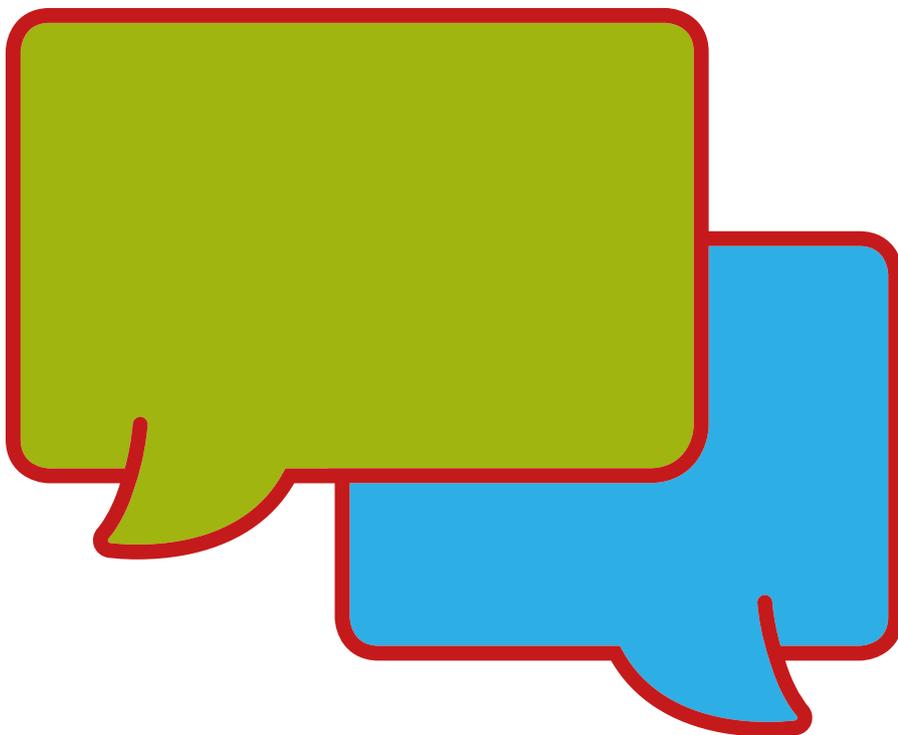


# SpeakUp® – How To and Q&A for external Reporters



## Table of Contents

<b>SpeakUp® Introduction</b>	<b>3</b>
<b>SpeakUp® How To: Leaving a report</b>	<b>3</b>
Via Web	3
Via the SpeakUp® App	4
Via Phone	7
<b>SpeakUp® External Reporter Q&amp;A</b>	<b>8</b>
<b>Generic</b>	<b>8</b>
Can my identity be discovered?	8
Can Symrise trace my connection data?	8
What happens after I leave my message?	8
When can I expect a reply?	8
What happens if I can't remember my Report Number?	8
<b>Web</b>	<b>9</b>
What languages is SpeakUp® offered in?	9
When can I change the language settings?	9
How can I find the privacy statement?	9
How do I leave a report?	9
How do I attach a document to my report?	9
How many documents can I attach to my report?	9
I changed my mind about leaving a report, but I have already logged in. What do I do?	9
I have accidentally logged out, what do I do?	9
How can I be notified if there is a reply from Symrise?	9
What requirements does my password have to meet?	9
<b>App</b>	<b>10</b>
How do I download the SpeakUp® app?	10
How do I enter the SpeakUp® environment via the app?	10
How can I reset my PIN?	10
How do I connect the app my organisation's SpeakUp® channel?	10
How can I change the language?	11
How can I find the privacy statement?	11
How do I log out?	11
How do I check on the status of my report?	11
How long can my written report be?	11
How do I attach a document to my report?	11
How do I send my report when I'm finished?	11
How can I be notified if there is a reply from Symrise?	11
<b>Phone</b>	<b>12</b>
How do I find the SpeakUp® phone number?	12
Which phone number do I have to dial?	12
What are the caller rates for my country's SpeakUp® phone line?	12
When can I call the SpeakUp® phone line?	12
Will my voice be heard by Symrise?	12
How can I choose the language option?	12
What is the length of the message I can leave?	12
Where can I find the 'Organisation code'?	12
What is the PIN needed for?	12
What is the 'Report number'?	12
What happens if I hang up before receiving my 'Report number'?	12
What do I do when I'm done with leaving my message?	12
How can I log back into my report?	12
What happens if I don't remember my PIN or my 'Report number'?	12
<b>Tips for preparing your message via SpeakUp®</b>	<b>13</b>

## 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, **People Intouch**, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004. People Intouch is responsible for processing all messages received from external reporters and which are related to Symrise or caused by a Symrise supplier.

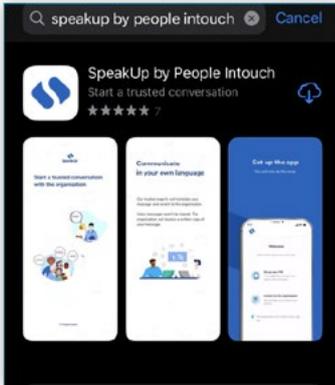
## SpeakUp® How To: Leaving a report

### 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.
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.

## Via the SpeakUp® App

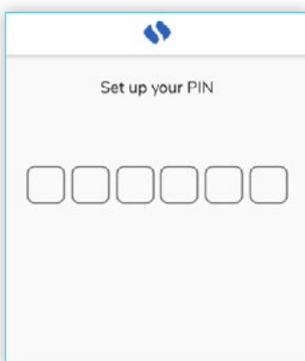
1. Download the 'SpeakUp® by People Intouch' app from the App Store/Google Play or scan the QR code.



2. Open the App

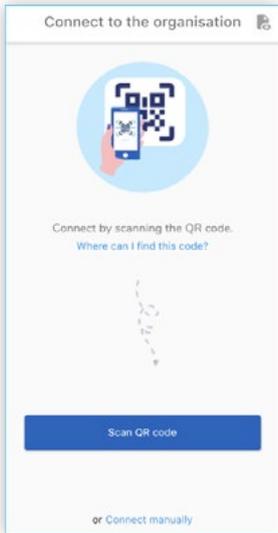


3. Click on 'Set up your PIN' and enter a 6 digit code.

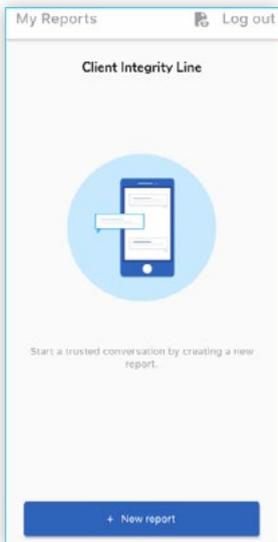


You will need to enter this PIN each time you open the App.  
If you forget your PIN, you need to re-install the App and set up a new one.  
If so, you will lose access to your ongoing open reports.

4. The App will ask you to connect to your organisation by scanning the QR code. Alternatively you can enter Symrise code by clicking on the 'Connect Manually' button on the bottom of the page. The QR and/or Symrise code (105891) has been communicated by Symrise ([Grievance system](#)).



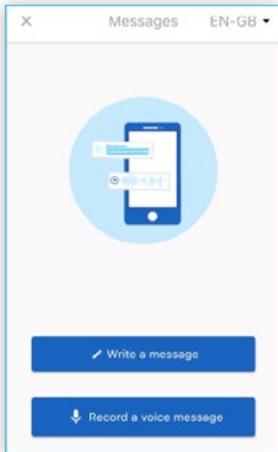
5. Press the '+ New report' button to start a trusted conversation.



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

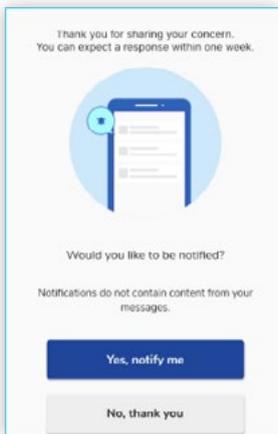
If Symrise has enabled it, you can leave a voice recording via the app.

(Your voice will never be heard by Symrise. They will only receive a transcript of your voice recording.)



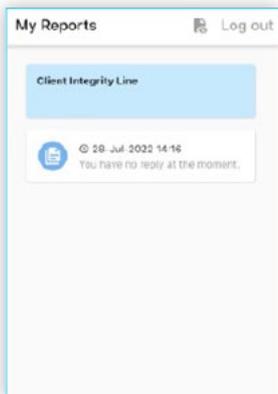
7. After sending your message you can expect a reply within one week.

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



8. When you log back in you will see if there are any new responses from Symrise.

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 Symrise code **105891**
  - II. Select your language
  - III. You will receive a unique 'Report number'
    - i. 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
    - i. 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® External Reporter Q&A

### Generic

#### *Can my identity be discovered?*

Your identity will not be shared with **Symrise**. 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 **Symrise** will not know who you are. If you leave a message via **Phone**, Symrise will receive a typed word-for-word transcript of what you have said.

#### *Can Symrise trace my connection data?*

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

#### *What happens after I leave my message?*

After you hang up the **Phone** or you have sent your message via **Web & App**, the translation of the message into English begins (if necessary).

For a Phone message the recorded sound file will be written down word by word first. The recorded sound file will never be handed over. The organization will receive a transcript of your message.

Once the transcription and translation is done, the exact message - both in the original language as in English - will be sent to the dedicated recipient(s). The recipient(s) appointed by the organization will evaluate the message and will send their response. The response will be translated if necessary and will be posted on the web system or app. For the phone, People Intouch will translate if necessary and record the response and put it on to the phone system for you to listen.

#### *When can I expect a reply?*

You can expect an initial response from the organization **within one week**. It is advised to login to your report in SpeakUp® and check for a response regularly.

#### *What happens if I can't remember my Report Number?*

If you can't remember your unique **Report Number**, we advise you to leave a new message via SpeakUp®.

## Web

### *What languages is SpeakUp® offered in?*

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

### *When 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?*

[Privacy policy](#)

### *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 click on the cross on the top right of the page to log 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 Symrise?*

After leaving the first message of a report, you will be asked whether to leave your email address. (This will never be shared with Symrise) 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 (!\$%&\*)

## App

*How do I enter the SpeakUp® environment via the app?*

### 1. Download the App

Download the app for iOS and Android, simply scan the QR code with your device's camera.  
Or look up „SpeakUp by People Intouch‘ in your App/Play store



### 2. Set up your secure pin

A 6-digit PIN is used to secure all SpeakUp® messages on the device.

### 3. Connect it to the intake channel

Scan the channel's QR code to access the intake channel or connect manually using this code: 105891  
[organisation code external line Symrise]



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 you 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 to Symrise at the SpeakUp® channel?*

You can either connect to Symrise by scanning a QR-code or you can connect manually by entering the 6-digit code':

- Website/Intranet – (QR Code - URL einfügen)
- 6-digit Symrise code: 105891
- [Symrise Responsible Sourcing & Supplier Code of Conduct](#)

***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 [Symrise privacy statement](#) on the Symrise Website.

***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're 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're 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 Symrise?***

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.

## Phone

### *How do I find the SpeakUp® phone number?*

Each country has its own SpeakUp® phone number. These can be found on Symrise's Website/Intranet.

[SpeakUp® phone numbers](#)

### *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. The details of the phone line in your country will be communicated by Symrise.

### *When can I call the SpeakUp® phone line?*

SpeakUp® is available 24/7 all year around.

### *Will my voice be heard by Symrise?*

Your voice will never be heard by Symrise. They will only receive a transcript of your voice recording.

### *How can I choose the language option?*

After entering the 'Organisation code 105891' 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'?*

This can be found on Symrise's:

- Website/Intranet ([Grievance system](#)) Symrise Code 105891

### *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 Symrise. 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 Symrise 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 Symrise Code 105891 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.

### Tips for preparing your message via SpeakUp®

- 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.
- 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.
- 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 decide to add names, 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 **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.
- 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 be notified of replies. The notification will appear on your screen, without displaying any content of the messages.

---

Symrise Corporate Sustainability

---