

# Advice, guidance, and reporting

Sooner or later while working at LafargeHolcim you may be confronted with a situation that presents an ethical dilemma. When that happens, do not hesitate to speak up, ask questions about your responsibilities, and report concerns or non-compliant conduct when needed. Always try first to address questions or concerns with your immediate supervisor or others who can help, such as Human Resources, Legal, Internal Audit, Internal Control, Security and your local compliance officer.

### Integrity Line

If you are uncomfortable or unsuccessful in discussing an issue with one of the choices set out above, you should be aware that the LafargeHolcim Integrity Line is another alternative to obtain advice or raise a concern in good faith about any situation that you know or suspect violates our Code or the law.

The Integrity Line is being launched throughout the LafargeHolcim Group in 2015/2016. When available in your country, reports to the LafargeHolcim Integrity Line can be made by calling

the telephone number provided for your country or by filing a report at <https://integrity.lafargeholcim.com>. You may also reach out directly to the Group Compliance Department by calling +41 58 858 8700 or emailing [group-compliance@lafargeholcim.com](mailto:group-compliance@lafargeholcim.com).

Your report will be read by a team of LafargeHolcim compliance and investigation personnel at LafargeHolcim Group Compliance, who will deal with your report in a professional manner. Reports and related information will be treated confidentially and shared with only those persons who need to know in relation to safeguarding the interests of the company.

### Cooperation with investigations, audits, and internal control activities

Preventing and detecting violations of the Code or the law is taken very seriously at LafargeHolcim. Similarly, any potential violation of the Code or the law will be investigated promptly. As such, employees are required to cooperate fully and honestly in any investigation, audit or internal control activity, which includes promptly

responding to all information requests. All documents, including but not limited to hard copy, electronic and email files, are the property of the company and may be reviewed from time to time in compliance with applicable data privacy law and in accordance with LafargeHolcim policies and directives for purposes of investigations, audits or internal control activities or ensuring compliance with law.

### Protection from retaliation

LafargeHolcim does not tolerate retaliation against any employee who reports a concern in good faith. Individuals who take action against a person for raising a concern or participating in an investigation will be subject to disciplinary action, up to and including termination of employment.

## When should I speak up?



Your supervisor orders you to change an expenses report, which you know to be in breach of LafargeHolcim's policies and this Code. You're concerned that your supervisor will make your job difficult if you refuse to carry out what she has told you to do. What should you do?



**You have identified what may be a serious matter. Normally your supervisor would be the best person to speak to in the first instance. Alternatively, it may be appropriate to raise the matter with your supervisor's manager. Due to your supervisor's involvement, however, calling the Integrity Line is a good option in this situation.**