



SPEAKUP

AT AVEBE

Introduction



1. SpeakUp: how to leave a message

Leaving a message

You can choose to leave a (new) message via the SpeakUp phone or web system. We advise that you write down your message beforehand; this way you are sure about the information you are about to give and that your message is comprehensive and to the point.

SpeakUp phone: please dial **0800 0222931**

SpeakUp web: please go to <https://www.speakupfeedback.eu/web/royalavebe/nl>

You will be asked to enter the following access code: 96323 (when in the Netherlands)

Select the language in which you would like to leave your message.

Have a pen ready when leaving the message. You will receive a personal six digit case number, which is randomly generated. It is very important that you write this down, as you need it to check the response from Avebe when you come back to SpeakUp later.

If you use the SpeakUp phone system, make sure to pronounce clearly, and ideally spell out names and locations. If you are finished, simply hang up.

If you use the SpeakUp web system, you can type in or simply copy/paste your message. It also allows you to upload documents to your message. When you are finished, you can press the 'send message' button; a screen with your case number and message will appear, which can be easily printed out.

What happens in the meantime

The moment you hang up the phone or you have sent your message, People Intouch starts the translation of the message into English (if necessary). If it is a phone message, the recorded sound file will be written down word by word first. **The recorded sound file will never be handed over to Avebe.**

Once the transcription and translation is done, the exact message - both in the original language as in English - will be sent to Avebe's Group Reporting Officer. The Group Reporting Officer will evaluate the message and send a response to People Intouch.

People Intouch will translate the response and post it on the SpeakUp system. For phone, People Intouch will also record the response.

Reading your response

Within a week, a response will be ready for you on the SpeakUp system. In general you can find this response via the same way you have left your message, using the dial-in details mentioned above. Note that it is possible to switch from phone to web at a later stage, but you can never switch from **web to phone**.

To check your reply, you will be asked to press 1 if you already have a case number. To hear your response, press 1 and enter your case number. After you have heard your response, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up/log out and come back another time.

If you notice that a response has not been left for you yet, please be assured that the message is being reviewed and that a response will be available for you in a few working days. It is wise to check for a response regularly.

What is SpeakUp?

It is a service ('communication instrument') enabling all relations and employees within Avebe 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?

SpeakUp is intended for employees and third parties to anonymously report serious breaches of the law or internal regulations that would otherwise not be reported in complete anonymity

How does SpeakUp work?

- Phone:** You dial the free phone number, 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 Avebe'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 (through a hyperlink or by entering the URL), choose your country, enter your access code and leave your message. Within one week you can return to the Web Service and read Avebe's response. You can reply to this response. This communication cycle can be repeated endlessly.

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, SpeakUp is based in Amsterdam. The SpeakUp reporting system is already used by numerous well-known companies such as BMW, Roche, Skanska, IKEA, Cosun and Friesland Campina.

Is the system difficult to use?

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

Can my identity be discovered?

Avebe 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: if you leave your contact details in your message, SpeakUp will forward it; if you do **not** leave your contact details, SpeakUp and Avebe will not know who you are. Furthermore, Avebe has agreed 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 Avebe is obliged to share information under mandatory legislation.

Will my voice be heard by Avebe?

No. The SpeakUp system is operated by People Intouch, an independent company that transcribes and translates your message and sends Avebe 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)

Can Avebe trace my connection data?

No, the SpeakUp system is operated by People Intouch. Avebe has no access to the connection data. Phone details or IP-addresses will never be handed over to Avebe. However, it could be that Avebe traces user information from your company telephone or computer, note that you can use a public or non-identifiable telephone or computer as well.

What happens with the recording of my message?

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

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, Avebe 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 Avebe.

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.

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)

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, we have 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 **support@peopleintouch.com**. Your name, contact details or other sensitive information will never be handed over to Avebe.

How quickly will my message be passed on to Avebe?

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

Who at Avebe receives my message?

The Group Reporting Officer of Avebe.

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 Avebe when you return to the system.

How quickly can I check for a response?

Avebe strives to respond within one week. If no answer is available after a week, we advise you to try once more after a few days, or you can choose to leave a new message in the same case.

Can I call SpeakUp at any time?

Yes, the SpeakUp phone service 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.

Can I leave a message in my native language?

Yes, you can leave a message in your native language. Agreements are made with Avebe about 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.

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.

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.

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

The information how to leave a message can be found on the intranet of Avebe.

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**)).

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

Avebe 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. policies at Avebe should clarify how you can exercise these rights. Avebe should also notify 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.

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

Employees 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 (from external parties) 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.

3. SpeakUp tips for leaving a message

- ✓ Write down your message before leaving it. When using the SpeakUp web system you can copy/paste the message. When using the SpeakUp phone system you can simply read your message out loud.
- ✓ If you do not feel comfortable leaving a phone message, ask somebody else to read out your message in the SpeakUp phone system or leave a web message.
- ✓ If you are afraid of being traced: use an unidentifiable phone or computer, like a pay phone or an internet cafe.
- ✓ Anyone with access to the PC can view the contents of the web browser cache and find out what web sites and pages have been viewed on that PC recently. Therefore, it is advisable to clear the browser cache memory after using the SpeakUp system.
- ✓ Leave your message on your best suitable time and place. The system is available 24/7 from every telephone or computer.
- ✓ Make sure to write down or print (in case of using the web system) the case number.
- ✓ Remember that the case number is a personal case number. Only you know this number. So, if you want to refer to another case in your message, you should not use this number. You can e.g. instead use the exact date/time with a clear description of the content of the other case.
- ✓ When you leave your message, make sure you have made up your mind about remaining anonymous or not.
- ✓ When you leave your message, make sure you have thought about the amount and type of information you want to include in your message.
- ✓ It is helpful to receive as much facts as possible (for example a clear location, invoice numbers and exact dates).
- ✓ Personal names can also be vital, but please make sure to only include personal names if these are truly needed for the purpose of addressing and solving the matter you report. Keep it factual if you provide information about a person and do not include sensitive information which is clearly part of that persons private life (e.g. mental or physical condition or religious beliefs). If you decide to add names, preferably spell them out.
- ✓ If you have proof of your case in electronic form, please use the upload document facility of the SpeakUp web system. You can even use this web facility when leaving a message by phone, by using the case number you received.
- ✓ Always call back (phone) or log in again (web) to check whether a response was left for you.