



wintershall dea



SPEAKUP

FAQs



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GENERAL INFORMATION

1. What is SpeakUp®?

SpeakUp® is a communication service by People Intouch enabling all employees within Wintershall Dea and its subsidiaries worldwide to report (potential) compliance & human rights violations that would otherwise not be reported. You can do this without the involvement of a human operator and in complete anonymity, if preferred.

2. What is SpeakUp® intended for?

Wintershall Dea has established regular reporting lines for compliance & human rights concerns (e.g. potential violations of the Wintershall Dea Code of Conduct or of laws).

In general, proceed as follows:

- Step 1** Discuss your concerns directly with the person(s) involved
- Step 2** Discuss your concerns with your supervisor or local Compliance Manager/Human Rights Coordinator
- Step 3** Describe your concerns via the SpeakUp® line.

Steps 1 and 2 should be your first actions – if those are not options in your circumstances, you may go straight to **step 3** and use the SpeakUp® line.

Details can be found on the Wintershall Dea Portal and on the Wintershall Dea website.

3. How does SpeakUp® work?

Choose one of the three communication channels (web, app, phone call) to leave your message.

Depending on the form of the channel, your message will be transcribed and/or translated into English before it will be forwarded to the Wintershall Dea Compliance Team.

Within one week you can return to the channel you chose and read the response of a Compliance Manager/Human Rights Coordinator. You can reply to this response. This communication cycle can be repeated until resolved.

4. 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, the company is based in Amsterdam. The SpeakUp® reporting system is used by numerous well-known companies such as BMW, Nestlé, Roche, Skanska, IKEA and Randstad.

I WANT TO LEAVE A MESSAGE...

5. How do I leave a message?

To leave a (new) message, you can choose between web, app or phone call. Please note that a subsequent change of the channel is not possible.

WEB:

Use the web browser by entering <https://wintershalldea.speakup.report/WintershallDea> or scanning the QR code. Click on "+ New report" and choose your preferred language. Set up your PIN and note down the report number. Leave your message and attach documents, if required.

APP:

Download the mobile app "*SpeakUp | Listen for a change*". Set up your PIN. Scan the QR Code or enter the organisation code "110253" to connect. Press "New report" to leave your message. Attach documents, if needed.

PHONE CALL:

Dial your country-specific phone number. Set a personal PIN. Enter the organisation code "110253". Note down the report number and leave your message.

(Voice prompts will guide you through the process)

TIPS:

- Write down your message beforehand to ensure that no information is left out and that it is as comprehensive as necessary, but to the point.
- Detailed information on the processes can be found in the document "*How the process works*", which is provided in the Wintershall Dea Portal and on the Wintershall Dea website.
- Detailed information on **URL, organisation codes, QR codes and phone numbers** can be found in the documents "*How the process works*" and "*Access to SpeakUp*", which are provided in the Wintershall Dea Portal and on the Wintershall Dea website.

6. Can my identity be discovered?

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 them; if you do not leave your contact details, SpeakUp® and Wintershall Dea will not know who you are. Furthermore, Wintershall Dea has agreed not to seek the identity of any reporter and will not share the identity of the reporter or a witness with an accused person. The only exception is when Wintershall Dea is obliged to share information under mandatory legislation.





I WANT TO LEAVE A MESSAGE...

7. Can the company trace my connection data?

No, the SpeakUp® system is operated by People Intouch. Wintershall Dea has no access to the connection data. Phone details and IP addresses will never be handed over to Wintershall Dea. However, because it cannot be excluded that Wintershall Dea traces user information from your company phone or computer, note that you can use a public or unidentifiable phone or computer as well.

8. Will confidentiality ever be broken?

The exception to the aforementioned is if the SpeakUp® system receives a message in which the reporter is threatening violence or a criminal act. Wintershall Dea can request to retain the recording to hand it over to the authorities. Still, the voice file and/or connection data will never be given to Wintershall Dea.

9. Can I leave a message in my native language?

Yes, you can leave a message in your native language. Wintershall Dea has set up different language options for each country. When leaving your message, you can simply choose one of the language options. Responses will be in your native language as well.

10. Can I leave documents?

Yes, the SpeakUp® web and app service enables you to attach (electronic) documents. It is not possible, if you want to leave a message on the phone system. However, you can open a new report on the web or app channel with reference to the report number given to you via phone.

If you would like to stay anonymous, please make sure your contact details are not mentioned in the attachments or in their properties.

11. I want to remain anonymous, but would like to receive a response what can I do?

The SpeakUp® system will give you a unique report number. Please make sure to write this down carefully. This report number as well as your personal password/PIN enables you to listen to or read the response from Wintershall Dea when you return to the system.

I WANT TO MAKE A PHONE CALL...

12. Will my voice be heard by the company?

No. The SpeakUp® system is operated by People Intouch, an independent company that transcribes and translates your message and sends Wintershall Dea 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/app system.

13. Who pays for my call?

Depending on the country, you can call via a free phone number or at a local rate.

14. Is there a limit on the length of the message?

No. However, after seven minutes you will get a notification followed by an option to continue.

15. 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 phone.

16. What happens with the recording of my message?

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

17. 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 landline, as 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 speakup@peopleintouch.nl. Your name, contact details and other sensitive information will never be handed over to Wintershall Dea.





I LEFT A MESSAGE...

18. How quickly will my message be passed on to the company?

Your transcribed message will be sent to the Wintershall Dea Compliance Team, in principle, within one working day.

19. Who at the company receives my message?

At first, the messages are sent to the Wintershall Dea Compliance Team in Kassel. The Compliance Team will treat the message with the utmost confidentiality and deal with it individually as the situation demands. If applicable it will be forwarded to the respective local Compliance Manager. In the course of the review by Wintershall Dea Compliance, it might be necessary to involve other Wintershall Dea departments (e.g. People & Culture/HR, Corporate Audit, HSEQ). In case of possible human rights violations, your report and case processing will be delegated to the Wintershall Dea Human Rights Team.

20. How soon can I check for a response?

Wintershall Dea 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.

21. What if I don't remember my report number?

If you have lost your report number, we ask you to leave your message again with a new report number. If you wrote down your message for your first report, this will not take up much of your time. Use the new report number for all further communication.

I MENTIONED PERSONAL DATA...

22. What is personal data and is my personal data protected by law if I leave a message through SpeakUp®?

In general, personal data is information that can be used to identify an individual, which could be yourself or another person mentioned in your message. (e.g. name, address, picture, phone number) The processing of personal data through the SpeakUp® system is strictly regulated under the EU General Data Protection Regulation (GDPR).

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

Wintershall Dea is responsible for assuring your rights under the GDPR, which include with respect to your own personal data: right to access, right to correct, right to delete/'to be forgotten', right to restrict the processing, right to data portability, right to object and right to file a complaint with the responsible supervisory authority.

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

Employees, such as you, 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 employee/employer relationship. Any personal data included in a message that is processed through the SpeakUp® system is processed on the grounds that it is necessary for the purpose of detecting misconduct that otherwise would not be detected.

Further information relating data privacy can be found in the data privacy notice in the Wintershall Dea Portal and on the Wintershall Dea Website.

