

Frequently Asked Questions & Answers

What is the Ragn-Sells reporting line?

The Ragn-Sells misconduct reporting line is a comprehensive and confidential reporting tool that assists everyone in the company and external stakeholders to work together to address misconduct and breaches of Ragn-Sells' Code of Conduct, Company Directives, and local laws to help ensure Ragn-Sells conducts its business in accordance with ethical principles, laws, and regulations. The reporting tool is hosted and managed by Ernst & Young AS (EY).

What happens to my reports once submitted?

Once a report is submitted, EY will receive your report. EY registers your report in a case management system. They send the initial report to the Ragn-Sells Compliance team and the Group CEO who conducts an initial assessment to determine whether your report relates to a credible compliance concern and if an investigation is warranted. If your report satisfies these criteria, it will be recommended for further investigation. You will be notified of the outcome of the assessment.

If your report is recommended for investigation, Group Compliance or another relevant function investigates your report. While the circumstances of each allegation may require different investigation steps, all investigations follow a fair process and are conducted as quickly and efficiently as circumstances permit. Once the investigation is completed, Group Compliance distributes the investigative findings to all relevant stakeholders. If a violation is found to have occurred, actions will be taken to hold people accountable and improve our processes to prevent future breaches and violations.

Suppose your concern involves a member of the Executive Leadership Team or a member of the Group Function Compliance. In that case, it will be referred to the appropriate person within Group Legal for handling and will be assessed for potential notification to the Chairman of the Board.

Ragn-Sells has zero tolerance for retaliation against reporters who raise misconduct concerns in good faith and employees who truthfully cooperate in an investigation.

How is anonymity and confidentiality maintained in the Ragn-Sells reporting line?

As far as reasonably possible, the information will be treated confidentially. Only authorized persons have access to the system and the information is subject to data protection rules and regulations. The system does not trace phone calls and you can choose to be fully anonymous. In the case of anonymous notifications, no identifiable information, such as browser type and version, IP address, or operating system, is stored.

Is the telephone hotline confidential and anonymous too?

Yes. You will be asked to provide the same information you would provide in an Internet-based report; the interviewer will type your responses directly into the secure environment of the Ragn-Sells reporting tool. Telephone-based reports have the same security and confidentiality measures applied during delivery as Internet-based reports.

Where do these reports go? Who can access them?

Reports are entered directly into a secure server to prevent any possible breach in security. They are only shared through password-protected files with specific investigators within the company assigned to evaluate the report, based on the type of issue and location of the incident.

What type of situations should I report to the Ragn-Sells Compliance team?

Reporting breaches or misconduct means reporting unacceptable situations in the business to someone who can do something about it. Unacceptable situations are the breach of laws, rules, generally accepted ethical norms, other external obligations, or the Ragn-Sells Group Code of Conduct and Company Directives.

Examples of breaches or misconduct can include:

- Embezzlement, theft, or other forms of crime
- Violation of safety rules
- Inappropriate gifts, bonuses, or payments
- Bullying, discrimination, and harassment
- Circumstances that could represent a danger to life or health
- Illegal pollution
- Disloyalty
- Breach of competition rules
- Inappropriate behavior

Please note that the reporting line is not an emergency service. Contact your local authorities if the report is a life-threatening issue.

I am not sure if what I have observed or heard is a breach of Ragn-Sells' Code of Conduct, Company Directives, or local laws, but it just does not look right to me. What should I do?

File a report. We would rather you report a situation that turns out to be harmless than let possibly unethical behavior go unchecked because you were unsure.

What if my boss or other managers are involved in a breach?

The Ragn-Sells reporting line and report distribution protocols are designed so that implicated parties are not notified of an ongoing investigation. Reports are available only to specific investigators within the company assigned to evaluate the report, i.e., the implicated individual never has access to the report.

How do I report issues that cannot be reported through the Ragn-Sells reporting line?

Report these issues to your supervisor/manager, to your HR Manager, the Head of Compliance, or the Group CEO.

What if I remember something important about the situation after I file the report?

When you file a report, either using the Internet or the Contact Center of the reporting line, as non-anonymous you can contact EY by telephone, or you can send in a new report in the web solution. If you've chosen to be anonymous it is possible to communicate directly with EY's whistleblowing center anonymously through our web solution or by using the telephone solution. EY's anonymous chat enables secure anonymous communication between you and EY, with the possibility to upload documents. In the anonymous chat, you will get information on your notification's follow-up process.

May I report my concern anonymously?

Yes. If local laws permit, you may report your concerns anonymously.

Can I face reprisals if I report an issue?

Ragn-Sells does not accept any retaliation against an employee or business partner who in good faith reports a concern. If you believe you have faced retaliation of any kind, please report it so that the company can investigate.

How do I get feedback on my report?

After submitting your report, and if you have chosen to be non-anonymous, EY will send you a short confirmation that your notification has been received and will be processed. If necessary, you can reach EY for further questions, etc. If you choose to disclose your contact information to EY's whistleblowing center, your anonymity will be maintained towards Ragn-Sells if you require so. If you choose to disclose your identity exclusively to EY, they will contact you for follow-up of your notification. If you choose to be fully anonymous, it's as mentioned above possible to communicate directly with EY's whistleblowing center anonymously through our web solution or by using the telephone solution. EY's anonymous chat enables secure anonymous communication between you and EY, with the possibility to upload documents. In the anonymous chat, you will get information on your notification's follow-up process.