

Compliance Line Frequently Asked Questions

Please Note: This Q&A is relates to Ericsson Compliance Line which is Ericsson´s whistle-blower tool.

For questions regarding this document below please contact:

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What is the Compliance Line?

The Compliance Line is Ericsson's whistle-blower tool enabling employees and external parties to report serious breaches that would otherwise not be reported. You can report via phone or via a secure web site. The Compliance Line is implemented in all countries where Ericsson is active in one global launch. However there could be delays for a few countries due to authorities' approval still pending.

Who operates the Compliance Line?

The service is operated by a third party, People InTouch, an independent Dutch company. People InTouch is responsible for processing all messages received to Compliance Line.

How does the Compliance Line work?

You can choose to use phone or web system, both are very simple to use.

Phone: You dial the free phone number from a fixed line, enter your access code (example 12345) and leave your message.

When you leave a message either by phone or thru the WEB, you will receive a case reference number you should keep this if you want to monitor progress. All telephone instructions have been pre-recorded and will guide you easily through the process. Within one week you can call back using the case reference number to listen to Ericsson's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly.

Instructions and access codes can be found at

<http://www.ericsson.com/reporting-compliance-concerns>

Web: Using the same Link as above Proceed to the web page and choose your country, enter your access code and leave your message. You will receive a unique case reference number that you should keep so you can follow up on the progress. If necessary you can also upload documents to your report. Within one week you can return to the Web Service using the case reference number and read the response from Ericsson. You can also reply to this response. This communication cycle as with the telephone reports can be repeated endlessly.

Can I leave a message in my native language?

Yes, you can leave a message in your native language. For the moment Compliance Line can be used with 77 different languages. When leaving your message, you can simply choose the languages of your choice. The response will also be in the same language.

Can I call the Compliance Line or make a web report at any time?

Yes, the Compliance Line, both phone and web, is available 24 hours per day and 365 days a year.

Can I report anonymously?

Yes in the majority of the countries you can however there are few countries where local legislation does not allow anonymous reporting and if you report from one of those countries you will be informed prior to providing the report.

I want to remain anonymous, but would like to receive a response is that possible?

Yes that is possible. The system will give you a unique case reference number. Please make sure to write this down carefully. This case number enables you to listen to or read the response from Ericsson when you wish to follow up on your particular case.

How quickly can I check for a response?

Ericsson strives to respond within one week. If no answer is available after 7 working days, we advise you to try once more after a few days, or leave a new message with a new case number and refer to your other case.

When can I use Compliance Line?

Compliance Line's should only be used for compliance concerns that involves group or local management and relates to;

- Corruption
- Questionable accounting or auditing matters
- Other matters that might seriously affect vital interests of Ericsson or personal health and safety (please note this point is not applicable in France for the moment).

If I have an urgent health and safety problem should I use the Compliance Line?

Since the reports to Compliance Line is done to a third party it takes a couple of days before Ericsson get a copy of the report therefore urgent health and safety matters should always be reported to your contact person at Ericsson for immediate actions.

Will my voice be heard by Ericsson when I leave a phone message?

Ericsson will never get access to the phone recording. Ericsson will only receive a typed word-for-word transcript of what you have said. You are in total control of the content of the message you leave: if you wish to leave your contact details in your message, People InTouch will forward it; if you do not leave your contact details, People InTouch and Ericsson will not know who you are.

What happens with the recording of my phone message?

Upon confirmation of receipt of the transcribed and/or translated message by Ericsson, the recording will be erased immediately by People InTouch.

Who is paying for my call?

Access is available in most countries by using a fixed telephone line by dialling the relevant Freephone number. The countries and numbers are available at

<http://www.ericsson.com/reporting-compliance-concerns>

Is there a limit on the length of message I can leave?

No. However, after seven minutes you will get a notification followed by an option to continue.

What do I need to do when the Phone system is not accessible?

Please note that the telephone system is designed to be used from a fixed line and not all mobile operators allows calls from Freephone numbers so please use a fixed line to call. If you still encounter problems accessing the phone system, you can send an email to speakup@peopleintouch.nl.

Can Ericsson trace my connection data when I leave a web report?

No, Compliance Line is operated by a third party called People InTouch and Ericsson has no access to the system. Ericsson will only receive a translation of your web report. Ericsson will never have access to your meta data/ IP-address.

Will confidentiality ever be broken?

There is one exception: if the reporting phone system receives a message of threatening violence or an illegal act, Ericsson can request People InTouch to hand over the recording to the authorities. Still, the voice file will never be handed over to Ericsson only to the authorities.

Who at Ericsson receives my message?

Corporate Audit, Ericsson receive the translated information from People InTouch, Corporate Audit will then evaluate and assess the information received and recommend appropriate course of action. This will in most cases result in an investigation. Corporate Audit reports to the Audit Committee which is a subcommittee reporting to the Ericsson Board of Director's of Ericsson.

Can I leave/upload documents?

Yes, the web system enables you to attach (electronically) documents.

If you have left a phone message, you can log on to the web system using the same case number. Press on the button 'if you already have a case number'. Here you can upload the relevant documents.

If you would like to stay anonymous, please make sure your contact details are not mentioned in the attachments or in its properties.

What if I don't remember my case number?

If you have lost your case number, we ask you to leave your message again with a new case number. If you had written down your message for your first call, this will not take up much of your time. Use the new case number for all further communication.

I do not know where to find the information to leave a message. Where can I find this?

<http://www.ericsson.com/reporting-compliance-concerns>