

Speak-Up – Introduction for Externals

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How to Leave a New Message

Step 1: Leave a New Message via the Speak-Up Line

You can choose to leave a message via either the Speak-Up Line phone system or the web system. The working of both systems is similar and very simple. The web system has the advantage that you are able to print out your exact message and upload documents right away. Whichever system you choose, you should always write down your message beforehand; this way you can be sure about the information you are about to give and that your message is comprehensive and to the point.

Phone System:

If you want to use the phone system, please dial the free phone number.

After you have selected your language option, you will be asked to enter your access code.

When you make the call, be sure to have a pen ready. You will receive a six digit case number, which is randomly generated. It is very important that you write down this case number so that you are able to access the response to your message at a later time. You can record your message after the beep. Please make sure to enunciate and ideally spell out names and locations. Simply hang up when you are finished.

Web System:

If you want to use the web system, please go to the mentioned page.

After you have selected your language option, you will be asked to enter your access code.

Once inside the web system, you will be able to type in or simply copy/paste your message. When you are finished, you can press the "send message" button; a screen with the case number and your message will appear, which you can then print out.

At this point, your submission is complete.

What Happens in the Meantime...?

The moment you hang up the phone (phone system) or you send your message (web system), People Intouch starts working on your message. If your message is in a language other than German or English, it will need to be translated into English. If it is a phone message, the recorded sound file will first be transcribed word for word. The recorded sound file will never be handed over to SMA. This means that nobody at SMA will ever hear your voice.

Once the transcription and translation is finished, the exact message – both in the original language and in English – will be sent to the Corporate Compliance department at SMA AG. Your Compliance Officer will evaluate the message and send a reply message to People Intouch.

People Intouch will translate the message back into your language and post it on the web system. For the phone system, People Intouch will record the reply message in your language for you to hear over the telephone.

Step 2: Return to the Speak-Up Line to Access the Response

Within about a week, a response will be ready for you on the system. Please note that you will find your response on the same system where you left your original message. In other words, if you left your message on the phone system, a response will be ready for you on the phone system; the same for the web system. To access the response, simply return to the respective system:

Phone System:

You will be asked to press “1” if you already have a case number. In order to hear your response, press “1” and enter your case number. After you have heard your response, you can record a reply message immediately; if you need some additional time to think, you can simply hang up and call back another time.

Web System:

You will be able to select the button **'if you already have a case number'** to view the response.

After you have read your response, you can immediately post a reply message; if you need some additional time to think, you can log out and return to the web system at a later time.

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

Speak-Up Line Tips for Leaving a Message

- Write down your message before submitting it. When using the Web, you can copy/paste the message, and when using the phone, simply read your message aloud.
- When you write down your message, make sure you have made up your mind as to whether you would like to remain anonymous or not. If you wish to remain anonymous, then do not provide your name or contact information.
- When you write out your message, make sure that you have thought clearly about what information you possess (who, what, where, when and how) and what information you wish to share. Also be sure that what you report is a serious violation of the SMA Business Principles. For example, bullying among colleagues or by a manager is a serious violation of SMA Business Principle Nr. 8, but somebody speaking in an aggressive tone one day is likely not a serious violation.
- Give as many details as possible, such as names, locations, invoice numbers, etc.
- If you have proof for your case in electronic form, please use the upload document function of the Speak-Up Line web system. You can use this function even if you leave a message through the phone system by using the case number you received.

- When using the phone system, clearly pronounce or even spell out names.
- Make sure to write down or print out (web) the case number.
- Make your report at the most suitable time and place – preferably not at the office. The system is available 24/7.
- Call back (phone) or log in (web) at frequent intervals to check whether a response has been left for you.
- If you are worried about being traced, use an unidentifiable phone or computer, such as a pay-phone or a computer in an internet café.
- If you do not trust that SMA will never hear your voice, leave a web message or ask somebody else to read your message out loud in the Speak-Up Line phone system.