

# How To for Reporters

# SpeakUp Introduction

**SpeakUp**<sup>®</sup> 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 or by phone, without the interference of a human operator.

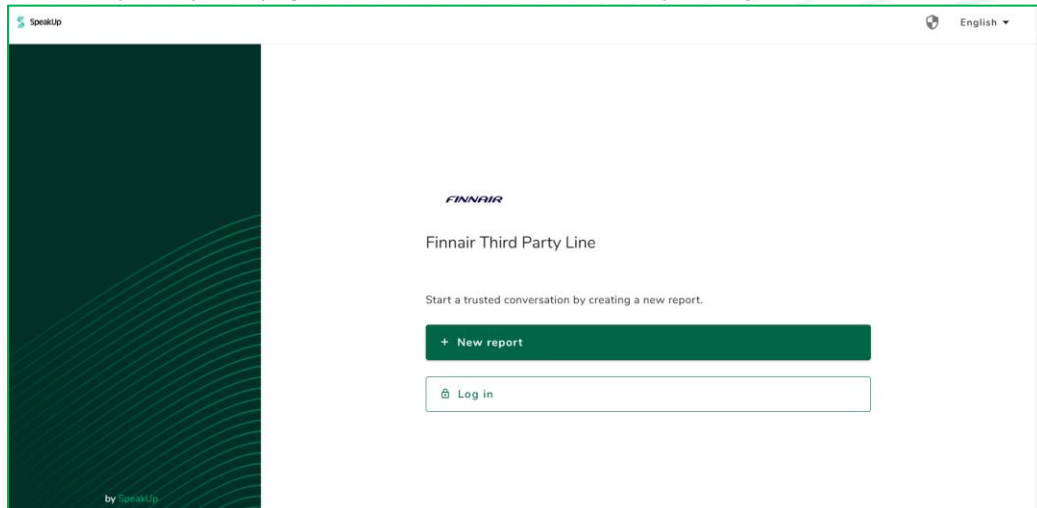
**SpeakUp**<sup>®</sup> is available **24** hours per day and **365** days a year. Therefore, you can use SpeakUp to leave a message or check for a response any time.

The service is operated by a third party, **SpeakUp**, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004.

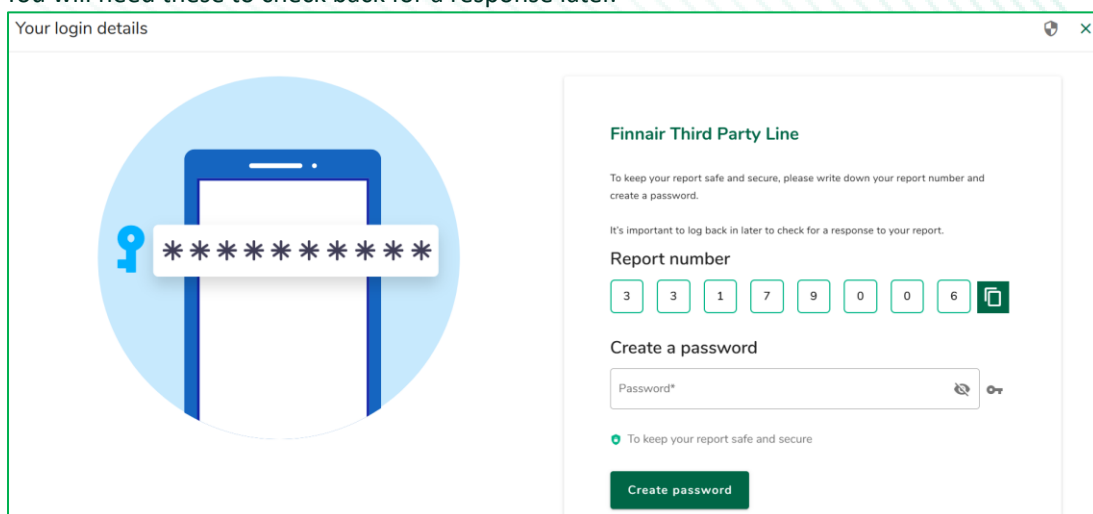
# How to leave a report

## Via Web

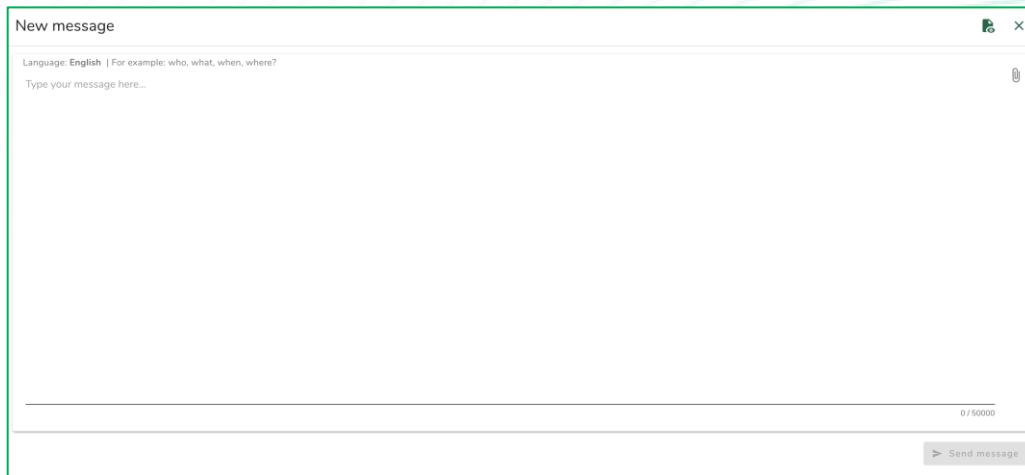
1. Visit the SpeakUp webpage with the URL and/or QR code your organisation has communicated.



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.

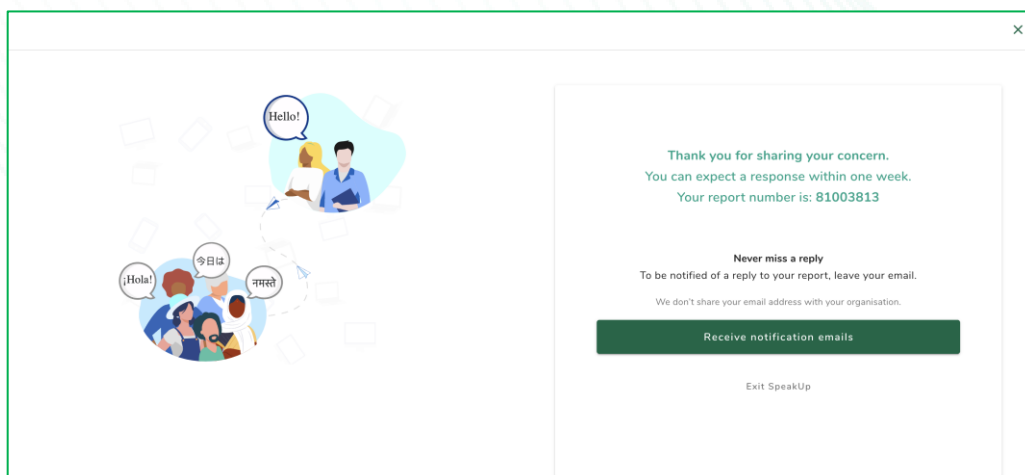


5. Type your message.  
You can upload attachments via the clip icon found in the top-right corner.



The screenshot shows a 'New message' window. At the top, it says 'New message' with a close button. Below that, it indicates the language is 'English' and provides a hint: 'For example: who, what, when, where?'. The main area is a large text input field with the placeholder 'Type your message here...'. In the top right corner of the input area, there is a paperclip icon for attachments. At the bottom right, there is a 'Send message' button and a character count '0 / 50000'.

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.



The screenshot shows a confirmation screen. On the left, there is an illustration of people talking with speech bubbles containing 'Hello!', 'jHola!', '今日は', and 'नमस्ते'. On the right, there is a text box with the following content: 'Thank you for sharing your concern. You can expect a response within one week. Your report number is: 81003813'. Below this, it says 'Never miss a reply' and 'To be notified of a reply to your report, leave your email. We don't share your email address with your organisation.' There is a green button labeled 'Receive notification emails' and a link 'Exit SpeakUp' at the bottom.

## 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 the 'Organisation code' shared by the organisation with you
  - II. Select your language
  - III. You will receive a unique 'Report number'
    - 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
    - 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**<sup>®</sup>

Listen for  
a change.

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