

# SpeakUp® User manual

## 1. General information about the SpeakUp tool

### 1.1 What is SpeakUp Tool

SpeakUp Tool is a service ('communication instrument') enabling all employees within the Bank to report serious breaches that would otherwise not be reported in complete anonymity. You can do this either by phone or via a secure website, without the interference of a human operator.

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for processing all messages. Founded in 2004, the company is based in Amsterdam. The SpeakUp® reporting system is already used by numerous well-known companies.

### 1.2 Two ways to use SpeakUp

**Phone:** You dial the free phone number, enter your access code and leave your message. During your call you will not talk to an operator. All instructions have been pre-recorded and will guide you through the process easily. Within one week you can call back to listen to the Bank's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly.

**Web:** Proceed to the SpeakUp Web Service page (through a hyperlink or by entering the URL), choose your country, enter your access code and leave your message. Within one week you can return to the Web Service and read the Bank's response. You can reply to this response. This communication cycle can be repeated endlessly.

## 2. How to leave a message

### 2.1. Before leaving a message

- Make sure you have made up your mind about remaining anonymous or not;
- If you would like to stay anonymous, please make sure your contact details are not mentioned in the attachments or in its properties;
- It is helpful to provide as much fact as possible (for example a clear location, invoice numbers and exact dates);

- Personal names can also be vital, but please make sure to only include personal names if these are truly needed for the purpose of addressing and solving the matter you report. Keep it factual if you provide information about a person and do not include sensitive information which is clearly part of that person's private life (e.g. mental or physical condition or religious beliefs). If you decide to add names, preferably spell them out;
- Choose the language in which you would like to leave your message. Language options are French, German, English and Mandarin;
- 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.

## 2.2 Choosing between SpeakUp® phone and web system

- The system is available 24/7 from every telephone or computer. Leave your message on your best suitable time and place;
- When using the SpeakUp web system you can copy/paste the message;
- When using the SpeakUp phone system you can simply read your message out loud;
- If it is a phone message, the recorded sound file will be written down word by word first by People in Touch. Please be assured that the recorded sound file (your voice) will never be handed over to the Bank.

## 2.3 Leaving a message

I. If you choose to use SpeakUp phone:

- Please dial < 0680981359>;
- You will be asked to enter the following access code: < 76477>;
- Select the language in which you would like to leave your message;
- Have a pen ready when leaving the message. You will receive a personal six digit case number, which is randomly generated. It is very important that you write this down;
- Make sure to pronounce clearly, and ideally spell out names and locations. If you are finished, simply hang up.

N.B. for SpeakUp phone:

- Access is via a free phone number so you will call at no cost. However, it can be that in exceptional cases (for some mobile operators for instance) local costs will apply.
- If you have tried calling from a mobile phone but the SpeakUp Phone system is not accessible, then please try again using a fixed land line, we have experienced that this is the best way to reach the SpeakUp phone system. If you still encounter problems accessing the SpeakUp phone system, you can send an email to [speakup@peopleintouch.nl](mailto:speakup@peopleintouch.nl). Your name, contact details or other sensitive information will never be handed over to the Bank.

II. If you choose to use SpeakUp web:

- Please go to [www.speakupfeedback.eu/web/ccb/hu](http://www.speakupfeedback.eu/web/ccb/hu) for internal use  
[www.speakupfeedback.eu/web/ccbexternals/hu](http://www.speakupfeedback.eu/web/ccbexternals/hu) for external use;
- You will be asked to enter the following access code: < 76477>;
- Select the language in which you would like to leave your message;
- You can type in or simply copy/paste your message. It also allows you to upload documents to your message. When you are finished, you can press the 'send message' button; a screen with your case number and message will appear, which can be easily printed out.

III. Important note:

- Keep good note of the personal six digit case number, which is randomly generated, as you need it to check the response from the Bank when you come back to SpeakUp® later;
- Remember that the case number is a personal case number. Only you know this number. So, if you want to refer to another case in your message, you should not use this number.

### 3. How to read your response

Within a week, a response will be ready for you on the SpeakUp system. In general you can find this response via the same way you have left your message, using the dial-in details mentioned above.

Note that it is possible to switch from phone to web at a later stage, but you can never switch from web to phone.

China Construction Bank (Europe) S.A. Hungary Branch

---

To check your reply, you will be asked to press 1 if you already have a case number. To hear your response, press 1 and enter your case number. After you have heard your response, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up/log out and come back another time.

If you notice that a response has not been left for you yet, please be assured that the message is being reviewed and that a response will be available for you in a few working days. It is wise to check for a response regularly.