

wintershall dea



OVERVIEW

SPEAKUP

How the process works

To leave a new message, you can choose between the SpeakUp®* channels...

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 password and note down the report number. Leave your message and attach documents, if required.

➤ For the detailed information go to page 2-3.

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 required.

➤ For the detailed information go to page 4-6.

PHONE CALL: Dial your country-specific phone number. Enter the organisation code "110253", choose a language and set a personal PIN. Note down the report number and leave your message.

➤ For the detailed information go to page 7-9.

TIPS BEFORE USE:

! Write down your message beforehand

- to not leave out any information
- to make it comprehensive as necessary
- to get to the point

! Be aware of what channel you choose

- a subsequent change of the channel is **not** possible

! All relevant access information

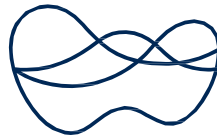
- is available on page 9
- is also available in the document "Access to SpeakUp®", which can be found in the Wintershall Dea Portal and on the Wintershall Dea website

! Still Questions?

- check out the document "FAQ about SpeakUp", which can be found in the Wintershall Dea Portal and on the Wintershall Dea website



* SpeakUp® is a communication service by the external provider People Intouch for reporting (potential) compliance & human rights violations



wintershall dea



WEB

SPEAKUP

How the process works

Wintershall Dea SpeakUp Line

Start a trusted conversation by creating a new report.

+ New report

Log in

by People Intouch

1. Visit SpeakUp by entering <https://wintershalldea.speakup.report/WintershallDea> or **scanning the QR code**.



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**.

> You will need these to **log in** and check back for a **response** later!

Wintershall Dea SpeakUp Line

To keep your report safe and secure, please write down your report number and create a password.

It's important to log back in later to check for a response to your report.

Report number

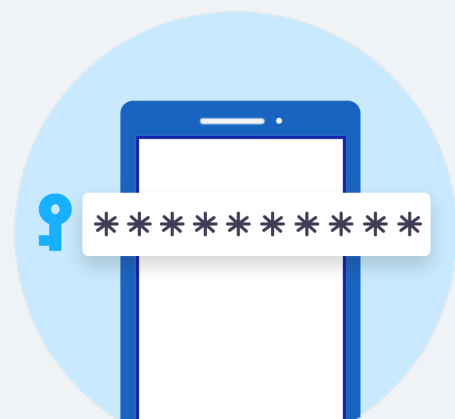
5 5 1 2 0 8 7 9

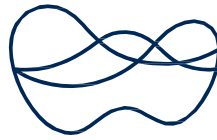
Create a password

Password*

To keep your report safe and secure

Create password





wintershall dea



WEB

SPEAKUP

How the process works

The screenshot shows a 'New message' form with a title bar containing a close button. The form includes a language selection dropdown set to 'English' with a help link 'For example: who, what, when, where?'. Below this is a large text area for the message, a clip icon for attachments, and a character count '0 / 50000'. At the bottom right is a 'Send message' button.

5. Type or simply copy/paste 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.

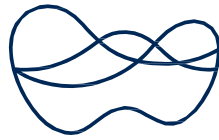


The screenshot shows a confirmation screen with the following text: 'Thank you for sharing your concern. You can expect a response within one week. Your report number is: 81003813'. Below this is a section titled 'Never miss a reply' with the text 'To be notified of a reply to your report, leave your email.' and 'We don't share your email address with your organisation.' A prominent green button says 'Receive notification emails'. At the bottom is an 'Exit SpeakUp' link.

7. You have the option to leave your email **if you want 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.



8. After sending your message you can expect a **reply within one week**.
 - > Log back in to see if there are any new responses.

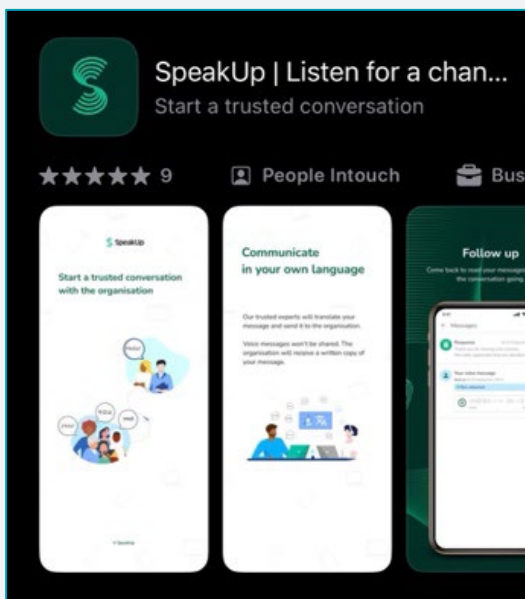


wintershall dea



SPEAKUP

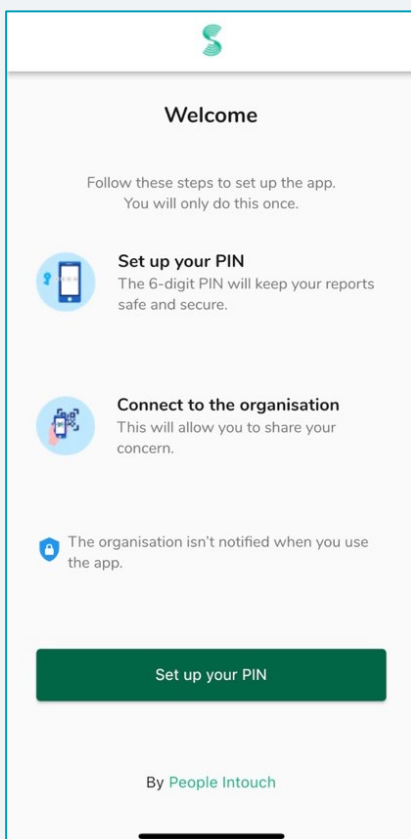
How the process works



1. Download the “**SpeakUp | Listen for a change**” app from the App Store/ Google Play or scan the QR code.

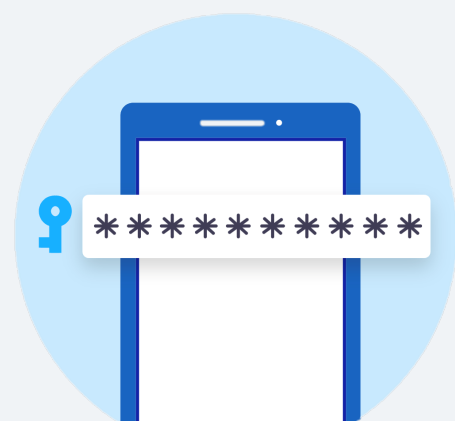


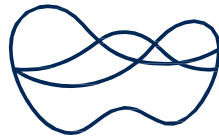
2. Open the App.



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.



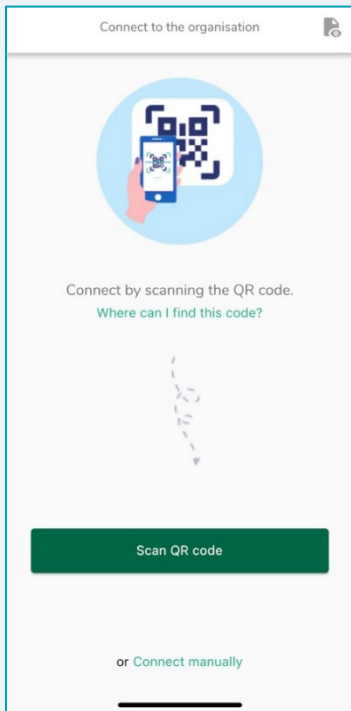


wintershall dea



SPEAKUP

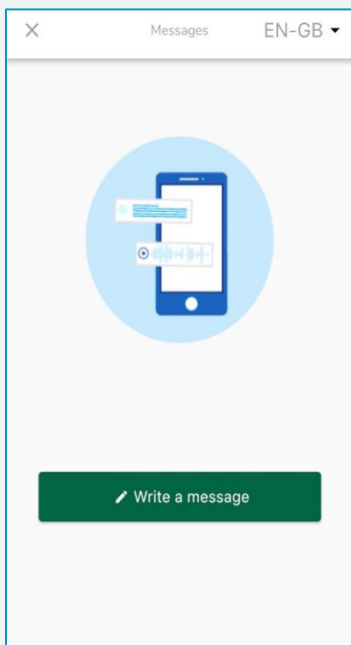
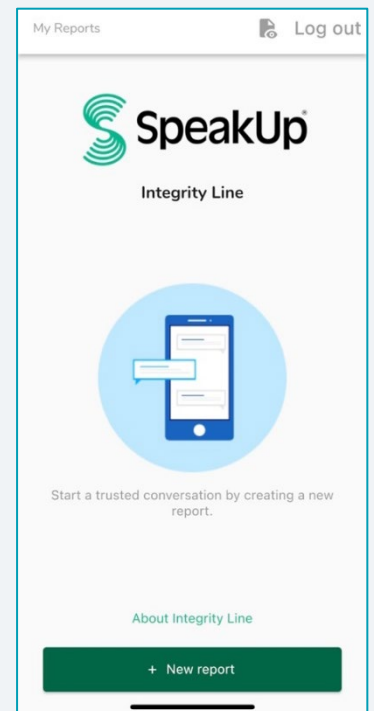
How the process works



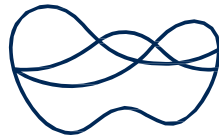
4. Connect by scanning the **QR code** or entering the **organisation code "110253"** by clicking on the "Connect Manually" button on the bottom of the page.



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



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

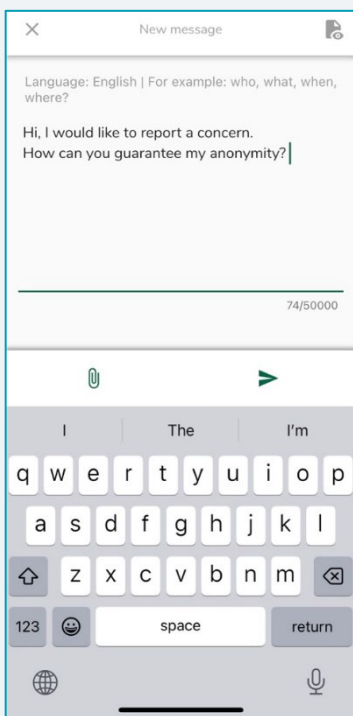


wintershall dea



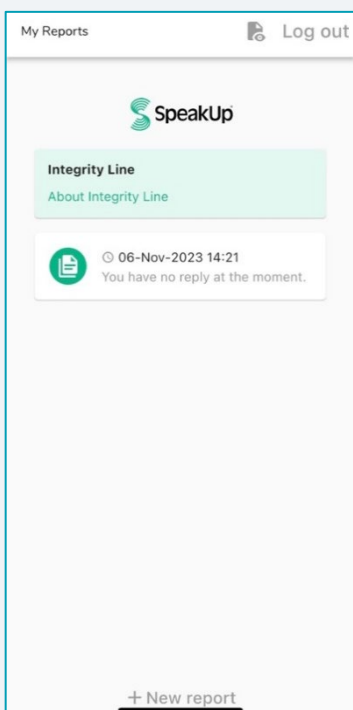
SPEAKUP

How the process works



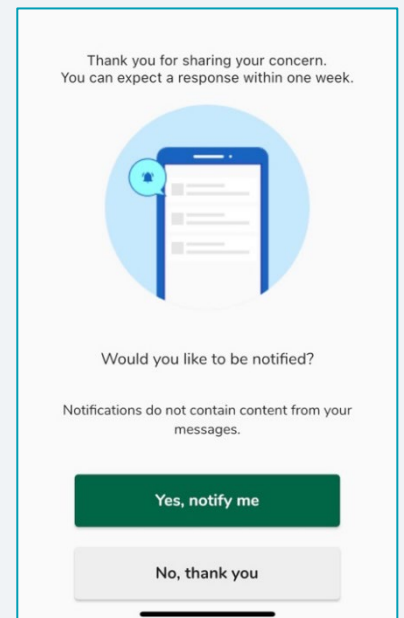
7. Press the **arrow icon** to send your message.

- > You may attach files (up to 25 items) by clicking on the **paper clip icon**.



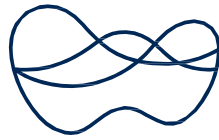
8. After sending your message you can expect a **reply within one week**.

- > Click on **"Yes, notify me"** to be notified of any responses.



9. Log back in to see if there are any new responses.

- > **To report a different concern**, click on **"New report"**.



wintershall dea



PHONE

SPEAKUP

How the process works

1. Dial the **phone number** for the country that you are located in. The voice prompts will guide you through the following steps.
 - > **The phone numbers** are listed **on the last page (9)** and can also be found in document "**Access to SpeakUp**" provided in the Wintershall Dea Portal or on the Wintershall Dea website..

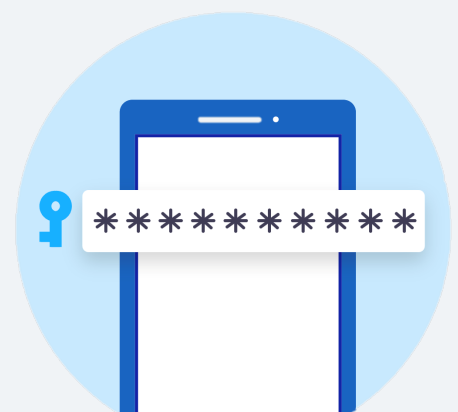
2. Enter the **organisation code "110253"**.

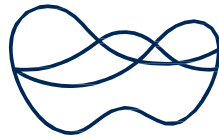
3. Select your **language**.



4. You will receive a unique "**Report number**".
 - > **Write it down** as you will need it to call back and hear a response to your report

5. Choose a **4 digit PIN code**.
 - > **Remember it** or write it down so that you can log back in later





wintershall dea



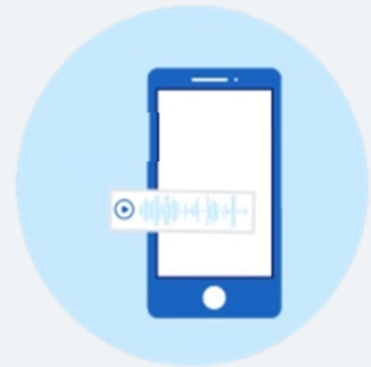
PHONE

SPEAKUP

How the process works

6. After the tone **speak your message**.

- > Make sure to pronounce clearly and ideally spell out names and locations.

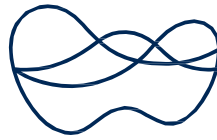


7. Once done, simply **hang-up**.

- > The recorded **sound file** will **never** be handed over to Wintershall Dea!
- > The record will be transcribed by **People Intouch** and translated into English, if necessary.
- > The exact message – both in the original language and in English – will be sent to the Wintershall Dea Compliance Team and if applicable, delegated to the Human Rights Team.

8. You can expect a reply **within one week**.

- > To check for a response **call back with your Report number and PIN**.
- > To hear the response, press 1 and enter your report number. After you have heard the response, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up and come back another time.



wintershall dea

SPEAKUP

Access to SpeakUp via ...

ACCESS

WEB



<https://wintershalldea.speakup.report/WintershallDea>

PHONE



ORGANISATION CODE: 110253

COUNTRY	PHONE	LANGUAGES
ALGERIA	00213983299338 *2	Arabic, French, English
ARGENTINA	00541120397280 *2	Latin American Spanish, US English
DENMARK	004543310961 *2	Danish, English
EGYPT	08000000083 *1	Arabic, English
GERMANY	08001818952 *1	German, English
LIBYA	N/A	N/A
MEXICO	00525547806198 *2	Latin American Spanish, US English
NETHERLANDS	0031107007503 *2	Dutch, English
NORWAY	004724140601 *2	Norwegian, English
RUSSIA	88001006994 *1	Russian, English
UNITED ARAB EMIRATES	80004440408 *1	Arabic, English
UNITED KINGDOM	08000224118 *1	English

*1 = Free of charge *2 = Charged at local rate

APP



App Download



ORGANISATION
CODE
110253



Wintershall Dea encourages you to speak up and express your concerns!