How to use the RHIM Compliance Helpline channels

web portal, mobile application and phone

These reporting channels are available **24** hours per day and **365** days a year. They are operated by an independent third-party provider, People Intouch, based in Amsterdam, the Netherlands.

How to leave a report

⠀Via Web

1. Visit the SpeakUp webpage with the URL: https://rhimagnesita.speakup.report/RHIMagnesita.
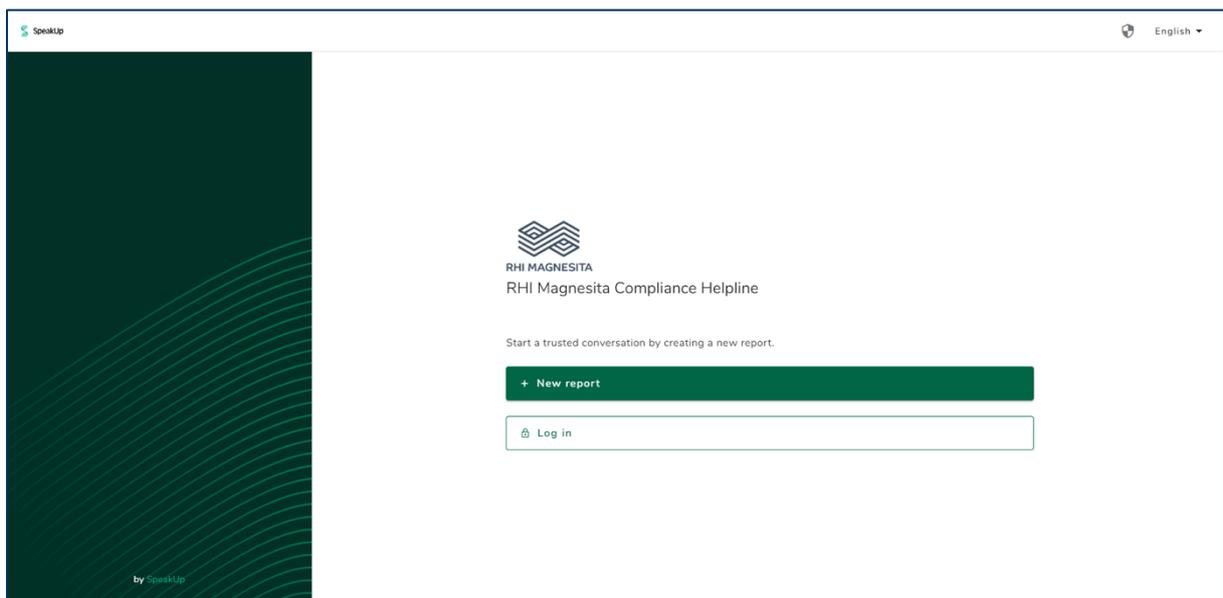
2. Click on '+ New report' to start a trusted conversation.
In case you already have an open report, select 'Log in'.

3. Select the language in which you want to leave your message. Please leave the message in the language you selected and avoid switching to another language.

4. Note down your unique 'Report number' and create a password for your report. You will need these to check back for a response later.
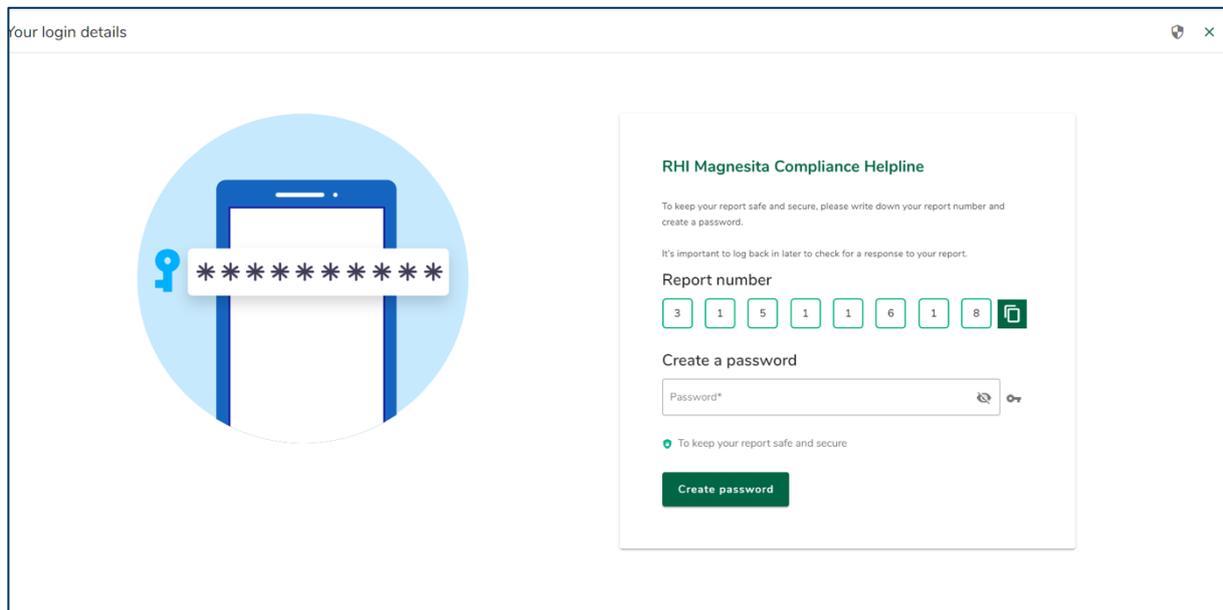
5. Type your message. You can upload attachments via the clip icon found in the top-right corner.
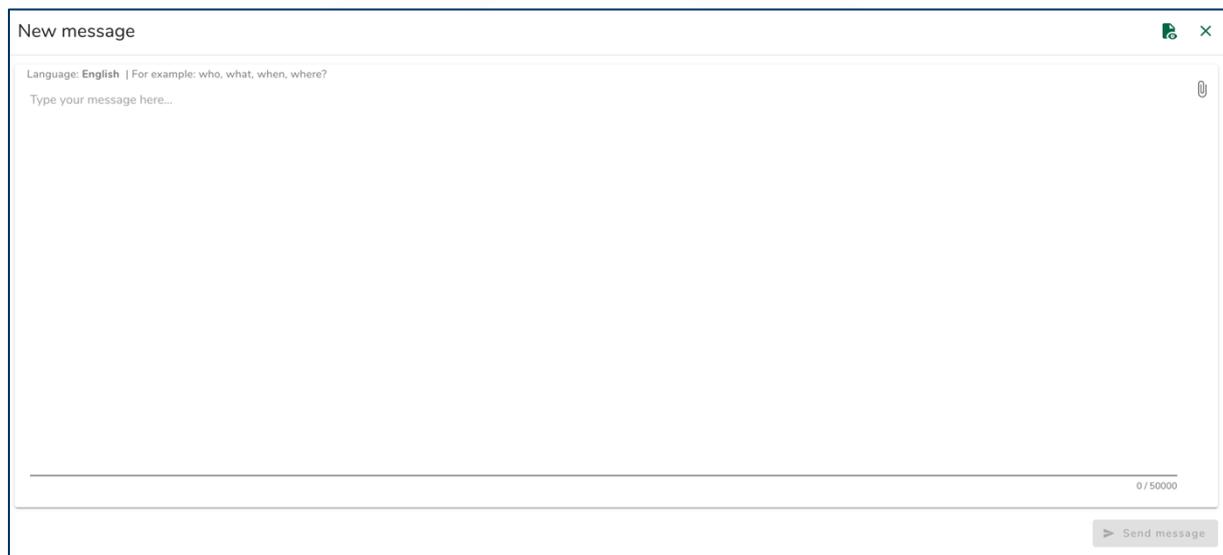
6. Click 'Send message' and your message and attached files will be processed.

7. You have the option to leave your email address if you would like to be notified when there is a response.
After adding your email address, you will be asked to type the verifying code sent to the provided email address.
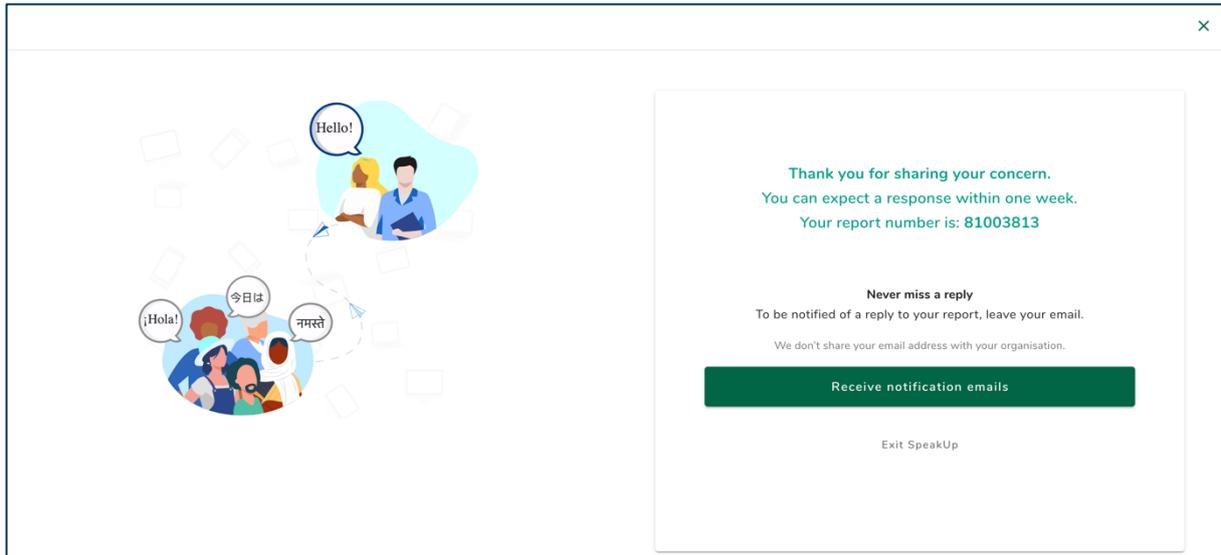
≷ Via the SpeakUp App

1. Download the 'SpeakUp by People Intouch' app from the App Store/Google Play or scan the QR code. The app is available for iOS and Android mobile devices.
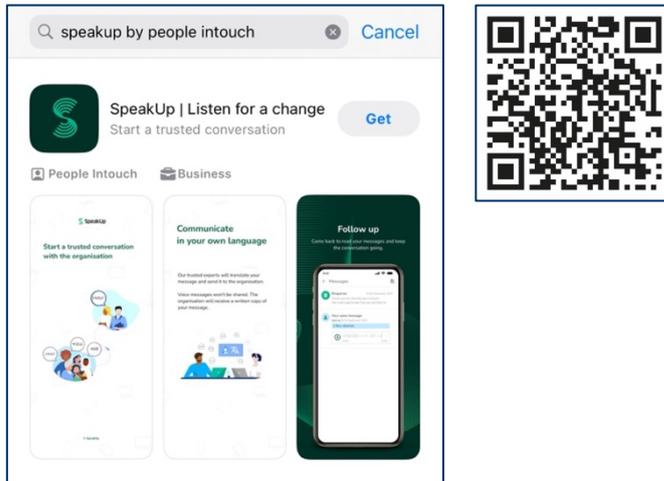
2. Open the App
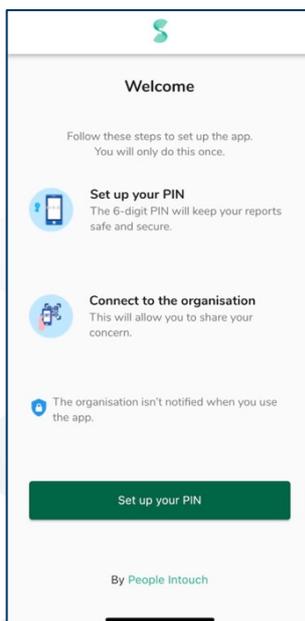
3. Click on 'Set up your PIN' and enter a 6 digit code of your choice.

- You will need to remember and enter this PIN each time you open the App.
- If you forget your PIN, you need to re-install the App and set up a new one. If so, you will lose access to your ongoing open reports.

4. The App will ask you to connect to your organisation by scanning the QR code. Alternatively, you can enter the organisation code (120953) by clicking on the 'Connect Manually' button on the bottom of the page.
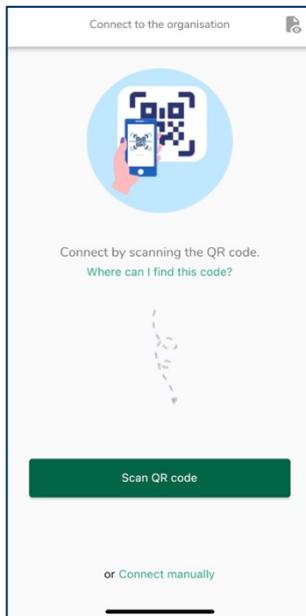
5. Press the '+ New report' button to start a trusted conversation.
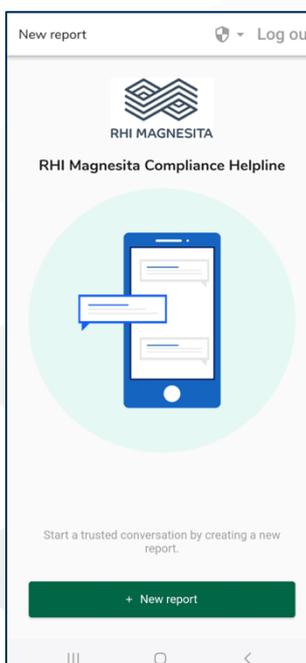
6. You can leave your message by clicking the relevant button.

7. After typing your message, press the arrow icon to send it. You may attach files (up to 25 items) by clicking on the paper click icon.
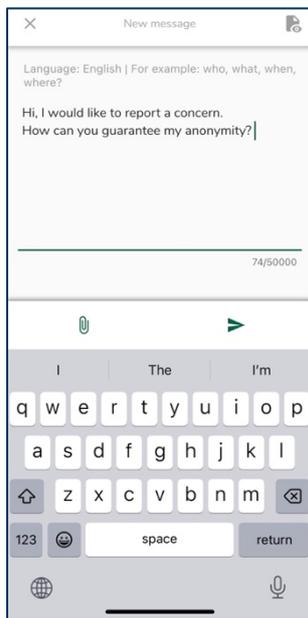
8. After sending your message you can expect a reply that we received it within one week.

- You can opt to be notified by the app of any responses.
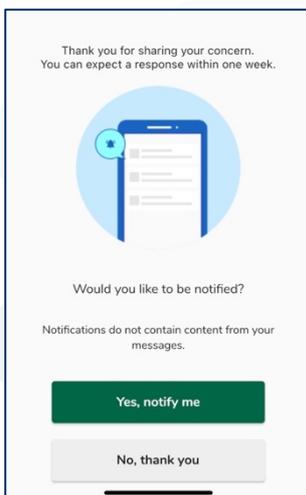
9. When you log back in, you will see if there are any new responses from us.

- If you have a different concern to report, you can do so by clicking '+New report'.

⩘ Via Phone

1. The phone numbers based on your location are available on the company website, the intranet and in the Code of Conduct Guidance.

2. Dial the phone number for the country that you are located in.

3. Then you will be guided through the following steps:

   a. Enter the 'Organisation code' (available in the list of phone numbers)

   b. Select your language

   c. You will receive a unique 'Report number'
      - Write this down carefully as you will need it to be able to call back and hear a response to your report.

   d. Choose a 4 digit PIN code
      - Remember it so that you can log back in later

   e. After the tone simply leave your message

   f. Once done, press 1 or hang-up

   g. You can expect a reply that we received your message within one week. Make sure to call back with your Report number and PIN to check for a response.

RHI Magnesita

Kranichberggasse 6
1120 Wien
Österreich

+43 502 13-0

compliance@rhimagnesita.com

rhimagnesita.com