„SpeakUp” - FAQ

Frequently Asked Questions and Answers

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Remark:
For the sake of readability, the simultaneous use of masculine, feminine and other language forms has been avoided. All personal designations apply to all genders in the interest of equal treatment. The abbreviated language form is for editorial reasons only and does not imply any valuation or judgement. German laws are abbreviated with its German abbreviation.

1 “SpeakUp” - How to leave a message

1.1 Who is allowed to leave a message?

All employees of IEF-Werner GmbH, Temporary workers, employees of direct or indirect suppliers, business partners, customers and anyone who has an interest in the well-being of the company can confidentially raise concerns and thus submit information on potential risks or violations.

1.2 How do I leave a message?

You can send a (new) message via the “SpeakUp”® system by phone or LeaveWeb access (web link or mobile SpeakUp app).

We recommend that you write down the message beforehand; this way you can check for yourself whether you want to pass on this information in this way and that the message also contains the necessary information so that the recipient can clearly and unambiguously recognize the reported grievance or misconduct.

"SpeakUp" Phone: Freephone: 0800 1818 952
Organisationscode: 121532

„SpeakUp“ Weblink: https://indus.speakup.report/IEF

“SpeakUp” QR-Code:

Telephone notification	Message via web link
1. Please dial the above telephone number. 2. Enter the organization code when prompted. 3. Please have a pen ready. You will receive a case number, which you should note down for later reference. 4. Set a password to access the message later. 5. Record the message. Please speak very clearly and spell out the names and/or places you are referring to in your message.	1. Click the "New Report" button. 2. Choose your language. 3. Create a password that is linked to your case number. 4. Describe your tip and upload any relevant documents if necessary. *You are instructed to save the case number and password, as you will need both to log in again later and respond to replies from the Compliance department of INDUS Holding AG.*

6. Once you have finished your message, simply hang up. *During the call, you will not speak to an "operator" at any time. You will only receive pre-recorded instructions to guide you through the process.*	

Message via the mobile SpeakUp app:
Download the app “SpeakUp Doing right, made easy”, which is available for iOS and Android systems. Open the app and set up your PIN by entering a 6-digit code. You must enter this PIN every time you open the app. If you have forgotten your PIN, you will need to reinstall the app and set up a new PIN. In this case, you will lose access to your ongoing reports.

The app prompts you to connect to your organization by scanning the QR code. Alternatively, you can enter the organization code by clicking the "Connect manually" button at the bottom of the page. Press the "New Report" button to start a confidential conversation. You can either write a message for your organization or record it by clicking on "Record voice message". You can have the app notify you of all the answers.

1.3 What conditions must my password meet?

To generate a secure password, the password must meet the following conditions:

- At least 12 characters
- At least one number (0-9)
- At least one capital letter (A-Z)
- At least one lowercase letter (a-z)
- At least one special character (!@#$%^&*)

1.4 Can I leave a phone message in a foreign language?

You can leave a message at any time in English or in the local language of the selected phone number.

Please note: Unfortunately, it is not possible to send messages in languages other than English or the respective national language.

Example:
A telephone tip can be given from Germany using the German telephone number in German and English.

A telephone tip can be given from Poland using the Polish telephone number in Polish and English.

If a whistleblower tries to call the Polish phone number from Germany, the number will not work – it is only reachable from within Poland.

To eliminate language barriers, we recommend using the web link or the mobile SpeakUp app, as these enable simple and secure transmission regardless of location and language.

1.5 What happens in the meantime?

Once you have ended your phone call or sent your message, the operator of the "SpeakUp" platform (the company People Intouch) will translate your message into English, if necessary (this does not apply to messages in German). The translation is done via a secure AI assistant or a translation agency.

If it is a telephone voice message, the recording is first transcribed word for word. The audio recording itself will never be sent to INDUS Holding AG (parent company), to IEF-Werner GmbH or passed on to other third parties. The only exception is an order by the authorities to pass on the information/report according to mandatory legal provisions. In this case too, the data will not be transferred to INDUS Holding AG, to IEF-Werner GmbH or passed on to other third parties. People Intouch forwards the message exclusively to the relevant authority.

Once the translation is complete, it will be sent, together with the transcript of the original message, to the Compliance Department of INDUS Holding AG (hereinafter: "Compliance Department").

You will receive a response from the Compliance department within one week. The response is provided via the same system, "SpeakUp". The operator translates the reply into the language of your original message and sends it to you via "SpeakUp". If your original message was made by telephone, the operator will also record your reply and send it as a voice message.

1.6 How do I get an answer?

You will receive initial personal feedback from the Compliance department within one week. You will find the answer in the same way you used to leave the message. Use the dial-in data described in 1.1 (case number and password).

Once you have listened to or read the reply, you can leave further follow-up messages. This does not have to happen immediately; you can also hang up or log out and do this later if needed. There is no upper limit; such a dialogue can be repeated as often as desired.

1.7 What should I do if I don't receive a response?

If you have not received a response to your message within seven days, please submit it again. This ensures that no case is unintentionally lost. Such situations occur only in exceptional cases.

2 Frequently asked questions about the system

2.1 What is "SpeakUp"?

SpeakUp is a service (communication tool) that allows all employees of INDUS Holding AG, temporary workers, employees of direct or indirect suppliers, business partners, customers, and anyone else with an interest in the well-being of the company to confidentially raise concerns and report potential risks or violations. This is done by phone or digitally (secure website / app); there is no intermediary ("operator").

A report can also be submitted completely anonymously.

2.2 What is "SpeakUp" intended to be used for?

With this reporting procedure, we want to encourage everyone to report any knowledge or well-founded suspicion regarding:

- possible violations of the code of conduct,
- possible violations relating to human rights and environmental risks and/or breaches of duty in the business area of the IEF-Werner GmbH or within the supply chain,
- possible violations of laws and guidelines,
- possible violations and complaints (even those unrelated to compliance)

.

2.3 Who operates "SpeakUp"?

“SpeakUp” is operated by an external service provider, People Intouch, an independent company based in Amsterdam/Netherlands. It is responsible for processing all incoming messages.

2.4 Is "SpeakUp" difficult to use?

The answer is: No. Simple (voice) instructions guide you through the web-based or app-based process or the telephone menu.

2.5 Can my identity be revealed?

The answer is: You decide!

In the case of a recorded telephone message, the Compliance department receives a verbatim, translated transcript of your voice message.

When you submit a message via web access or the SpeakUp app, the Compliance department receives your complete and unchanged written message.

You always have full control over the content of your message.

If you include your contact details in the message, they will be forwarded to the Compliance department via "SpeakUp". If you do not leave this information, neither People Intouch nor INDUS Holding AG, nor IEF-Werner GmbH will be able to contact you nor other third parties will be able to identify you.

INDUS Holding AG and IEF-Werner GmbH assure that no attempt will be made to find out the identity of an anonymous reporter or to disclose the disclosed identity to a witness or person accused in connection with the report.

The only exception is an order by the authorities to pass on the information/report according to mandatory legal provisions. In this case too, the data will not be transferred to INDUS Holding AG, IEF-Werner GmbH nor passed on to any other third parties by People Intouch. People Intouch forwards the message exclusively to the relevant authority.

2.6 Will my voice message be forwarded?

No. The “SpeakUp” service is operated by People Intouch, an independent company that captures your message in writing and translates it (where necessary). Only this written record (and any translation thereof) will be forwarded to the Compliance department.

SUGGESTION: If you feel uncomfortable leaving a voice message for this reason, ask someone else to record the message for you or use the option to leave a written message via the web link or the SpeakUp mobile app.

2.7 Can my connection data be traced?

No. The “SpeakUp” service is operated by People Intouch. Neither INDUS Holding AG, [company name] nor any other third parties have access to connection data (such as telephone data and/or IP addresses).

NOTE: If you use a company phone or computer to submit your message, it is technically possible that connection data can be traced.

SUGGESTION: Use a public phone or a computer of which the connection data cannot be traced.

2.8 What happens to my voice message?

Upon receipt of the written record (and translation) by INDUS Holding AG, People Intouch will delete the recording immediately.

2.9 Can the confidential treatment (my anonymity) be lifted?

The only exception is an order by the authorities to pass on the information/report according to mandatory legal provisions. In the event that a message is left threatening a criminal or violent act, INDUS Holding AG or IEF-Werner GmbH demand that the recording of the voice message not be deleted and forwarded to law enforcement. The recording will not be transmitted to anyone other than the relevant authority.

2.10 Who pays for my report or call?

Reporting via web access (link or mobile SpeakUp app) is always free. Reporting by telephone is also generally free of charge. However, depending on the provider and country, there may be charges for contacting them by phone. An overview of the country codes that require payment can be found in the appendix "Overview of country codes that require payment".

2.11 Is there a time limit for my message?

Yes The time limit for a recorded phone message is five minutes.

SUGGESTION: Try to make your message as concise as possible.

2.12 How quickly will my message be forwarded to the responsible department?

If you have chosen to write your message via the internet or the SpeakUp mobile app, your message will be forwarded in real time. If you have chosen the telephone line, your message will be processed and received by INDUS within one working day.

2.13 Who will receive my message?

The recipient of your message is the Compliance Department of INDUS Holding AG.

The further course of action regarding the matter is determined based on the initial examination.

Depending on the severity of the allegation, the group of people affected and the area of law, further investigation will be carried out directly by the Compliance department or the report will be forwarded to the responsible body of IEF-Werner GmbH (usually the management or compliance officer). The responsible body is obliged to treat information as strictly confidential. It is also required to promptly clarify or eliminate the problem by taking appropriate measures and implementing appropriate guidelines.

External experts, e.g. lawyers, may be consulted during the further investigation of the grievance. There may be a legal obligation to report a crime if there is sufficient suspicion of it.

2.14 I would like to remain anonymous, but still receive feedback. What do I have to do?

Write down your login details the first time you leave a message and keep them safe. This allows you to log back into SpeakUp and continue your conversation completely anonymously.

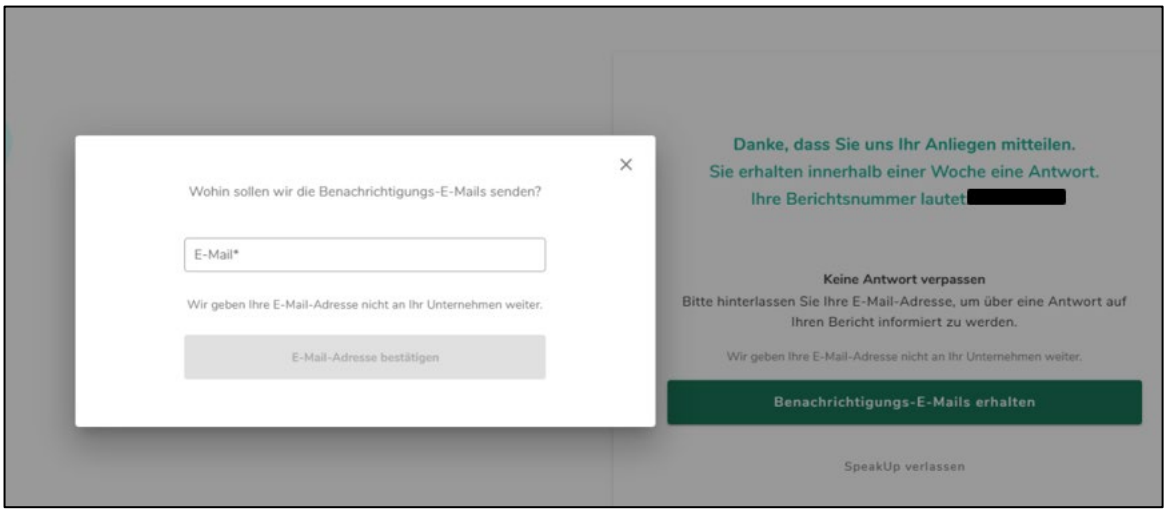
2.15 How quickly will I receive a response?

You will receive initial personal feedback from the Compliance department within one week.

If you do not receive a response to your message within seven days, please submit it again. This ensures that no case is unintentionally lost. Such situations occur only in exceptional cases.

2.16 How do I know that I have received a reply?

After sending the message, you can either regularly check the SpeakUp system to see if you have received a reply (requires entering case number and password), or you can choose the optional notification emails (web link) or push notifications (SpeakUp app).



2.17 When can I reach "SpeakUp"?

The “SpeakUp” service is available 24 hours a day, every day of the year via web access, mobile SpeakUp app or by telephone (dial-in details see 1.2).

2.18 Can I also upload documents?

When using the “SpeakUp” service via the internet or the mobile SpeakUp app, you can upload (electronic) documents immediately or afterwards, in addition to sending a message.

SUGGESTION: If you wish to remain anonymous, please ensure that the documents you upload do not contain any clues to your identity.

If you have submitted a message by phone, uploading electronic documents is not possible.

2.19 What happens if I forget my case number?

If you have forgotten your case number, please leave your message again under a new case number. Please use the new case number for further communication.

2.20 Can I change the reporting method later?

No, it is not possible to subsequently change the selected reporting method via "SpeakUp". The communication channel you select at the beginning – either telephone, SpeakUp app or web access – remains binding for the entire course of the reporting process.

2.21 I don't know where to find the link (phone number(s)) for SpeakUp. Where do I get this information?

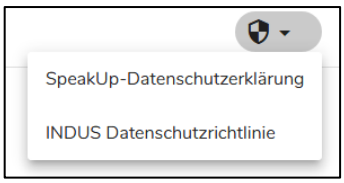
You can find this information at https://indus.speakup.report/IEF.

2.22 What is personal data and how is my personal data protected when I send a message via "SpeakUp"?

Personal data is information that is (directly or indirectly) suitable for identifying a person mentioned in your message (e.g., name, address, telephone number, a picture, etc.). The processing of such data by People Intouch (operator of “SpeakUp”) is carried out in accordance with the provisions of the GDPR.

2.23 What rights do I have if I leave a message via "SpeakUp" that contains personal data?

All information regarding data protection is explained in our privacy notice. You can find this on your web link and in the mobile SpeakUp app under “Privacy Policy”.



2.24 What happens when a case is closed?

A case is closed after a certain period of time. There can be several reasons for this: Appropriate measures were initiated, the report was not confirmed, or further communication with the reporting person was not possible.

The reporting person will be informed about the conclusion of the case. Once completed, further communication via the system is no longer possible. However, the original message will remain viewable for a period of 30 days. Access will no longer be possible after this period has expired.

Please note: The conclusion of a case is final. Reactivation or reopening of the report is not possible.

If further clarification is needed or new information is available, you can submit a new report at any time, referring to the completed report.

3 Tips for leaving a message in "SpeakUp"

- Write Please write down your message before you call; this way you can check for yourself whether you want to pass on the information in this way and whether the message contains all the necessary information needed for the recipient to clearly and unambiguously recognize the reported grievance or misconduct.
- You can use a public or other untraceable phone or computer.
- Clear your browser's cache memory after using "SpeakUp".
- If you wish to remain anonymous, please ensure that the documents you upload do not contain any clues to your identity.
- Make sure you don't forget your personal case number and the corresponding password. Only you know these numbers.
- Before leaving your message, consider whether you want to do so anonymously or not.
- Before leaving your message, consider what information you want to provide and to what extent. The information should be so concise that it allows the recipient to make an objective assessment.
- Try to make your message as concise as possible. To this end, it is helpful to provide meaningful and unambiguous facts about the matter (e.g. precise location details, time and date, invoice numbers). Electronic documents can be uploaded.

- People's names can also be important. However, please only mention these if it is absolutely necessary for understanding and resolving the matter.

- Stick to the facts when giving information about a person. Refrain from providing information that could affect this person's privacy (e.g. religious affiliation or mental and physical condition). If providing a name is necessary, please spell it out when leaving a voice message.

4 Contact details

Contact person

IEF-Werner GmbH
Wendelhofstr. 6
78120 Furtwangen
Phone: +49 7723 925 0

https://www.ief.de/en

Compliance Department of INDUS Holding AG

compliance@indus.de

Appendix – Overview of countries where phone calls are subject to charges

Albania	Japan
Algeria	Kazakhstan
Angola	Kenya
Argentina	Korea, the Republic of
Australia	Luxembourg
Bahrain	Malaysia
Barbados	Mauritius
Benin	Mexico
Bosnia and Herzegovina	Morocco
Brazil	Netherlands
Burkina Faso	New Zealand
Canada	Nicaragua
Cayman Islands	North Macedonia
Chile	Norway
China	Panama
Colombia	Puerto Rico
Costa Rica	Serbia
Denmark	Singapore
Dominican Republic	South Africa
El Salvador	Spain
Estonia	Sri Lanka
Ghana	Taiwan, Province of China
Grenada	Thailand
Guatemala	Trinidad and Tobago
Hong Kong	Tunisia
Iceland	United States of America
Indonesia	Venezuela, Bolivarian Republic of
Israel	Vietnam
Jamaica	