

How To for Reporters

SpeakUp Introduction

SpeakUp[®] is a service enabling you to report suspected or observed breaches that would otherwise not be reported, in complete anonymity. You can do this either via the website or by phone, without the interference of a human operator.

SpeakUp[®] is available **24** hours per day and **365** days a year. Therefore, you can use SpeakUp to leave a message or check for a response any time.

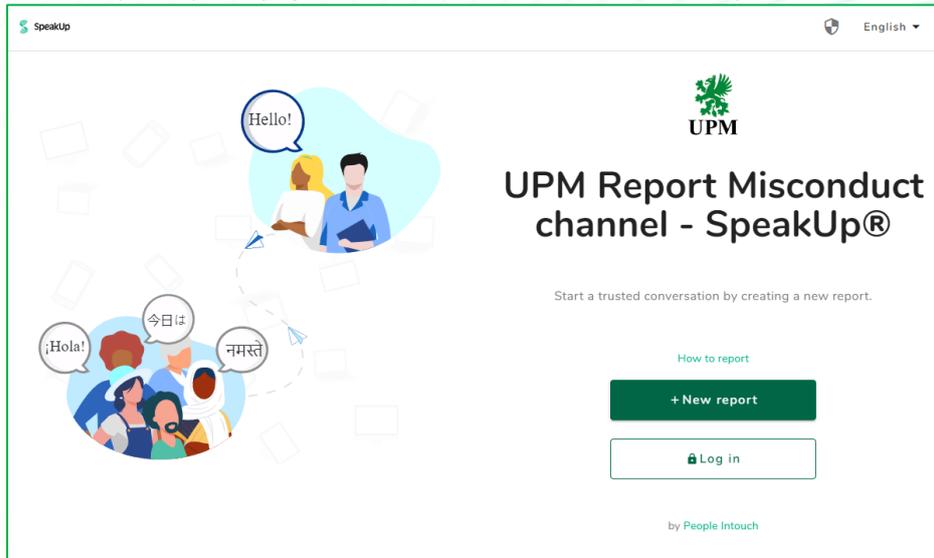
The service is operated by a third party, **SpeakUp**, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004. **SpeakUp** is responsible for processing all messages.

For more details on how the reports are processed within UPM, please see UPM's Report Misconduct procedure.

How to leave a report

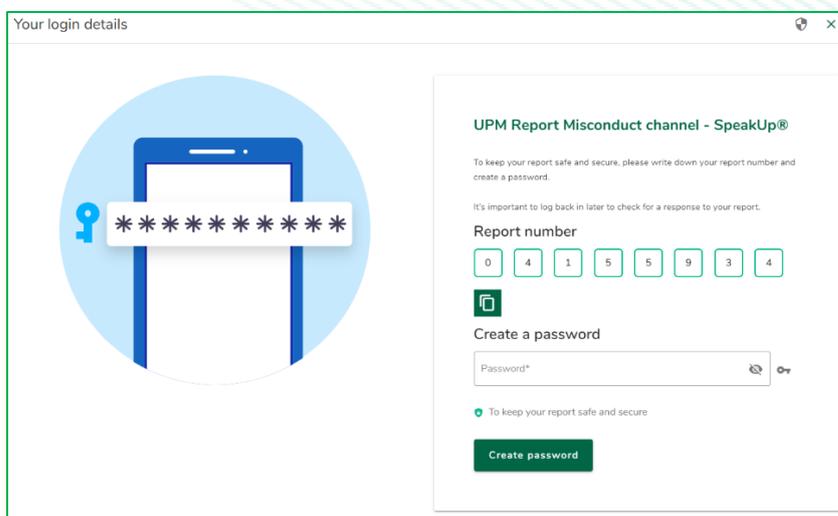
Via Web

1. Visit the SpeakUp webpage with the URL and/or QR code the organisation has communicated.



2. Click on '+ New report' to start a trusted conversation. In case you already have an open report, select 'Log in'.
3. Select the language in which you want to leave your message.
4. Note down your unique 'Report number' and create a password for your report. You will need these to check back for a response later.

If you forget your 'Report number' and/or password you will need to make a new report and refer to your previous report (including e.g. the nature of the concern and the approximate date of your previous report). Neither the organisation nor SpeakUp can reset your password.



5. Choose the reporting channel.

New report

Before sharing your concern, please fill in the information below.

Please choose below UPM Group or local reporting channel (only available for UPM Raflatac SAS France).*

UPM Group reporting channel

UPM Raflatac SAS (France) reporting channel

6. Type your message.
You can upload attachments via the clip icon found in the top-right corner.

New message

Language: English | For example: who, what, when, where?

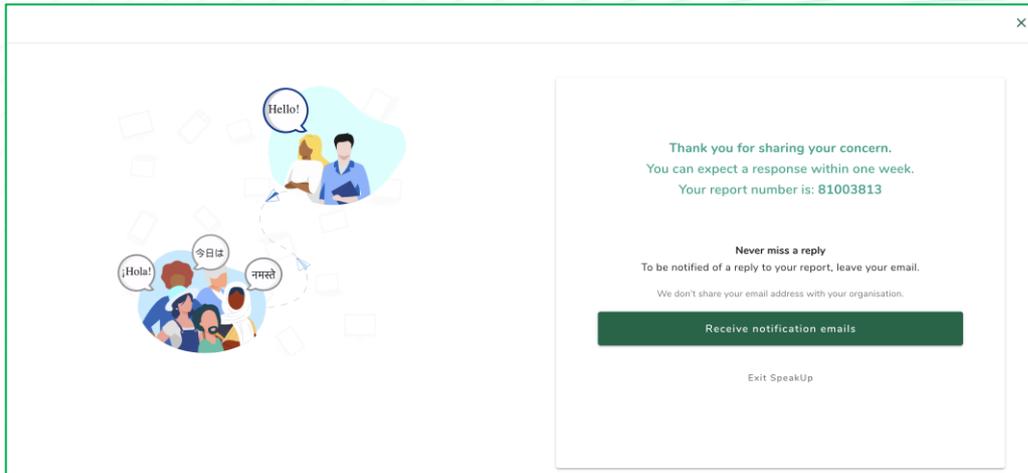
Type your message here...

0 / 50000

Send message

7. Click 'Send message' and your message and attached files will be processed.

- You have the option to leave your email if you'd like to be notified when there is a response. After adding your email, you'll be asked to type the verifying code sent to the provided email address.



Via Phone

1. The organisation has communicated the SpeakUp phone number relevant to your location.
2. Dial the phone number for the country that you are located in.
3. The voice prompts will guide you through the following steps:
 - I. Enter the 'Organisation code' shared by the organisation with you
 - II. Select your language in which you want to leave your message.
 - III. You will receive a unique 'Report number'
 Write this down carefully as you will need it to be able to call back and hear a response to your report.
 - IV. Choose a 4 digit PIN code
 Remember it so that you can log back in later
 - V. After the tone simply speak your message. Your voice will never be heard by the organisation. They will only receive a transcript of your voice recording.
 - VI. Once done, press 1 or simply hang-up
 - VII. You can expect a response within seven days. Make sure to call back with your Report number and PIN to check for a response.
4. If you forget your 'Report number' and/or PIN code you will need to make a new report and refer to your previous report (including e.g. the nature of the concern and the approximate date of your previous report). Neither the organisation nor SpeakUp can reset your password.



SpeakUp[®]

Listen for
a change.

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