

How To for Reporters

SpeakUp Introduction

SpeakUp[®] is a service enabling you to report serious breaches that would otherwise not be reported, in complete anonymity. You can do this either via the website, by using the SpeakUp[®] app or by phone, without the interference of a human operator.

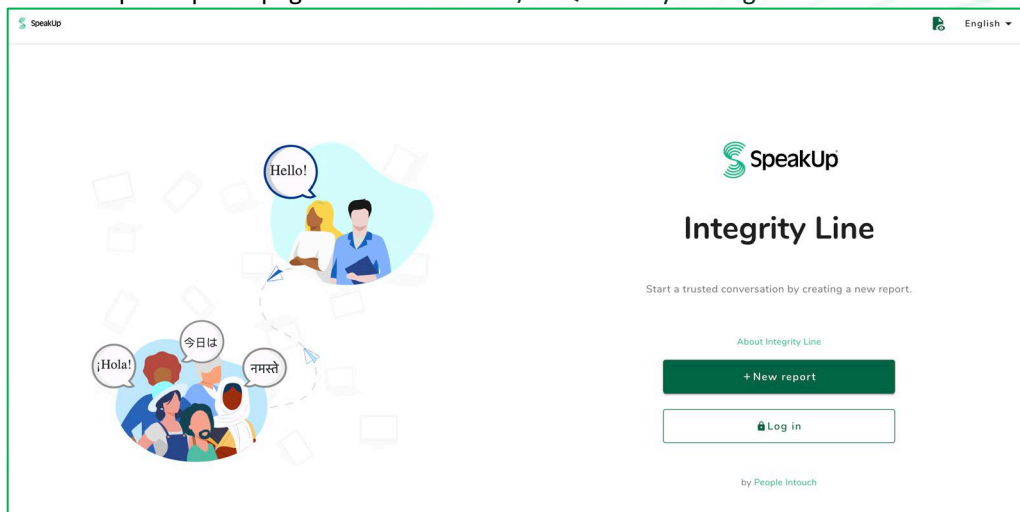
SpeakUp[®] is available **24** hours per day and **365** days a year. Therefore, you can use SpeakUp to leave a message or check for a response any time.

The service is operated by a third party, **SpeakUp**, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004. **SpeakUp** is responsible for processing all messages.

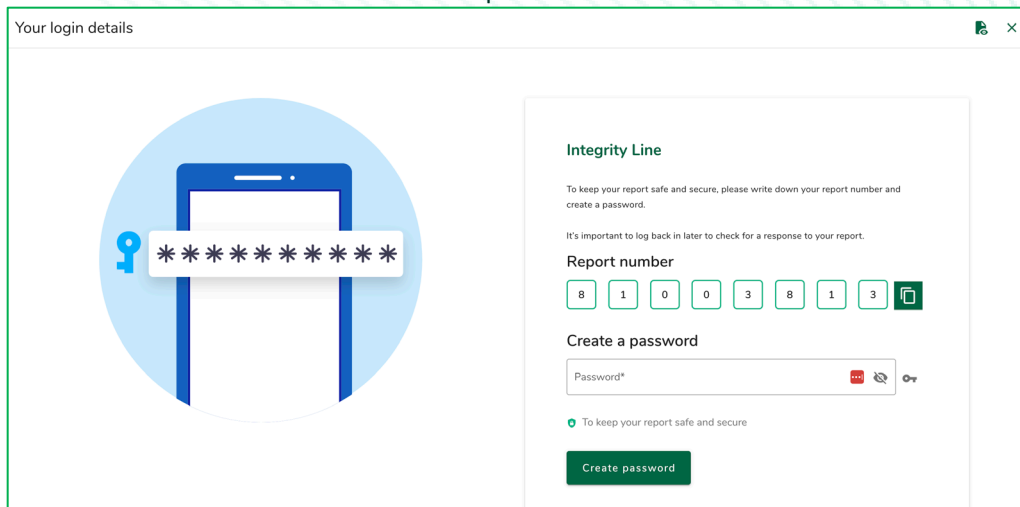
How to leave a report

Via Web

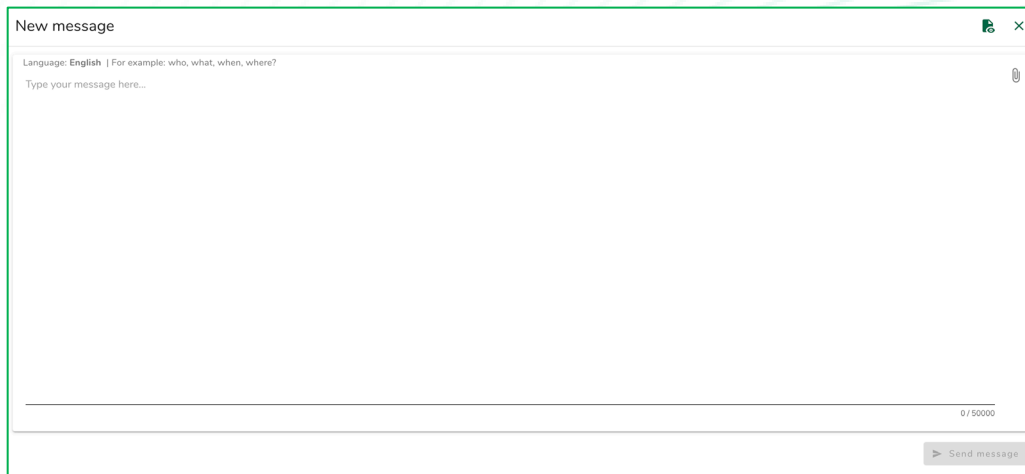
1. Visit the SpeakUp webpage with the URL and/or QR code your organisation has communicated.



2. Click on '+ New report' to start a trusted conversation.
In case you already have an open report, select 'Log in'.
3. Select the language in which you want to leave your message.
4. Note down your unique 'Report number' and create a password for your report.
You will need these to check back for a response later.

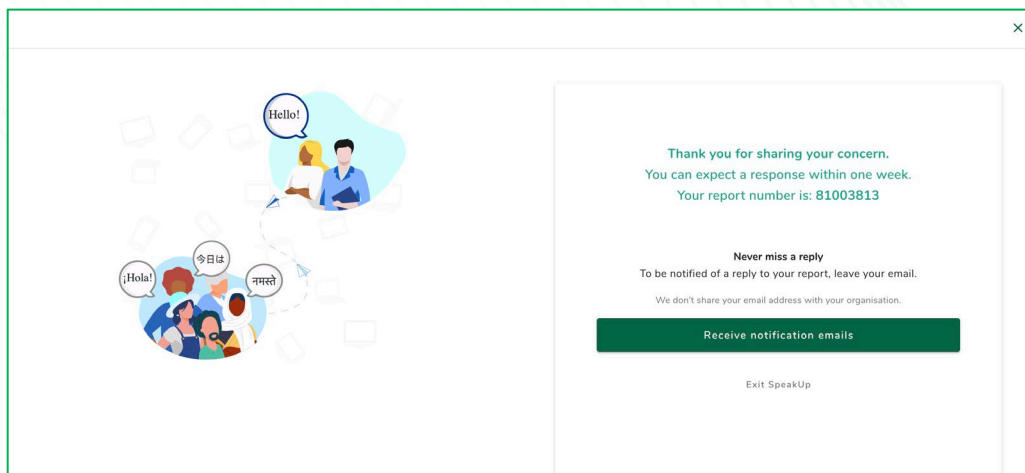


5. Type your message.
You can upload attachments via the clip icon found in the top-right corner.



The screenshot shows a 'New message' window. At the top, it says 'New message' with a close button (X) and a refresh icon. Below that, it indicates the language is 'English' and provides a hint: 'For example: who, what, when, where?'. The main area is a large text input field with the placeholder text 'Type your message here...'. In the top right corner of the input area, there is a small paperclip icon for attachments. At the bottom right, there is a character count '0 / 50000' and a 'Send message' button with a right-pointing arrow.

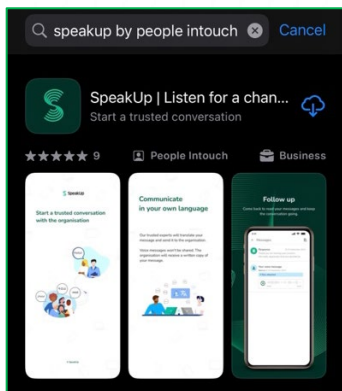
6. Click 'Send message' and your message and attached files will be processed.
7. You have the option to leave your email if you'd like to be notified when there is a response.
After adding your email, you'll be asked to type the verifying code sent to the provided email address.



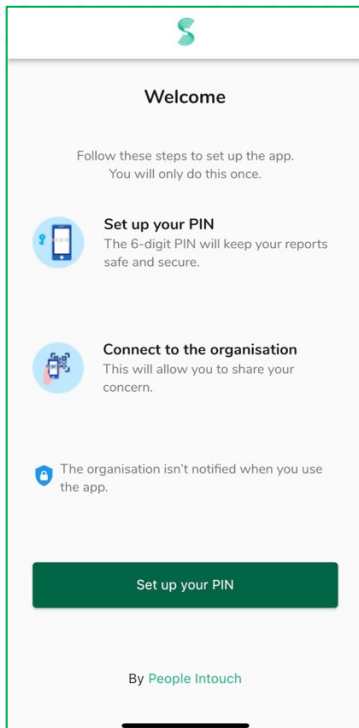
The screenshot shows a confirmation screen. On the left, there is an illustration of a group of people with speech bubbles containing 'Hello!', '¡Hola!', '今日は', and 'नमस्ते'. On the right, there is a white box with the following text: 'Thank you for sharing your concern. You can expect a response within one week. Your report number is: 81003813'. Below this, it says 'Never miss a reply' and 'To be notified of a reply to your report, leave your email. We don't share your email address with your organisation.' There is a prominent green button labeled 'Receive notification emails' and a smaller link 'Exit SpeakUp' at the bottom.

Via the SpeakUp App

1. Download the 'SpeakUp by People Intouch' app from the App Store/Google Play or scan the QR code.



2. Open the App



3. Click on 'Set up your PIN' and enter a 6 digit code.



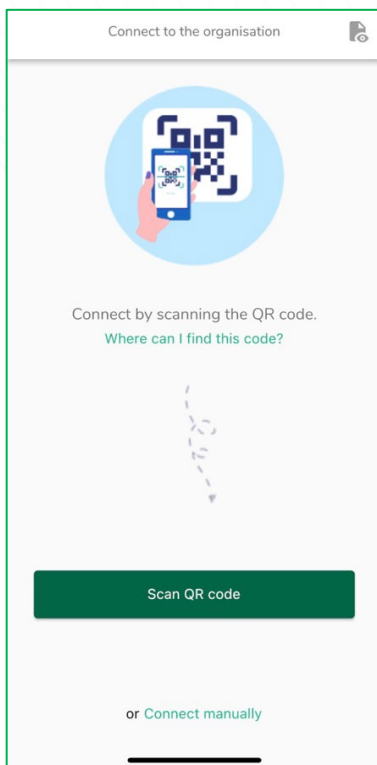
You will need to enter this PIN each time you open the App.

If you forget your PIN, you need to re-install the App and set up a new one. If so, you will lose access to your ongoing open reports.

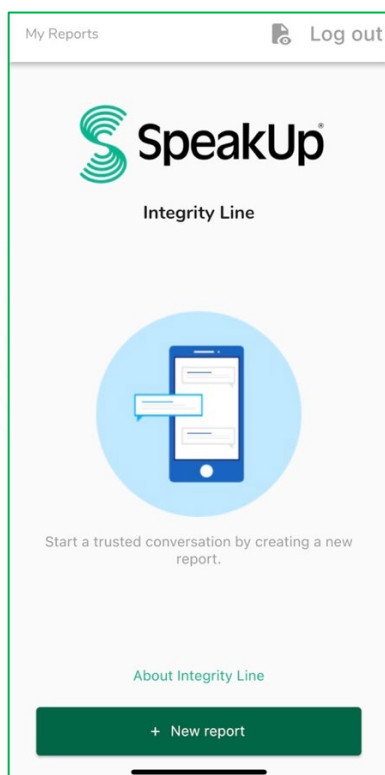
4. The App will ask you to connect to your organisation by scanning the QR code. Alternatively, you can enter the organisation code by clicking on the 'Connect Manually' button on the bottom of the page.



The QR and/or the organisation code has been communicated to you by the organisation.



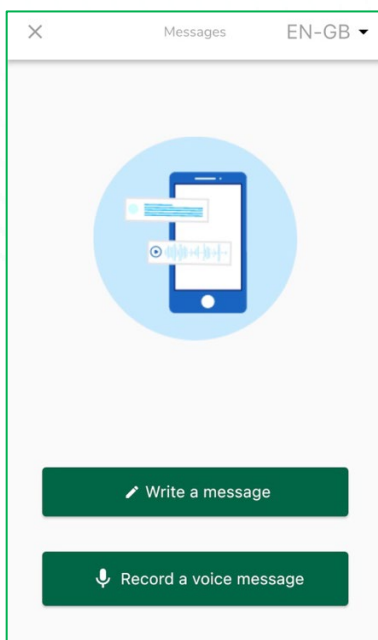
5. Press the '+ New report' button to start a trusted conversation.



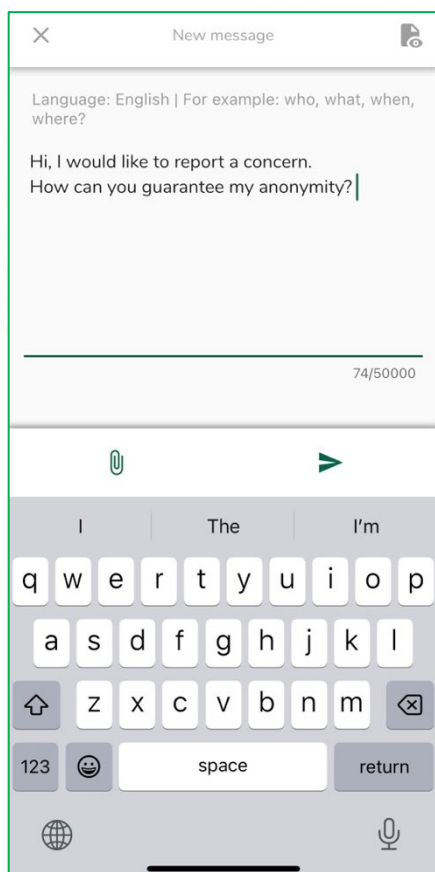
6. You can leave your message by clicking the relevant button.



If the organisation has enabled it, you can leave a voice recording via the app. (Your voice will never be heard by the organisation. They will only receive a transcript of your voice recording.)



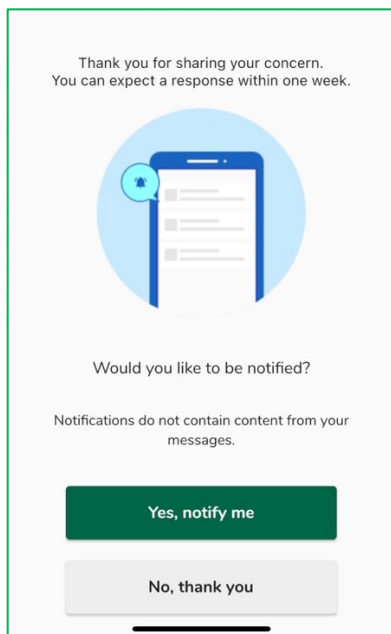
7. After typing your message, press the arrow icon to send it. You may attach files (up to 25 items) by clicking on the paper click icon.



8. After sending your message you can expect a reply within one week.



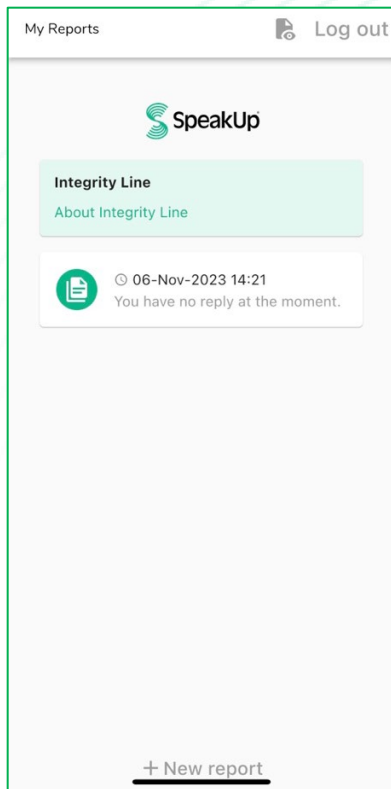
You can opt to be notified by the app of any responses.



9. When you log back in you will see if there are any new responses from the organisation.



If you have a different concern to report, you can do so by clicking '+New report'.



Via Phone

1. Your organisation has communicated the SpeakUp phone number relevant to your location.
2. Dial the phone number for the country that you are located in.
3. The voice prompts will guide you through the following steps:
 - I. Enter the 'Organisation code' shared by the organisation with you
 - II. Select your language
 - III. You will receive a unique 'Report number'
→ Write this down carefully as you will need it to be able to call back and hear a response to your report.
 - IV. Choose a 4 digit PIN code
→ Remember it so that you can log back in later
 - V. After the tone simply speak your message
 - VI. Once done, press 1 or simply hang-up
 - VII. You can expect a response within one week. Make sure to call back with your Report number and PIN to check for a response.





SpeakUp[®]

Listen for
a change.

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