



Landis+Gyr

Human Rights

Global Policy

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1.0	01 Mar 2025	Howard Gibson	Introduction of topics; creation of base document



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2 INTRODUCTION

Landis+Gyr Group AG (collectively with its affiliated companies “Landis+Gyr”, “us”, “we”) conducts its business in accordance with all applicable laws and regulations, and in accordance with the highest standards of business conduct and ethics. Landis+Gyr maintains a steadfast commitment to comply with all Human Rights and related laws in all countries in which it does business.

The Landis+Gyr Code of Business Ethics & Conduct establishes the founding principles of who we are and how each of us does business every day. One of these founding principles is how we treat our employees, customers, contractors, suppliers, other stakeholders and third parties in our value chain. The purpose of the Landis+Gyr Human Rights Policy (“Human Rights Policy”) is to position a clear framework, as a Company, specifically in relation to Human Rights.

Landis+Gyr recognizes that its business activities, irrespective of where they are conducted, can potentially have an impact on human rights through its own operations, or through business relationships along its whole value chain. This Human Rights Policy formalizes and specifies Landis+Gyr’s commitment to support and respect human rights for all people, as set out in our Code of Business Ethics & Conduct as a founding principle. With this Human Rights Policy and our Human Rights Framework, Landis+Gyr aims to lead by example when it comes to applying responsible business practices in line with internationally proclaimed human rights and labor standards.

3 WHAT ARE HUMAN RIGHTS?

Human rights are the fundamental rights, freedoms, and standards of treatment belonging to all human beings by virtue of being human. Landis+Gyr upholds and respects all internationally recognized human rights as contained in:

The [Universal Declaration of Human Rights \(UDHR\)](#),
The [International Covenant on Civil and Political Rights \(ICCPR\)](#),
The [International Covenant on Economic, Social, and Cultural Rights \(ICESCR\)](#), and
The [Core International Labour Organization \(ILO\) conventions](#).

Landis+Gyr is committed to the [UN Guiding Principles on Business and Human Rights](#) (UN Guiding Principles), which includes the development and implementation of a human rights policy, the design of a framework to assess and mitigate known risks, and the creation of formal mechanisms to report and remedy grievances where they occur.

In the event that we identify a direct link to an adverse human rights impact, we are committed to using our leverage, including working directly with our third-party partners, to address the impact and to implement a roadmap plan of improvement where appropriate.

Landis+Gyr believes it is essential to undertake a formal approach to human rights. Human rights constitute a fundamental basis upon which Landis+Gyr itself operates, and the basis upon which we work with supply chain partners to develop employee ethics codes and policies, and create a safe, inclusive, and diverse workplace. The creation, implementation, and communication of a formal Human Rights Policy, as part of a broader framework for respecting human rights, enables Landis+Gyr to position its business operations in compliance with these vital ground rules, and maintain its leadership in the energy



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industry, reduce the potential for negative reputational risks, and strengthen opportunities for engagement and collaboration with stakeholders. Landis+Gyr communicates its human rights commitment by publishing this Global Human Rights Policy online.

In the context of its dedication to inclusion, diversity and social justice, Landis+Gyr is committed to respecting the rights of vulnerable groups, including minoritized religious, political, racial, and ethnic communities; people with disabilities; migrant workers and refugees; children; Indigenous and First Nations peoples; LGBTQ+ communities; union members, human rights defenders, and others who are disproportionately exposed to adverse impacts or who have inequitable access to remedy.

Landis+Gyr will continue to monitor, both internally and within its value chain, the key salient issues related to human rights; these include most notably issues related to privacy, freedom of expression, the right to equal protection against discrimination, health and safety, the right to freely chosen employment, young workers and child labor and the ethical sourcing of minerals and pollution.

4 SCOPE

The scope of Landis+Gyr's Human Rights Policy applies to all employees, and third-party partners (e.g.: suppliers, distributors, agents, resellers and contractors), and supports the human rights of all Landis+Gyr's stakeholders.

5 COMMITMENT AND PRINCIPLES

Landis+Gyr makes the following commitments to respect, support, and promote human rights. We expect all our partners and suppliers, across our whole value chain, to make commitments aligned to these standards.

- Comply with applicable laws;
- Adopt a human rights governance structure and responsible business practices consistent with the UN Guiding Principles;
- Implement policies and processes to identify, prevent, mitigate, and remediate human rights risks and impacts;
- Engage openly and regularly with stakeholders on issues that impact human rights, including with affected or potentially affected rightsholders or their legitimate representatives;
- Contribute to the development of international sector-specific human rights standards;
- Report transparently on corporate support of and performance on human rights;
- Assess and address the company's salient human rights issues, track the effectiveness of the company's response, and transparently report on corporate support of and performance on human rights;
- Work with their own suppliers and partners to uphold these same values and implement similar policies and practices.

6 GOVERNANCE

The Landis+Gyr governance approach is based on increasing awareness of human rights, monitoring human rights risk, building capacity and promoting stakeholder dialogue. We expect all leaders within our business to be strong role models for acting with integrity, and promoting an ethical culture that respects the dignity and equality of all people. To this effect, we have implemented training and awareness programs to strengthen capability within our workforce, promoting human rights awareness, competencies and leadership.

We conduct human rights due diligence through our 'ESG Supplier Due Diligence Committee' to identify, prevent and mitigate human rights risks and impacts across our business, as well as within the Landis+Gyr value chain.

Landis+Gyr's cross-functional ESG Supplier Due Diligence Committee is responsible for the day-to-day analysis and mitigation of human rights risks relevant to our business. The Committee reports into the Executive Management, and is staffed by specialists who partner with teams to review and address human rights risks across Landis+Gyr's global business.

At every step of the Landis+Gyr – Supplier lifecycle, there are human rights related measures in place, including:

- a formal third-party ethical assessment;
- an initial due diligence assessment questionnaire (including a specific human rights component);
- a formal request to sign the Landis+Gyr Supplier Code of Conduct and Green Procurement Annex (or provide us with an example of an equivalent internal document);
- annual supplier training, created and proposed by a third-party provider, on the topics of code of conduct, anti-corruption, business ethics and anti-bribery;
- Selected supplier on-site audits;
- Supplier development initiatives.

Furthermore we have implemented a specific due diligence process for conflict minerals in our supply chain, in line with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas. Our Supplier Code of Conduct and Green Procurement Annex details the expectations of our suppliers, and allows a robust process for evaluating their business practices. We commit to working collaboratively with our suppliers to mitigate identified actual or potential adverse human rights impacts in our supply chain.

We investigate human rights incidents to understand causes and contributing factors, and we take remedial actions to avoid them being repeated.

7 REPORTING CHANNELS

Employees are encouraged to talk to their supervisors, managers, the Legal & Compliance department, the Chief Compliance Officer, or other appropriate personnel, should they become aware of any internal concern related to Human Rights. In addition, Landis+Gyr has established a more formal procedure for reporting suspected improper conduct. An employee may, instead of directly reporting a concern to a supervisor, manager, or staff member, make a report through the Human Rights SpeakUp System.



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Concerned parties outside of Landis+Gyr (e.g.: stakeholders in the Landis+Gyr value chain, including its supply chain) may also use the Human Rights SpeakUp System to make a report.

The Landis+Gyr Human Rights SpeakUp System ensures the anonymity of the employee or the stakeholder submitting the report, should they wish to remain anonymous.

Employees or stakeholders can submit a report either by phone or via a secure website. Employees and stakeholders can expect to receive a response within one week of submitting the information.

Please refer to [Appendix 1](#) for details of the dial-in numbers and URLs for the Human Rights SpeakUp System in each country.

The report submitted should contain as much specific information as possible to allow the appropriate personnel to conduct an investigation of the matter reported. To this end, employees or stakeholders should attempt to answer as many of the following questions as possible:

- Who is involved?
- Where did it happen? (location, department, country)
- When did it happen?
- How did it happen?
- Why did it happen?
- Is there any evidence and where can it be found?
- Who is the victim and what is the damage (financially, psychologically, reputationally)?
- Is it still happening?
- Further information that could help resolve the issue?
- Who was informed about the issue and when?

An employee or a stakeholder does not need absolute proof of misconduct to make a report, but Landis+Gyr would expect the reporting employee or stakeholder to have some reasonable basis for voicing their concerns prior to the submission of a report. You are encouraged to review in detail the Human Rights SpeakUp Message Process ([Appendix 2](#)), the FAQ for the Human Rights SpeakUp process ([Appendix 3](#)), and tips for submitting a Human Rights SpeakUp message ([Appendix 4](#)).

The use of the SpeakUp System is entirely voluntary.

7.1 Confidentiality

All information received will be treated with absolute confidentiality, unless disclosure is legally required or deemed advisable (1) in connection with any governmental investigation or report, (2) to legally investigate the complaint, or (3) in the course of Landis+Gyr's legal handling of the matter. Please note that some jurisdictions require that full confidentiality and anonymity be maintained throughout the reporting process according to local whistleblower legislation; this is the foundational approach for Landis+Gyr.

7.2 Investigation

If a reasonable basis for an investigation exists, an employee's or a stakeholder's report will either be investigated internally by an investigation team assembled and overseen by the CCO, or if necessary, be



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referred to the appropriate law enforcement or regulatory authorities. Under the direction, instruction, and oversight of the CCO, other parties, including outside counsel, may become involved in the inquiry based on their oversight responsibility or expertise.

Landis+Gyr will aim to keep the reporter informed of the progress of the investigation and its likely timescale. However, there may be times in which the need for confidentiality prevents the Company from giving out specific details of the investigation or any disciplinary action taken as a result. The reporter should treat any information about the investigation as confidential.

Corrective action will be taken when it is deemed necessary, as appropriate and subject to local law, by the relevant management and/or other designated personnel.

Feedback will be provided to the reporter within three months of the report being received.

Disclosure to public authorities may be made if the person reporting the suspected human rights concern is dissatisfied with result of the investigation, or has grounds to believe that the breach may constitute a danger to the public interest, or fears retaliation.

7.3 Protection of Informants

In order to preserve the integrity of these procedures and protect our employees and stakeholders, it is essential that any employee or stakeholder has the opportunity to raise concerns or report misconduct without fear of retribution. Landis+Gyr is strongly committed to maintain an environment in which employee or stakeholder reports are encouraged and accepted, and in which our employees or stakeholders feel free to voice a concern or report a suspected violation without fear of intimidation or retaliation.

Accordingly, this policy prohibits retaliatory action against any employee or stakeholder who, in good faith, reports suspected wrongdoers, unless the individual reporting is one of the violators. Landis+Gyr will not tolerate any harassment or intimidation of any employee or stakeholder who reports misconduct. Disciplinary action will be taken against any supervisor or other employee who retaliates, directly or indirectly, or encourages others to do so, against an employee or stakeholder who reports a violation. If an employee makes a report in good faith and it arises that the employee was incorrect in their reporting, his/her concerns will be nevertheless appreciated and they will not be subject to disciplinary action.

If an employee intentionally misuses the SpeakUp System by knowingly submitting false claims of misconduct, disciplinary action will be taken against this employee.

7.4 Compliance with Human Rights SpeakUp Policy

Should an investigation through the Human Rights SpeakUp platform arise, all employees or stakeholders are expected to follow the procedures outlined in this policy and cooperate with any investigations initiated pursuant to this policy. Disciplinary action may be taken against Landis+Gyr employees for knowingly impeding any such investigation. Landis+Gyr must have the opportunity to investigate and remedy any alleged violations or employee concerns, and each employee is expected to collaborate fully to ensure that Landis+Gyr has an opportunity to undertake such investigations.



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Landis+Gyr Employees must follow additional or more stringent requirements in case of applicable local law or legal and regulatory provisions in any jurisdiction in which Landis+Gyr conducts business. Landis+Gyr will also comply with any additional whistleblower obligations arising from local legal requirements where applicable.

Appendix 1 – Human Rights SpeakUp System – Dial-In and Website Information

You can use the following QR Code to access the Landis+Gyr Human Rights SpeakUp system:



Web URL

Landis+Gyr Human Rights:

<https://landisgyr.speakup.report/en-GB/landisgyrhumanrights/phone-numbers>

Organization Code

114538

Phone Numbers

Country	Phone Number and any additional notes
Albania	Number: +355 4 530 1801 Call charged at local rate
Algeria	Number: +213 983 29 93 38 Call charged at local rate
Angola	Number: +244 226 425 610 Call charged at local rate
Anguilla	Freephone: 1833 422 2005
Antigua and Barbuda	Freephone: 1833 422 2006
Argentina	Number: +54 11 2039 7280 Call charged at local rate
Australia	Number: +61 2 8284 6262 Call charged at local rate
Austria	Freephone: 0800 909 683
Bahamas	Freephone: 1833 422 2007

Bahrain	Number: +973 1650 1936
Bangladesh	Freephone: +880 (0) 9610 998462
Barbados	Number: +1 (246) 623 9631 Call charged at local rate
Belarus	Freephone: 8 820 0491 0089
Belgium	Freephone: 0800 89 326
Belize	Freephone: 1800 0130 076
Benin	Number: +229 20 90 0380 Call charged at local rate
Bermuda	Freephone: 1833 422 2008
Bhutan	Freephone: +975 2 379 003
Bolivia, Plurinational State of	Freephone: 800 105 122
Bosnia and Herzegovina	Number: +387 70 330 093 Call charged at local rate
Botswana	Freephone: 800 786 1103
Brazil	Number: +55 (11) 4700 8838 Call charged at local rate
Brunei Darussalam	Freephone: 801 4657
Bulgaria	Freephone: 800 210 0645
Burkina Faso	Number: +226 25 30 09 82 Call charged at local rate
Cambodia	Freephone: 1800 209 867
Cameroon	Freephone: +237 6 57 10 31 12
Canada	Number: +1 (514) 395 0496 Call charged at local rate
Cayman Islands	Number: +1 (345) 769 5580 Call charged at local rate
Chile	Number: +56 22 483 5917 Call charged at local rate
China	Freephone (via China Telecom): 1080 0152 3042
China	Freephone (Via China United Network): 1080 0852 2221
China	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
Colombia	Number: +57 601 242 1247 Call charged at local rate
Costa Rica	Number: +506 4036 0350 Call charged at local rate
Côte d'Ivoire	Freephone: +225 05 66 77 0918
Croatia	Freephone: 0800 7745
Cyprus	Freephone: 800 91142

Czechia	Freephone: 800 050 833
Denmark	Number: +45 43 31 09 61 Call charged at local rate
Dominica	Freephone: 1833 422 1998
Dominican Republic	Number: +1 (829) 947 1996 Call charged at local rate
Ecuador	Freephone: 1800 001 432
Egypt	Freephone: 0800 000 0083
El Salvador	Number: +503 2230 4752 Call charged at local rate
Estonia	Number: +372 609 3008 Call charged at local rate
Ethiopia	Freephone: 800 86 1919
Fiji	Freephone: 008 002 650
Finland	Freephone: 0800 392 912
France	Freephone: 080 554 3753
French Guiana	Freephone: 0800 99 1448
French Polynesia	Freephone: 0800 91 4886
Georgia	Freephone: 1800 008 013
Germany	Freephone: 0800 1818 952
Ghana	Number: +233 59 699 3553 Call charged at local rate
Greece	Freephone: 0080 0441 45924 The number will not work when called from a mobile
Grenada	Number: +1 (473) 230 0333 Call charged at local rate
Guam	Freephone: 1833 809 6777
Guatemala	Number: +502 2302 8459 Call charged at local rate
Honduras	Freephone: 800 2791 6139
Hong Kong	Number: +852 3019 4193 Call charged at local rate
Hungary	Freephone: 06 809 845 89
Iceland	Number: +354 415 0349 Call charged at local rate
India	Freephone: 0008 0005 03159
Indonesia	Number: +62 21 8063 0074 Call charged at local rate
Ireland	Freephone: 1800 800 636
Israel	Number: +972 3374 1225 Call charged at local rate

Italy	Freephone: 800 147 694
Jamaica	Number: +1 (876) 677 9125 Call charged at local rate
Japan	Number: +81 3 6627 0734 Call charged at local rate
Jordan	Freephone: 0800 23801 No mobile access
Kazakhstan	Number: (+7) 877 2735 74582 Call charged at local rate; No mobile access
Kenya	Number: +254 20 765 0957 Call charged at local rate
Korea, the Republic of	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	Freephone: +965 2205 5730
Latvia	Freephone: 800 05929
Lebanon	Freephone: 833 816 0193
Lithuania	Freephone: 8800 30366
Luxembourg	Number: +352 342 080 8982 Call charged at local rate
Malaysia	Number: +60 3 7724 3136 Call charged at local rate
Malta	Freephone: 8006 5144
Martinique	Freephone: 0800 90 1651
Mauritius	Number: +230 5 297 0999 Call charged at local rate
Mexico	Number: +52 55 4780 6198 Call charged at local rate
Moldova, the Republic of	Freephone: 080 060 016
Morocco	Number: +212 5 30 14 41 08 Call charged at local rate
Myanmar	Freephone: 0800 800 8062
Namibia	Freephone: +264 83 380 0103
Nepal	Freephone: 1800 001 0186
Netherlands	Number: +31 10 700 75 03 Call charged at local rate
New Zealand	Number: +64 9 913 5892 Call charged at local rate
Nicaragua	Number: +505 7513 7610 Call charged at local rate
Nigeria	Freephone: 070 8060 1221
North Macedonia	Number: +389 2551 3216 Call charged at local rate
Norway	Number: +47 24 14 06 01 Call charged at local rate
Oman	Freephone: 8007 4161



Pakistan	Freephone: 0080 0900 44437
Panama	Number: +507 308 4480 Call charged at local rate
Papua New Guinea	Freephone: 0008 61322
Paraguay	Freephone: 0098 0044 10266 No mobile access
Peru	Freephone: 0800 74535
Philippines	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device
Poland	Freephone: 800012953
Portugal	Freephone: 800 831 302
Puerto Rico	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	Freephone: 00800 101 094
Réunion	Freephone: 1800 916 980
Romania	Freephone: 0800 400 653
Russian Federation	Freephone: 8 (800) 100 69 94
Saudi Arabia	Freephone: 800 850 1433
Serbia	Number: +381 10 520 043 Call charged at local rate
Seychelles	Freephone: 800 131
Singapore	Number: +65 6403 7051 Call charged at local rate
Slovakia	Freephone: 0800 113 418
Slovenia	Freephone: 0800 83115
South Africa	Number: +27 (21) 427 7937 Call charged at local rate
Spain	Number: +34 900 031 156 Call charged at local rate
Sri Lanka	Number: +94 (72) 091 0370 Call charged at local rate
Sudan	Freephone: +249 15 655 9883
Suriname	Freephone: 833 816 0919
Sweden	Freephone: 020 160 4703
Switzerland	Freephone: 080 000 5691
Taiwan, Province of China	Number: +886 2 7743 8912 Call charged at local rate
Tanzania, the United Republic of	Freephone: 0800 11 1020
Thailand	Number: +66 2 844 9693 Call charged at local rate



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Trinidad and Tobago	Number: +1 (868) 224 1869 Call charged at local rate
Tunisia	Number: +216 31 300 338 Call charged at local rate
Turkey	Freephone: 0080 04488 28602
Turks and Caicos Islands	Freephone: 1833 462 1355
Uganda	Number: +256 41 423 8162 Call charged at local rate
Ukraine	Freephone: 0800 801 205
United Arab Emirates	Freephone: 800 0444 0408
United Kingdom	Freephone: 080 0022 4118
United States of America	Number: +1 (669) 288 7154 Call charged at local rate
Uruguay	Freephone: 0004 1598 5762
Venezuela, Bolivarian Republic of	Number: +58 212 335 7722 Call charged at local rate
Viet Nam	Number: +84 1900 3271 Call charged at local rate
Virgin Islands (British)	Freephone: 1833 462 1356
Virgin Islands (U.S.)	Freephone: 1833 724 6398
Zimbabwe	Freephone: +263 867 742 2010

Appendix 2 – Human Rights SpeakUp System – Message Process



STEP 1 (REPORTER)

Reporters can select their preferred method of contact:

- By calling the hotline on the freephone number below, or
- By leaving a message on the web portal (online service) using the link below next to the freephone number

A unique case number is allocated to the employee submitting the report, to allow them to see the reply, the case progress, or to submit further information.

STEP 2 (THIRD PARTY VENDOR)

Our third-party partner will transcribe the message in local language and in English (if necessary). This transcription is then sent to the attention of the CCO in Landis+Gyr, respecting the employee's anonymity.

STEP 3 (LANDIS+GYR)

The CCO receives notification of the incident and the message transcript; an acknowledgement of the incident and first written reply is then left to the submitter.

STEP 4 (FURTHER ACTION)

The initial response is processed by the third-party vendor. The reporter can read the response by logging back into the system using the unique case number. In certain cases, there may be a further exchange of information, for example in relation to an investigation and outcome.

Appendix 3 – Human Rights SpeakUp System – FAQ's

1. What is the Human Rights SpeakUp System?

It is a communication service enabling all employees within Landis+Gyr, as well as any external stakeholder or partner in the Landis+Gyr value chain, to report breaches that otherwise may not be reported with complete anonymity. You can do this either by phone or via a secure website, without the involvement of an in-person operator.

2. How does the Human Rights SpeakUp System work?

Phone: Dial the free phone number according to your country, enter the access code and leave your message. During your call you will not talk to an in-person operator. All instructions have been pre-recorded and will guide you through the process easily. After one week you can call back to listen to the Company's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly. (**Tip:** write down your message before you make the call.)

Web: Go to the Human Rights SpeakUp Web Service page (through a hyperlink or by entering the URL), choose your country, enter your access code and leave your message. After one week you can return to the Web Service and read the company response. You can reply to this response. This communication cycle can be repeated endlessly.

3. Who operates the Human Rights SpeakUp System?

The service is operated by a third party that is responsible for processing all messages.

4. Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the phone process, and the web interface is likewise easy to use.

5. Will I be identified by name?

Landis+Gyr will receive an anonymous 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, the third-party vendor will forward it; if you do not leave your contact details, the third party and Landis+Gyr will not know who you are. Furthermore, Landis+Gyr has agreed not to seek the identity of any caller unless it is deemed explicitly necessary to carry out the investigation, and in compliance with local laws.

6. Will the recording of my voice be heard by Landis+Gyr?

No. The Human Rights SpeakUp System is operated by a third-party vendor that transcribes and translates your message and sends Landis+Gyr 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 portal)

7. Can Landis+Gyr trace my connection data?

No, the Human Rights SpeakUp System is operated by a third-party vendor. Landis+Gyr has no access to the connection data. Phone details or IP addresses will never be handed over to Landis+Gyr. However, it could be that Landis+Gyr traces user information from your company 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 Landis+Gyr, the recording will be erased immediately by the third-party vendor.

9. Will confidentiality ever be broken?

The exception to the aforementioned: if the Human Rights SpeakUp System receives a message wherein the caller is threatening to commit a violent or criminal act, Landis+Gyr can request to retain the recording to hand it over to the authorities. Nevertheless, the voice file and/or connection data will never be handed over to Landis+Gyr.

10. Will I incur any costs for my phone call?

Access to the SpeakUp System is through a toll-free number at no cost. However, it can be that in exceptional cases (i.e. for some mobile operators) local costs will apply.

11. Is there a limit on the length of the voice message I can leave?

No. However, after seven minutes you will get a notification followed by an option to continue over the phone.

12. What should I do if the Human Rights SpeakUp Phone system is not accessible?

If you have tried calling the Human Rights SpeakUp System from a mobile phone, then please try again using a fixed landline. If you still encounter problems accessing the Human Rights SpeakUp phone system, you can send an email to: speakup@peopleintouch.nl.

13. How quickly will my message be passed on to Landis+Gyr?

Your transcribed message will normally be sent to Landis+Gyr within one working day.

14. Who at Landis+Gyr receives a transcript of my message?

The CCO (Chief Compliance Officer) of Landis+Gyr.

15. How do I monitor my complaint while also remaining anonymous?

The Human Rights SpeakUp System will give you a unique case number. Please make sure to write this down carefully. This case number enables you to read the response from Landis+Gyr when you return to the system.

16. How soon can I check for a response?

Landis+Gyr 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.

17. Can I call the Human Rights SpeakUp line at any time?

Yes, the Human Rights SpeakUp phone system is available 24 hours per day, 365 days a year. Each country has its own free phone number and access code.

18. Can I leave a message in my native language?

Yes. When leaving your message, you can simply choose the most relevant language option. Responses will be translated into your native language as well.

Yes, the Human Rights SpeakUp System enables you to attach documents electronically.

When you leave a message on the Human Rights SpeakUp phone system, you can log on to the web portal using the same case number. Then select the "If you already have a case number" option on the right. Here you can attach your electronic documents to support your existing complaints already submitted via phone.



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If you would like to stay anonymous, please make sure your contact details are not mentioned anywhere in the attachments or in its metadata properties.

19. What if I lose my case number?

If you lose your case number, we ask you to leave your message again to generate a new case number. If you write down your complaint prior to your first call, this will be a simple matter of resubmitting the same message. In your new message, make sure to mention that you are resubmitting an earlier complaint to avoid confusion.

Use the new case number for all further communication, and ensure that it is written down and stored it in a secure location.

20. Is my personal data protected when using the Human Rights SpeakUp System?

Yes. The collection and processing of personal data through the Human Rights SpeakUp System is strictly regulated under the General Data Protection Regulation (GDPR).

Landis+Gyr will notify the persons involved should a data breach occur.

21. Do I have to grant my consent to have any of my personal data processed when leaving a message in the Human Rights SpeakUp System?

Any personal data included in a message that is processed through the Human Rights SpeakUp System is done so on the grounds that such processing is necessary for the purpose of detecting misconduct that would otherwise not be detected.

Appendix 4 – SpeakUp System Tips

- ✓ Write down your message before leaving it. When using the web portal, you can copy/paste the message. When using the phone system, you can simply read your pre-written message out loud.

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- ✓ Make sure to plan out the structure and level of detail you want to include in your message. The ability of Landis+Gyr to act on your report is reliant upon the accuracy of the facts (e.g. locations, dates, description of misconduct).
- ✓ Only include personal names if these are truly needed for the purpose of addressing and solving the misconduct being reported. When reporting specific individuals, keep it factual and do not include sensitive personal information (e.g. mental or physical conditions, sexuality, or religious beliefs).
- ✓ If you have supporting documents in electronic form, please upload the documents via the web portal of the Human Rights SpeakUp System. Documents can be uploaded in the same way to support phone messages by using your individual case number.
- ✓ If you do not feel comfortable leaving a phone message, ask somebody else to read out your message in the Human Rights SpeakUp phone system or leave a message via the web portal.
- ✓ If you are afraid of your message being traced, use an unidentifiable phone or internet connection.
- ✓ Clear your browser history and cache memory if you access the Human Rights SpeakUp web portal from a shared computer and want to ensure that you remain anonymous.
- ✓ Take your time and feel free to leave your message whenever it best suits you. The system is available 24/7 every day and is accessible from any phone or computer.
- ✓ Make sure to write down your individual case number and store it in a secure location for future reference. The case number is individual to your submitted message and is required to check for any responses given by Landis+Gyr.
- ✓ Always call back or log into the web portal later to check whether a response has been left for you.