



# Vorwerk Whistleblower Platform

## Handbook

**February 2022**

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## Step 1 - How to leave a new message

You can leave the message on the Vorwerk whistleblower platform, SpeakUp, either by phone or via the Internet. Both systems are very simple and work in a similar way. Regardless which system you use, it is a good idea to write your message down before getting in touch; that way, you can be sure of exactly what you want to say and also that your message is complete, comprehensible and clear.

To use the **telephone system**, please dial the free telephone number posted on our corporate website.

To use the **Internet system**, please follow the link posted on our corporate website. You will then be prompted to enter the **country-specific access code**.

Please select the language in which you wish to leave your message (English or the local language of your country).

Have pen and paper ready when you are leaving your message. You will be given a six-digit, randomly generated case number. It is very important that you write the case number down. With the case number, you will be able to read or listen to the reply from the Vorwerk Clearance Team the next time you log in or call.

If you use the telephone system, please wait till you hear the beep before leaving your message. Please make sure to speak clearly, and ideally, you should spell out your name and any place names. When you have finished, simply hang up.

If you use the Internet system, you can simply type in your message or copy and paste it in. When you have finished, click on the button "Send message"; a window will open up with the case number and your message for you to print out easily. The advantage of the Internet system is that, if you wish, you can upload documents and print out your message for your own records.



## What happens in the meantime?

Once you end the conversation (telephone system) or have submitted your message (Internet system), the external provider of the Speak-Up whistleblower system, People Intouch, will start translating your message into English (if necessary). If it is a telephone message, the audio file will first be transcribed word for word. The recorded audio file will never be passed on to Vorwerk.

Once transcription and translation have been completed, the exact written message will be sent to the Vorwerk Clearance Team – in both the original language and in English. The Vorwerk Clearance Team will then evaluate the message and send a response to People Intouch.

People Intouch will, if necessary, translate the response and post it in the Internet system. If the message is communicated via the telephone system, People Intouch will, if necessary, translate the response and post it in the telephone system.

## Step 2 - Return to the system to access the response

As a rule, it takes around a week for an initial response to be posted in the system. Please note that you will receive your response in the same system in which you left your original message. In other words, if you left your message on the telephone system, the response will be provided via the telephone system; the same applies to the Internet system.

If you used the **telephone system**, please dial the free telephone number posted on our corporate website.

If you used the **Internet system**, please follow the link posted on the corporate website. You will then be asked to enter the **country-specific access code**.

Select the same language as the one you selected in step 1.

If you use the telephone system, you will be asked to press “1” if you already have a case number. To listen to your response, press “1” and then enter your case number.

If you use the Internet system, select the button “If you already have a case number” to read the response.

When you have listened to your response via the telephone system, you can **immediately leave a new message in reply**; if you require some time to consider what you want to say, you can simply hang up and call back another time. The same applies if you use the Internet system: You can write another message or log out and log in again later.



If you find that no response has been provided, you may rest assured that the message is still being reviewed and that a response will be there for you within a few working days. We recommend you check in regularly to see if a response has already been provided.

## Frequently asked questions about the Vorwerk Clearance Team and the Vorwerk whistleblower platform

### 1. What is the Vorwerk whistleblower platform intended for?

The Vorwerk whistleblower platform acts as a **“last resort” - should all other escalation levels** (e.g., immediate or senior supervisors, works council and/or human resources department) **have been exhausted**.

The Vorwerk whistleblower platform can be used to report significant **concerns** regarding suspected violations of our codes of conduct, our policies or applicable law or regulations, such as, for example:

- violations of antitrust law
- money laundering or violations of trade sanctions
- violations of data protection rules
- environmental, health and security concerns
- human rights violation
- violations of Vorwerk’s codes of conduct
- suspected fraud (misappropriation or misconduct in financial reporting)
- abuse of power and conflicts of interest
- bullying or discrimination
- sexual harassment
- disclosure of confidential business information
- reprisals against whistleblowers who express their concerns in good faith

### 2. What is the Vorwerk whistleblower platform?

It is a system (a “confidential communication tool”) designed to enable people to submit confidential reports. Messages can be sent by phone or via a secure website, **without the need for a personal conversation with a member of staff**.



### 3. How does the Vorwerk whistleblower platform work?

You will find the information required for contacting the Vorwerk whistleblower platform (e.g., the free telephone number, URL) on our corporate website.

**Telephone:** After dialing the free telephone number, enter your access code and leave your message. You will not have to speak to anyone during the call. All the necessary instructions are prerecorded and will guide you very simply through the entire procedure. As a rule, you can call in again within a week to listen to the response from the Vorwerk Clearance Team. You can then leave a new message in reply. This conversation can be repeated, or continued indefinitely.

(Tip: Write your message down before making the call. You may find the following questions helpful with this: What? Who? Where? When? Witnesses?)

**Internet:** Go to the Vorwerk whistleblower platform (via a hyperlink or by entering the URL), select your country, enter the access code and leave your message. As a rule, you can read the response from the Vorwerk Clearance Team within a week by revisiting the site. You can in turn reply to the team's response. This conversation can be repeated, or continued indefinitely.

### 4. Who runs the Vorwerk whistleblower platform?

This service is externally provided by People Intouch, an independent Dutch company. People Intouch is responsible for processing all messages. The company was founded in 2004 and is based in Amsterdam. Its patented SpeakUp® reporting system is already in use at numerous well-known companies.

### 5. Is the system difficult to use?

Not at all. Clear audio instructions guide you through the simple procedure and the telephone menu.

### 6. Can anyone at Vorwerk hear my voice?

**No.** - The Vorwerk whistleblower platform is run by People Intouch, an independent company, which **transcribes and translates** your message and then sends it to the Vorwerk Clearance Team – and only as a word-for-word transcription of what you said.

### 7. Can Vorwerk track my communication data?

**No.** - The Vorwerk whistleblower platform is run by People Intouch. Vorwerk has no access to the communication data. Details, such as telephone number or IP address will never be passed on to Vorwerk.



**8. What happens to the recording of my message?**

Once the Vorwerk Clearance Team has confirmed receipt of the message, **the recording will immediately be deleted** by the operator of the whistleblower platform, People Intouch.

**Exceptions:** See point 9 below.

**9. Will confidentiality ever be violated?**

**Exceptions** to what has been said above:

**a)** When a message is received by the Vorwerk whistleblower platform in which the caller threatens violence or a criminal offence, the recording will be saved, and Vorwerk can request the operator of the whistleblower platform, People Intouch, to forward it straight to the authorities. In such a case, the audio file or the communication data will never be passed on to Vorwerk.

**b)** Vorwerk will (and can) only respect the interests of the reporting person and guarantee the confidentiality of the message to the extent legally permissible. This means that in order to guarantee a fair and unbiased processing of the case, the person accused of wrongdoing has the right to be informed of the accusations, so that he or she can present their perspective on the matter.

**10. Who covers the cost of my call?**

The call is made via a free telephone number so that you incur no expense. However, in exceptional cases (e.g., with some mobile network operators), local costs may arise.

**11. Is there a limit to the length of message I can leave?**

**No.** - But after seven minutes, you will be notified that you may continue with your message.

(Tip: Try to make your message as complete, to-the-point and concise as possible.)

**12. What should I do if I cannot reach the telephone system of the Vorwerk whistleblower platform?**

If you tried to call from a cell phone, please try again from a landline. In our experience, that is the best way to reach the telephone system. Should you continue to encounter problems with the telephone system, you could send an email to [speakup@peopleintouch.nl](mailto:speakup@peopleintouch.nl).



**13. How quickly will my message be forwarded to the Vorwerk Clearance Team?**

Your written/translated message will always be forwarded to the Vorwerk Clearance Team within one working day.

**14. Who at Vorwerk will receive my message?**

**Only the Vorwerk Clearance Team** will receive your message. All messages are forwarded to the Vorwerk Clearance Team.

**15. How soon can I expect a response?**

As a rule, Vorwerk aims to respond within a week. Should you still not have a reply after a week, we recommend you try again after a few days or leave a new message with a new case number in which you refer to the other case number.

**16. Can I call the Vorwerk whistleblower platform anytime?**

**Yes.** - The Vorwerk whistleblower platform is open for phone calls 24 hours a day, 365 days a year. Each country has its own free telephone number and its own access code.

**17. Can I leave a message in the language of my country?**

**Yes.** - You can leave a message in the language of your country. Agreements were reached with Vorwerk about providing language options for each country. When you leave a message, you can simply select one of the languages. The response will then also be provided in your chosen language.

**18. Can I leave documents?**

**Yes.** - The Vorwerk whistleblower platform lets you submit (electronic) documents.

If you left your message on the telephone system, the way to do this is to log into the Internet system using the same case number. Then click on the button "If you already have a case number" where you can upload your (electronic) documents.

**19. What do I do if I have forgotten my case number?**

If you have lost your case number, please leave your message a second time using a new case number. This will not take very long if you still have the written message you prepared for your first call. Use the new case number for all further communication related to this message.