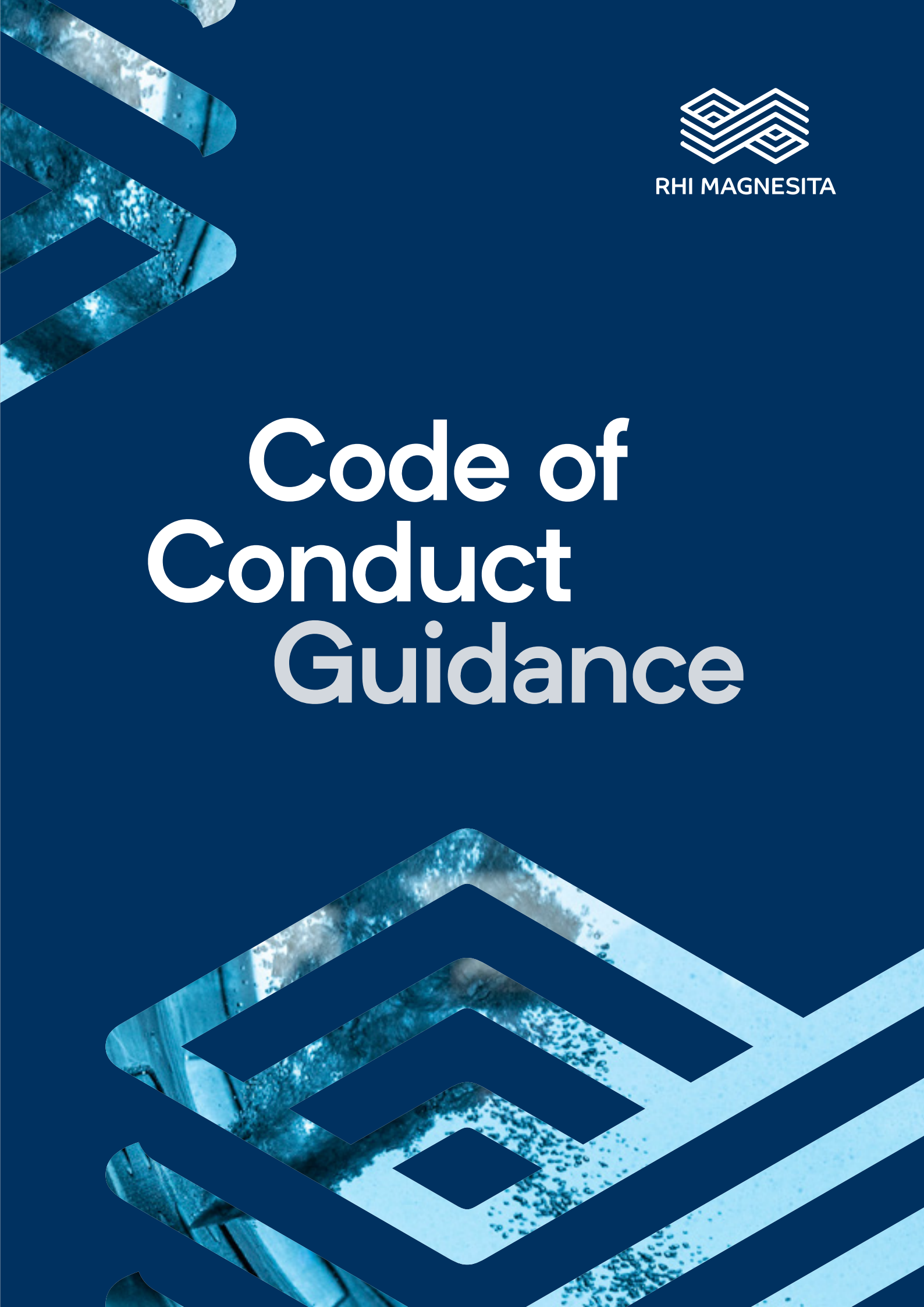
RHI MAGNESITA

Code of Conduct Guidance





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Preamble

RHI Magnesita[1] stands for leading refractory services and products enabled by outstanding employees. But this alone is not enough. To achieve sustainable growth, we are committed to responsible management. Our intention is not only risk mitigation by compliance with relevant laws, but to go beyond that for ethically sound practice for the sake of RHI Magnesita and all our stakeholders. Integrity, honesty, reliability, as well as a respectful contact with employees and business partners, are the basis of our daily activities. Both our achievements and our values, are essential for the trust and confidence our customers, partners, investors and the public place in us, leading us to success.

This Code of Conduct aims to communicate our values and visions and, as a result, the fundamental rules — in a legal and ethical sense — which should be self-evident to us all. It is our goal that these values and rules are respected, internalized, and applied in our daily work.

We, the Executive Management Team of RHI Magnesita, fully support this Code of Conduct and state our commitment to its values and visions with our signature and our actions. We expect the staff and managers of RHI Magnesita, to follow our example. Likewise, we look to our business partners and encourage them to adopt the same high standards of corporate responsibility and compliance.

[1]RHI Magnesita being the group of companies comprising, RHI Magnesita N.V. and its subsidiaries

Gustavo Franco
Chief Executive Officer

Ian Botha
Chief Financial Officer

Constantin Beelitz
Chief Commercial Officer

Rajah Jayendran
Chief Operating Officer

Simone Oremovic
Chief Transformation Officer

Ticiana Kobel
Executive VP Legal & Governance

Wagner Mariano Sampaio
Regional President
Latin America

Craig Powell
Regional President
North America

Simon Kuchelbacher
Regional President
Europe & Central Asia

Hakimuddin Ali
Regional President
Middle East, Türkiye & Africa (META)

Pankaj Malhan
Regional President
India

Marco Olszewsky
Regional President
China & East Asia

Our Code of Conduct at a glance

- We adhere to ethical business principles, and conduct our business with respect and appreciation, honesty and integrity, reliability, and responsibility.
- We uphold international standards with respect to human and civil rights, as well as labour laws and social legislation of the countries in which we operate.
- We consider a safe and healthy working environment as a fundamental right of our employees.
- We engage actively in environmental protection and sustainable management.
- We stand for correct and fair business and have zero tolerance for corrupt practices.
- Gifts and invitations can be an expression of appreciation and respect towards business partners, but we do not tolerate any abuse for undue influence.
- We aim to continuously develop and implement social projects that have a positive impact in our communities and create mutual value.
- We clearly separate business from private interests and avoid conflicts of interests.
- We are committed to fair competition and conduct our business in full compliance with anti-trust and competition laws.
- We support the fight against criminal and terroristic activities and adhere to applicable sanctions, export control and anti-money laundering regulations.
- We take steps to prevent insider trading and other forms of market abuse to ensure the integrity of financial markets.
- We respect the right of privacy and other data protection principles and process personal data for a legitimate and limited purpose only.
- We respect and protect intellectual property, trade secrets and copyrights and use such assets within the specified terms of use only.
- It is our obligation to protect RHI Magnesita and its resources from theft and fraud, and to provide a true and fair representation in financial and other reports.
- We communicate in an honest and respectful manner internally and externally, regardless of the form and media used.
- We hold our hands up to violations of applicable laws, external or internal regulations, including this Code of Conduct, and take steps to prevent or stop any misconduct immediately.

The principles of ethical conduct

Our key document
Supplier Code of Conduct

We require from our managers, employees and contracted staff that they conduct our business with respect and appreciation, honesty and integrity, reliability and responsibility.

Full compliance with the applicable laws of the countries in which we operate is a matter of course and goes without saying. RHI Magnesita is committed to upholding international standards such as the principles of the United Nations Global Compact and the documents it is based on, like the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, the United Nations Convention against Corruption or the United Nations Universal Declaration of Human Rights. The same we expect from our business partners along the supply chain. We require our suppliers to follow our example and commit to the same principles, as outlined in our Supplier Code of Conduct.

Human and labour rights

Our key documents
- Human Rights Policy
- Anti-Discrimination and Anti-Harassment Policy
- Diversity Charter
- Anti-Slavery Statement

At RHI Magnesita, it is our conviction that respect for human and civil rights has to be the foundation of our society as a whole. Our human rights approach is consistent with internationally recognized principles and takes into account legal requirements, such as those of the UK Modern Slavery Act 2015. We reject and do not tolerate any form of human trafficking, forced, compulsory or child labour, discrimination based on race, colour, religion, sex, age, origin, nationality, disability, sexual orientation or on any other grounds, or any form of (sexual) harassment, insults, aggression, hurtful or indecent behaviours.

We are committed to providing equal opportunities and fair treatment for all employees in all employment-related decisions such as recruitment, promotion, training and development, compensation, and termination of employment, and we comply with applicable labour laws and social legislation, including the recognition of the right to collective bargaining and freedom of association, in accordance with local laws.



Our key document
Quality, Health & Safety, Energy and Environment (IMS) Policy

Health and Safety



At RHI Magnesita, we consider health and safety as an integral part of our corporate culture, and not simply a legal obligation. Healthy, safe, happy, motivated, and committed employees are key for the long-term success of our business.

We have implemented comprehensive Health & Safety policies and procedures as well as regular inspections and training courses at all our locations around the world.

Each and every employee needs to bear their responsibility for the implementation of occupational safety and health.

Any accident or emergency at a (production) site runs the risk of personal injury, damage to the environment or personal property and can harm the reputation of RHI Magnesita, especially when there is no appropriate response.

Our site managers are responsible for adequate and prompt incident response in accordance with our global and local crisis and emergency procedures, as well as for the continuous improvement of our Health & Safety management system and performance. They also ensure that all relevant persons are aware of these procedures and receive periodic training.

Protection of the environment

Compliance with legal and other requirements relating to avoidance of negative environmental impact is a matter of course at RHI Magnesita. The production of refractory products is inherently energy-intensive and a cause of emissions, however, we engage actively in environmental protection and sustainable management to minimize the negative environmental impacts of our operations. We take great efforts to work as cautiously as possible with respect to energy and natural resources, and we pay particular attention to the aspect of recycling of residual materials in the development of new and the improvement of existing products.

By worldwide cooperation of internal and external experts, raw materials and additives are utilized according to ecological criteria and their potential negative environmental impact is reduced to a minimum and, as part of our continuous improvement process, subject to regular reviews and assessments.

Bribery and corruption

Our key document
Anti-Corruption Policy

RHI Magnesita stands for correct and fair business conduct and succeeds solely with the expertise of its staff and the quality of its products and services. It goes without saying, therefore, that we do not tolerate any form of bribery or corruption and that we adhere to applicable laws and regulations, in particular, but not limited to, the UK Bribery Act and the US Foreign Corrupt Practices Act.

Bribes are not only cash payments but can take numerous forms, for instance money transfers to fictitious accounts or shell companies, payment of counterfeit or inflated invoices, granting of excessive discounts or commissions, valuable gifts and generous invitations, providing free services or arrangement of job offers.

It is strictly prohibited to all our employees, agents, contractors and other staff working on behalf of RHI Magnesita to offer, promise or grant, directly or indirectly, any advantage with the objective of obtaining an unlawful consideration.

Likewise, demanding or accepting an advantage for oneself or for a third party for the provision of an unlawful consideration is prohibited. Even the appearance of any undue influence must be avoided.

The offence of bribery is not only limited to politicians and public officials or to certain countries, but also applies to business partners in the private sector and to all countries worldwide, even if committed not directly, but rather through third-party intermediaries.

This prohibition includes facilitation payments, even if they may be allowed in some jurisdictions. These are usually small amounts given to expedite or secure the performance of a routine government action, e.g. obtaining permits or licenses, processing governmental papers, such as visas and work orders, providing phone service, power and water supply, police protection, or actions of similar nature.



Gifts and invitations

Our key document
Gifts and Invitations Guideline

Distribution or acceptance of gifts with a symbolic value, or invitations within a reasonable scope of hospitality commonly accepted by the business community as an expression of appreciation and respect towards business partners, may be considered unobjectionable and in line with our corporate values.

Invitations and gifts beyond a symbolic value require prior approval in accordance with our guidelines and internal procedures, regardless of whether they are to be given or accepted.

In many jurisdictions strict rules apply to public officials and employees of federal, regional or local authorities or employees of public-sector enterprises. In such cases, we ensure correctness in advance and refrain from granting any benefit if in doubt.

In any case, invitations or gifts which might have an influence on business decisions or official actions, such as the award of a contract or a government permission, or which may be considered discriminatory or non-reputable, or which otherwise leave the impression of dishonesty or being unethical are prohibited, no matter whether actively granted or passively accepted.

Our communities

Our key document
Community Investment Guideline

RHI Magnesita strives to be an integral part of the communities where it operates. We are committed to develop and implement social projects that have a positive impact in our communities. We encourage employees' engagement in volunteering and community work.

We regularly engage and consult with our stakeholders, seeking to understand their interests and concerns, and by this identify the areas of priority. We seek to partner with local NGOs to work in a collective effort to build a robust framework for our initiatives, thus enabling a long-lasting, sustainable impact.

Community investments (donations, social projects) and sponsorship, as well as other voluntary benefits, must be made independently of our business activities without correlation between a business transaction and the beneficiary.

Community investments must be made voluntarily, unselfishly and without any consideration. Sponsoring, on the other hand, is done in return for the right to use the sponsored person or organization for marketing and public relations activities. The allocation of funds requires prior approval and transparent documentation in accordance with our guidelines and internal procedures.

Contributions to political organizations or persons, authorities and civil servants are not allowed. Contributions to organizations which are non-compliant with the values of RHI Magnesita as well as contributions which might be used to influence a business or government decision or otherwise violate applicable laws are strictly prohibited.

Our key document
Conflict of Interests Guideline

Conflicts of interest

Any business decision we make, and the resulting actions shall serve the interests of RHI Magnesita and may not be influenced by our personal interests or relationships. Therefore, we avoid compromising situations from the outset.

Secondary activities are not permitted if they lead to a conflict of interest, a competitive situation with RHI Magnesita, or affect the work performance at RHI Magnesita. This applies to employment with another employer, self-employed work, but also voluntary services and other unpaid activities.

Employees of RHI Magnesita are not permitted to run their own company, to hold an interest, directly or indirectly, or a board or executive position in another company, which has either a business or a competitive relationship with RHI Magnesita.

Relatives of members of the Board, the Executive Management Team or the Regional Leadership Team of RHI Magnesita shall not be employed or have business relationship such as consulting with RHI Magnesita. Relatives of staff shall not be employed in an organizational setting which creates a hierarchical or factual dependency or subordination between the persons involved.

Exemptions from the above stated rules may only be granted in exceptional situations and require disclosure and prior approval in accordance with our guidelines and internal procedures.

Anti-trust and fair competition

Our key document
Anti-trust and Fair Competition Policy

National and international regulation ensures that fair competition takes place in the markets and no participant generates an unlawful advantage over competitors by any agreement or mutual understanding whatsoever. RHI Magnesita is committed to fair competition and business conduct with integrity.

We comply with the applicable anti-trust and competition laws in all relevant areas like sales and marketing, purchasing, production or research and development.

Any activities that decrease or abandon competition are therefore strictly prohibited. This includes but is not limited to:

- entering into agreements, aligning behavior, or exchanging information with competitors about prices, terms and conditions, production or sales costs and quantities, sales strategies, segmentation of customers or markets, non-provision of products and services.
- provision of fictitious offers, discrimination of customers or suppliers, obtaining competitive knowledge through industrial espionage, theft, eavesdropping, or other illegal activities, or deliberately disseminating incorrect information about competitors.
- determination of resale prices or strategies and certain forms of exclusive arrangements with resellers.

Sanctions and export control regulations

Our key documents
- Sanctions, Export Controls and Business Partner Due Diligence Policy
- Sanctions, Export Controls and Business Partner Due Diligence Guideline

Many countries, and supranational bodies such as the United Nations or the European Union, have enacted laws and regulations to fight against terrorism, violation of human rights, human and drug trafficking, organized crime and money laundering. They impose numerous sanctions and embargos against countries, organizations, companies and individuals, import and export restrictions for particular goods and technologies, as well as prohibition of certain services and financial transactions.

RHI Magnesita adheres to all applicable sanctions and export control regulations. We have established a robust business partner due diligence check, which is carried out during the onboarding and throughout the business relationships with third parties. To our knowledge, we only maintain relationships with business partners whose funds have reputable and legal sources and who do not support any criminal or terrorist activities to comply with anti-money laundering regulations.

Market abuse and inside information

Our key document
Inside Information Policy

RHI Magnesita N.V. is a company listed on the Premium Segment of the London Stock Exchange, with a secondary listing in Vienna. As a consequence, RHI Magnesita N.V., its employees and other persons acting on its behalf are subject to extensive regulations in order to prevent market abuse, to ensure the integrity of financial markets, and to enhance investor protection and confidence in those markets.

Inside Information means any information:

- ▽ of a precise nature
- ▽ which has not been made public
- ▽ relating, directly or indirectly, to RHI Magnesita or its Securities (e.g. shares)
- ▽ which, if it were made public, would be likely to have a significant effect on the price of the shares

Engaging in insider dealing and the unlawful disclosure of Inside Information constitute, inter alia, abuse of Inside Information and are strictly prohibited.
Inside information and other non-public information linked to the RHI Magnesita Group is to be considered strictly confidential and shall be protected through appropriate organizational measures.
More detailed information on this subject is provided in the Inside Information Policy, which is amended from time to time, and is made available to all employees and other persons concerned.

Data protection and privacy

Our key document
Global Data Protection and Privacy Policy

In order to enable our business processes and to fulfill related duties, RHI Magnesita needs to process not only business data but also data related to individuals, mainly our employees but also data related to other persons we work with.

We respect the right of privacy and other data protection principles and are committed to processing personal data lawfully, fairly, in a transparent manner and for a legitimate and limited purpose only.

We comply with applicable privacy and data protection regulations, such as the provisions of the EU General Data Protection Regulation (GDPR). In particular, we ensure that the collection, processing and use of personal data are carried out exclusively within the legally permitted and operationally necessary scope and to protect such data from unauthorized disclosure, use, or modification.

All employees are required to adhere to the respective principles and to handle information and IT systems conscientiously and carefully. Careless handling may cause significant damage to RHI Magnesita, our employees, or to third parties.

Information security

Our key documents
- Information Security Policy
- Guidelines on specific information security topics

Information represents an essential success factor in everyday operations and in competition. The use of modern information systems and digitalization enables efficient and professional work. However, they also bear risks for data security and privacy. The protection of personal and business-related data, including confidential customer data, is of key importance to RHI Magnesita. Ensuring the functionality and integrity of our information and communication systems are therefore top priorities.

All data and information created, stored, sent, or received within the context of working with RHI Magnesita are the property of RHI Magnesita and are not to be considered private data or communication. All such data and information, both physical and electronical, must be labeled and treated in accordance with our rules on information classification. If not explicitly designated otherwise, all information is considered for internal use only and must not be disclosed to third parties. The obligation to confidentiality applies even after termination of employment with RHI Magnesita.

Business partners, consultants and former employees of RHI Magnesita must be considered external persons in this context. They may not receive any internal or confidential information. If they do require such information to fulfill their duties on behalf of RHI Magnesita, formal authorization and a confidentiality agreement in accordance with the applicable policies and procedures have to be obtained before any information is made available to them.

Intellectual property

RHI Magnesita and its employees respect and protect intellectual property, trade secrets and copyrights. We use such assets within the specified terms of use only and treat them confidentially to ensure compliance with the applicable laws and license terms and to protect our rights. This also applies to such information which RHI Magnesita was entrusted with by customers, suppliers or other business partners.

RHI Magnesita only allows software on its computers which is approved by the IT Department and properly licensed for commercial use to RHI Magnesita.

We do not tolerate copying, downloading, or distributing of software or other copyrighted material beyond the agreed upon scope. The use of so-called “freeware” or “shareware”, i.e. programs and files that are available free of charge on the Internet, is generally not allowed.

Most information, such as books, magazines, websites, music or video recordings, etc., that is also copyright protected, is protected from unauthorized use. Unless explicit permission is given by owner of the copyright, any reproduction, distribution or electronic storing is prohibited.

RHI Magnesita resources

It is an obligation of all our managers, employees and contracted staff to protect RHI Magnesita and its resources from internal and external threats like theft and fraud and to ensure a true and fair representation in the financial statements and other reports.

The use of RHI Magnesita resources is designated for business-related tasks. Any equipment, tools and other resources provided by RHI Magnesita shall be treated in a careful, preservative and cost saving manner.

RHI Magnesita acknowledges that employees may exceptionally use RHI Magnesita equipment or communication devices for private purposes. This is generally tolerated, provided the use is limited in duration and scope, does not adversely affect work performance, or result in a significant load on central resources or in a significant cost increase for RHI Magnesita, and does not violate relevant RHI Magnesita policies.

RHI Magnesita reserves the right to restrict and/or to monitor the usage of working and communications equipment, including the use of computers, software, e-mail, Internet, instant messaging, text messaging, voice mail, conference equipment, mobile phones, office supplies, etc., in accordance with applicable laws and existing labor agreements.

Internal and external communication

RHI Magnesita expects honest and respectful behaviour in all forms of internal and external communication, regardless of form and media used. We do not tolerate any offensive content, discriminatory or harassing text or pictures, derogatory references to age, disability, ethnic origin, marital status, national origin, colour, religion, sex or sexual orientation, pornographic, criminal or terroristic content, political agitation, or any other type of questionable content. This applies to personal interaction, all forms of written or electronic communication, as well as to Internet platforms and social media. Accessing Internet pages with content listed above by means of RHI Magnesita-owned equipment or communication lines is also prohibited.

External presentation of RHI Magnesita is reserved to the governing bodies and authorized functions, the Board, the Executive Management Team, the Regional Presidents, Corporate Communications, and Investor Relations.

Publishing professional articles and lecturing are generally permitted but shall be reported in advance and in accordance with our internal guidelines and procedures to avoid any potential conflict of interests if they are related to the employment at RHI Magnesita.

All private activities of our employees, including but not limited to social media postings, shall be clearly separated from RHI Magnesita activity and must not impair the reputation of RHI Magnesita.

Applicability and implementation

This Code of Conduct is applicable to all employees, executives of RHI Magnesita worldwide, regardless of their position or type of employment.

It summarizes the most important principles of ethical behaviour. Further details and specific regulations applicable to all or only particular business units or geographical areas are contained in separate policies, process descriptions, or guidelines. Such documents will be integrative and binding, together with this Code of Conduct.

Non-compliance with this Code of Conduct or other internal policies may have disciplinary or even legal consequences. RHI Magnesita will not tolerate any illegal behaviour and will penalize any attempt of infringement in accordance with applicable labour laws. In addition, RHI Magnesita reserves the right to claim damages and compensation.

While every RHI Magnesita employee is required to comply with this Code of Conduct, significant responsibility for compliance lies with our management and executives. It is one of their foremost duties to guide and to supervise their staff and team members in daily operations and to act as a role model.

RHI Magnesita provides trainings on various topics covered in this Code of Conduct to help employees better understand our internal policies, guidelines, and processes.

In order to ensure the correct and consistent application of this Code of Conduct and adherence to applicable laws and regulations at RHI Magnesita worldwide, the Internal Audit, Risk & Compliance team will conduct periodic reviews and identify improvement potential. We expect our business partners (customers, suppliers, consultants, etc.) to adhere to similar compliance standards.





Questions and assistance

In some situations it may not be clear whether a particular behaviour or action is legally and/or ethically correct. Sometimes detailed clarification of the conditions and circumstances is required. If you have any questions about the rules outlined in this Code of Conduct, or if you are not sure whether your (planned) decisions, procedures, or other activities are compliant, consult with your supervisor or seek advice from the Internal Audit, Risk & Compliance team.

Reports and complaints —

Our key document
Speak Up Guidance

The RHI Magnesita Compliance Helpline

If you have knowledge of, or suspect a serious violation of applicable laws and regulations, this Code of Conduct or other policies, report the incident — Do not look the other way!

RHI Magnesita provides multiple channels to raise concerns, which are also open to external stakeholders. As a general rule, questions, proposals, problems, and grievances should be clarified with the direct supervisor first. In some situations this may not be effective or you might feel uncomfortable in addressing your concerns directly. If you recognize ethical misconduct do not hesitate to report it. Employees of RHI Magnesita are obliged to report serious cases.

The RHI Magnesita Compliance Helpline enables you to report cases of suspected misconduct and to obtain advice, at any time and regardless of where you are. It is operated by People Intouch B.V., www.speakup.eu, an independent and specialized service provider, and guarantees full anonymity, if you prefer.

You can reach the Compliance Helpline easily by telephone or via a web portal on the Internet under **https://rhimagnesita.speakup.report/RHIMagnesita**. Alternatively, you may direct your concerns via e-mail to **Compliance-Helpline@rhimagnesita.com** or, if you prefer a personal contact, just get in touch with the Internal Audit, Risk & Compliance team directly, we will be happy to assist you.

Raising a concern or speaking up can take courage, and sometimes what holds us back is fear of the reaction from our colleagues and managers. RHI Magnesita is committed to maintaining a culture in which our employees feel comfortable raising concerns about potential violations of the Code of Conduct or other policies. RHI Magnesita will not tolerate any adverse employment action against an employee who raises a concern in good faith. Any employee who retaliates or participates in retaliating against another employee for raising a compliance concern will be subject to disciplinary measures, up to and including termination of employment.

When reporting an incident, describe the facts in question, as well as all relevant circumstances as clearly and precisely as possible. The more information we get, the better and faster we can respond. All information you provide will be treated confidentially and is subject to diligent evaluation. Please understand that we will not be able to react to reports without sufficient information.

Be aware that rogue messages or false accusations against others are not only unethical but may also be punishable and cause sustainable damage. Such behaviour is not permitted and constitutes a serious abuse of our reporting channels.

More information on raising concerns as well as on internal and external reporting channels are provided in our internal policy, as well as on the RHI Magnesita website and Intranet.

Internal Audit, Risk & Compliance team

Kranichberggasse 6, 1120 Vienna, Austria
compliance-helpline@rhimagnesita.com
+43 502 13-0

LOCATION	PHONE NUMBER	PHONE INSTRUCTIONS	ORGANISATION CODE
Albania	0035545301801	Number: +355 4 530 1801 Call charged at local rate	120986
Algeria	00213983299338	Number: +213 983 29 93 38 Call charged at local rate	120975
Angola	00244226425610	Number: +244 226 425 610 Call charged at local rate	120975
Anguilla	18334222005	Freephone: 1833 422 2005	120914
Antigua and Barbuda	18334222006	Freephone: 1833 422 2006	120914
Argentina	00541120397280	Number: +54 11 2039 7280 Call charged at local rate	120914
Australia	0061282846262	Number: +61 2 8284 6262 Call charged at local rate	120941
Austria	0800909683	Freephone: 0800 909 683	120986
Bahamas	18334222007	Freephone: 1833 422 2007	120914
Bahrain	0097316501936	Number: +973 1650 1936	120975
Bangladesh	008809610998462	Freephone: +880 (0) 9610 998462	120975
Barbados	0012466239631	Number: +1 (246) 623 9631 Call charged at local rate	120914
Belarus	882004910089	Freephone: 8 820 0491 0089	120986
Belgium	080089326	Freephone: 0800 89 326	120986
Belize	18000130076	Freephone: 1800 0130 076	120914
Benin	0022920900380	Number: +229 20 90 0380 Call charged at local rate	120975
Bermuda	18334222008	Freephone: 1833 422 2008	120914
Bhutan	009752379003	Freephone: +975 2 379 003	120975
Bolivia	800105122	Freephone: 800 105 122	120914
Bosnia and Herzegovina	0038770330093	Number: +387 70 330 093 Call charged at local rate	120986
Botswana	8007861103	Freephone: 800 786 1103	120975
Brazil	0005540033316 00551147008838	Freephone: +5540033316 Number: +55 (11) 4700 8838 Call charged at local rate	120902
Brunei	8014657	Freephone: 801 4657	120941
Bulgaria	008002100645	Freephone: 800 210 0645	120986
Burkina Faso	0022625300982	Number: +226 25 30 09 82 Call charged at local rate	120975
Cambodia	1800209867	Freephone: 1800 209 867	120941

*Although there is comprehensive coverage, it may depend on your telecom provider whether the freephone numbers are available. If you cannot reach them, please use the cost numbers or the web portal instead. For more information, please visit the RHI Magnesita Website or Intranet.

LOCATION	PHONE NUMBER	PHONE INSTRUCTIONS	ORGANISATION CODE
Cameroon	00237657103112	Freephone: +237 6 57 10 31 12	120975
Canada	0015143950496	Number: +1 (514) 395 0496 Call charged at local rate	120930
Cayman Islands	0013457695580	Number: +1 (345) 769 5580 Call charged at local rate	120914
Chile	0056224835917	Number: +56 22 483 5917 Call charged at local rate	120914
China	108001523042	Freephone (via China Telecom): 1080 0152 3042	120941
China	108008522221	Freephone (Via China United Network): 1080 0852 2221	120941
China	4001201842	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.	120941
Colombia	00576012421247	Number: +57 601 242 1247 Call charged at local rate	120914
Costa Rica	0050640360350	Number: +506 4036 0350 Call charged at local rate	120914
Côte d'Ivoire	002250566770918	Freephone: +225 05 66 77 0918	120975
Croatia	08007745	Freephone: 0800 7745	120986
Cyprus	80091142	Freephone: 800 91142	120986
Czechia	800050833	Freephone: 800 050 833	120986
Denmark	004543310961	Number: +45 43 31 09 61 Call charged at local rate	120986
Dominica	18334221998	Freephone: 1833 422 1998	120914
Dominican Republic	0018299471996	Number: +1 (829) 947 1996 Call charged at local rate	120914
Ecuador	1800001432	Freephone: 1800 001 432	120914
Egypt	08000000083	Freephone: 0800 000 0083	120975
El Salvador	0050322304752	Number: +503 2230 4752 Call charged at local rate	120914
Estonia	003726093008	Number: +372 609 3008 Call charged at local rate	120986
Ethiopia	800861919	Freephone: 800 86 1919	120975
Fiji	008002650	Freephone: 008 002 650	120941
Finland	0800392912	Freephone: 0800 392 912	120986
France	0805543753	Freephone: 080 554 3753	120986
French Guiana	0800991448	Freephone: 0800 99 1448	120914
French Polynesia	0800914886	Freephone: 0800 91 4886	120914
Georgia	1800008013	Freephone: 1800 008 013	120986
Germany	08001818952	Freephone: 0800 1818 952	120986

LOCATION	PHONE NUMBER	PHONE INSTRUCTIONS	ORGANISATION CODE
Ghana	00233596993553	Number: +233 59 699 3553 Call charged at local rate	120975
Greece	0080044145924	Freephone: 0080 0441 45924 The number will not work when called from a mobile	120986
Grenada	0014732300333	Number: +1 (473) 230 0333 Call charged at local rate	120914
Guam	18338096777	Freephone: 1833 809 6777	120914
Guatemala	0050223028459	Number: +502 2302 8459 Call charged at local rate	120914
Honduras	80027916139	Freephone: 800 2791 6139	120914
Hong Kong	0085230194193	Number: +852 3019 4193 Call charged at local rate	120941
Hungary	0680984589	Freephone: 06 809 845 89	120986
Iceland	003544150349	Number: +354 415 0349 Call charged at local rate	120986
India	0008000503159	Freephone: 0008 0005 03159	120975
Indonesia	00622180630074	Number: +62 21 8063 0074 Call charged at local rate	120941
Ireland	1800800636	Freephone: 1800 800 636	120986
Israel	0097233741225	Number: +972 3374 1225 Call charged at local rate	120975
Italy	800147694	Freephone: 800 147 694	120986
Jamaica	0018766779125	Number: +1 (876) 677 9125 Call charged at local rate	120914
Japan	0081366270734	Number: +81 3 6627 0734 Call charged at local rate	120941
Jordan	080023801	Freephone: 0800 23801; No mobile access	120975
Kazakhstan	87273574582	Number: (+7) 8 72735 74582 Call charged at local rate; No mobile access	120986
Kenya	00254207650957	Number: +254 20 765 0957 Call charged at local rate	120975
Kuwait	0096522055730	Freephone: +965 2205 5730	120975
Latvia	80005929	Freephone: 800 05929	120986
Lebanon	8338160193	Freephone: 833 816 0193	120975
Lithuania	880030366	Freephone: 8800 30366	120986
Luxembourg	003523420808982	Number: +352 342 080 8982 Call charged at local rate	120986
Malaysia	0060377243136	Number: +60 3 7724 3136 Call charged at local rate	120941
Malta	80065144	Freephone: 8006 5144	120986

LOCATION	PHONE NUMBER	PHONE INSTRUCTIONS	ORGANISATION CODE
Martinique	0800901651	Freephone: 0800 90 1651	120914
Mauritius	0023052970999	Number: +230 5 297 0999 Call charged at local rate	120975
Mexico	00525547806198	Number: +52 55 4780 6198 Call charged at local rate	120930
Moldova, the Republic of	080060016	Freephone: 080 060 016	120986
Morocco	00212530144108	Number: +212 5 30 14 41 08 Call charged at local rate	120975
Myanmar	08008008062	Freephone: 0800 800 8062	120941
Namibia	00264833800103	Freephone: +264 83 380 0103	120975
Nepal	18000010186	Freephone: 1800 001 0186	120975
Netherlands	0031107007503	Number: +31 10 700 75 03 Call charged at local rate	120986
New Zealand	006499135892	Number: +64 9 913 5892 Call charged at local rate	120941
Nicaragua	0050575137610	Number: +505 7513 7610 Call charged at local rate	120914
Nigeria	07080601221	Freephone: 070 8060 1221	120975
North Macedonia	0038925513216	Number: +389 2551 3216 Call charged at local rate	120986
Norway	004724140601	Number: +47 24 14 06 01 Call charged at local rate	120986
Oman	80074161	Freephone: 8007 4161	120975
Pakistan	0080090044437	Freephone: 0080 0900 44437	120975
Panama	005073084480	Number: +507 308 4480 Call charged at local rate	120914
Papua New Guinea	000861322	Freephone: 0008 61322	120941
Paraguay	0098004410266	Freephone: 0098 0044 10266; No mobile access	120914
Peru	080074535	Freephone: 0800 74535	120914
Philippines	180083948474	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device	120941
Poland	800012953	Freephone: 800012953	120986
Portugal	800831302	Freephone: 800 831 302	120986
Puerto Rico	0017872007305	Number: +1 (787) 200 7305 Call charged at local rate	120914
Qatar	00800101094	Freephone: 00800 101 094	120975
Réunion	1800916980	Freephone: 1800 916 980	120986
Romania	0800400653	Freephone: 0800 400 653	120986
Russian Federation	88001006994	Freephone: 8 (800) 100 69 94	120986

LOCATION	PHONE NUMBER	PHONE INSTRUCTIONS	ORGANISATION CODE
Saudi Arabia	8008501433	Freephone: 800 850 1433	120975
Serbia	0038110520043	Number: +381 10 520 043 Call charged at local rate	120986
Seychelles	800131	Freephone: 800 131	120975
Singapore	006564037051	Number: +65 6403 7051 Call charged at local rate	120941
Slovakia	0800113418	Freephone: 0800 113 418	120986
Slovenia	080083115	Freephone: 0800 83115	120986
South Africa	0027214277937	Number: +27 (21) 427 7937 Call charged at local rate	120975
South Korea	0082237005146	Number: +82 2 3700 5146 Call charged at local rate	120941
Spain	0034900031156	Number: +34 900 031 156 Call charged at local rate	120986
Sri Lanka	0094720910370	Number: +94 (72) 091 0370 Call charged at local rate	120975
Sudan	00249156559883	Freephone: +249 15 655 9883	120975
Suriname	8338160919	Freephone: 833 816 0919	120914
Sweden	0201604703	Freephone: 020 160 4703	120986
Switzerland	0800005691	Freephone: 080 000 5691	120986
Taiwan	00886277438912	Number: +886 2 7743 8912 Call charged at local rate	120941
Tanzania, the United Republic of	0800111020	Freephone: 0800 11 1020	120975
Thailand	006628449693	Number: +66 2 844 9693 Call charged at local rate	120941
Trinidad and Tobago	0018682241869	Number: +1 (868) 224 1869 Call charged at local rate	120914
Tunisia	0021631300338	Number: +216 31 300 338 Call charged at local rate	120975
Türkiye	00800448828602	Freephone: 0080 04488 28602	120986
Turks and Caicos Islands	18334621355	Freephone: 1833 462 1355	120914
Uganda	00256414238162	Number: +256 41 423 8162 Call charged at local rate	120975
Ukraine	0800801205	Freephone: 0800 801 205	120986
United Arab Emirates	80004440408	Freephone: 800 0444 0408	120975
United Kingdom	08000224118	Freephone: 080 0022 4118	120986
United States of America	0016692887154	Number: +1 (669) 288 7154 Call charged at local rate	120930
Uruguay	0004135985762	Freephone: 000 413 598 5762	120914

LOCATION	PHONE NUMBER	PHONE INSTRUCTIONS	ORGANISATION CODE
Venezuela	00582123357722	Number: +58 212 335 7722 Call charged at local rate	120914
Vietnam	008419003271	Number: +84 1900 3271 Call charged at local rate	120941
Virgin Islands (British)	18334621356	Freephone: 1833 462 1356	120914
Virgin Islands (U.S.)	18337246398	Freephone: 1833 724 6398	120914
Zimbabwe	002638677422010	Freephone: +263 867 742 2010	120975



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