



wintershall dea



SPEAKUP

How the process works

You can choose to leave a (new) message via the SpeakUp® web or phone system. A subsequent change is not possible. 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® web:

Please go to www.speakupfeedback.eu/web/disti9 and choose the country and language in which you want to leave your message. Set a personal password. Enter the displayed code. Then, leave your message.

SpeakUp® phone:

Please go to www.speakupfeedback.eu/web/disti9 and choose the country from which you are calling, the language in which you want to leave your message. Set a personal PIN. Dial your country-specific telephone number. You will be asked to enter your country-specific access code. Enter the code and 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 the Wintershall Dea Compliance Team when you come back.





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 click the 'send message' button; a screen with your case number and message will appear, which can be easily printed out.

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.

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 Wintershall Dea.

Once the transcription and translation are done, the exact message – both in the original language and in English – will be sent to the Wintershall Dea Compliance Team. The Compliance Team 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 the same way you left your message, using the dial-in details mentioned above (PIN/password and case number). Note that it is not possible to switch between phone and web at a later stage.

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.

