



# How to use the BauWatch whistleblowing communication channel SpeakUp

## What is SpeakUp?

SpeakUp is a service (“whistleblowing system”) that enables all BauWatch employees to report actual or suspected compliance violations of the BauWatch Code of Ethics on an anonymous basis. If you wish, you are of course welcome to give your name but that is not needed.

## What is SpeakUp for?

If there is an indication of violation of the BauWatch Code of Ethics. Then SpeakUp, which is a multilingual, electronic and if necessary, anonymous whistleblowing system, is available. All incoming tips are carefully examined and processed by BauWatch Compliance team. BauWatch is committed to maintain confidentiality and – if requested – anonymity and to protecting those who raise concerns from retaliation.

## How does SpeakUp work?

Go to the SpeakUp Web Service page (via a link or by entering the URL, see hereunder), select your country, enter your access code and leave your message. Within a week, you can return to the webservice and read BauWatch’s response. You can reply again to this answer. This communication cycle can be repeated endlessly.

Country	Phone Instruction	Webservice URL (general URL: <a href="http://www.speakupfeedback.eu/web/bauwatch">www.speakupfeedback.eu/web/bauwatch</a> )	Access code
AUSTRIA	0800-295175	<a href="http://www.speakupfeedback.eu/web/bauwatch/at">www.speakupfeedback.eu/web/bauwatch/at</a>	53878
BELGIUM	0800-71365	<a href="http://www.speakupfeedback.eu/web/bauwatch/be">www.speakupfeedback.eu/web/bauwatch/be</a>	53878
FRANCE	0800-908810	<a href="http://www.speakupfeedback.eu/web/bauwatch/fr">www.speakupfeedback.eu/web/bauwatch/fr</a>	53878
GERMANY	0800-1801733	<a href="http://www.speakupfeedback.eu/web/bauwatch/de">www.speakupfeedback.eu/web/bauwatch/de</a>	53878
ITALY	800-787639	<a href="http://www.speakupfeedback.eu/web/bauwatch/it">www.speakupfeedback.eu/web/bauwatch/it</a>	53878
NETHERLANDS	0800 0222931	<a href="http://www.speakupfeedback.eu/web/bauwatch/nl">www.speakupfeedback.eu/web/bauwatch/nl</a>	53878
POLAND	008004411739	<a href="http://www.speakupfeedback.eu/web/bauwatch/pl">www.speakupfeedback.eu/web/bauwatch/pl</a>	53878
SPAIN	900-973174	<a href="http://www.speakupfeedback.eu/web/bauwatch/es">www.speakupfeedback.eu/web/bauwatch/es</a>	53878
UNITED KINGDOM	0800-1693502	<a href="http://www.speakupfeedback.eu/web/bauwatch/gb">www.speakupfeedback.eu/web/bauwatch/gb</a>	53878

### Who runs SpeakUp?

The service is operated by a third party, People Intouch, and independent Dutch company designated to whistleblower services. People Intouch is responsible for the processing, transmission to the BauWatch Compliance team, and translating of all messages but is not itself involved in compliance investigations. The company was

founded in 2004 and is based in Amsterdam. The SpeakUp messaging system is already used by numerous well-known companies and meets all currently applicable data protection requirements.

### **Is the system difficult to use?**

Normally people find the SpeakUp tool very easy to use.

### **Can my identity be revealed?**

BauWatch receives a word-for-word transcript of your message. You have full control over the content of the message you leave: if you leave your contact information in your message, SpeakUp will forward it; if you do not leave your contact information, SpeakUp and BauWatch will not know who you are. In addition, BauWatch is committed to not identifying the reporting party and not disclosing the identity of the reporting party or a witness to and accused person. The only exception from this is an instance where BauWatch is required to disclose information by mandatory law.

### **Can BauWatch track my connection data?**

No, the SpeakUp system is operated by People Intouch. BauWatch has no access to the connection data. IP Addresses are never passed on to BauWatch.

### **How quickly will my message be forwarded to BauWatch?**

The message is available within 24 hours.

### **Who in the company will receive my message?**

The BauWatch Compliance Team, which consists primarily of Jury Zuidgeest (Compliance Officer) and Frank van den Berg (Chief Legal Officer).

### **How can I get responds but remain anonymous?**

The SpeakUp system will assign you a unique case number. Please make a careful note of it. With this case number you will be able to read the answer when you return to the system.

### **When will I receive an answer?**

BauWatch will endeavor to respond within one week. If there is no response after a week, we recommend that you try again after a few days or leave a new message.

### **Can I leave documents?**

Yes, the SpeakUp Web Service allow you to attach (electronic) documents. If you wish to remain anonymous, please make sure that your contact information is not mentioned in the attachments or in the properties of the document.

### **What if I don't remember my case number?**

If you have lost your case number, please leave your message again with a new case number. If you wrote down your message on your first call, this would not take much time, use the new case number for all further messages.

### **What is personal information and is my personal information protected by law when I leave a message through SpeakUp?**

Personal data is information that can be used to identify a person (e.g. name, address, picture, phone number), which could be yourself or another person mentioned in your message. The processing of personal data by the SpeakUp system is strictly regulated in accordance with the General Data Protection Regulation (GDPR).

### **What rights do I have when I leave a message with my personal data via SpeakUp?**

BauWatch is responsible for ensuring your rights under the GDPR, including the right of access, the right to rectification, the right to erasure/“being forgotten”, the right to restriction of processing, the right to data portability, the right to object and the right to lodge a complaint with the competent supervisory authority. If you have any questions in this regard, you can contact [privacygroup@bauwatch.com](mailto:privacygroup@bauwatch.com). BauWatch will also notify the data subject if a so-called ‘ personal data breach occurs when there is a high risk to the right and freedoms of that person.



## Contact

You can always fall back on the following colleagues if you have doubts about the right course of action, questions or comments:

## Your supervisor

**The group compliance officer**  
[jzuidgeest@bouwatch.nl](mailto:jzuidgeest@bouwatch.nl)