

VAC SpeakUp Policy

Introduction

VAC is committed to compliance with all applicable laws and the highest standards of integrity and ethics. We want to do this the right way. We are conducting business in accordance with the highest ethical and legal standards as set out in our Code of Conduct. The Code guides us in acting responsibly, ethically, lawfully, with integrity and respect in a transparent manner. Our success and reputation depend on the behavior of all of us, every day again. Maintaining the trust and confidence of our stakeholders is fundamental to our business.

While doing our work, we may be confronted with obstacles, difficult choices and dilemmas. At such moments, we have our Code of Conduct, which is our guide for good business conduct. When you have a concern about a (suspected) violation of our Code of Conduct, we encourage you to speak up and express your concerns.

We understand that it takes courage to speak up. At VAC Group we stand for a culture of openness, transparency and fair treatment. Anyone who takes the courage to raise a concern in good faith, is doing the right thing and never has to be afraid of any penalty. If you are worried that something wrong or dangerous is happening at work, please do not keep it to yourself.

This SpeakUp Policy gives you guidance on how to raise concerns. Please help us keeping VAC the excellent place to work by speaking up and raising any concern you may have. We will highly appreciate that.

Finally, we would like to point out that you have the opportunity to raise any serious concern through the SpeakUp line. The SpeakUp line allows you to engage in communication with the VAC Compliance Team confidentially, anonymously, and in your own language. You will find more information on that in this SpeakUp Policy.

Dr. Erik Eschen
Chief Executive Officer

Timo Müller
Chief Compliance Officer

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1. SCOPE & PURPOSE

- 1.1. This SpeakUp policy describes the means by which reports of confirmed or suspected incidences of fraud and misconduct are being handled.
- 1.2. The SpeakUp policy applies to all directors, officers, shareholders, employees, suppliers, contractors, consultants, temporary employees, practical trainees, apprentices, applicants, agents and other representatives of VAC Group (hereinafter collectively referred to as employee/employees).

2. SUSPICION OF MISCONDUCT/ FRAUD

- 2.1. Each employee who may learn of any potential fraudulent or unethical conduct in serious violation of the VAC Code of Conduct and/or applicable law is encouraged to report the latter.
- 2.2. Each employee is encouraged to address a suspected misconduct directly with the person(s) involved. If this is not possible or an employee feels not comfortable in doing so, every employee can feel free to raise questions and concerns through any of the available channels described below:

Talk to your (direct) manager

The first person to approach when raising a concern is your direct manager. If this is not possible or you do not feel comfortable doing so, please feel free to raise questions and concerns through any of the available further channels as described below.

Talk to the Compliance Officer

It is also possible to contact your local Compliance Officer directly.

Talk to the Chief Executive Officer and the Chief Compliance Officer

You may also contact the Chief Executive Officer and the Chief Compliance Officer of VAC Group. Please find a list with the contact details of the VAC Compliance Team on the VAC website (www.vacuumschmelze.com) under the section downloads/compliance.

Use the SpeakUp line

In the event you believe that your concern cannot be dealt with through any of the channels above, you can use the SpeakUp line to report your concern. The SpeakUp line allows you to engage in communication with the VAC Compliance Team confidentially, anonymously, and in your own language. You can do this via web or phone. The dial-in and access details for SpeakUp in the various countries are set forth in the attachment hereto. SpeakUp line is being managed by an independent service provider and is available 24/7/365.

- 2.3. Through the SpeakUp line, reports can be made anonymously and directly to the Compliance Team at VACs headquarter in Hanau, Germany. The Compliance Team at VACs headquarter comprises the Chief Executive Officer, the Chief Compliance Officer and the General Counsel who are being located at VAC Hanau, Germany. If the report concerns one of the Members of the Compliance Team itself, the Report will not be forwarded to this Team Member and he will not take part in any investigation. Additionally, the report can also be forwarded to the Compliance Officers at the VAC foreign locations, if the facts of the case require this for practical reasons.

You can find more specific Information about the SpeakUp line, especially, on how to leave a message by using the SpeakUp line, in the attached document.

- 2.4. Should the messenger wish to meet personally with a representative of the Compliance Team to report his concerns, it will be tried to make this possible.
- 2.5. In order to minimize unclear and false reporting, the VAC Group has decided not to investigate any anonymous reports, which are received through other channels than the SpeakUp line.

3. REPORTING IN BAD FAITH

The VAC Group takes the practice of reporting in bad faith very seriously. This act is considered to be a serious breach of the Code of Conduct and disciplinary action will be taken against employees reporting in bad faith.

4. ASSIGNING RESPONSIBILITIES

- 4.1. All reports coming through the SpeakUp line will be made available to the Compliance Team.
- 4.2. Upon receipt of a report the Compliance Team will evaluate and assess the information received and determine the appropriate course of action. This may include an investigation directly conducted by the Compliance Team and/or by person(s) being appointed by the Compliance Team who will conduct or assist with the investigation under the supervision of the Compliance Team. The Compliance Team will ensure that all reported cases will be investigated and documented properly.
- 4.3. VAC Group expects management at all levels to handle all matters concerning any misconduct seriously, confidentially, fairly and promptly. Management is obliged to co-operate fully with and assist whoever is appointed to investigate the misconduct.

5. REPORT NOT UNDER INVESTIGATION

The Compliance Team has the right not to investigate a report. This can be the case if:

- (a) There is insufficient information for an adequate investigation and there is no possibility of obtaining further information;
- (b) It is established that the report was made in bad faith.

6. REPORTING

The Compliance Team will compile a monthly report of all open cases and may share this with third parties as it may reasonably determine under consideration of applicable law. This report will also include information about cases that are not being investigated or that have been closed during the preceding month.

7. PROTECTION & RIGHTS OF THE MESSENGER

- 7.1. The identity of all messengers who ask for anonymity will be protected and the VAC Group has

a strict policy of non-retaliation against messengers under this procedure. All reporting channels are designed to maintain the confidentiality of the identity of the messenger and of third parties mentioned in the report, should anonymity be desired. It is ensured that the identity of the messenger is not disclosed to anyone other than authorized employees responsible for receiving reports or taking follow-up action without the messenger's express consent. This also applies to any other information from which the identity of the messenger can be directly or indirectly inferred. Only in the case of section 7.4 may or must an exception be made to this. Unauthorized employees shall not be given access to sensitive information that could violate the anonymity and confidentiality of the report. Third party that hosts the SpeakUp line will never disclose voice-file, IP addresses or phone numbers, section 7.4 applies.

- 7.2. If the report is made to the supervisor, the supervisor shall exclusively inform the Compliance Team of the matter, which shall be responsible for the further processing of the matter
- 7.3. The right of non-retaliation is granted under the Code of Conduct and violation of this right will not be tolerated. Becoming a messenger does not, however, automatically result in immunity for misconduct.
- 7.4. Voice file, IP addresses phone might be handed over to the authorities, but never to VAC Group if the report has come through the SpeakUp line. Even if the procedure has been followed correctly, there are two exceptions as set forth at the end of this paragraph where a messenger's protection cannot be granted. In these matters, the competent authorities might be involved:
 - (a) In cases where it is established that a report has been made in bad faith;
 - (b) If the report itself is a criminal offence, e.g., a serious threat;
 - (c) If there is a governmental or judicial request (for example, in the context of a criminal investigation) to disclose information.
- 7.5. In the case of reports via the SpeakUp hotline, the reporter will receive confirmation of receipt of the report via the SpeakUp system within seven days at the latest.

Furthermore, the reporting party will receive feedback on the process (e.g. result, follow-up questions and so forth) no later than three months after the confirmation of receipt of the message (details on retrieving messages via the SpeakUp hotline are described in the appendix to this policy).
- 7.6. If the messenger is not satisfied with the follow-up and/or outcome of his/her report or when he/she does not feel protected, he/she can file a complaint directly with the Compliance Team or through the SpeakUp line. When the complaint comes through the SpeakUp line, it will be forwarded to the Compliance Team.

8. DATA PROTECTION & PRIVACY

The SpeakUp policy relies on the processing of personal data. VAC Group complies with the mandatory data protection law.

In particular, reports shall not be kept longer than is objectively necessary and proportionate for the follow-up of the report.

9. **CONTACT DETAILS**

Contact details for the Compliance Team and the VAC Code of Conduct are available on the VAC website (www.vacuumschmelze.com) under the section Downloads/Compliance.

The dial-in and access details for SpeakUp in the various countries are set forth in the Attachment hereto.

Attachment

1. SpeakUp: How to leave a message



Leaving a message

You can choose to leave a (new) message via the SpeakUp® phone or web system. We advise that you write down your message beforehand; this way you are sure about the information you are about to give and that your message is comprehensive and to the point.

SpeakUp phone: please dial the **country specific number**

SpeakUp web: please go to the **URL** to access the websystem

The **country specific number** and the **URL for the website** are set forth in the Attachment hereto.

For reports via phone you will be asked to enter the organisational code that is set forth in the Attachment hereto.

Select the language in which you would like to leave your message.

Have a pen ready when leaving the message. You will receive a personal **8 digit Report Number**, which is randomly generated. It is very important that you write this down, as you need it to check the response from VAC Group when you come back to SpeakUp® later. In addition, when reporting via the web system, you must create a password that grants access to your report. When reporting by telephone, access is granted via a four-digit code that you must assign in addition to the report number.

If you use the SpeakUp® phone system, make sure to pronounce clearly, and ideally spell out names and locations. If you are finished, simply hang up.

If you use the SpeakUp web system, you can type in or simply copy/paste your message. It also allows you to upload documents to your message. When you are finished, you can press the 'send message' button; a screen with your case number and message will appear, which can be easily printed out.

What happens in the meantime?

The moment you hang up the phone or you have sent your message, People Intouch starts the translation of the message into English (if necessary). If it is a phone message, the recorded sound file will be written down word by word first. **The recorded sound file will never be handed over to VAC Group.**

Once the transcription and translation is done, the exact message - both in the original language as in English - will be sent to the Compliance Team. The Compliance Team will evaluate the message and send a response to People Intouch.

People Intouch will translate the response and post it on the SpeakUp system. For phone, People Intouch will also record the response.

Reading your response

Within a week, a response will be ready for you on the SpeakUp system. In general you can find this response via the same way you have left your message, using the dial-in details mentioned above. Note that it is possible to switch from **phone** to **web** at a later stage, but you can never switch from web to phone.

To check your reply, you will be asked to press 1 if you already have a case number. To hear your response, press 1 and enter your case number. After you have heard your response, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up/log out and come back another time.

If you notice that a response has not been left for you yet, please be assured that the message is being reviewed and that a response will be available for you in a few working days. It is wise to check for a response regularly.

2. Frequently Asked Questions about the SpeakUp system

a) What is SpeakUp?

It is a service ('communication instrument') enabling all employees within the VAC Group to report serious breaches that would otherwise not be reported in complete anonymity. You can do this either by phone or via a secure website, without the interference of a human operator.

b) What is SpeakUp intended for?

You can raise every serious suspected illegal activity, fraud, or any other activity, which appears to be inconsistent with the VAC Code of Conduct or applicable Law.

c) How does SpeakUp work?

Phone: You dial the free phone number, enter your access code and leave your message. During your call you will not talk to an operator. All instructions have been pre-recorded and will guide you through the process easily. Within one week at the latest you will receive an answer. You can call back to listen to the VAC Group's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly.

(Tip: write down your message before you make the call.)

Web: Proceed to the SpeakUp Web Service page (through a hyperlink or by entering the URL), choose your country language and leave your message. Within one week you can return to the Web Service and read VAC Group's response. You can reply to this response. This communication cycle can be repeated endlessly.

d) Who operates SpeakUp?

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for processing all messages. Founded in 2004, People Intouch is based in Amsterdam, the Netherlands. The SpeakUp® reporting system is already used by numerous well-known companies such as BMW, Roche, Skanska, IKEA and Randstad.

e) Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the simple process and phone menu.

f) Can my identity be discovered?

VAC Group will 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** leave your contact details in your message, SpeakUp will forward it; if you do **not** leave your contact details, SpeakUp and VAC Group will not know who you are. Furthermore, VAC Group has agreed not to seek for the identity of any caller.

g) Will my voice be heard by the VAC Group?

No. The SpeakUp system is operated by People Intouch, an independent Dutch company that transcribes and translates your message and sends VAC Group a typed word-for-word transcript of what you have said.

(Tip: if you do not feel comfortable leaving a phone message, have someone else read out your message on the phone system or leave a message on the web system)

h) Can the VAC Group trace my connection data?

No, the SpeakUp system is operated by People Intouch. The VAC Group has no access to the connection data. Phone details or IP-addresses will never be handed over to the VAC Group. However, it could be that VAC Group traces user information from your VAC Group telephone or computer, note that you can use a public or non-identifiable telephone or computer as well.

i) What happens with the recording of my message?

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

j) Will confidentiality ever be broken?

The exception to the afore mentioned: if the SpeakUp system receives a message whereby the caller is threatening violence or a criminal act, the VAC Group can request to retain the recording to hand it over to the authorities. Still, the voice file and/or connection data will never be handed over to VAC Group.

k) Who is paying for my call?

Access is via a free phone number so you will call at no cost. *However, it can be that in exceptional cases (for some mobile operators for instance) local costs will apply.*

l) 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.

(Tip: try to be as comprehensive and to the point as possible in your message)

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

If you have tried calling from a mobile phone, then please try again using a fixed land line, we have experienced that this is the best way to reach the SpeakUp phone system. If you still encounter problems accessing the SpeakUp phone system, you can send an email to speakup@peopleintouch.nl. Your name, contact details or other sensitive information will never be handed over to VAC Group.

n) How quickly will my message be passed on to the VAC Group?

Your transcribed message will be sent to VAC Group, in principle, within one working day.

o) Who at the VAC Group receives my message?

The Compliance Team of VAC Group (Chief Executive Officer and Chief Compliance Officer), which is being located at VAC Hanau, Germany.

p) I want to remain anonymous, but would like to receive a response; how can I manage?

The SpeakUp system will give you a unique report number. Please make sure to write this down carefully. This report number enables you to listen to or read the response from VAC Group when you return to the system.

q) How quickly can I check for a response?

VAC Group will respond within one week at the latest.

r) Can I call SpeakUp at any time?

Yes, the SpeakUp phone service is available 24 hours per day and 365 days a year from every telephone. Each country has its own free phone number and access code.

s) Can I leave a message in my native language?

Yes, you can leave a message in your native language. Agreements are made with VAC Group about language options for each country. When leaving your message, you can simply choose one of these languages. Responses will be in your native language as well.

t) Can I leave documents?

Yes, the SpeakUp Web Service enables you to attach (electronic) documents.

When you left a message on the phone system, 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 leave your (electronic) documents.

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

u) 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.

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

The information to leave a message can be found on the Intranet page or the Internet page of VAC Group.

w) What is personal data and is my personal data protected by law if I leave a message through SpeakUp?

Personal data is (in short) information that can be used to (directly or indirectly) identify an individual (e.g. name, address, picture, phone number), which could be yourself or another person mentioned in your message. The processing of personal data through the SpeakUp system is strictly regulated (under the General Data Protection Regulation (**GDPR**)).

x) What are my rights if I leave a message containing my personal data through SpeakUp?

VAC Group is responsible for assuring your rights under the GDPR, which include: right to access, right to correction, right deletion/'to be forgotten', right to restriction of processing, right to data portability, right to object and right to file a complaint with the responsible supervisory authority. Internal policies at VAC Group should clarify how you can exercise these rights. VAC Group should also notify the relevant person if a so-called 'personal data breach' occurs in case there is a high risk to the rights and freedoms of that person.

y) Why is my consent to process any personal data not requested when I leave a message in the SpeakUp system?

Employees, such as you, are (in general) not being considered to be in a position to freely give, refuse or revoke consent, because there is a dependency resulting from the relationship between employee and employer. Any personal data included in a message that is being processed through the SpeakUp system, is processed on the ground that it is necessary for the purpose of detecting misconduct that otherwise would not be detected.

3. SpeakUp Tips for leaving a message

- ✓ Write down your message before leaving it. When using the SpeakUp web system you can copy/paste the message. When using the SpeakUp phone system you can simply read your message out loud.
- ✓ If you do not feel comfortable leaving a phone message, ask somebody else to read out your message in the SpeakUp phone system or leave a web message.
- ✓ If you are afraid of being traced: use an unidentifiable phone or computer, like a pay phone or an internet cafe.
- ✓ Anyone with access to the PC can view the contents of the web browser cache and find out what web sites and pages have been viewed on that PC recently. Therefore, it is advisable to clear the browser cache memory after using the SpeakUp system.
- ✓ Leave your message on your best suitable time and place. The system is available 24/7 from every telephone or computer.
- ✓ Make sure to write down or print (in case of using the web system) the case number.
- ✓ Remember that the case number is a personal case number. Only you know this number. So, if you want to refer to another case in your message, you should not use this number. You can e.g. instead use the exact date/time with a clear description of the content of the other case.
- ✓ When you leave your message, make sure you have made up your mind about remaining anonymous or not.
- ✓ When you leave your message, make sure you have thought about the amount and type of information you want to include in your message.
- ✓ It is helpful to receive as much facts as possible (for example a clear location, invoice numbers and exact dates).
- ✓ Personal names can also be vital, but please make sure to only include personal names if these are truly needed for the purpose of addressing and solving the matter you report. Keep it factual if you provide information about a person and do not include sensitive information which is clearly part of that persons private life (e.g. mental or physical condition or religious beliefs). If you decide to add names, preferably spell them out.
- ✓ If you have proof of your case in electronic form, please use the upload document facility of the SpeakUp web system. You can even use this web facility when leaving a message by phone, by using the case number you received.
- ✓ Always call back (phone) or log in again (web) to check whether a response was left for you.

Dial-in and access details:

Web URL <https://vacuumschmelze.speakup.report/Vacuumschmelze>

QR Code



Phone Numbers The following organisation code is required for reports via phone:

106071

Country	Phone Number and any additional notes
Albania	Number: +355 4 530 1801 Call charged at local rate
Algeria	Number: +213 983 29 93 38 Call charged at local rate
Angola	Number: +244 226 425 610 Call charged at local rate
Anguilla	Freephone: 1833 422 2005
Antigua and Barbuda	Freephone: 1833 422 2006
Argentina	Number: +54 11 2039 7280 Call charged at local rate
Australia	Number: +61 2 8284 6262 Call charged at local rate
Austria	Freephone: 0800 909 683
Bahamas	Freephone: 1833 422 2007
Bahrain	Number: +973 1650 1936
Bangladesh	Freephone: +880 (0) 9610 998462
Barbados	Number: +1 (246) 623 9631 Call charged at local rate
Belarus	Freephone: 8 820 0491 0089
Belgium	Freephone: 0800 89 326
Belize	Freephone: 1800 0130 076
Benin	Number: +229 20 90 0380 Call charged at local rate

Bermuda	Freephone: 1833 422 2008
Bhutan	Freephone: +975 2 379 003
Bolivia, Plurinational State of	Freephone: 800 105 122
Bosnia and Herzegovina	Number: +387 70 330 093 Call charged at local rate
Botswana	Freephone: 800 786 1103
Brazil	Number: +55 (11) 4700 8838 Call charged at local rate
Brunei Darussalam	Freephone: 801 4657
Bulgaria	Freephone: 800 210 0645
Burkina Faso	Number: +226 25 30 09 82 Call charged at local rate
Cambodia	Freephone: 1800 209 867
Cameroon	Freephone: +237 6 57 10 31 12
Canada	Number: +1 (514) 395 0496 Call charged at local rate
Cayman Islands	Number: +1 (345) 769 5580 Call charged at local rate
Chile	Number: +56 22 483 5917 Call charged at local rate
China	Freephone (via China Telecom): 1080 0152 3042
China	Freephone (Via China United Network): 1080 0852 2221
China	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
Colombia	Number: +57 601 242 1247 Call charged at local rate
Costa Rica	Number: +506 4036 0350 Call charged at local rate
Côte d'Ivoire	Freephone: +225 05 66 77 0918
Croatia	Freephone: 0800 7745
Cyprus	Freephone: 800 91142
Czechia	Freephone: 800 050 833
Denmark	Number: +45 43 31 09 61 Call charged at local rate
Dominica	Freephone: 1833 422 1998
Dominican Republic	Number: +1 (829) 947 1996 Call charged at local rate
Ecuador	Freephone: 1800 001 432
Egypt	Freephone: 0800 000 0083

El Salvador	Number: +503 2230 4752 Call charged at local rate
Estonia	Number: +372 609 3008 Call charged at local rate
Ethiopia	Freephone: 800 86 1919
Fiji	Freephone: 008 002 650
Finland	Freephone: 0800 392 912
France	Freephone: 080 554 3753
French Guiana	Freephone: 0800 99 1448
French Polynesia	Freephone: 0800 91 4886
Georgia	Freephone: 1800 008 013
Germany	Freephone: 0800 1818 952
Ghana	Number: +233 59 699 3553 Call charged at local rate
Greece	Freephone: 0080 0441 45924 The number will not work when called from a mobile
Grenada	Number: +1 (473) 230 0333 Call charged at local rate
Guam	Freephone: 1833 809 6777
Guatemala	Number: +502 2302 8459 Call charged at local rate
Honduras	Freephone: 800 2791 6139
Hong Kong	Number: +852 3019 4193 Call charged at local rate
Hungary	Freephone: 06 809 845 89
Iceland	Number: +354 415 0349 Call charged at local rate
India	Freephone: 0008 0005 03159
Indonesia	Number: +62 21 8063 0074 Call charged at local rate
Ireland	Freephone: 1800 800 636
Israel	Number: +972 3374 1225 Call charged at local rate
Italy	Freephone: 800 147 694
Jamaica	Number: +1 (876) 677 9125 Call charged at local rate
Japan	Number: +81 3 6627 0734 Call charged at local rate
Jordan	Freephone: 0800 23801 No mobile access

Kazakhstan	Number: (+7) 877 2735 74582 Call charged at local rate; No mobile access
Kenya	Number: +254 20 765 0957 Call charged at local rate
Korea	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	Freephone: +965 2205 5730
Latvia	Freephone: 800 05929
Lebanon	Freephone: 833 816 0193
Lithuania	Freephone: 8800 30366
Luxembourg	Number: +352 342 080 8982 Call charged at local rate
Malaysia	Number: +60 3 7724 3136 Call charged at local rate
Malta	Freephone: 8006 5144
Martinique	Freephone: 0800 90 1651
Mauritius	Number: +230 5 297 0999 Call charged at local rate
Mexico	Number: +52 55 4780 6198 Call charged at local rate
Moldova	Freephone: 080 060 016
Morocco	Number: +212 5 30 14 41 08 Call charged at local rate
Myanmar	Freephone: 0800 800 8062
Namibia	Freephone: +264 83 380 0103
Nepal	Freephone: 1800 001 0186
Netherlands	Number: +31 10 700 75 03 Call charged at local rate
New Zealand	Number: +64 9 913 5892 Call charged at local rate
Nicaragua	Number: +505 7513 7610 Call charged at local rate
Nigeria	Freephone: 070 8060 1221
North Macedonia	Number: +389 2551 3216 Call charged at local rate
Norway	Number: +47 24 14 06 01 Call charged at local rate
Oman	Freephone: 8007 4161
Pakistan	Freephone: 0080 0900 44437
Panama	Number: +507 308 4480 Call charged at local rate
Papua New Guinea	Freephone: 0008 61322

Paraguay	Freephone: 0098 0044 10266 No mobile access
Peru	Freephone: 0800 74535
Philippines	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device
Poland	Freephone: 800012953
Portugal	Freephone: 800 831 302
Puerto Rico	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	Freephone: 00800 101 094
Réunion	Freephone: 1800 916 980
Romania	Freephone: 0800 400 653
Russian Federation	Freephone: 8 (800) 100 69 94
Saudi Arabia	Freephone: 800 850 1433
Serbia	Number: +381 10 520 043 Call charged at local rate
Seychelles	Freephone: 800 131
Singapore	Number: +65 6403 7051 Call charged at local rate
Slovakia	Freephone: 0800 113 418
Slovenia	Freephone: 0800 83115
South Africa	Number: +27 (21) 427 7937 Call charged at local rate
Spain	Number: +34 900 031 156 Call charged at local rate
Sri Lanka	Number: +94 (72) 091 0370 Call charged at local rate
Sudan	Freephone: +249 15 655 9883
Suriname	Freephone: 833 816 0919
Sweden	Freephone: 020 160 4703
Switzerland	Freephone: 080 000 5691
Taiwan, Province of China	Number: +886 2 7743 8912 Call charged at local rate
Tanzania	Freephone: 0800 11 1020
Thailand	Number: +66 2 844 9693 Call charged at local rate
Trinidad and Tobago	Number: +1 (868) 224 1869 Call charged at local rate
Tunisia	Number: +216 31 300 338 Call charged at local rate

Turkey	Freephone: 0080 04488 28602
Turks and Caicos Islands	Freephone: 1833 462 1355
Uganda	Number: +256 41 423 8162 Call charged at local rate
Ukraine	Freephone: 0800 801 205
United Arab Emirates	Freephone: 800 0444 0408
United Kingdom	Freephone: 080 0022 4118
United States of America	Number: +1 (669) 288 7154 Call charged at local rate
Uruguay	Freephone: 0004 1598 5762
Venezuela	Number: +58 212 335 7722 Call charged at local rate
Viet Nam	Number: +84 1900 3271 Call charged at local rate
Virgin Islands (British)	Freephone: 1833 462 1356
Virgin Islands (U.S.)	Freephone: 1833 724 6398
Zimbabwe	Freephone: +263 867 742 2010