

SpeakUp®  
Frequently asked questions





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## Leave a message

You can leave a (new) message via SpeakUp® by entering text in the web system. It is advisable to write down the message beforehand. This ensures that all information is understandable and comprehensive to the point. The more information we have, the faster we can evaluate and investigate.

**SpeakUp Web:** <https://www.speakupfeedback.eu/web/fhcxternal/de>

You will be prompted to enter the following access code: **44842**

Select the language in which you want to leave your message.

Have a pen ready when you leave the message. You will receive a personal six-digit case number that will be randomly generated. It is very important that you make a note of this number. You will need it to retrieve the response from Haniel when you return to SpeakUp® later.

You can type or simply copy/paste your message. You can also upload documents to your message. When you are done, you can click on the "Send Message" button; a screen will appear with your case number and message that you can print.

## What happens in the meantime...?

The moment you send your message, People Intouch, an external and independent service provider, starts translating the message into German (if necessary).

Once the translation is complete, the exact message – both in the original language and in English – is sent to the Haniel Compliance Team. The Compliance Team evaluates the message and deposits a response in the SpeakUp portal.

## Receive a reply

Within a week, a response will be ready for you in the SpeakUp system.

If you find that you have not yet received a reply, the message is still being checked. It is advisable to check regularly to see if there is a reply.



## Frequently asked questions about the SpeakUp system

### 1 What is SpeakUp?

SpeakUp is a service ("**whistleblowing system**") that enables all external parties to report actual or suspected compliance violations on an anonymous basis. If you wish, you are of course welcome to give us your name.

### 2 What is SpeakUp for?

If there are indications of a violation of laws, Haniel's internal rules or the principles of the Code of Ethics, SpeakUp, a multilingual, electronic and, if necessary, anonymous whistleblowing system, is available. All incoming tips are carefully examined and processed by Haniel compliance officers. Haniel is committed to maintaining confidentiality and – if requested – anonymity and to protecting those who raise concerns from retaliation.

### 3 How does SpeakUp work?

Go to the SpeakUp Web Service page (via a link or by entering the URL), select your country, enter your access code and leave your message. Within a week, you can return to the web service and read Haniel's response. You can reply again to this answer. This communication cycle can be repeated endlessly.

### 4 Who runs SpeakUp?

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for the processing and transmission of all messages but is not itself involved in compliance investigations. The company was founded in 2004 and is based in Amsterdam. The SpeakUp® messaging system is already used by numerous well-known companies and meets all currently applicable data protection requirements.

### 5 Is the system difficult to use?

Not at all.

### 6 Can my identity be revealed?

Haniel receives a word-for-word transcript of your message. You have full control over the content of the message you leave: If **you** leave your contact information in your message, SpeakUp will forward it; if you do **not** leave your contact information, SpeakUp and Haniel will not know who you are. In addition, Haniel is committed to not identifying the reporting party and not disclosing the identity of the reporting party or a witness to an accused person. The only exception from this is an instance where Haniel is required to disclose information by mandatory law.



## 7 Can Haniel track my connection data?

No, the SpeakUp system is operated by People Intouch. Haniel has no access to the connection data. IP addresses are never passed on to Haniel.

## 8 How quickly will my message be forwarded to Haniel?

The message is available within 24 hours.

## 9 Who in the company will receive my message?

The Haniel Compliance Team.

## 10 How can I get a response but remain anonymous?

The SpeakUp system will assign you a unique case number. Please make a careful note of it. With this case number you will be able to read the answer when you return to the system.

## 11 When will I receive an answer?

Haniel will endeavor to respond within one week. If there is no response after a week, we recommend that you try again after a few days or leave a new message.

## 12 Can I leave documents?

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

*If you wish to remain anonymous, please make sure that your contact information is not mentioned in the attachments or in the properties of the document.*

## 13 What if I don't remember my case number?

If you have lost your case number, please leave your message again with a new case number. If you wrote down your message on your first call, this would not take much time. Use the new case number for all further messages.

## 14 What is personal information and is my personal information protected by law when I leave a message through SpeakUp?

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



## 15 What rights do I have when I leave a message with my personal data via SpeakUp?

Haniel is responsible for ensuring your rights under the GDPR, including the right of access, the right to rectification, the right to erasure/"being forgotten", the right to restriction of processing, the right to data portability, the right to object and the right to lodge a complaint with the competent supervisory authority. If you have any questions in this regard, you can contact [datenschutz@haniel.de](mailto:datenschutz@haniel.de). Haniel will also notify the data subject if a so-called "personal data breach" occurs when there is a high risk to the rights and freedoms of that person.