



Passion for packaging



SpeakUp®

Frequently asked questions

Table of Contents

Leaving a message	3
Frequently asked questions about the SpeakUp system	5
1 What is SpeakUp?	5
2 What is SpeakUP for?	5
3 How does SpeakUp work?	5
4 Who runs SpeakUp?	5
5 Is the system difficult to use?	5
6 Can my identity be revealed?	5
7 Can ROVEMA track my connection data?	6
8 How quickly will my message be forwarded to ROVEMA?	6
9 Who at ROVEMA will receive my message?	6
10 How can I get a response but remain anonymous?	6
11 When will I receive an answer?	6
12 Can I leave a message in my native language?	6
13 Can I leave documents?	6
14 What if I don't remember my case number?	6
15 What is personal data and is my personal data protected by law if I leave a message through SpeakUp?	6
16 What rights do I have when I leave a message with my personal data via SpeakUp?	7

Leaving a message

You can choose to leave a (new) message via the SpeakUp® web system. We advise that you write down your message beforehand; this way you are sure about the information you are about to give and that your message is comprehensive and to the point.

SpeakUp Web:

Country	Webservice URL (general URL: www.speakupfeedback.eu/web/rovemaexternal)	Language Option 1	Language Option 2
FRANCE	www.speakupfeedback.eu/web/rovemaexternal/fr	French	English
GERMANY	www.speakupfeedback.eu/web/rovemaexternal/de	German	English
INDIA	www.speakupfeedback.eu/web/rovemaexternal/in	English	Hindi
ITALY	www.speakupfeedback.eu/web/rovemaexternal/it	Italian	English
NETHERLANDS	www.speakupfeedback.eu/web/rovemaexternal/nl	Dutch	English
PANAMA	www.speakupfeedback.eu/web/rovemaexternal/pa	Latin American Spanish	US English
PHILIPPINES	www.speakupfeedback.eu/web/rovemaexternal/ph	Filipino	English
POLAND	www.speakupfeedback.eu/web/rovemaexternal/pl	Polish	English
RUSSIA	www.speakupfeedback.eu/web/rovemaexternal/ru	Russian	English
SPAIN	www.speakupfeedback.eu/web/rovemaexternal/es	Spanish	English
TURKEY	www.speakupfeedback.eu/web/rovemaexternal/tr	Turkish	English
UNITED KINGDOM	www.speakupfeedback.eu/web/rovemaexternal/gb	English	
UNITED STATES	www.speakupfeedback.eu/web/rovemaexternal/us	US English	Latin American Spanish

You will be asked to enter the following access code: **74131**

Select the language in which you want to leave your message.

Have a pen ready when you leave the message. You will receive a personal six-digit case number that will be randomly generated. It is very important that you make a note of this number. You will need it to retrieve the response from ROVEMA when you return to SpeakUp® later.

You can type or simply copy/paste your message. You can also upload documents to your message. When you are done, you can click on the "Send Message" button; a screen will appear with your case number and message that you can print.

What happens in the meantime...?

The moment you send your message, People Intouch, an external and independent service provider, starts translating the message into German (if necessary).

Once the translation is complete, the exact message – both in the original language and in English – is sent to the ROVEMA Compliance Team. The Compliance Team evaluates the message and deposits a response in the SpeakUp portal.

Receive a reply

Within a week, a response will be ready for you in the SpeakUp system.

If you find that you have not yet received a reply, the message is still being checked. It is advisable to check regularly to see if there is a reply.

Frequently asked questions about the SpeakUp system

1 What is SpeakUp?

SpeakUp is a service ("whistleblowing system") that enables all external parties to report actual or suspected compliance violations on an anonymous basis. If you wish, you are of course welcome to give us your name.

2 What is SpeakUP for?

If there are indications of a violation of laws, ROVEMA's internal rules or the principles of the Code of Ethics, SpeakUp, a multilingual, electronic and, if necessary, anonymous whistleblowing system, is available. All incoming tips are carefully examined and processed by ROVEMA compliance officers. ROVEMA

is committed to maintaining confidentiality and – if requested – anonymity and to protecting those who raise concerns from retaliation.

3 How does SpeakUp work?

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

4 Who runs SpeakUp?

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for the processing and transmission 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.

5 Is the system difficult to use?

Not at all.

6 Can my identity be revealed?

ROVEMA 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 ROVEMA will not know who you are. In addition, ROVEMA is committed to not identifying the reporting party and not disclosing the identity of the reporting party or a witness to an accused person. The only exception from this is an instance where ROVEMA is required to disclose information by mandatory law.

7 Can ROVEMA track my connection data?

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

8 How quickly will my message be forwarded to ROVEMA?

The message is available within 24 hours.

9 Who at ROVEMA will receive my message?

The ROVEMA Compliance Team.

10 How can I get a response 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.

11 When will I receive an answer?

ROVEMA 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.

12 Can I leave a message in my native language?

Please have a look at page three in the table. There you can see which language options are available for a specific country.

13 Can I leave documents?

Yes, the SpeakUp Web Service allows 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.

14 What if I don't remember my case number?

If you have lost your case number, we ask you to leave your message again with a new case number this will not take up much of your time. Use the new case number for all further communication.

15 What is personal data and is my personal data protected by law if 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**)).

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

ROVEMA 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, please contact our data protection officer Michaela Genderka (whistleblower.rovema@emge-data.de). ROVEMA will also notify the data subject if a so-called "personal data breach" occurs when there is a high risk to the rights and freedoms of that person.