

Speakout is a confidential reporting tool for Mondi employees and external partners.

The service is designed to support Mondi's corporate commitment to ethical, transparent Business practice and conduct. The Code of Business Ethics sets out the five fundamental ethical principles that govern the way in which Mondi and its employees will conduct business.

Legal Compliance

Mondi will comply with all applicable laws and regulations.

Honesty and Integrity

Mondi will observe the highest standards of honesty and integrity.

Human Rights

Mondi will respect the Universal Declaration of Human Rights.

Stakeholders

Mondi will have due regard to the interests of all its stakeholders including shareholders, employees, customers, business partners and communities.

Sustainability

Mondi will conduct its business sustainably, ensuring safety, health and the protection of the environment.

Mondi will encourage all those with whom it does business to observe the same principles.

The detailed application of these principles is documented in Mondi's policies and procedures, in particular the Mondi Sustainable Development Policy.

For further information, visit the Mondi website www.mondigroup.com

Country	Telephone numbers
Austria	Vienna local number 01-2297407
Belgium	0-800-7-7593
Bulgaria	Sofia local number 02-4917020
China	collect call to 001-612-767-1314
Croatia	0800-222-458
Czech Republic	Prague local number 2-28880021
Denmark	8088-2808
Finland	Helsinki local number 09-31581677
France	0-800-90-7717
Germany	0-800-182-7165
Greece	00-800-180-9-20143226
Hungary	06-800-17183
Italy	800-78-3902
Japan	Tokyo local number 03-45789245
Jordan	collect call to 001-612-767-1316
Lebanon	collect call to 001-612-767-1318
Malaysia	1-800-80-8338
Mexico	Mexico City local number 0155-46240153
Morocco	collect call to 001-612-767-1330
Netherlands	0-800-0229912
Norway	800-1-5621
Oman	collect call to 001-612-767-1331
Poland	0-0800-111-3544
Romania	collect call to 001-612-767-1325
Russia	collect call to 001-612-767-1326
Serbia	collect call to 001-612-677-2076
Slovakia	Bratislava local number 02-33215436
South Africa	0-800-98-1123
Spain	900-97-1326
Sweden	0-20-79-38-22
Switzerland	0-800-562-908
Thailand	Bangkok local number 02-1055704
Turkey	collect call to 001-612-767-1307
UK	0-800-032-8381
Ukraine	access code: 0^0011 toll-free number: 877-808-8290
US	800-243-5175



Speakout

a confidential service for Mondi employees and partners

This leaflet will explain more about the **Speakout** service and how to use it. We would encourage you to read the instructions and familiarise yourself with the process.



Call for free, 24 hours a day, seven days a week or email: mondi@getintouch.com

About Speakout

Speakout is a confidential reporting tool designed to make it as convenient and straightforward as possible for you to raise your concerns about any behaviour or activities which may conflict with Mondri's business ethics.

Call at your convenience

The **Speakout** service is available 24 hours a day, seven days a week, by dialling a freephone number. Once connected you simply record a voice message on the confidential, automated system.

Completely confidential service

Speakout is designed to eliminate any concerns you might have about saying what's really on your mind. Your recorded message is transcribed into a typed note and the recording is then erased so that no one at Mondri will hear your voice.

Unless you specifically choose to identify yourself when leaving the message, there is no way of knowing who the message is from. This way, you can be confident that anything you say will be kept completely confidential and anonymous.

When should you use Speakout?

Any questions, concerns or issues should normally be addressed directly with your manager or with a member of the Human resources staff. However, if you are not comfortable doing that, or are not satisfied with the response you've received as a result of doing so, that's when you should consider using **Speakout**.

What should Speakout not be used for?

It is not intended to replace existing compliance policies or established grievance procedures.

So think before you call – should you be talking to your manager or Human Resources first?

How do you use Speakout?

It is simple to use:

1. Dial your country number located on the back of this leaflet.
2. Write down your assigned five-digit case number and keep it in a safe place.
3. Record a message of any length and then hang up.
4. After 14 days, call the number again and enter your five-digit case number to receive an update or response.



**Speakout is
a completely
confidential
service.**

Tips for using Speakout

- Write down the major point you would like to make before you call.
- Remember to take note of your five-digit case number.
- If you want your message to be directed to a specific individual, say so at the start of the recording.
- Decide whether or not you want to identify yourself at the start of the message. If you decide to identify yourself and wish to be contacted directly, you should indicate on the message the best way to reach you, either at work or at home. Otherwise, to remain confidential, call back after 14 days to receive an update on your case.
- To help us follow up your enquiry, please provide as much information as you feel you can. It would be particularly helpful to identify your business unit and/or your location if possible.

*Important notice: recording a message via **Speakout** does not constitute a 'legal notice' to Mondri.*

Speakout is operated by

INTOUCH

Management Communication Systems, Inc.
3100 West Lake Street, Suite 430
Minneapolis, MN 55416
United States of America
P: 612-926-7988
F: 612-926-4140
www.getintouch.com