn the outcome of the matter. To maintain the anonymity of the system it is impossible to retrieve the “key” if you lose it.

Please be aware we must ensure everyone's privacy and confidentiality are maintained, so we will provide feedback, but this may be limited to meet these requirements.



# Always at our best

**Speak Up to  
raise a  
concern**

**Speak Up to  
ask a question**

**Follow-Up**