

# Aginode Whistleblowing Policy

## Summary

<b>We are Aginode. Let's enable more.....</b>	<b>2</b>
1. First and foremost .....	2
2. Scope .....	2
<b>Whistleblowing process.....</b>	<b>2</b>
1. What should be reported? .....	2
2. When do I speak? .....	3
3. Inclusion .....	3
4. How do I speak? .....	3
4. Reporting outside the company? .....	4
5. What information should I provide? .....	4
6. I spoke. What now? .....	5
<b>Protecting you.....</b>	<b>6</b>
1. Confidentiality.....	6
2. Solid Investigation procedures .....	6
3. Anonymous .....	6
4. Safeguarding your privacy .....	7
5. Non-retaliation .....	7
<b>Protecting you, as the accused.....</b>	<b>7</b>
1. Confidentiality.....	7
2. Solid investigation procedures .....	8
3. Information rights.....	8
4. Right to Defend and Appeal.....	8
5. SpeakUP: a Dialogue.....	8
<b>Aginode ethics correspondents.....</b>	<b>8</b>
<b>Misuse of this Policy.....</b>	<b>8</b>
<b>Not satisfied with the Whistleblowing process .....</b>	<b>9</b>
<b>Useful Links .....</b>	<b>9</b>
<b>Annex 1 - List and definitions of misconducts .....</b>	<b>10</b>
<b>Annex 2 - Aginode whistleblowing phone lines.....</b>	<b>12</b>

The companies in which the Company Aginode directly or indirectly owns investments are separate entities. In this publication, the expressions 'Aginode', 'Group' and 'Aginode Group' are sometimes used for convenience where references are made to Aginode companies in general. Likewise, the words 'we', 'us' and 'our' are also used to refer to Aginode companies in general or those who work for them. These expressions are also used where there is no purpose in identifying specific companies.

Last updated: December 12, 2024



## We are Aginode. Let's enable more.

### 1. First and foremost

We are committed to responsible business practices, and always acting, in accordance with our Code of Ethics & Business Conduct and respective relevant laws and regulations. We want to behave with integrity and treat others with respect. To achieve this objective, it is crucial to report any inappropriate behaviour. As such, if you observe something that worries you, or that seems to violate our Code of Ethics & Business Conduct or legal obligations, we encourage you to speak to help us address the situation proactively. As a Aginode Group associate, you have an ethical responsibility to report any improper misconduct you have the knowledge of in the course of your professional activities or of which you have personal knowledge outside of your professional activities. The objective of this Whistleblowing Policy is to encourage you to raise issues that could potentially affect Aginode Group people, business or reputation.

We understand that it takes courage to speak, so therefore we are committed to providing you with an easy and safe way to raise your concerns. Speaking is an essential part that enables us to protect our people, our Group values, our stakeholders and society as a whole. No one should be alone when dealing with an ethical dilemma.

### 2. Scope

This Whistleblowing Policy describes how you can speak up about suspected breaches of the Code of Ethics & Business Conduct or any legal obligation. Furthermore, it describes the process, so that you know what to expect, and the ways you will be protected when speaking (confidentiality, anonymity, non-retaliation). The Whistleblowing Policy applies to all employees (current and former) and other external stakeholders, either individuals or legal entities, of the Aginode Group (e.g.: local community, shareholders, customers, suppliers). Thus this Whistleblowing Policy is meant to be communicated as largely as possible, to both the internal and external stakeholders of Aginode Group.

Please note that this Whistleblowing Policy is designed to comply with the requirements of the European Whistleblowing Directive.

## Whistleblowing process.

### 1. What should be reported?

- **Misconduct:** Any violation or possible violation of the Code of Ethics & Business Conduct, policies and procedures established by Aginode Group's management, or laws and regulations applicable in the region where the allegations arose should be reported.
  - Are in the scope (not comprehensive list): anticompetitive practices, asset misappropriation (theft), breach of confidentiality, bribery, child labor, conflict of interest, discrimination, financial manipulation, harassment, forced labor, threat to the environment, threat to health, threat to safety. The definitions of those misconducts are provided in Appendix 1.



- Are out of scope (not comprehensive list): complaint on management style, disagreement on some management decisions (investment decision for example).
  - Note: It is not your responsibility, as whistleblower, to determine whether the circumstances you consider suspicious are actually a violation of a policy, procedure, or legal requirement. Rather, you should have a good faith basis for believing that such circumstances could be a violation.
- **Person misconducting:** Any Aginode Group's associate or anyone who does business with Aginode Group (e.g.: an employee of a supplier, an agent, other comparable long term business partner) perpetrating any misconduct (as described above).

## 2. When do I speak?

As soon as possible, or as soon as you suspect that there has been a violation of the Code of Ethics & Business Conduct, Group values or legal obligations.

We encourage you to use what is described in this Whistleblowing Policy as a reference point to determine if something is not right.

## 3. Inclusion

We encourage you to speak about suspected breaches of the Code of Ethics & Business Conduct or legal obligations, or, when in doubt, about anything that does not constitute ethical, compliant or lawful behavior.

## 4. How do I speak?

Providing feedback or asking your questions in a variety of ways. At Group Aginode, we believe you should feel comfortable to speak up and to be heard and recognized for doing so. Thus, the whistleblowing should not entirely replace the direct dialogue that forms the foundation of our transparent company culture. However, we recognize that this is not always easy to do.

If this is not possible, or if you do not feel comfortable doing so, please turn to the whistleblowing channels as described below:

1. Speak to your manager or your manager's manager. If this is not possible, if you do not feel comfortable doing so, or if you did not receive a satisfactory answer from this manager,
2. Speak to your employee representative or your local/corporate HR. If this is not possible, or you do not feel comfortable doing so,
3. Speak via the "Whistleblowing System" on the SpeakUP web app.

All alerts received by emails by managers, employee representative or HR shall be transferred for treatment on the Whistleblowing System on the SpeakUP web app for security reasons, whether or not they need to be further investigated. The Whistleblowing System is operated by People Intouch B.V., an independent service provider (SpeakUp) which guarantees your anonymity and is available 24/7. You can speak in your own language, via phone<sup>1</sup> or via internet (available in 70 languages). When submitting your whistleblowing file, you can decide if you want to remain anonymous or not before it is handled by qualified colleagues internally.

---

<sup>1</sup> The list of whistleblowing phone lines per country is available in the Annex 2 of this document and on Aginode website.



In the part “Contact details & Useful Links” at the very end of this Policy, you will find all relevant practical details.

All reports, regardless of the method of reporting or the person receiving the report, are handled in accordance with this Whistleblowing Policy, and more specifically with the core principles related to the protection of the whistleblowers detailed in this Policy and whenever necessary in accordance with local laws.

Please note that this Whistleblowing System is not an emergency service. It shall not be used to report events presenting an immediate threat to life or property as reports submitted through this service may not receive an immediate response. If you require immediate assistance, please contact your local authorities.

#### **4. Reporting outside the company?**

If, after careful consideration, you do not feel comfortable speaking within the Group, it is possible to raise your concern outside the Group.

Under the European Whistleblowing Directive, you are entitled to report directly to external authorities or competent bodies without first reporting internally if:

- you believe there is an immediate threat to the public interest;
- internal reporting mechanisms are not available or effective; or
- you fear retaliation.

To understand all conditions involved, please see the website of the competent authorities in your country of residence. Whenever you are considering such a significant step, we strongly recommend you to seek advice and not do this alone. Above all, we encourage you to speak up within the Group. This way you can hand the burden over to us, and we have the opportunity to look into the matter immediately. In any event, you will not lose your protection if you decide to use external channels in the first place. The Ethics Correspondents are at your disposal to assist you in determining the adequate competent authority.

#### **5. What information should I provide?**

You can make a report for one or more alleged violation(s).

When you make a report, you should be prepared to provide the following information for each alleged violation:

- What happened?
- When did it happen?
- Who was involved?
- Are the circumstances still ongoing?
- What is the urgency of the situation?
- How do you know about these circumstances?

All reports should be factual and as complete as possible. Consequently, if you have documentation or other supporting evidence, you should make that known and available to the investigation.

Although your opinion may be requested during the process, speculation should be avoided.



If you use the Whistleblowing System SpeakUP, you have to provide a pre-defined and detailed list of information about you and on the alleged violation(s):

- By phone: you can record your alert by talking in your preferred language. Your voice message will be translated and transcribed into the Speak UP system.
  - Via the online form: you will be guided on the website and have to fill in several fields to submit the report.

Once the report is finalized, you are provided with a unique case number (aka 'report key') and a password which can be used to follow up on your report.

If you provide an email address, we will notify you whenever we update the Whistleblowing System SpeakUP with information we make available for you. This information will be accessible via the same unique case number.

## **6. I spoke. What now?**

If you submit a report, the Aginode Ethics Correspondents will send you an acknowledgement of receipt within seven days. Your report will be evaluated and assessed in order to identify the cause of the alleged violations, and the appropriate course of action will be determined.

Aginode Group may decide to investigate a report even though it considers that the report does not meet conditions defined by applicable laws. In that case, Aginode Group shall inform the Reporter accordingly and the Reporter shall not be able to benefit from the protection granted by law to whistleblowers in certain countries.

The investigative team collects and reviews documents, conducts interviews, inspects locations, if needed, and performs any other tasks necessary to come to a conclusion about the allegations in the report. Any person contacted by an investigative team shall cooperate with that investigation by providing true and factual answers. Sometimes you will be asked follow-up questions. These investigations are conducted with respect for the rights of all involved individuals. If needed, external advisors may be appointed to assist in the investigation and/or preserve legal privilege. The investigative team's conclusions and recommendations are summarized in an investigation report which is presented to the relevant Aginode Group leaders in the business area and/or support function that are the subject of the investigation. If needed, appropriate steps to address the conclusions of the investigation are taken by the relevant Aginode Group leaders.

We will make our best efforts to provide you with feedback within (ultimately) three months after the acknowledgement of receipt.

You will be informed on the status of the complaint. Please note that we may not always be able to give you details of the outcome of the investigation for reasons of confidentiality, privacy and the legal rights of the involved parties. All parties involved, including the accused, are entitled to confidentiality. Therefore, if you participate in or learn about an investigation, you must keep the matter confidential.

Please note that not all issues raised will not automatically lead to a formal investigation. Sometimes following another course of action is better for all parties involved (e.g. mediation). Furthermore, sometimes there is insufficient information for an adequate investigation to take place and there is no possibility of obtaining further information.



If, after a fair investigation, including an opportunity for the alleged wrongdoer to be heard, a misconduct has been determined, disciplinary action may be taken against the wrongdoer, including termination of employment, in accordance with local laws. Full recovery of any funds or assets are required in the case of such violations and, if appropriate, the Group may take further legal action including criminal proceedings as provided under law.

## Protecting you.

Protecting you as a reporter is one of the main purposes of this Policy. Below, some key principles are highlighted:

### 1. Confidentiality

All questions or issues raised are treated confidentially. To maximize confidentiality, the following principles are defined and implemented:

- Information will only be shared with a limited number of people on a strict need-to-know basis.
- The people who receive such information are bound by a confidentiality obligation.
- All persons involved in the investigation are trained on the criticality of confidentiality in such a process.
- Improper disclosure of the identity of the reporter will be subject the person making the disclosure to disciplinary action.

Depending on the purpose of sharing, the Aginode ethics correspondents will (further) anonymise the information prior to sharing it. Information will only be shared outside of Aginode if we are required to do so by law or an important public interest is at stake.

We reserve the right to disclose your identity as a reporter if it is legally required to report the circumstances of a report to the local authorities, but even in such a case we will maximize any opportunities available to maintain the confidentiality of your identity.

In principle, we are obliged to inform any person under investigation that he/she is the subject of a report being investigated as soon as possible (this may be delayed if there is a substantial risk that this notification jeopardizes the investigation or the gathering of evidence). Your identity will not be disclosed.

Regardless of all measures taken to protect your confidentiality, it can never be fully guaranteed that in a course of an investigation you will never be implicated by subjects.

### 2. Solid Investigation procedures

The Aginode ethics correspondents are responsible for solid, confidential and precise fact-finding.

### 3. Anonymous

You can choose to make a report anonymously, except where legally restricted from doing so. In that case, you should not include information that may personally identify yourself. However, in order to protect against malicious or frivolous complaints and to facilitate investigation, we



encourage reporters to disclose their identity. Concerns expressed anonymously may be considered or disregarded at Aginode Group's discretion, depending only on the seriousness of the reported facts.

You can share information anonymously by using the Whistleblowing System. This offers you the best protection. Please note that the Aginode ethics correspondents have - in addition - also the responsibility to anonymise any information that comes in, in order to protect your identity. The Whistleblowing System makes safe dialogue possible in an anonymous way.

#### **4. Safeguarding your privacy**

Our Company is committed to protecting the privacy of everyone involved in the whistleblowing process. We will do everything within reason to safeguard personal data from unauthorized access and processing. Any personal data obtained will be processed in line with the Whistleblowing Privacy Notice and will only be used for the purposes explained in this Policy or to comply with the law or an important public interest.

#### **5. Non-retaliation**

We encourage speaking up and any person that speaks is protected. The right to non-retaliation is guaranteed under the Code of Ethics & Business Conduct and violation of this right will not be tolerated. It is expressly forbidden for any Aginode employee to discharge, demote, suspend, threaten, harass, or in any way discriminate against a person based upon any good faith report by a person or his/her participation in an whistleblowing investigation. Any form of threat or retaliation aimed at those speaking may lead to disciplinary measures, up to and including termination of employment.

If you notice or experience any retaliation, you can report this via one of our whistleblowing channels.

Aginode Group reserves the right to take disciplinary action against a person who violates this Whistleblowing Policy by knowingly making false and/or malicious statements against another with the intent of misleading or wrongfully initiating an investigation.

If you report a wrongdoing scheme in which you have taken an active role, you could nevertheless be subject to disciplinary sanctions. However, your denunciation would be taken into consideration and may reduce the level of the sanctions.

## **Protecting you, as the accused.**

A person who is subject to a concern needs our utmost protection. The presumption of innocence is a leading principle. The Aginode ethics correspondents are responsible for protecting the rights of anyone who is accused - or otherwise involved - in any issue.

#### **1. Confidentiality**

All questions or issues raised are treated confidentially. Information will only be shared with a limited number of people on a strict need-to-know basis.



## **2. Solid investigation procedures**

The Aginode ethics correspondents are responsible for solid, confidential and precise fact-finding.

## **3. Information rights**

When a person is officially under investigation, they need to be notified about this fact as soon as possible, unless there is a substantial risk of destruction of evidence and/or an impediment to the investigation.

## **4. Right to Defend and Appeal**

After the facts are determined, the accused receives an opportunity to not only give a statement (responding to the accusations) but also have the right to comment on the findings. The subject has the right to appeal against the fact that he or she is subjected to during the time that the report is being investigated.

## **5. SpeakUP: a Dialogue**

We selected the Whistleblowing System SpeakUP as it allows for anonymous dialogue with the reporter. The Aginode ethics correspondents have the right not to proceed with a case due to limited information.

## **Aginode ethics correspondents.**

The Aginode ethics correspondents are qualified professionals from the organisation.

The Aginode ethics correspondents are responsible for the execution of this Whistleblowing Policy and the handling of questions and whistleblowing reports. All reports coming in through the Whistleblowing System and all reports via other channels will be made available to the Aginode ethics correspondents. The Aginode ethics correspondents registers, monitors and are responsible for solid, confidential and precise fact-finding.

The HR Director and CEO are accountable for the Aginode Whistleblowing Policy overall. The Aginode ethics correspondents reports to them. All members of the Aginode ethics correspondents are protected against non-retaliation themselves.

The Aginode ethics correspondents will provide an (anonymised) report to the CEO. Explicitly included in the report are issues raised on non-retaliation and complaints on the handling of the issue by the Aginode ethics correspondents.

## **Misuse of this Policy**

We welcome good faith reports, when the reporter has a plausible reason to believe an allegation is true, even if the allegation is later proved unfounded or any element is deemed inaccurate. But, we take the practice of reporting in bad faith or any other form of misuse of this Policy very





seriously. This act is considered to be a serious breach of the Code of Ethics & Business Conduct and disciplinary actions will be taken.

## **Not satisfied with the Whistleblowing process**

If you believe your concern has not been handled in accordance with this Policy, if you are not satisfied with the follow-up and/or the outcome of your report, or if you do not feel protected, please report this directly to the Aginode ethics correspondents or through the Whistleblowing System.

## **Useful Links**

Link to access Whistleblowing System Speak UP: <https://aginode.speakup.report/Aginode>



## Annex 1 - List and definitions of misconducts

Misconduct	Definition
Anticompetitive practices	Anticompetitive practices are agreements and conducts that prevent, restrict or distort competition. Anticompetitive agreements or cartels include price fixing, market sharing and bid rigging. Unilateral behaviors by a dominant company that may lead to an abuse of dominant position include predatory pricing, tying, loyalty rebates/retrospective discounts, refusal to supply, exclusivities and discrimination.
Asset misappropriation (theft)	Asset misappropriation refers to the unauthorized or improper use of a company's assets (including cash, inventory and all other assets).
Breach of confidentiality	Breach of confidentiality refers to the disclosure of a company's non-public information without its consent or use of such information for illegitimate purposes.
Bribery	Bribery occurs (i) when a party proposes (or yields to the request of someone) to offer something of value with the intent to influence an act or decision in order to obtain, retain or direct business or any other advantage or (ii) when a party accepts (or requests) something of value as a condition to act to the advantage of the party giving it.
Child labor	Child labor refers to work that is mentally, physically, socially or morally dangerous and harmful to children (knowing that a child is any person under the age of 18 according to UNICEF); and/or interferes with their schooling by depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work.
Conflict of interest	A conflict of interest is a situation where there is a risk that a direct or indirect private interest (political, business or commercial, etc.) of an employee interferes with the legitimate interest of the company for which that employee works.
Discrimination	Discrimination refers to unequal treatment of persons on specific personal characteristics of any kind including gender, age, nationality, religion, sexual orientation, marital, parental and family status, ethnicity, disabilities, political or trade union affiliation.
Financial manipulation	Financial manipulation refers to the deliberate misrepresentation of the financial condition of a company accomplished through the intentional misstatement or omission of amounts or disclosures in the financial statements to deceive financial statement users, whether the manipulation is for the benefit of the company or for the benefit of the fraudster.
Harassment	Harassment refers to a course of comments or actions that are unwelcome, or should reasonably be known to be unwelcome, to the person towards



	whom they are addressed (e.g.: sexual harassment, psychological harassment, physical harassment, power harassment, verbal harassment and visual harassment).
Forced labor	Forced labor refers to all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily, that is performed involuntarily and under the menace of any penalty.
Threat to the environment	Threat to the environment is (i) a deliberate and substantial breach of environmental protocols or applicable environment related legislation or (ii) an environmental incident or accident that could cause significant harm to the environment.
Threat to health	Threat to health is a deliberate and substantial breach of health protocols or applicable health related legislation.
Threat to safety	Threat to safety is a deliberate and substantial breach of safety protocols, in particular the 'Serious 7' protocols or a breach of applicable safety related legislation.
Other	If you feel that the definitions above do not describe the event, action or situation you are looking to report about, please use this header.



## Annex 2 - Aginode whistleblowing phone lines

### How to speak up via the phone?

1. Dial the phone number of the country you are located in on your phone (see chart below).
2. The phone prompt will ask you to enter Aginode organisation code: **124107**.
3. Then, you will be asked to choose a language.
4. The phone will prompt:
  - a. If you already have a report, press 1.
  - b. To create a new report, press 2.
5. Stay on the line to leave a new message and follow the instructions of the phone prompt.
6. Leave a voice message (7 minutes maximum) then hang up the phone.
7. Your message will then be transcribed and/or translated then sent to Aginode's Ethics Correspondents in Speak Up.

### Aginode whistleblowing phone lines per country

Country	Phone number	Phone instructions
Albania	0035545301801	Number: +355 4 530 1801 Call charged at local rate
Algeria	00213983299338	Number: +213 983 29 93 38 Call charged at local rate
Angola	00244226425610	Number: +244 226 425 610 Call charged at local rate
Anguilla	18334222005	Freephone: 1833 422 2005
Antigua and Barbuda	18334222006	Freephone: 1833 422 2006
Argentina	00541120397280	Number: +54 11 2039 7280 Call charged at local rate
Australia	0061282846262	Number: +61 2 8284 6262 Call charged at local rate
Austria	0800909683	Freephone: 0800 909 683
Bahamas	18334222007	Freephone: 1833 422 2007
Bahrain	0097316501936	Number: +973 1650 1936
Bangladesh	008809610998462	Freephone: +880 (0) 9610 998462
Barbados	0012466239631	Number: +1 (246) 623 9631 Call charged at local rate
Belarus	882004910089	Freephone: 8 820 0491 0089
Belgium	080089326	Freephone: 0800 89 326
Belize	18000130076	Freephone: 1800 0130 076



Benin	0022920900380	Number: +229 20 90 0380 Call charged at local rate
Bermuda	18334222008	Freephone: 1833 422 2008
Bhutan	009752379003	Freephone: +975 2 379 003
Bolivia, Plurinational State of	800105122	Freephone: 800 105 122
Bosnia and Herzegovina	0038770330093	Number: +387 70 330 093 Call charged at local rate
Botswana	8007861103	Freephone: 800 786 1103
Brazil	00551147008838	Number: +55 (11) 4700 8838 Call charged at local rate
Brunei Darussalam	8014657	Freephone: 801 4657
Bulgaria	8002100645	Freephone: 800 210 0645
Burkina Faso	0022625300982	Number: +226 25 30 09 82 Call charged at local rate
Cambodia	1800209867	Freephone: 1800 209 867
Cameroon	00237657103112	Freephone: +237 6 57 10 31 12
Canada	0015143950496	Number: +1 (514) 395 0496 Call charged at local rate
Cayman Islands	0013457695580	Number: +1 (345) 769 5580 Call charged at local rate
Chile	0056224835917	Number: +56 22 483 5917 Call charged at local rate
China	4001201842	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
Colombia	00576012421247	Number: +57 601 242 1247 Call charged at local rate
Costa Rica	0050640360350	Number: +506 4036 0350 Call charged at local rate
Côte d'Ivoire	002250566770918	Freephone: +225 05 66 77 0918
Croatia	08007745	Freephone: 0800 7745
Cyprus	80091142	Freephone: 800 91142
Czechia	800050833	Freephone: 800 050 833
Denmark	004543310961	Number: +45 43 31 09 61 Call charged at local rate
Dominica	18334221998	Freephone: 1833 422 1998
Dominican Republic	0018299471996	Number: +1 (829) 947 1996 Call charged at local rate



Ecuador	1800001432	Freephone: 1800 001 432
Egypt	08000000083	Freephone: 0800 000 0083
El Salvador	0050322304752	Number: +503 2230 4752 Call charged at local rate
Estonia	003726093008	Number: +372 609 3008 Call charged at local rate
Ethiopia	800861919	Freephone: 800 86 1919
Fiji	008002650	Freephone: 008 002 650
Finland	0800392912	Freephone: 0800 392 912
France	0805543753	Freephone: 080 554 3753
French Guiana	0800991448	Freephone: 0800 99 1448
French Polynesia	0800914886	Freephone: 0800 91 4886
Georgia	1800008013	Freephone: 1800 008 013
Germany	08001818952	Freephone: 0800 1818 952
Ghana	00233596993553	Number: +233 59 699 3553 Call charged at local rate
Greece	0080044145924	Freephone: 0080 0441 45924 Can only be connected by Cosmote mobile and OTE landline
Grenada	0014732300333	Number: +1 (473) 230 0333 Call charged at local rate
Guam	18338096777	Freephone: 1833 809 6777
Guatemala	0050223028459	Number: +502 2302 8459 Call charged at local rate
Honduras	80027916139	Freephone: 800 2791 6139
Hong Kong	0085230194193	Number: +852 3019 4193 Call charged at local rate
Hungary	0680984589	Freephone: 06 809 845 89
Iceland	003544150349	Number: +354 415 0349 Call charged at local rate
India	0008000503159	Freephone: 0008 0005 03159
Indonesia	00622180630074	Number: +62 21 8063 0074 Call charged at local rate
Ireland	1800800636	Freephone: 1800 800 636
Israel	0097233741225	Number: +972 3374 1225 Call charged at local rate
Italy	800147694	Freephone: 800 147 694
Jamaica	0018766779125	Number: +1 (876) 677 9125 Call charged at local rate



Japan	0081366270734	Number: +81 3 6627 0734 Call charged at local rate
Jordan	080023801	Freephone: 0800 23801 No mobile access
Kazakhstan	007877273574582	Number: (+7) 877 2735 74582 Call charged at local rate; No mobile access
Kenya	00254207650957	Number: +254 20 765 0957 Call charged at local rate
Korea	0082237005146	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	0096522055730	Freephone: +965 2205 5730
Latvia	80005929	Freephone: 800 05929
Lebanon	8338160913	Freephone: first dial 01-426-801 and then 833 816 0913
Lithuania	880030366	Freephone: 8800 30366
Luxembourg	003523420808982	Number: +352 342 080 8982 Call charged at local rate
Malaysia	0060377243136	Number: +60 3 7724 3136 Call charged at local rate
Malta	80065144	Freephone: 8006 5144
Martinique	0800901651	Freephone: 0800 90 1651
Mauritius	0023052970999	Number: +230 5 297 0999 Call charged at local rate
Mexico	00525547806198	Number: +52 55 4780 6198 Call charged at local rate
Moldova, the Republic of	080060016	Freephone: 080 060 016
Morocco	00212530144108	Number: +212 5 30 14 41 08 Call charged at local rate
Myanmar	08008008062	Freephone: 0800 800 8062
Namibia	00264833800103	Freephone: +264 83 380 0103
Nepal	18000010186	Freephone: 1800 001 0186
Netherlands	0031107007503	Number: +31 10 700 75 03 Call charged at local rate
New Zealand	006499135892	Number: +64 9 913 5892 Call charged at local rate
Nicaragua	0050575137610	Number: +505 7513 7610 Call charged at local rate
Nigeria	07080601221	Freephone: 070 8060 1221
North Macedonia	0038925513216	Number: +389 2551 3216 Call charged at local rate



Norway	004724140601	Number: +47 24 14 06 01 Call charged at local rate
Oman	80074161	Freephone: 8007 4161
Pakistan	0080090044437	Freephone: 0080 0900 44437
Panama	005073084480	Number: +507 308 4480 Call charged at local rate
Papua New Guinea	000861322	Freephone: 0008 61322
Paraguay	0098004410266	Freephone: 0098 0044 10266 No mobile access
Peru	080074535	Freephone: 0800 74535
Philippines	180083948474	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device
Poland	800012953	Freephone: 800012953
Portugal	800831302	Freephone: 800 831 302
Puerto Rico	0017872007305	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	00800101094	Freephone: 00800 101 094
Réunion	1800916980	Freephone: 1800 916 980
Romania	0800400653	Freephone: 0800 400 653
Russian Federation	88001006994	Freephone: 8 (800) 100 69 94
Saudi Arabia	8008501433	Freephone: 800 850 1433
Serbia	0038110520043	Number: +381 10 520 043 Call charged at local rate
Seychelles	800131	Freephone: 800 131
Singapore	006564037051	Number: +65 6403 7051 Call charged at local rate
Slovakia	0800113418	Freephone: 0800 113 418
Slovenia	080083115	Freephone: 0800 83115
South Africa	0027214277937	Number: +27 (21) 427 7937 Call charged at local rate
Spain	0034900031156	Number: +34 900 031 156 Call charged at local rate
Sri Lanka	0094720910370	Number: +94 (72) 091 0370 Call charged at local rate
Sudan	00249156559883	Freephone: +249 15 655 9883
Suriname	8338160919	Freephone: 833 816 0919
Sweden	0201604703	Freephone: 020 160 4703
Switzerland	0800005691	Freephone: 080 000 5691
Taiwan, Province of China	00886277438912	Number: +886 2 7743 8912 Call charged at local rate





Tanzania, the United Republic of	0800111020	Freephone: 0800 11 1020
Thailand	006628449693	Number: +66 2 844 9693 Call charged at local rate
Trinidad and Tobago	0018682241869	Number: +1 (868) 224 1869 Call charged at local rate
Tunisia	0021631300338	Number: +216 31 300 338 Call charged at local rate
Turkey	00800448828602	Freephone: 0080 04488 28602
Turks and Caicos Islands	18334621355	Freephone: 1833 462 1355
Uganda	00256414238162	Number: +256 41 423 8162 Call charged at local rate
Ukraine	0800801205	Freephone: 0800 801 205
United Arab Emirates	80004440408	Freephone: 800 0444 0408
United Kingdom	08000224118	Freephone: 080 0022 4118
United States of America	0016692887154	Number: +1 (669) 288 7154 Call charged at local rate
Uruguay	000415985762	Freephone: 0004 1598 5762
Venezuela, Bolivarian Republic of	00582123357722	Number: +58 212 335 7722 Call charged at local rate
Viet Nam	008419003271	Number: +84 1900 3271 Call charged at local rate
Virgin Islands (British)	18334621356	Freephone: 1833 462 1356
Virgin Islands (U.S.)	18337246398	Freephone: 1833 724 6398
Zimbabwe	002638677422010	Freephone: +263 867 742 2010