



Gunvor Speak Up Policy

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V 2.0 / Jun. 2024	Revised version of the Whistleblowing Policy	Head of Group Internal Audit	Chief Legal Officer	Chief Executive Officer

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1. INTRODUCTION AND PURPOSE

Gunvor is committed to conducting its business with integrity. Therefore, Gunvor strives to create a culture where employees and other stakeholders feel comfortable speaking up. Reported concerns are treated seriously and handled in a manner that protects those reporting, known as “whistleblowers”, against any form of retaliation. The identification of concerns related to misconduct (as defined by the glossary at Appendix A of this policy) allows Gunvor to take appropriate action that could prevent further misconduct. Therefore, speaking up may limit potential financial and reputational damages as well as other unwanted outcomes.

This policy aims to encourage and support individuals who report concerns related to misconduct. It also lays out principles, reporting procedures as well as the process and responsibilities for handling reports on misconduct. In addition, this policy outlines the potential consequences in instances where it is violated.

Please note however that SpeakUp reporting mechanisms may not be used for general complaints about salaries or other Human Resources (HR) related topics or dissatisfaction with office equipment or similar. For these cases, please contact local HR.

2. SCOPE

This policy applies to all employees (incl. industrial asset workers), Board Members, supervisors and management members working for Gunvor or for its subsidiaries and affiliates or majority owned joint ventures worldwide (collectively referred to here as “Gunvor”). It also applies to temporary personnel, such as officers, consultants, contractors, casual workers, agency workers, apprentices, volunteers, interns, and former employees. Furthermore, it covers shareholders, suppliers, service providers, agents and business partners. Everything that applies to employees equally applies to the named third parties. Therefore, third parties are not mentioned separately below. Any reference to “employee” or “employees” in the policy shall be understood as all categories of employees as well as third parties stated above.

3. POLICY IMPLEMENTATION

It is explicitly acknowledged that this policy may go beyond or deviate from what is required by local law. If this policy provides better protection for whistleblowers, the respective Gunvor provisions will prevail. For any other conflicts between this policy and local law, local law will prevail. Local deviations can be found in the respective appendices.

4. SPEAK UP PRINCIPLES

4.1 DUTY TO REPORT AND TO REFRAIN FROM STARTING ONE'S OWN INVESTIGATION

Gunvor's reputation for integrity depends upon the action of its employees. Therefore, employees are reminded that, without fearing any retaliation of any kind, they must always report any concern related to misconduct. Employees must not start any investigation themselves.

4.2 PROTECTION OF WHISTLEBLOWER IDENTITY

Gunvor encourages employees to identify themselves when reporting a concern or providing information. Whistleblowers may report concerns anonymously without disclosing their identity via the "SpeakUp" mechanism (Gunvor's Speak Up reporting tool). However, they must be aware of the fact that the proper handling of a report and/or an investigation is more difficult, and sometimes even impossible, if the whistleblower's identity is not known. "SpeakUp" mechanism allows for two-way, anonymous communication, even if a whistleblower chooses to withhold their identity.

If the whistleblower discloses their identity, the person receiving the non-anonymous report will still treat their identity as strictly confidential. The whistleblower's identity and information provided by them will only be shared with others on an absolute need-to-know basis.

There may be circumstances where information may require disclosure. In these cases, the whistleblower will generally be informed about the disclosure. These circumstances may include, but are not limited to the following situations:

- where Gunvor is under a legal obligation to disclose information provided by a whistleblower;
- where information is given on a strictly confidential basis to legal or auditing professionals for the purpose of gaining professional advice; and
- where the information is given to the government authorities for the purpose of a criminal investigation.

Furthermore, information may be disclosed, and the whistleblower informed, if the information is no longer secret, as it is already in the public domain. In the event that Gunvor is faced with a situation not covered by the above, and where an identity is required to be revealed, the disclosure will, where legally possible, first be consulted with the whistleblower.

4.3 PROTECTION AGAINST RETALIATION

All employees will be protected from any sort of retaliation (or from being adversely affected professionally) because of reporting concerns related to misconduct, as long as these reports are made in good faith. Consequently, if a genuine concern is raised, the whistleblower will be protected, whether it proves to be true or not. However, Gunvor does not condone any frivolous, mischievous, or malicious allegations. Hence, if a report is made in bad faith (i.e., with the intention to harm the accused), the reporter is not considered a whistleblower and therefore not protected under this policy.

4.4 “INNOCENT UNTIL PROVEN GUILTY”

False allegations may be detrimental to the accused’s reputation. Therefore, the identity of the accused is protected just as much as the identity of the whistleblower. It is only shared on an absolute need-to-know basis.

5. PROCESSES

5.1 INTERNAL REPORTING MECHANISMS

Whistleblowers shall use internal reporting mechanisms in cases where the misconduct can be effectively addressed internally. Whistleblowers intending to report a concern related to misconduct may choose whether to report directly via the “SpeakUp” mechanism provided by Gunvor, which is handled by the Head of Group Internal Audit, or via local reporting channels, i.e., via email, telephone, mail or in person to a line manager.

If a whistleblower wants to report directly through the “SpeakUp” mechanism, anonymously or not, they can do so via the web link, the dedicated mobile application or by calling a dedicated Interactive Voice Response (IVR) and leaving a message (see Appendix B for full details). These three reporting channels are available 24 hours per day and 365 days a year.

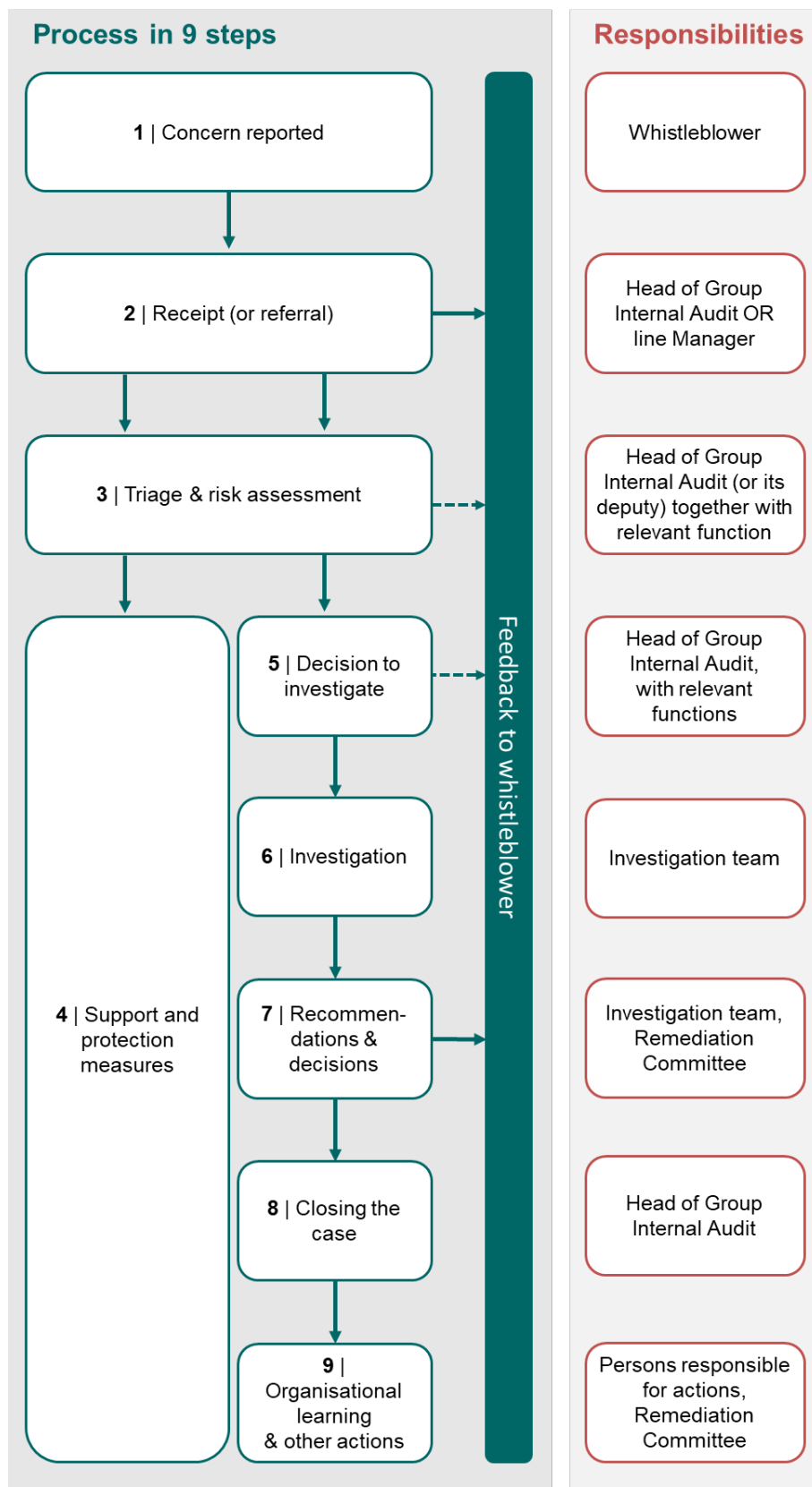
Whistleblowers shall always include the “who, what, where, when, how, and why?” when reporting a concern related to misconduct, as well as any other information that may enable Gunvor to best go about handling and/or investigating the matter. Whistleblowers are free to report in any language they wish.

5.2 EXTERNAL REPORTING MECHANISMS

All whistleblowers are strongly encouraged to report internally first. Still, Gunvor declares and acknowledges that this does not limit the right of employees to file a report externally to a relevant competent authority. Such a report usually relates to the conduct of Gunvor employees, but it may sometimes relate to the actions of a third party, such as a customer, supplier, or service provider. A list of competent local authorities can be found in the respective country-specific appendices to this policy. External reporting may be required by law in certain countries. In all cases, whistleblowers are encouraged to seek advice from the Head of Group Internal Audit in his capacity as policy owner and person responsible for the Speak Up process before reporting a concern externally.

5.3 DEALING WITH REPORTS

Please find below a description of the individual steps taken when dealing with reports of concerns related to misconduct.



5.3.1 REPORT OF A CONCERN RELATED TO MISCONDUCT

For the internal reporting mechanism, whistleblowers file a report of a concern related to misconduct via the “SpeakUp” mechanism (i.e. web, app, hotline) or via local reporting channel (i.e., via email, telephone), or in person to a line Manager.

5.3.2 RECEIPT (OR REFERRAL)

The Head of Group Internal Audit receives the report via the “SpeakUp” mechanism, or the line Manager receives the report via email, telephone, mail or in person. If anyone else receives a report, they shall forward it to the Head of Group Internal Audit (directly or via the “SpeakUp” mechanism) who will inform the whistleblower accordingly. The whistleblower shall receive an acknowledgment of receipt via the “SpeakUp” mechanism / from the line Manager within one week (seven days). If the report is made via local reporting channel (i.e., to the line Manager), it is the duty of the line Manager to file a report via the “SpeakUp” mechanism on behalf of the whistleblower and inform the whistleblower accordingly.

5.3.3 TRIAGE AND RISK ASSESSMENT

The Head of Group Internal Audit or their deputy shall initially assess the report of a concern related to misconduct for the purpose of categorization, taking preliminary measures, prioritization, and assignment for further handling (i.e., considering the likelihood of the alleged misconduct and its potential impact, e.g., physical health risks, mental health risks, legal risks, etc.).

The Head of Group Internal Audit or their deputy shall assess the risk of detriment to the whistleblower and other relevant interested parties. The Head of Internal Audit shall also identify strategies to prevent detriment against the whistleblower and other relevant interested parties. These strategies shall be proportionate to the identified risk. Possible prevention measures may be, but are not limited to:

- changing workplace or reporting arrangements;
- providing support throughout the process, including regular communication, with special consideration towards vulnerable people (e.g., people affected by [sexual] harassment or discrimination);
- warning the subject of the report or interested parties that detrimental conduct or breach of confidentiality can be a disciplinary offence;
- encouraging and reassuring the whistleblower of the importance of reporting concerns related to misconduct; and

- safeguarding the whistleblower's interests wherever possible.

If detriment is occurring or has occurred, remediation measures may be needed. Possible remediation measures may be, but are not limited to:

- reinstating the whistleblower in the same or equivalent position, with equal salary, responsibilities, working position and reputation;
- ensuring fair access to promotion, training, opportunities, benefits, and entitlements; and
- withdrawing litigation.

In high-risk cases, the Head of Group Internal Audit may want to consider involving other functions, e.g., General Counsel or Human Resources (HR), for cross-functional supervision.

If the allegations are found to be frivolous, mischievous, or malicious, the Speak Up process is terminated. The individual that has made a report may be subject to disciplinary measures according to the [Gunvor Global Disciplinary Policy](#).

Triage and risk assessments shall happen within approximately two weeks after acknowledgement. The whistleblower shall be informed unless internal investigations or the rights of persons involved would be jeopardized.

5.3.4 SUPPORT AND PROTECTION MEASURES

Depending on the risk assessment, different protection and supporting strategies may be implemented. Coordination with HR and/or Chief Legal Officer may be required.

The Executive Committee (ExCom) is accountable for ensuring support and protection, while the Head of Group Internal Audit is responsible for the implementation of support and protection measures.

Support and protection measures shall be provided after triage and risk assessment, throughout the whole investigation, and even after the closing of the case.

5.3.5 DECISION TO INVESTIGATE

Depending on the outcome of the triage and initial risk assessment, which shall consider the nature of the case, the Head of Group Internal Audit together with any relevant functions (e.g., HR, Finance, Compliance, etc.) may decide to investigate or not to investigate. The Head of Group Internal Audit shall inform the Audit Committee about all cases and consult it for

medium- and high-risk cases. The Head of Group Internal Audit shall choose an impartial and suitably qualified investigation team which may include external consultants where required for their independence or expertise. The Head of Group Internal Audit may also delegate the investigation lead to other relevant functions within the Group as appropriate ([ref. Gunvor Investigation Policy](#)).

The decision to investigate and the engagement of the investigation team needs to happen within approximately three weeks after the acknowledgement of receipt. The whistleblower shall be informed about the decision to investigate unless internal investigations or the rights of persons involved would be jeopardized.

5.3.6 INVESTIGATION

The investigation team shall conduct the investigation without bias. The accused shall be given the right to respond and have the opportunity to be assisted according to the [Gunvor Investigation Policy](#).

Every investigation needs an investigation plan. The investigation process includes data gathering and interviews conducted by suitably qualified investigators.

During the investigation, the Head of Group Internal Audit shall regularly update the Audit Committee on progress for medium- and high-risk cases.

Investigations are conducted according to the [Gunvor Investigation Policy](#).

The investigation may take up to three months after the acknowledgement of receipt.

5.3.7 RECOMMENDATIONS & DECISIONS

Once all relevant information is gathered, the investigation team shall decide whether the evidence supports the allegations of misconduct. The investigation team shall issue findings, provide recommendations, and document the investigation conducted according to [Gunvor Investigation Policy](#).

If the evidence supports the allegations of misconduct, the case shall be brought before a Remediation Committee composed of Legal, HR, Head of Group Internal Audit and, if needed in a specific case, Compliance, Head of Desk Front Office, Finance, and other relevant parties. The Remediation Committee will evaluate the recommendations and decide on disciplinary and remediation measures.

The whistleblower shall then be informed about the findings and measures planned and taken within three months after the acknowledgement of receipt unless internal investigations or the rights of persons involved would be jeopardized.

5.3.8 CLOSING THE CASE

The Head of Group Internal Audit shall review the case to make sure all necessary information and documentation is safeguarded, including date of closing, who approved closing, and what action was or is planned to be taken.

The case shall be closed within approximately three to four months after the acknowledgement of receipt.

5.3.9 ORGANISATIONAL LEARNING & OTHER MEASURES

After closing the case, disciplinary and/or remediation measures are being implemented. The Remediation Committee shall decide who is the person responsible for and will oversee the implementation of these measures. The remediation measures shall then be monitored by Internal Audit. For disciplinary measures, please see the following chapter.

6. DISCIPLINARY MEASURES

Once internal investigations have been completed and in case the accused has been found to have engaged in misconduct, the appropriate disciplinary measures or sanctions must be taken against them – with due regard for the principles of equal treatment and proportionality and employment law obligations.

Depending on the severity of the misconduct, various type of disciplinary measures may be imposed according to the [Gunvor Global Disciplinary Policy](#).

Furthermore, any person engaged in retaliation may face disciplinary measures or sanctions according to Gunvor Global Disciplinary Policy as well as potentially external consequences under applicable legislation or regulations.

7. ADDITIONAL RESOURCES

The Company will ensure that all new employees will receive induction on the Gunvor Speak Up policy and will provide refresher training to all members of staff so that they know how to use this policy.

If there are any questions about this policy, the Speak Up process or whistleblowing in general, employees may contact the Head of Group Internal Audit in his capacity as policy owner and person responsible for the Speak Up process.

APPENDIX A: GLOSSARY

Misconduct	<p>Some examples of misconduct covered by this policy include, but are not limited to:</p> <ul style="list-style-type: none"> ● breach of sanctions; ● market abuse and insider trading; ● suspected theft, fraud, bribery and corruption, money laundering or other criminal activity; ● fabrication or manipulation of business and accounting data and documentation; ● deliberate misstatement or misclassification of financial transactions or results; ● improper use of company assets or funds; ● suspected human and labour rights violations; ● danger to health and safety; ● damage to the environment; ● undeclared and / or improperly managed conflict of interests; ● acts that may violate competition and antitrust law; ● facilitating tax evasion; ● unauthorised disclosure of confidential information; ● discrimination, bullying or harassment (incl. sexual harassment); ● incorrect financial reporting; ● breach of Gunvor’s internal policies including the Gunvor “Group Code of Conduct and Ethics” and the “Logistic Agent Terms and Reference”; ● conduct likely to damage Gunvor’s reputation or financial wellbeing; ● deliberate concealment of any of the above matters; ● retaliation against a whistleblower where it occurs in relation to, and in circumstances where, the whistleblower has reported, or has proposed to report, a protected concern. <p>SpeakUp reporting mechanisms (see chapter 5 processes) may not be used, however, for general complaints about salaries or other Human Resources (HR) related topics or dissatisfaction with office equipment or similar. For these cases, please contact local HR.</p>
Retaliation	<p>For the purpose of this policy, retaliation means any direct or indirect act or omission threatened or taken against the whistleblower or any other individual because they have engaged in internal or external reporting or public disclosure. Retaliation may include:</p> <ul style="list-style-type: none"> ● dismissal; ● suspension; ● demotion or denial of promotion; ● discrimination between the whistleblower and other individuals; ● harassment or intimidation; ● harm or injury, including psychological harm; ● any other damage. <p>When established, retaliation is itself considered misconduct.</p>

Speak Up	<p>Speaking up means pointing out in good faith any concern relating to</p> <ul style="list-style-type: none"> • a (possible) breach of Gunvor's Code of Conduct and Ethics, supporting policies or the law; • incorrect financial reporting or; • any other reportable act <p>that could endanger or harm Gunvor and its employees and urge that the problem be solved.</p> <p>Someone acts in good faith when they have reasonable ground to believe the reported information is true. The individual speaking up may or may not be directly affected by the reported concern.</p>
Whistleblower	<p>A whistleblower is the person who reports any concern related to misconduct in good faith. A whistleblower can be anyone who is listed under chapter 2 scope.</p>
Whistleblowing	<p>Whistleblowing is another expression for speaking up.</p>

APPENDIX B: SPEAK UP REPORTING CHANNELS

The SpeakUp reporting mechanism allows anyone to report, anonymously or not, via three different channels, available 24 hours per day and 365 days:


I. via Web

From your smartphone, scan the following QR code for direct access to the SpeakUp webpage:



From Gunvor external website, access the dedicated Speak Up page (<https://gunvorgroup.com/ethics/speakup>, or search for “Speakup”)

II. via Mobile App

1. From your smartphone, download the SpeakUp-App. Search for “SpeakUp | Listen for a change” by People Intouch 
2. Choose a PIN.
3. Scan the above QR code or connect manually with the code 117486.

III. via Phone line (in 6 steps)

1. Dial the phone number of the country you are in on your phone. Please find the line of your country in the phone numbers list below
2. The phone prompt will ask you to enter the 6 digits Gunvor code, enter the code 117486
3. Then you will be asked to choose a language; follow the instructions of the phone prompt
4. The phone prompt will then ask you to stay on the line to leave a new message
5. Leave a voice message then hangup the phone
6. Your message will then be translated and or transcribed then sent to your organisation

Restrictions: If you are unable to call from a mobile phone or the digit number recognition is not working, please use the web reporting option I above to submit your concern.

APPENDIX C: TELEPHONE NUMBERS BY COUNTRY, IN ALPHABETICAL ORDER

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	108001523042	Freephone (via China Telecom): 1080 0152 3042
China	108008522221	Freephone (Via China United Network): 1080 0852 2221

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 The number will not work when called from a mobile
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, the Republic of	0082237005146	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	0096522055730	Freephone: +965 2205 5730
Latvia	80005929	Freephone: 800 05929
Lebanon	8338160193	Freephone: 833 816 0193
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	800005691	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