



## Frequently Asked Questions about the Compliance Helpline system

### 1. What is the Compliance Helpline?

*It is a service ('communication instrument') enabling all employees within ADAMA 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.*

### 2. What is the Compliance Helpline intended for?

*The Compliance Helpline is intended for the reporting of direct knowledge or genuine suspicions of fraudulent, unethical or unlawful conduct in violation of the Code of Conduct where the messenger does not feel able to use his or her normal reporting lines which are the direct manager, senior members of management and any member of the Legal & Compliance team.*

### 3. Who operates the Compliance Helpline?

*The service is operated by a third party, EQS, an independent German company. EQS is responsible for processing all messages.*

### 4. Is the system difficult to use?

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

### 5. Can my identity be discovered?

*ADAMA 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, EQS will forward it; if you do **not** leave your contact details, ADAMA will not know who you are. Furthermore, ADAMA has agreed not to seek the identity of any caller.*

### 6. Will my voice be heard by ADAMA?

*No. The Compliance Helpline system is operated by EQS, an independent company that transcribes and translates your message and sends ADAMA 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)*

### 7. Can ADAMA trace my connection data?

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

### 8. What happens with the recording of my message?

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



**9. Will confidentiality ever be broken?**

*NO The only exception is if the EQS system receives a message whereby the caller is threatening violence or a criminal act, ADAMA can request EQS to retain the recording to hand it over to the authorities. But still, the voice file and/or connection data will never be handed over to ADAMA.*

**10. 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.*

**11. 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)*

**12. How quickly will my message be passed on to ADAMA?**

*Your transcribed message will be sent to ADAMA, in principle, within one working day.*

**13. Who at ADAMA receives my message?**

*ADAMA's Head of Compliance.*

**14. I want to remain anonymous, but would like to receive a response; how can I manage?**

*The Compliance Helpline system will give you a unique case number. Please make sure to write this down carefully. This case number enables you to listen to or read the response from ADAMA when you return to the system.*

**15. How quickly can I check for a response?**

*ADAMA strives to respond within one week. If no answer is available after a week, 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 number.*

**16. Can I call the Compliance Helpline at any time?**

*Yes, the Compliance Helpline 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.*

**17. Can I leave a message in my native language?**

*Yes, you can leave a message in your native language. Agreements are made with ADAMA 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.*

**18. Can I leave documents?**

*Yes, the 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.*



**19. 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.*

**20. 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 most likely be found on the Intranet page of your company.*