

ÖSSUR SPEAK UP POLICY - FAQ

Why should I report suspected misconduct or observation that I have?

Speaking up is important for fostering high ethical standards, tied to our core value Honesty and thus maintaining customer and public confidence in the Company and its operations. By speaking up you can contribute to preventing the possible escalation of misconduct.

How is my anonymity ensured?

The Össur Speak Up line is operated by an independent service provider that establishes anonymous communication between you and the individuals receiving the messages. The service is separate from Össur's IT environment. The Speak Up line does not track IP addresses or other data that could identify a person sending a message. Messages can only be decrypted by designated individuals. We recommend that you access the Speak Up line from a device that is not connected to the Össur intranet.

What information should I include in my message?

To enable a thorough investigation, you should include a detailed description including what has happened, as well as when and where it happened. You do not have to have proof of your suspicions, but a report should always be submitted in good faith. You may upload text files and pictures to your report using the web-based communication channel. Meta data is removed to ensure your anonymity.

What happens after I have sent a message?

After having submitted your report, you will receive an ID and a password. The receivers of your message may post a response or a follow-up question to you. This dialogue, during which you remain anonymous for as long as you want, ensures that you have the possibility to contribute to a successful investigation process.

How do I submit my message?

You can send your report through the Össur Speak Up line, which is available 24/7/365. The Speak Up line is device independent, and available for smart phones, tablets and PCs.

How can I trust secure information management?

The Össur Speak Up line complies with ISO 27001, the latest international information security standard. It is set up to ensure that information security, including personal data management, is considered in all decisions during development and throughout the life. We ensure the confidentiality, integrity and availability of data.

Is my message encrypted?

Yes, data is encrypted during transmission and storage. Only authorized users can access your message. The provider of the Speak Up line cannot decrypt and read messages.