

SpeakUp® FAQ for reporters

Introduction

SpeakUp® is a (anonymous) communication tool provided to you by your organisation. It enables you to report potential misconduct in your organisation. You can use the system to leave a message or check for a response of your organisation. SpeakUp® facilitates a safe conversation and is available for you 24/7.

You can use SpeakUp® via your organisation's access data, which can be found in this FAQ. The credentials give you access to the website, the app and/or dedicated phone numbers (similar to leaving a voicemail, you will not be talking a person). You can do this in full anonymity if you would like to stay anonymous.

The SpeakUp® service is operated by *People Intouch*, an independent Dutch company based in Amsterdam, founded in 2004. People Intouch is responsible for processing all messages in a safe and secure way.

More details on how the system works is explained in this document. You will also find some practical tips for when you want to leave a message through the system. And specific features and instructions for the SpeakUp® web, app and phone will be highlighted.

How does it work?

What is SpeakUp®?

SpeakUp® is an (anonymous) communication tool that is provided to you by your organisation. Through the system you can start a trusted conversation with your organisation in a safe way, even when you want to stay anonymous. You can use SpeakUp® to report potential misconduct in your organisation and can chose to use the web, app and/or dedicated phone lines. You will find the access details in this FAQ.

In which language can I use SpeakUp®?

SpeakUp® will always be available in English and likely also languages, depending on the preferred setup of your organisation. When possible, you can choose your native language for leaving a message.

Leaving a message through SpeakUp®

1. SpeakUp® web, app or phone; chose your preferred one.
2. Your message: Start an (anonymous) conversation by leaving a message for your organisation;
3. Translation: Your message will be translated to English (if necessary). When you leave a voice message, then it will also be converted to text. Your organisation will thus always receive

your message in a written form. The translations are done automatically, or by human native translators. Transcriptions of voice messages will always be word by word written out by translators. Once the transcription and translation is done, the exact message – both in the original language as in English – will be sent to your organisation.

4. Response of your organisation: The recipient(s) appointed by your organisation will evaluate the message and will send you their response.
5. Translation: The response will be translated if necessary and will be posted on the web system or app. For the phone, the response message will be translated and recorded by a translator so you listen to it by logging back in to the SpeakUp® phone system.
6. Back to SpeakUp®: Log back into the web or app or call the phone, to see the response of your organisation. Send a message back to your organisation.

[Who will receive the message I left via SpeakUp®?](#)

Only the dedicated team within your organisation (or perhaps external team) will receive your message and will be able to respond to your message. Access to SpeakUp® is based on strict a need to know basis for handling messages.

[When can I expect a reply from my organisation?](#)

You can expect an initial response from your organisation within one week. It is advised to login to your SpeakUp and check for a response regularly.

[How can I log back in to SpeakUp® to see the response to my message?](#)

Depending on the chosen SpeakUp web, app or phone option, you will receive a report number and can chose a pin code.

What if I cannot log in again to SpeakUp® because I forgot my report number, pin code or password?

Because of security reasons, it is not possible to retrieve your report number or pin code when you have forgotten this. We advise you to send a new message to your organisation through SpeakUp® to continue the conversation with a new report number.

Can I stay anonymous when using SpeakUp®?

The message you type or voice through SpeakUp® will be shared with your organisation word by word. If you do not want to share your identity, make sure to not mention your name or e-mail address in the message. You are in total control of the content of the message you leave.

Will my e-mail address be shared with my organisation?

If you would turn on notifications for the SpeakUp® web system, your e-mail will not be shared with your organisation. The provider of SpeakUp® will only store your e-mail for notification purposes. You can disable the notification functionality at any time.

Will my voice message be shared with my organisation?

If you leave a message via the SpeakUp® phone, your organisation will only receive a typed word-for-word transcription of what you have said. Your organisation will not hear the message you left. The phone recording will automatically be deleted by the system.

Can the company trace my connection data?

It is recommended to use your personal phone or computer. Your organisation will not have any access to connection data. SpeakUp® is operated by People Intouch and will not share any connection data, phone details or IP-addresses with your organisation.

Tips for preparing your SpeakUp® report

- Write down your message before leaving it. When using the website or the app you can copy/paste the message. When using the phone or voice on the app you can simply read your message out loud.
- Decide about remaining anonymous or not, before you leave your message.
- Take some time to think about the amount and type of information you want to include. It is helpful to share as many facts as possible (for example, location, invoice numbers, dates, etc).
- If you do not feel comfortable leaving a phone message, ask somebody else to read out your message on the phone or leave a web message.
- If you decide to add names in your phone message, preferably spell them out.
- If you have evidence of your case in electronic form, please upload documents as attachments on the web or app message.
- Be prepared with a 4 digit **PIN** (for phone) or 12 character **Password** (for web).
- If you use the **Web system**, you will receive a 8 digit **Report Number** after leaving your message. It is recommended that you select to be notified via email from SpeakUp® when there is a reply. If you opt to be notified, you will also be emailed your Report Number. Your email address will not be shared with the organization.
- When using the **App**, it is recommended that you select to be notified of replies. The notification will appear on your screen, without displaying any content of the messages.
- If you use the **Phone system**, it's advised to have a pen ready when leaving a message. Before leaving your message you will receive a 8 digit **Report Number**. Write this down carefully.

SpeakUp® Web

(Web)

URL: <https://franzhanuel.speakup.report/rovema>

What languages is SpeakUp offered in?

The organisation decides which languages are offered to you. If the language of your browser is available, the welcome page will be in that language.

Where can I change the language settings?

After clicking '+ New report' on the welcome page, you will see the list of languages made available by your organisation. You can select from the options listed there.

How can I find the privacy statement?

In the top right corner you can find a page-icon. Clicking it will open the privacy statement.

How do I leave a report?

Click the '+ New report' button on the home page. This will take you to a screen where you can select the language in which you want to leave your message in. After selecting this language, you will enter a new screen that contains your personal report number. Please write down this number or save it somewhere, as you will need this later on to check on the status of your report. This page will also ask you to create a password, which you will also need to check on the status of your report. We would advise you to choose a unique password that only you can easily remember and make sure never to share it with anyone else. After 'logging in' you will land on a page where you can leave a 50.000 word message wherein you can explain what incident has taken place, who was involved and any other details regarding the incident you would like to report. When you are finished just click 'send message'.

How do I attach a document to my report?

On the 'New message' page, there is an icon of a paperclip on the top-right corner. Click on this icon to attach document(s) to your message.

How many documents can I attach to my report?

You can attach a maximum of 25 files to each message. The file size limit is 500MB per attachment.

I changed my mind about leaving a report, but I have already logged in. What do I do?

At any moment during or after your logging in, you can close the webpage and you will automatically be logged out.

I have accidentally logged out, what do I do?

You can use your personal report number and chosen password to log back in.

How can I be notified if there is a reply from the organisation?

After leaving the first message of a report, you will be asked whether to leave your email address. This will never be shared with the organisation. If you leave your email address, you will receive a 6-digit verification code. Complete the verification with this code in order to be notified via email when there is a reply to your report.

What requirements does my password have to meet?

Your password has to meet the following requirements:

- Minimum of 12 characters
- At least one number (0-9)
- At least one uppercase letter (A-Z)
- At least one lowercase letter (a-z)

- At least one special character (!\$%&*)

SpeakUp® App

[How do I download the SpeakUp app?](#)

Search for “SpeakUp by People Intouch” in the App Store, or Google Play. Or simply scan the following QR Code:



[How do I enter the SpeakUp environment via the app?](#)

To enter the app and be able to make a report, you have to select a 6-digit PIN and connect to your organisation. After confirming your PIN, please remember it as you will need it to log back into the app to check on the status of your report. After selecting a PIN, the app will ask you to connect to your organisation.* When you are connected to your organisation, click ‘new report’. You can now write your report.

[How can I reset my PIN?](#)

In order to reset your PIN, you must delete and re-install the App. However this does mean that you will lose access to your ongoing report(s).

[How do I connect the app my organisation’s SpeakUp channel?](#)

You can either connect to your organisation by scanning a QR-code or you can connect manually by entering a 6-digit ‘Organisation code’ (ROVEMA code: 117720)

[How can I change the language?](#)

On the top right of the page you will see the chosen language. If you click on the drop down menu, you can choose another language.

[How can I find the privacy statement?](#)

You can view the (People Intouch) privacy statement by clicking the page icon found in the top-right corner of the screen.

[How do I log out?](#)

By clicking the ‘Log out’ button on the top-right corner of your screen.

[How do I check on the status of my report?](#)

If you are logged in, you can click on the button ‘my reports’ on the top left of your screen to see it’s status.

[How long can my written report be?](#)

Your report can be a maximum of 50.000 characters.

[How do I attach a document to my report?](#)

When you enter the page ‘New message’ where you can write your report, there is an icon of a paperclip on the right. If you click on this icon, you can attach a document to your report.

[How do I send my report when I’m finished?](#)

When you are finished writing your report, click the arrow on the bottom right. A pop-up will appear, asking you to double check the contents of your report, since you cannot change this after it’s been

sent. When you are sure of the contents of your report, press 'send' again. If there is anything you would like to change, press 'cancel'.

How can I be notified if there is a reply from the organisation?

After creating a report (leaving the first message) you will be asked whether to allow the app to send notifications of responses. The notifications will not contain any content from your messages.

SpeakUp® Phone

How do I find the SpeakUp phone number?

Each country has its own SpeakUp phone number.

Country	Phone Number and any additional notes
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
Belarus	Freephone: 8 820 0491 0089
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
Honduras	Freephone: 800 2791 6139
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
Nigeria	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: 800012953
Portugal	Freephone: 800 831 302
Puerto Rico	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	Freephone: 00800 101 094
Réunion	Freephone: 1800 916 980
Romania	Freephone: 0800 400 653
Russian Federation	Freephone: 8 (800) 100 69 94
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
Spain	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
Ukraine	Freephone: 0800 801 205
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

Which phone number do I have to dial?

You have to dial the specific phone number of the country in which you are physically located in.

What are the caller rates for my country's SpeakUp phone line?

SpeakUp phone is available in either local numbers to which local/national calling rates apply, or via toll-free phone numbers.

When can I call the SpeakUp phone line?

SpeakUp is available 24/7 all year around.

Will my voice be heard by the organisation?

Your voice will never be heard by the organisation. They will only receive a word-by-word written transcript of your voice message.

How can I choose the language option?

After entering the 'Organisation code' you will hear a prompt asking you to select your native language.

What is the length of the message I can leave?

The maximum length is 5 minutes for a phone message. You will be notified when there is 1 minute left.

Where can I find the 'Organisation code'?

The ROVEMA code is: 117720.

What is the PIN needed for?

When leaving your initial message, you will be asked to select a 4 digit PIN. You will need to remember this PIN in order to log back in to listen to the responses, as well as to leave additional messages.

What is the 'Report number'?

When leaving your initial message, you will receive a report number. This is unique to your report and is not shared with the organisation. Please note it down, as it will be required to log back in to your report.

What happens if I hang up before receiving my 'Report number'?

In that case the organisation is not notified of a new incoming report.

What do I do when I'm done with leaving my message?

Once done you can either press 1, or simply hang up.

How can I log back into my report?

Dial your country's specific phone number, enter the Organisation code and then your personal 4 digit PIN code.

What happens if I don't remember my PIN or my 'Report number'?

If you don't remember those crucial details, you can't log back into your report. This means that you have to leave a new message, which will have a different Report number.