

# Compliance Line Frequently Asked Questions

**Note:** This Q&A relates to the Compliance Line, which is Ericsson Nikola Tesla Group's whistle-blower tool (hereinafter: ETK Compliance Line).

For questions regarding the document below please contact:  
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## What is ETK Compliance Line?

ETK Compliance Line is Ericsson Nikola Tesla Group's whistle-blower tool, which enables employees and external parties to report serious breaches that would otherwise not be reported. You can report via a secure website.

## Who operates ETK Compliance Line?

The service is operated by a third party, Bisnode d.o.o. Bisnode is responsible for the anonymization of a sender's IP address and the processing of all messages received by Ericsson Nikola Tesla Compliance Officer.

## How does ETK Compliance Line work?

You can choose to use a web system, which is very simple to use. When you leave a message through the web service, you will receive a case reference number, which you should keep if you want to monitor progress. You can post a new follow-up message to this response. This conversation cycle can be repeated. Instructions in different languages can be found at the following web pages:

<https://www.ericsson.hr/upravljanje-kompanijom> (Croatian, Bosnian, Serbian, Montenegrin)

<https://www.ericsson.hr/en/company-governance> (English)

<https://www.ericsson.hr/ru/korporativnoe-upravlenie> (Russian)

Choose your preferred language by using the proper link as above, proceed to the web page and leave your message. You will receive a unique case reference number that you should keep so you can follow up on the progress. If necessary, you can also upload documents to your report. Within one week you can return to the web page using the case reference number and read the response from Ericsson Nikola Tesla Group. You can also reply to this response. This communication cycle can be repeated.

## Can I make a web report to ETK Compliance Line at any time?

Yes. ETK Compliance Line is available 24/7/365.

## Can I report anonymously?

Yes, if your local legislation allows anonymous reporting.

**I want to remain anonymous but would like to receive a response. Is that possible?**

Yes, that is possible. The system will give you a unique case reference number. Please make sure to write it down carefully. This case number enables you to read the response from Ericsson Nikola Tesla Group when you wish to follow up on your particular case.

**How soon can I check for a response?**

Ericsson Nikola Tesla Group strives to respond within one week. If no answer is available after 7 working days, we advise you to try once more after a few days, or to leave a new message with a new case number and refer to your other case.

**When can I use ETK Compliance Line?**

ETK Compliance Line should only be used for compliance concerns that involve Ericsson Nikola Tesla Group management and relate to:

- Corruption
- Questionable accounting or auditing matters
- Other matters that might seriously affect vital interests of Ericsson Nikola Tesla Group or personal health and safety.

**If I have an urgent health and safety problem, should I use ETK Compliance Line?**

Since the reports to ETK Compliance Line are done to a third party, it takes some time before Ericsson Nikola Tesla Group gets a copy of the report, therefore urgent health and safety matters should always be reported to your contact person at Ericsson Nikola Tesla Group for immediate actions.

**Can Ericsson Nikola Tesla Group trace my connection data when I leave a web report?**

No. ETK Compliance Line is operated by a third party called Bisnode, and Ericsson Nikola Tesla Group has no access to the system which might contain information of metadata/IP-address of the sender.

Ericsson Nikola Tesla Group will only receive content files of your web report. Ericsson Nikola Tesla Group will never have access to your metadata/IP-address.

**Will confidentiality ever be broken?**

There is one exception: if the reporting system receives a message of threatening violence or an illegal act, Ericsson Nikola Tesla Group can request Bisnode d.o.o. to hand over the meta data/IP-address to the authorities. Still, the meta data/IP-address will never be handed over to Ericsson Nikola Tesla Group, only to the authorities.

**Can I leave/upload documents?**

Yes, the web system enables you to attach (electronically) documents.

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

**What if I do not remember my case number?**

If you have lost your case number, we ask you to leave your message again with a new case number. Use the new case number for all further communication.

**I do not know where to find the information to leave a message. Where can I find this?**

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