

**WE TREAT
EACH OTHER
WITH RESPECT**



**We encourage you to talk
to us about things like:**

- Conflicts of interest
- Confidential information being disclosed
- Intellectual property rights being violated
- Fraud
- Theft
- Environmental, health, or safety issues
- Bribes being offered or accepted
- Discrimination or exclusion
- Intimidation or harassment
- Exploitation
- Alcohol or drug abuse
- Any violations of company policies or procedures

**Remember, your manager
and HR are there to
listen and to help you.
Speak to them first.**

**Look up your local phone number on page
3 and call free (24hr) or go to
www.alertline-shv.com**



Alertline is an initiative from  SHV
Read our Corporate Philosophy on www.shv.nl

**WE TRUST YOU
TO TALK TO US
YOU CAN TRUST
US TO LISTEN**



ERIKS



WE'RE PROUD OF OUR COMPANY

The values we share help make our company a great place to work. Trust, honesty and respect for each other, our customers and suppliers determine how we behave and how we do business. We also want to meet society's expectations: to be transparent and in compliance with legal requirements. In other words, we want to do good business - at all times.

Your role is important. Please talk to us if you have any concerns about workplace practices.

Speak to your manager and HR. They are there to listen and to help you.

If you've already tried that and feel you are not being heard, you can call our Alertline.



WHAT IS ALERTLINE?

Alertline is an additional service organised to provide you with a safe environment to voice your concerns about workplace practices.

HOW CAN I REPORT MY CONCERNS?

Speak to your manager or HR.

Or you can report your concerns online or by calling the Alertline telephone number. To report online just go to www.alertline-shv.com. You will be asked to choose a language, and then you will be guided step by step through the reporting procedure with instructions in your own language.

The free telephone number and the website are available anytime day or night, seven days a week.

WHEN I DIAL ALERTLINE, WHO TAKES MY CALL?

An independent firm called Global Compliance has been hired to process calls to our Alertline telephone number. When you dial this number you will be asked to choose a language. Professionals, who are trained to listen, take your call and help you report your concerns, without taking sides.

WHAT DOES IT COST?

Absolutely nothing! This service is free. You can talk for as long as you need to.

MUST I GIVE MY NAME?

You are encouraged to give your name so that you can be contacted directly for more information if necessary. This may help to get your concern dealt with more quickly. If you wish to remain anonymous we guarantee that no call tracing or recording devices will be used.

WHAT HAPPENS AFTER I REPORT MY CONCERNS?

All reports that come in by telephone or online are sent to a central point. The reports are carefully assessed and passed on to the right person to deal with them – and NOT to someone who may be part of the problem.

HOW SAFE IS MY JOB?

Your personal integrity means a great deal to us. It is a building block of our integrity as a company. By reporting your concerns, you help us do good business. We guarantee that your concerns will be treated with respect, and dealt with at whatever level needed to ensure your interests are protected. Everything possible will be done to safeguard your position.

DO I GET FEEDBACK?

Yes. If you leave contact details when making your report, by telephone or online, you will be contacted directly.

If you don't leave contact details you can only get feedback online. You will be given a report number and PIN code which you can use to access your report on the Alertline website. If we need more information from you, you will be asked for it here.

INTERNATIONAL ALERTLINE TELEPHONE NUMBERS

Look up your local number to call toll free

Argentina	0800 2660551
Australia	1 800 072 347
Belgium	0800 78 271
Brazil	0800 891 4098
Canada	855 333 6716
China	400 991 1153
Colombia	01 800 911 0011 wait for tone, dial 8884750660
Denmark	80010010 wait for tone, dial 8884750660
France	0800 918196
Germany	0800 182 3568
Hungary	06 800 011 11 wait for tone, dial 855 314 3289
India	000 800 100 1497
Ireland	1 800 553 735
Malaysia	1 800 81 2707
Netherlands	0800 022 2059
Norway	80019011 wait for tone, dial 8884750660
Pakistan	11-22 wait for tone, dial 8884750660
Philippines	1010 5511 00/PLDT or 105 11/Non PLDT, wait for tone, dial 8884750660
Poland	0 0 800 111 1977
Saudi Arabia	1 800 10 wait for tone, dial 8884750660
Singapore	800 110 1648
Slovakia	0800 000 101 wait for tones, dial 8884750660
South Africa	0800 999 364
Spain	900 99 00 11
Sweden	020799111 wait for tone, dial 8884750660
Switzerland	0800 890011 wait for tone, dial 8884750660
Thailand	001 800 11 002 2133
Turkey	00800 448829568
UAE	800 0021 wait for tone, dial 8884750660
UK	0808 234 0273
USA	855 333 6716
Venezuela	0800 1 00 2170



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