

FAQ

SpeakUp policy

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1. SpeakUp

What is SpeakUp?

It is a service ('communication instrument') enabling all staff within IDH to report **serious breaches that would otherwise not be reported** in complete anonymity. You can do this either by phone or via a secure website, without the interference of a human operator.

What is SpeakUp intended for?

IDH prioritizes an open and transparent culture where everyone feels safe. Speaking up is very important and the right thing to do. When you suspect a violation of IDH's values, the principles set out in the Code of Conduct, other IDH policies or laws or regulations has occurred or may occur ("Misconduct"), it is important to report this. We recognize it may not be easy to report Misconduct, however, when we know of a (potential) issue, we can address it and can probably mitigate (some of the) consequences.

Note: SpeakUp is intended for Misconduct. If in acute danger, call your emergency line and immediately engage with local help lines.

2. How to Use SpeakUp

2.1 How does SpeakUp work?

Phone: You dial the free phone number, which you can find on the [SpeakUp Web Service page \(https://www.speakupfeedback.eu/web/idh/\)](https://www.speakupfeedback.eu/web/idh/), enter your access code and leave your message.

During your call you will not talk to an operator. All instructions have been pre-recorded and will guide you through the process easily. Within one week you can call back to listen to IDH's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly.

(Tip: write down your message before you make the call.)

Web: Proceed to the [SpeakUp Web Service page \(https://www.speakupfeedback.eu/web/idh/\)](https://www.speakupfeedback.eu/web/idh/), choose your country, enter your access code (insert access code) and leave your message. Within one week you can return to the Web Service and read IDH's response. You can reply to

this response. This communication cycle can be repeated endlessly.

2.2 Who operates SpeakUp?

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for processing all messages. Founded in 2004, the company is based in Amsterdam. The SpeakUp® reporting system is already used by numerous well-known companies such as BMW, Roche, Skanska, IKEA and Randstad.

2.3 Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the simple process and phone menu.

2.4 How quickly can I check for a response?

IDH strives to respond within 1 week after you raised your concern. If IDH cannot inform you within this period of time, they will inform you of this delay, the reason and when you can expect to receive a response in writing. The term for informing you can be extended with a maximum of four weeks.

2.5 Can I call SpeakUp at any time?

Yes, the SpeakUp line is available 24 hours per day and 365 days a year from every telephone. Each country has its own free phone number and access code.

3. Privacy

3.1 Can my identity be discovered?

IDH will receive a typed word-for-word transcript of what you have said. You are in total control of the content of the message you leave:

- a. if **you** leave your contact details in your message, SpeakUp will forward it;
- b. if you do **not** leave your contact details, SpeakUp and IDH will not know who you are.

Furthermore, IDH will not to seek the identity of any caller and will not share the identity of the caller or a witness with an accused person. The only exception is when IDH is obliged to share

information under mandatory legislation, of which IDH will inform you prior to sharing the information unless there are serious objections against notifying you.

3.2 Will my voice be heard by the company?

No. The SpeakUp system is operated by People Intouch, an independent company that transcribes and translates your message and sends IDH a typed word-for-word transcript of what you have said.

(Tip: if you do not feel comfortable leaving a phone message, have someone else read out your message on the phone system or leave a message on the web system)

3.3 Can the company trace my connection data?

No, the SpeakUp system is operated by People Intouch. IDH has no access to the connection data. Phone details or IP-addresses will never be handed over to IDH.

3.4 What happens with the recording of my message?

Upon confirmation of receipt of the transcribed and/or translated message by IDH, the recording will be erased immediately by People Intouch.

3.5 Will confidentiality ever be broken?

The exception to the afore mentioned: if the SpeakUp system receives a message whereby the caller is threatening violence or a criminal act, IDH can request to retain the recording to hand it over to the authorities. Still, the voice file and/or connection data will never be handed over to IDH.

4. Process of your report

4.1 How quickly will my message be passed on to the company?

Your transcribed message will be sent to your company, in principle, within one working day.

4.2 Who at the company receives my message?

The Confidential Advisors of IDH will receive your message. The Confidential Advisors of IDH are Lara dos Santos (dossantos@idhtrade.org), Jan Gilhuis (gilhuis@idhtrade.org) and Felia Palsenberg (palsenberg@idhtrade.org)

4.3 I want to remain anonymous, but would like to receive a response; how can I manage?

The SpeakUp system will give you a unique case number. Please make sure to write this down carefully. This case number enables you to listen to or read the response from IDH when you return to the system.

4.4 Can I leave a message in my native language?

Yes, you can leave a message in your native language. IDH has opted for language options for each country. When leaving your message, you can simply choose one of these languages. Responses will be in your native language as well.

4.5 Can I leave documents?

Yes, the SpeakUp Web Service enables you to attach (electronic) documents.

When you left a message on the phone system, you can log on to the web system using the same case number. Press on the button 'if you already have a case number'. Here you can leave your (electronic) documents.

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

4.6 I do not have all the facts of the misconduct. Should I report?

We encourage you to speak up as soon as possible, ideally before situations get out of hand or damage is done. It is always better to discuss upfront than to report afterwards. If you know about or suspect misconduct, speak up with the facts that you have. We do not expect you to have all the answers and you are certainly not expected to prove that your concern is well founded. Let IDH look into the matter to determine if there is a reason for concern. Never investigate the matter

yourself and do not seek evidence to build a strong case. We guarantee that no disciplinary measures or other steps will be taken against you if your genuine concern later turns out to be mistaken or misguided.

4.7 What if I don't remember my case number?

If you have lost your case number, we ask you to leave your message again with a new case number. If you had written down your message for your first call, this will not take up much of your time. Use the new case number for all further communication.

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

The information to leave a message can be found in our SpeakUp Policy, which can also be found on the [webpage](https://www.idhsustainabletrade.com/policies/) of IDH, under 'Our Policies' which can be found under the 'About' page (<https://www.idhsustainabletrade.com/policies/>).

4.9 What is personal data and is my personal data protected by law if I leave a message through SpeakUp?

Personal data is (in short) information that can be used to (directly or indirectly) identify an individual (e.g. name, address, picture, phone number), which could be yourself or another person mentioned in your message. The processing of personal data through the SpeakUp system is strictly regulated (under the General Data Protection Regulation (**GDPR**)).

4.10 What are my rights if I leave a message containing my personal data through SpeakUp?

IDH is responsible for assuring your rights under the GDPR, which include: right to access, right to correction, right deletion/'to be forgotten', right to restriction of processing, right to data portability, right to object and right to file a complaint with the responsible supervisory authority. [The Privacy Policy](https://www.idhsustainabletrade.com/privacy-statement) (www.idhsustainabletrade.com/privacy-statement) clarifies how you can exercise these rights. IDH also notifies the relevant person if a so-

called 'personal data breach' occurs in case there is a high risk to the rights and freedoms of that person.

4.11 Why is my consent to process any personal data not requested when I leave a message in the SpeakUp system?

Employees, such as you, are (in general) not considered to be in a position to freely give, refuse or revoke consent, because there is a dependency resulting from the relationship employee/employer. Any personal data included in a message that is processed through the SpeakUp system, is processed on the ground that it is necessary for the purpose of detecting misconduct that otherwise would not be detected.

5. Miscellaneous

5.1 Who is paying for my call?

Access is via a free phone number so you will call at no cost. However, it can be that in exceptional cases (for some mobile operators for instance) local costs will apply.

5.2 Is there a limit on the length of message I can leave?

No. However, after seven minutes you will get a notification followed by an option to continue.

(Tip: try to be as comprehensive and to the point as possible in your message)

5.3 What do I need to do when the SpeakUp Phone system is not accessible?

If you have tried calling from a mobile phone, then please try again using a fixed land line, People in Touch has experienced that this is the best way to reach the SpeakUp phone system. If you still encounter problems accessing the SpeakUp phone system, you can send an email to speakup@peopleintouch.nl. Your name, contact details or other sensitive information will never be handed over to IDH.