

Misconduct Reporting Policy

Also the Rules of Procedure under the German
Supply Chain Due Diligence Act (LkSG)





A Message from the SMA Managing Board

At SMA, we are committed to high standards of ethical conduct and good corporate governance, which are fundamental to our corporate values and to our culture of integrity. Combating misconduct is a critical part of this commitment. Importantly, acting with integrity, in a sustainable manner and in compliance with the law does not begin and end with SMA. This must be ensured throughout the supply chain and our network of business partners.

For SMA to act against wrongdoing as quickly as possible, we encourage employees, employees of business partners and others to actively report instances of unethical, unlawful or improper conduct through one of the channels described in this policy. This applies in particular to concerns regarding human rights violations or environmental risks.

To this end, a misconduct reporting procedure has been established through which all reports made under this Policy will be reviewed impartially, fairly and objectively, and all reporting persons will be afforded the necessary protection.

To be clear, anyone who makes a report in good faith may do so without fear of retaliation, intimidation or disadvantage.

Nevertheless, anonymous reports may be submitted via the SMA Speak-Up Line, which provides a secure, indirect communication channel to the Group Compliance Team of the SMA Group.

We strongly believe that encouraging reporting under this Policy and protecting reporting persons defined below advances the long-term interests and goals of SMA and its stakeholders.

This Policy is consistent with and supports our Employee and Business Partner Codes of Conduct. At the same time, it represents SMA's procedural rules for the complaints procedure according to the German Supply Chain Due Diligence Act (LkSG) and is effective as of **September 1, 2023**.

The Managing Board

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1. Purpose and scope

This Policy describes how reports of misconduct or risks as defined below are reported and processed at SMA (complaints procedure). It applies to all employees of the SMA Group worldwide as well as to any other person who wishes to report such misconduct or risks to SMA (hereinafter "Reporting Persons").

Reporting Persons do not have to be personally affected by the risk or violation. Third parties, such as journalists or residents living in the vicinity of production sites, can also report misconduct or risks. It is also possible to submit reports in coordination with interest groups (e.g., trade unions, NGOs or other third parties).

Reporting Persons may make a report if they have reason to believe that misconduct has been committed or that certain risks as described below exist. If this report or belief later turns out to be false, Reporting Persons are still entitled to protection (see Section 5) if they had reasonable grounds to believe that the reported conduct was inappropriate or that the reported facts were true (that is, they made the report "in good faith").

Misconduct or risks related to SMA guidelines, such as the SMA Employee Code of Conduct or the SMA Business Partner Code of Conduct, applicable laws and regulations, or to human rights or environmental obligations, should also be reported. Such misconduct or risks can be related to SMA's own business (companies, production facilities, etc.) or to the companies, sites, production facilities or branches of SMA's suppliers as well as suppliers of suppliers and other business partners. Misconduct and risks also include possible environmental damage caused by SMA or companies in SMA's supply chain.

Examples of misconduct and risks for the purposes of this Policy include:

- dishonest, fraudulent or corrupt conduct,
- inappropriate interpersonal behavior (e.g., harassment, discrimination),
- conduct that may cause financial harm to SMA, damage SMA's reputation or otherwise harm SMA's interests; and
- conduct that may pose a risk to the public (e.g., inadequate product safety) and other unlawful conduct (such as theft, violence or threats of violence or property damage).

Misconduct and risks relating to human rights or environmental obligations include:

- violations of the prohibitions against child labor, forced labor and all forms of slavery, against the prohibition of unequal treatment in employment relationships and the withholding of a fair wage, and against the prohibition of hiring inadequately instructed or controlled private or public security forces,
- disregard for occupational health and safety and work-related health hazards, disregard for freedom of association, freedom of association and the right to collective bargaining,
- the unlawful violation of land rights,
- the destruction of natural resources such as soil, water, air, etc. through environmental pollution, and
- violations of bans on the handling of mercury, bans on the production or use of persistent organic pollutants (POPs), or a ban on the import or export of hazardous waste.

2. Stages of the reporting (complaints) procedure

Step 1: Making a report or complaint

Reports to SMA's Group Compliance Team can be made via both the Compliance Helpline and the SMA Speak-Up Line. To best assist the processing of the report, Reporting Persons should provide full details of the concern, including relevant dates, locations, persons involved, companies involved and witnesses. SMA encourages reports to be made via the open and transparent channel (Compliance Helpline). However, an anonymous channel is also available (SMA Speak-Up Line). In both cases, reports are received by SMA's Group Compliance Team, which is located at the SMA Group headquarters in Germany.

Open and transparent channel – the Compliance Helpline

Reports made via the Compliance Helpline, either by telephone or e-mail, can be submitted in German and English. Reporting Persons who submit a report to the Group Compliance Team via the Compliance Helpline, stating their identity, may request that the Group Compliance Team not disclose any information to other departments or persons that would allow conclusions to be drawn about the identity of the Reporting Person.

The Compliance Helpline is a direct communication channel to the Group Compliance Team. It can be reached via the following e-mail address or German telephone number:

Compliance Helpline:

- Email: Compliance@SMA.de
- Phone (Germany): +49 561 9522 424242

The Compliance Helpline telephone is typically available Monday through Friday between 9 a.m. and 5 p.m. CET or CEST.

Anonymous channel – the SMA Speak-Up Line

Reports can also be submitted at any time – completely anonymously if desired – via the SMA Speak-Up Line. Reports via the SMA Speak-Up Line can be made per voice or text message and in any language. The SMA Speak-Up Line is operated by an external service provider. SMA has no access to the respective connection data (telephone data or IP addresses). In the case of voice messages, the service provider transcribes the messages word for word, translates them (if necessary) and transmits the message in text form to SMA's Group Compliance Team. Appendix 1 ("SMA Speak-Up Line User Guide") explains in detail how a message can be made via the SMA Speak-Up Line.

Access to the SMA Speak-Up Line is available via app, website or telephone (see Appendix 1).

Regardless of the chosen reporting channel, Reporting Persons will receive an acknowledgement of receipt within seven days.

Step 2: Examination of the report or complaint

The Group Compliance Team promptly starts an initial review of all reports. Depending on the content of the report, other relevant internal departments, such as Corporate Audit or Human Resources, may be involved in the process while maintaining the principle of confidentiality.

If the report is not pursued by SMA, the Reporting Person will receive an explanation as to why this is the case.

Step 3: Clarification and discussion of the facts

The next steps vary depending on the content of the report. SMA will further investigate and clarify the facts. Generally, SMA will also have follow-up questions about the reported facts. Reporting Persons may be asked if they are willing to speak with someone about their concerns. If the Reporting Person is willing to do so, the Group Compliance Team will arrange a meeting to discuss the matter. When reporting via the SMA Speak-Up Line, questions can also be asked and answered anonymously via the individual report number.

If internal investigations are necessary to clarify the facts, suitable investigators will be appointed. Investigators may be employees of SMA (usually from the Group Compliance or Corporate Audit departments) or external service providers. Investigations are carried out promptly and with objectivity and fairness.

The persons involved in processing cases act independently. This means that the case handlers are impartial, independent, objective and neutral.

Case processing is designed to be independent of both Reporting Persons and the persons or functions that are the subject of the report or to which the report relates. Investigators are required to keep records from the investigation, including records of all conversations conducted and information received that affect the outcome of the investigation.

Step 4: Preparation of a solution

At the conclusion of an investigation, a solution or recommendation will be prepared. This solution or recommendation will be discussed with the Reporting Person at his/her/their request if the investigation relates to a risk of violation of human rights or environmental concerns.

Step 5: Taking appropriate and effective remedial measures

If remedial measures are necessary due to the facts of the case, they will be implemented promptly. The implementation is carried out either by SMA or by an organization commissioned by SMA. If the reported violation involves a human rights or an environmental obligation by a direct supplier and SMA cannot end its relationship with the supplier in the foreseeable future, SMA will develop a plan to end or minimize the impact of such relationship, and SMA will promptly implement such plan.

Step 6: Review of the remedial measures

The implementation of the remedial measures will be reviewed by SMA.

Group Compliance reports regularly to the Group Executive Committee of SMA, which also includes the members of the SMA Managing Board, on new reports within the scope of this Policy as well as on the status of investigations and remedial measures, while maintaining the principle of confidentiality. Reports relating to human rights violations or environmental issues are also reported to SMA's Sustainability Committee, also in compliance with the principle of confidentiality.

3. Timeframe

SMA works as efficiently as possible to review and resolve issues. Each investigation and corrective action is different. Therefore, the time required may vary. SMA strives to process all reports expeditiously but will give priority to reports that raise particularly serious concerns in consideration of the severity and likelihood of risk or injury.

Reporting Persons will receive in each case feedback within three months of receiving an acknowledgment of receipt. If the investigation takes more than three months, Reporting Persons are given appropriate feedback.

Note: in many cases, SMA is not permitted to inform Reporting Persons about the results of the investigation, for example due to data protection restrictions.

4. Anonymity / Maintaining confidentiality / Data protection

SMA does not require Reporting Persons to identify themselves before accepting a report. The SMA Speak-Up Line can be used to make guaranteed anonymous reports. Although anonymity is possible, SMA encourages Reporting Persons to report incidents or risk openly, including by giving his/her/their name. Open reporting allows for a more effective investigative process, and SMA will ensure that appropriate protection and assistance is provided to Reporting Persons.

SMA and the Group Compliance Team take confidentiality very seriously. Access to information regarding the identity of the Reporting Person, the contents of the report and the results of the investigation is restricted to those persons at SMA who have a compelling need for this information to process a case. Investigation of reports may require the involvement of other relevant functions (e.g., Corporate Audit, HR, Labor Relations, Human Rights Officers) or management. In this case – if the report has not been made anonymously – information about the Reporting Person may also be passed on to these functions if absolutely necessary.

In the case of reports via the SMA Speak-Up Line, voice files or connection data are not forwarded to SMA by the external service provider.

Exception: Only if the Reporting Person directly threatens to commit violent or criminal acts will voice files or connection data be directly disclosed to the police by the external service provider. In the event of a police or prosecutorial investigation that could follow an internal investigation, SMA could be forced to disclose information.

SMA and Group Compliance will treat all information received as strictly confidential. All records relating to a report under this policy will be kept secure. The privacy of the Reporting Persons and the persons who are the subject of the reports will be protected. Information will be disclosed and accessed only to the extent strictly necessary.

If the SMA Speak-Up Line is used, employees or translators of the service provider also have access to the information – but again only on a need-to-know basis.

SMA complies with all applicable data protection regulations. The separate data protection notice for the SMA Speak-Up Line can be found at (link: <https://files.sma.de/assets/279719.pdf>).

5. Protection against retaliation

SMA is committed to respecting the rights and interests of Reporting Persons. Reporting Persons, who make a report in good faith, will not suffer adverse treatment for reporting violations or risks. Adverse treatment includes termination, demotion, discrimination, harassment, intimidation, harm or injury to the individual, damage to the individual's reputation or other retaliatory treatment. Adverse treatment also includes threats (express or implied) of retaliatory treatment or attempts to retaliate.

Any adverse treatment of Reporting Persons based on their good faith reporting will be treated as serious misconduct and punished accordingly. Unauthorized disclosure of a Reporting Person's identity is a violation of this Policy and will be punished to the extent permitted by employment law. Reasonable measures taken by SMA to protect Reporting Persons from adverse treatment or to ensure the integrity of an investigation will not be considered adverse treatment.

The right of Reporting Persons to be protected from retaliation and adverse treatment does not shield an employee from disciplinary action for unsatisfactory work performance or personal misconduct. It also does not provide protection to employees who make a report in bad faith. If an employee intentionally makes a false report under this Policy, it will be treated as serious misconduct. In such a case, the reporting employee will not be entitled to the protections set forth in this Policy.

6. Review of the effectiveness of the reporting procedure

SMA reviews the effectiveness of the reporting (complaints) procedure at least once per year and when there is a specific reason to do so. Regarding the effectiveness with respect to human rights and environmental issues, this review is carried out with the involvement of SMA's Human Rights Working Group.

APPENDIX 1: SMA SPEAK-UP LINE USER GUIDE

1. Introduction

The SMA Speak-Up Line is a service that enables those who wish to report misconduct or risks to SMA (hereinafter “Reporting Persons”), as described in SMA’s Misconduct Reporting Policy, to do so with complete anonymity. Reporting Persons can leave an anonymous text or voice message through the SMA Speak-Up Line, using any of the following channels:

- Speak-Up App (either text or voice message),
- Speak-Up Web (text message only), or
- Speak-Up Phone (voice message only).

The SMA Speak-Up Line is available worldwide to all SMA employees and external parties, such as employees of suppliers, customers or other third parties.

The SMA Speak-Up Line is offered in several languages and available 24 hours per day, 365 days per year. Therefore, Reporting Persons can use the SMA Speak-Up Line to leave a message or check for a response at any time.

The SMA Speak-Up Line is operated by a third party, People Intouch, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004 (hereinafter “System Operator”). The System Operator is responsible for processing all messages. Reports are forwarded to the Group Compliance team at SMA Solar Technology AG.

The processing of personal data via the SMA Speak-Up Line is subject to strict regulations (in accordance with the European General Data Protection Regulation (GDPR). Reporting Persons should also observe the Data Protection Notice for the SMA Speak-Up Line (link: <https://files.sma.de/assets/279719.pdf>).

2. How to use the SMA Speak-Up Line

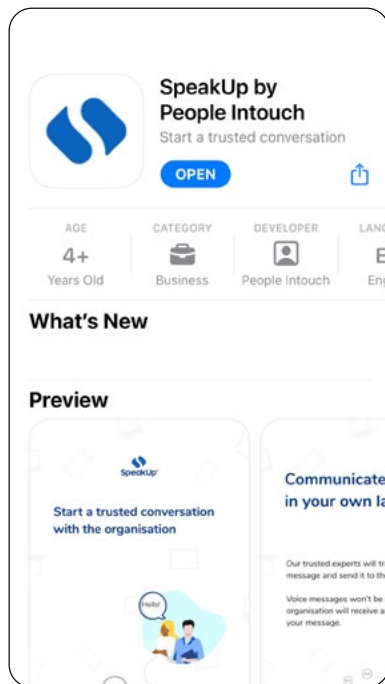
Reporting Persons can leave an anonymous text or voice message through the SMA Speak-Up Line, using any of the following channels:

- Speak-Up App (either text or voice message),
- Speak-Up Web (text message only), or
- Speak-Up Phone (voice message only).

The operation of each of these channels is described separately below. All channels offer straightforward prompts and instructions to guide Reporting Persons through the procedure.

Using Speak-Up App

- 1) The 'SpeakUp by People Intouch' app can be downloaded from the App Store or Google Play. Scanning the QR code below will open the app page within the relevant app store.



- 2) After opening the app, the Reporting Person will need to set up a 'pin' by entering a six-number code of the Reporting Person's choice.
 - The pin will need to be entered each time the Reporting Person opens the app.
 - If the Reporting Person forgets the pin, the Reporting Person will need to re-install the app and set up a new pin. Access to ongoing open reports will be lost.

- 3) The app will ask the Reporting Person to connect to the organization (SMA) by scanning a QR code or by entering the organization code by clicking 'Connect manually' at the bottom of the page.



- 4) The Reporting Person starts a new trusted conversation by clicking on '+ New report'.
- 5) The Reporting Person selects the country in which the incident happened from a searchable drop-down menu and clicks 'Continue'.
- 6) The Reporting Person can then choose to either write a text message ('Write a message') or 'Record a voice message'.
 - Note: Nobody at SMA will ever hear a recorded voice message. SMA only receives written transcripts of voice recordings from the System Operator.
- 7) After sending a message, the Reporting Person will receive an acknowledgment of receipt within seven days. Additionally, the Reporting Person can sign up to receive a notification from the app once a reply has been sent by the Group Compliance team at SMA.
 - Note: App notifications do not contain the content of the message.
- 8) The Reporting Person can view replies by logging back into the app.

Using Speak-Up Web

- 1) To leave a text message within the Speak-Up Web channel, the Reporting Person must click on the below link:

<https://sma.speakup.report/sma>

- 2) The Reporting Person starts a new trusted conversation by clicking on '+ New report'.
- 3) The Reporting Person selects the language in which to leave the message.
- 4) The Reporting Person makes note of the 'Report number' and creates a password for the report.
- 5) The Reporting Person selects the country in which the incident happened from a searchable drop-down menu and clicks 'Continue'.
- 6) The Reporting Person types the message. Attachments can be uploaded via the paperclip icon.
- 7) Once finished, the Reporting Person clicks 'Send message'. After double-checking the content of the message, the Reporting Person clicks 'Send'. The message and the attached files are then processed by the System Operator.
- 8) After sending a message, the Reporting Person will receive an acknowledgment of receipt within seven days. The Reporting Person has the option to leave an email address to be notified by the System Operator when a reply from SMA is available. The email address will need to be verified through a code sent to the entered email address.
 - Note: No one at SMA will ever see the email address used for notifications.
- 9) The Reporting Person can view replies by clicking on 'Log in' rather than '+ New report' from the hyperlink above.

Using Speak-Up Phone

- 1) To leave a recorded voice message within the Speak-Up Phone channel, the Reporting Person must dial the telephone number for the relevant country (see the last section of this User Guide for a list of telephone numbers) and follow the voice prompts.
 - Note: not all telephone numbers are toll-free, meaning that local rates may apply. If the telephone number for the Reporting Person's country is not "free," and the Reporting Person wishes to leave a voice recording without incurring costs, the Reporting Person has the option to leave a voice message through the Speak-Up App (see above).
- 2) The Reporting Person must enter the organization code for SMA.

SMA Organisation Code: 107347

- 3) The Reporting Person will select the preferred language.
- 4) The Reporting Person will need to note the unique 'Report number' and choose a four-number pin.
- 5) Following the tone, the Reporting Person will speak the message into the telephone.
- 6) When finished, the Reporting Person will press '1' or simply hang up.
- 7) After sending a message, the Reporting Person will receive an acknowledgment of receipt within seven days. The Reporting Person can hear the message by calling back into the Speak-Up Phone channel and entering the report number and pin.

3. How anonymity is guaranteed

Reporting Persons have full control over the content of the messages they leave. If contact details are included in the message, they will be forwarded to SMA's Group Compliance team. If no contact details are included, the message will be sent anonymously.

SMA does not have access to the connection data (telephone data or IP addresses) and will not ask for the identity of the Reporting Persons. Reporting Persons are free to use a public or unidentifiable telephone or computer (rather than an SMA device) if they prefer.

Voice messages (either through the Speak-Up App or Speak-Up Phone channels) are transcribed word-for-word by People Intouch. Under no circumstances will the recorded sound file be shared with SMA's Group Compliance team. This means that no one at SMA will hear the voice of a Reporting Person. Reporting Persons may have someone else read the message for the voice message recording if they prefer.

Reporting Persons can receive a response through the SMA Speak-Up Line even if they request anonymity. By entering the SMA Speak-Up Line channel through which the Reporting Person left the message, the Reporting Person can read or hear the reply message from SMA and will have the opportunity to reply themselves (see "How to use the Speak-Up Line" section above).

Reporting Persons who wish to remain anonymous should ensure that their contact information is not included in any attached documents or visible in document properties.

4. What happens after the message is sent

Immediately after the message has been left by the Reporting Person in the SMA Speak-Up Line, the System Operator begins processing the message.

- Voice messages are first transcribed and then translated into English if the message is in a language other than English or German. This step is performed by human service providers contracted by the System Operator.
- Text messages are translated into English if the message is in a language other than English or German. This step is performed by a machine translation service.

Once the transcription and translation steps are complete, the exact message – both in the original language as well as in English (if translated) – will be sent to the Group Compliance team at SMA. This team will evaluate the message and send a reply to the System Operator.

The System Operator will translate the response into the language in which the message was left, if necessary, and post it on the Speak-Up system. For Reporting Persons who leave a voice message (either through the Speak-Up App or Speak-Up Phone channels), the System Operator will also record the response.

Reporting Persons should receive a reply from the Group Compliance team at SMA within seven days. Reporting Persons should check for replies using the same Speak-Up channel (Speak-Up App, Speak-Up Web or Speak-Up Phone) that they used to leave the original message.

5. List of telephone numbers for the Speak-Up Phone channel

Country	Phone number (either toll-free or standard number at local rates)
Albania	Number: +355 4 530 1801 Call charged at local rate
Algeria	Number: +213 983 29 93 38 Call charged at local rate
Angola	Number: +244 226 425 610 Call charged at local rate
Anguilla	Freephone: 1833 422 2005
Antigua and Barbuda	Freephone: 1833 422 2006
Argentina	Number: +54 11 2039 7280 Call charged at local rate
Australia	Number: +61 2 8284 6262 Call charged at local rate
Austria	Freephone: 0800 909 683
Bahamas	Freephone: 1833 422 2007
Bahrain	Number: +973 1650 1936
Bangladesh	Freephone: +880 (0) 9610 998462
Barbados	Number: +1 (246) 623 9631 Call charged at local rate
Belgium	Freephone: 0800 89 326
Belize	Freephone: 1800 0130 076
Benin	Number: +229 20 90 0380 Call charged at local rate
Bermuda	Freephone: 1833 422 2008
Bhutan	Freephone: +975 2 379 003
Bolivia, Plurinational State of	Freephone: 800 105 122
Bosnia and Herzegovina	Number: +387 70 330 093 Call charged at local rate
Botswana	Freephone: 800 786 1103
Brazil	Number: +55 (11) 4700 8838 Call charged at local rate
Brunei Darussalam	Freephone: 801 4657
Bulgaria	Freephone: 800 210 0645
Burkina Faso	Number: +226 25 30 09 82 Call charged at local rate
Cambodia	Freephone: 1800 209 867
Cameroon	Freephone: +237 6 57 10 31 12
Canada	Number: +1 (514) 395 0496 Call charged at local rate
Cayman Islands	Number: +1 (345) 769 5580 Call charged at local rate
Chile	Number: +56 22 483 5917 Call charged at local rate
China	Freephone (via China Telecom): 1080 0152 3042
China	Freephone (Via China United Network): 1080 0852 2221
China	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
Colombia	Number: +57 601 242 1247 Call charged at local rate

Costa Rica	Number: +506 4036 0350 Call charged at local rate
Côte d'Ivoire	Freephone: +225 05 66 77 0918
Croatia	Freephone: 0800 7745
Cyprus	Freephone: 800 91142
Czechia	Freephone: 800 050 833
Denmark	Number: +45 43 31 09 61 Call charged at local rate
Dominica	Freephone: 1833 422 1998
Dominican Republic	Number: +1 (829) 947 1996 Call charged at local rate
Ecuador	Freephone: 1800 001 432
Egypt	Freephone: 0800 000 0083
El Salvador	Number: +503 2230 4752 Call charged at local rate
Estonia	Number: +372 609 3008 Call charged at local rate
Ethiopia	Freephone: 800 86 1919
Fiji	Freephone: 008 002 650
Finland	Freephone: 0800 392 912
France	Freephone: 080 554 3753
French Guiana	Freephone: 0800 99 1448
French Polynesia	Freephone: 0800 91 4886
Georgia	Freephone: 1800 008 013
Germany	Freephone: 0800 1818 952
Ghana	Number: +233 59 699 3553 Call charged at local rate
Greece	Freephone: 0080 0441 45924 The number will not work when called from a mobile
Grenada	Number: +1 (473) 230 0333 Call charged at local rate
Guam	Freephone: 1833 809 6777
Guatemala	Number: +502 2302 8459 Call charged at local rate
Hong Kong	Number: +852 3019 4193 Call charged at local rate
Hungary	Freephone: 06 809 845 89
Iceland	Number: +354 415 0349 Call charged at local rate
India	Freephone: 0008 0005 03159
Indonesia	Number: +62 21 8063 0074 Call charged at local rate
Ireland	Freephone: 1800 800 636
Israel	Number: +972 3374 1225 Call charged at local rate
Italy	Freephone: 800 147 694
Jamaica	Number: +1 (876) 677 9125 Call charged at local rate
Japan	Number: +81 3 6627 0734 Call charged at local rate
Jordan	Freephone: 0800 23801 No mobile access

Kazakhstan	Number: (+7) 877 2735 74582 Call charged at local rate; No mobile access
Kenya	Number: +254 20 765 0957 Call charged at local rate
Korea, the Republic of	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	Freephone: +965 2205 5730
Latvia	Freephone: 800 05929
Lebanon	Freephone: 833 816 0193
Lithuania	Freephone: 8800 30366
Luxembourg	Number: +352 342 080 8982 Call charged at local rate
Malaysia	Number: +60 3 7724 3136 Call charged at local rate
Malta	Freephone: 8006 5144
Martinique	Freephone: 0800 90 1651
Mauritius	Number: +230 5 297 0999 Call charged at local rate
Mexico	Number: +52 55 4780 6198 Call charged at local rate
Moldova, the Republic of	Freephone: 080 060 016
Morocco	Number: +212 5 30 14 41 08 Call charged at local rate
Myanmar	Freephone: 0800 800 8062
Namibia	Freephone: +264 83 380 0103
Nepal	Freephone: 1800 001 0186
Netherlands	Number: +31 10 700 75 03 Call charged at local rate
New Zealand	Number: +64 9 913 5892 Call charged at local rate
Nicaragua	Number: +505 7513 7610 Call charged at local rate
NGR	Freephone: 070 8060 1221
North Macedonia	Number: +389 2551 3216 Call charged at local rate
Norway	Number: +47 24 14 06 01 Call charged at local rate
Oman	Freephone: 8007 4161
Pakistan	Freephone: 0080 0900 44437
Panama	Number: +507 308 4480 Call charged at local rate
Papua New Guinea	Freephone: 0008 61322
Paraguay	Freephone: 0098 0044 10266 No mobile access
Peru	Freephone: 0800 74535
Philippines	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device
Poland	Freephone: 0080 0012 953
Portugal	Freephone: 800 831 302
Puerto Rico	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	Freephone: 800 101 094
Réunion	Freephone: 1800 916 980

Romania	Freephone: 0800 400 653
Saudi Arabia	Freephone: 800 850 1433
Serbia	Number: +381 10 520 043 Call charged at local rate
Seychelles	Freephone: 800 131
Singapore	Number: +65 6403 7051 Call charged at local rate
Slovakia	Freephone: 0800 113 418
Slovenia	Freephone: 0800 83115
South Africa	Number: +27 (21) 427 7937 Call charged at local rate
Spanish	Number: +34 900 031 156 Call charged at local rate
Sri Lanka	Number: +94 (72) 091 0370 Call charged at local rate
Sudan	Freephone: +249 15 655 9883
Suriname	Freephone: 833 816 0919
Sweden	Freephone: 020 160 4703
Switzerland	Freephone: 080 000 5691
Taiwan, Province of China	Number: +886 2 7743 8912 Call charged at local rate
Tanzania, the United Republic of	Freephone: 0800 11 1020
Thailand	Number: +66 2 844 9693 Call charged at local rate
Trinidad and Tobago	Number: +1 (868) 224 1869 Call charged at local rate
Tunisia	Number: +216 31 300 338 Call charged at local rate
Turkey	Freephone: 0080 04488 28602
Turks and Caicos Islands	Freephone: 1833 462 1355
Uganda	Number: +256 41 423 8162 Call charged at local rate
United Arab Emirates	Freephone: 800 0444 0408
United Kingdom	Freephone: 080 0022 4118
United States of America	Number: +1 (669) 288 7154 Call charged at local rate
Uruguay	Freephone: 0004 1598 5762
Venezuela, Bolivarian Republic of	Number: +58 212 335 7722 Call charged at local rate
Viet Nam	Number: +84 1900 3271 Call charged at local rate
Virgin Islands (British)	Freephone: 1833 462 1356
Virgin Islands (U.S.)	Freephone: 1833 724 6398
Zimbabwe	Freephone: +263 867 742 2010



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