

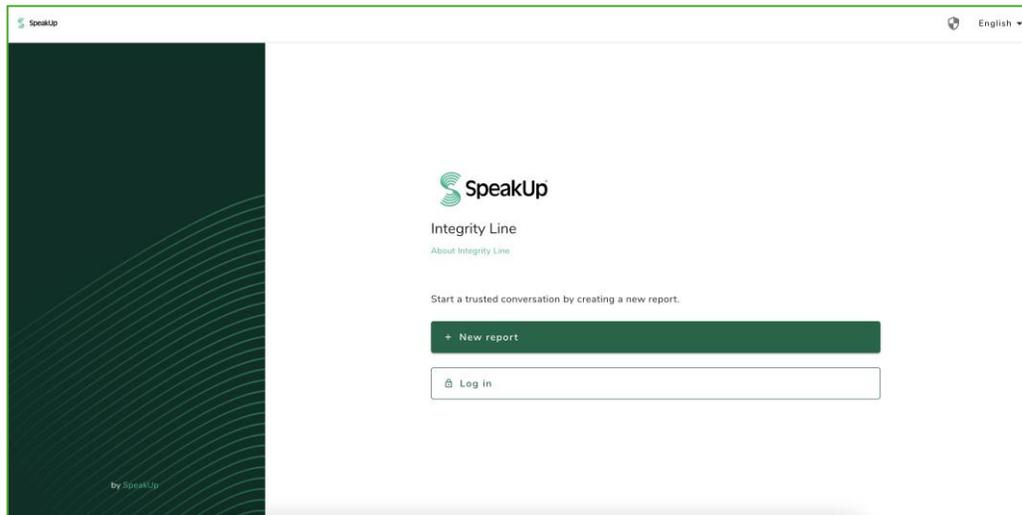


How To for Reporters

How to leave a report

Via Web

1. Visit the IDV SpeakUp webpage with the URL (<https://idvgroup.speakup.report/en-GB/Helpline/home>) and/or QR code



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.

Your login details

Integrity Line

To keep your report safe and secure, please write down your report number and create a password.

It's important to log back in later to check for a response to your report.

Report number

8 1 0 0 3 8 1 3

Create a password

Password*

To keep your report safe and secure

Create password

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

New message

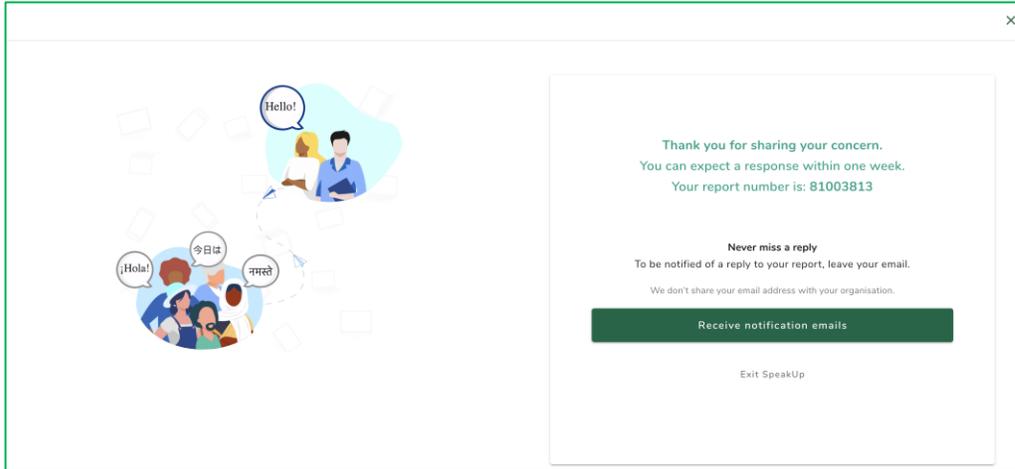
Language: English | For example: who, what, when, where?

Type your message here...

0 / 50000

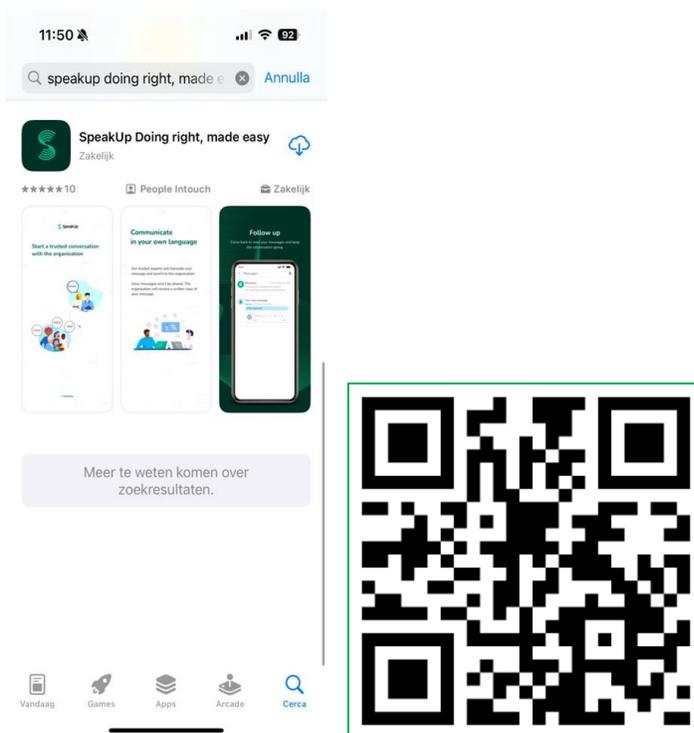
Send message

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

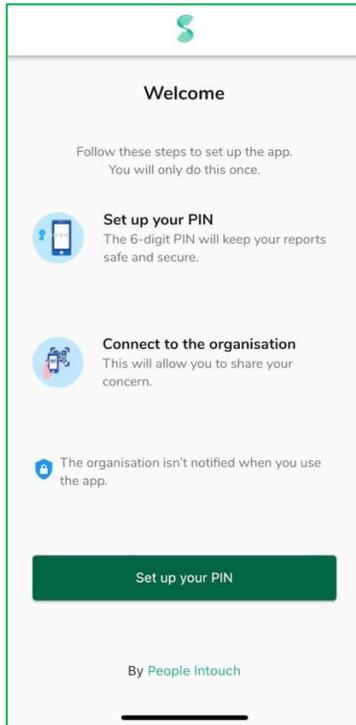


Via the SpeakUp App

1. Download the 'SpeakUp Doing right, made easy' app from the App Store/Google Play or scan the QR code.



2. Open the App



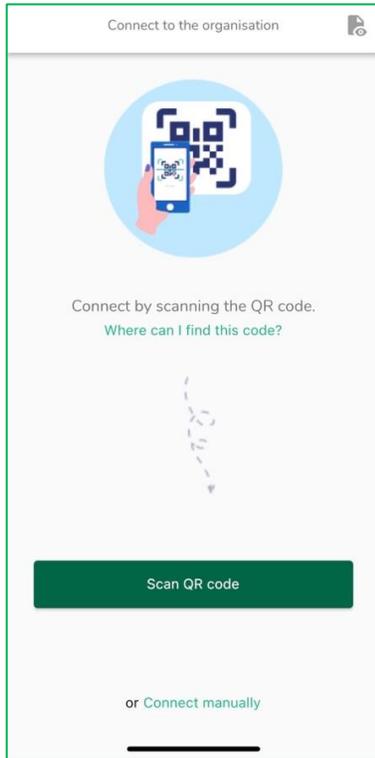
3. Click on 'Set up your PIN' and enter a 6 digit code.

→ You will need to enter this PIN each time you open the App.

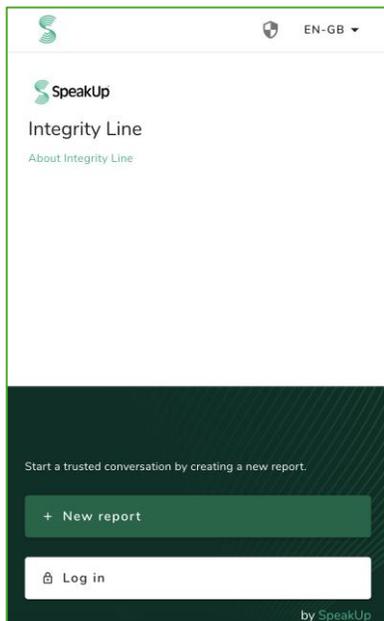
→ If you forget your PIN, you need to re-install the App and set up a new one. If so, you will lose access to your ongoing open reports.

4. The App will ask you to connect to your organisation by scanning the QR code. Alternatively you can enter the organisation code by clicking on the 'Connect Manually' button on the bottom of the page.

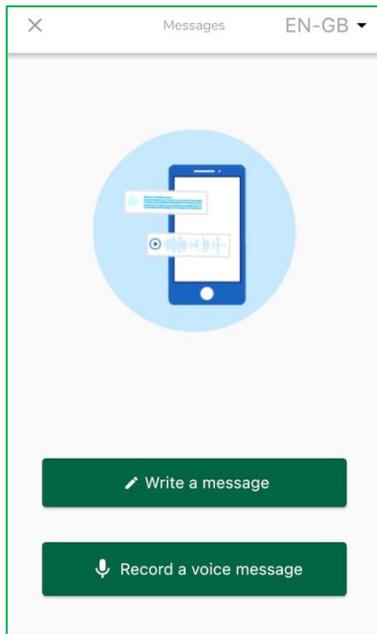
→ The organisation code is: **131143**.



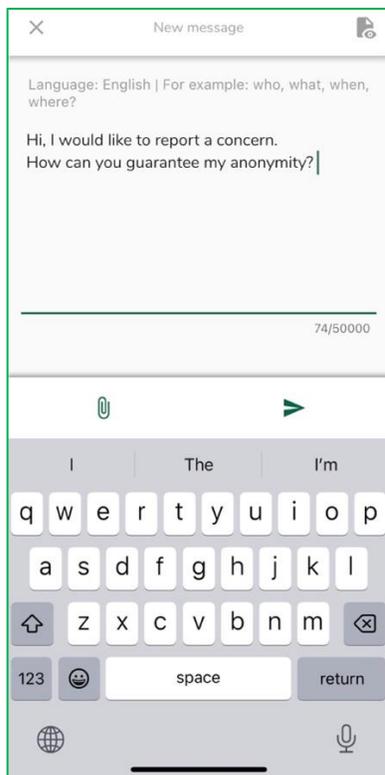
5. Press the '+ New report' button to start a trusted conversation.



6. You can leave your message by clicking the relevant button.

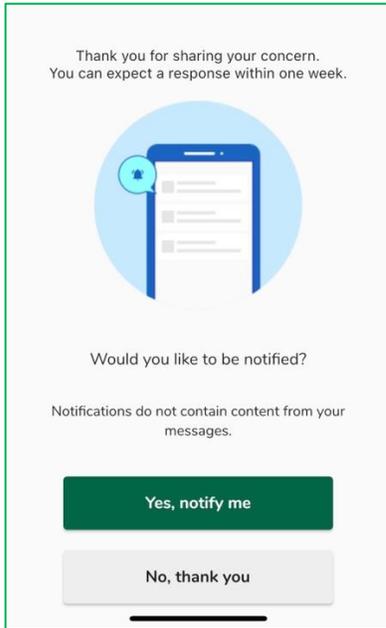


7. After typing your message, press the arrow icon to send it. You may attach files (up to 25 items) by clicking on the paper click icon.



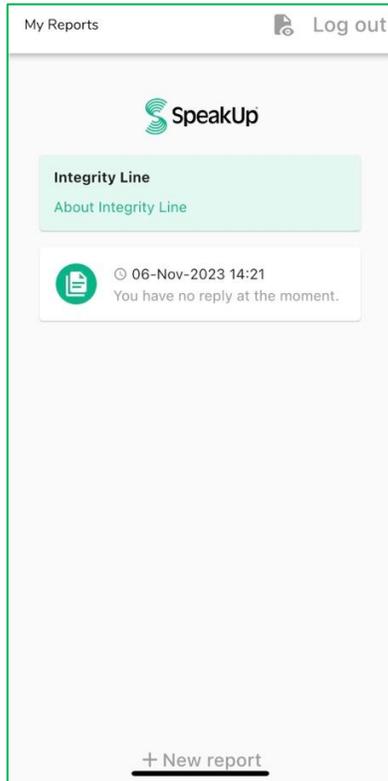
8. After sending your message you can expect a reply within one week.

→ You can opt to be notified by the app of any responses.



9. When you log back in you will see if there are any new responses from the organisation.

→ If you have a different concern to report, you can do so by clicking '+New report'.



Via Phone

1. Your 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': **131143**
 - II. Select your language
 - 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
 - VI. Once done, press 1 or simply hang-up

VII. You can expect a response within one week. Make sure to call back with your Report number and PIN to check for a response.

Country	Phone instructions	Organisation code
Albania	Number: +355 4 530 1801 Call charged at local rate	131143
Algeria	Number: +213 983 29 93 38 Call charged at local rate	131143
Angola	Number: +244 226 425 610 Call charged at local rate	131143
Anguilla	Freephone: 1833 422 2005	131143
Antigua and Barbuda	Freephone: 1833 422 2006	131143
Argentina	Number: +54 11 2039 7280 Call charged at local rate	131143
Australia	Number: +61 2 8284 6262 Call charged at local rate	131143
Austria	Freephone: 0800 909 683	131143
Bahamas	Freephone: 1833 422 2007	131143
Bahrain	Number: +973 1650 1936	131143
Bangladesh	Freephone: +880 (0) 9610 998462	131143
Barbados	Number: +1 (246) 623 9631 Call charged at local rate	131143
Belarus	Freephone: 8 820 0491 0089	131143
Belgium	Freephone: 0800 89 326	131143
Belize	Freephone: 1800 0130 076	131143
Benin	Number: +229 0120900380 Call charged at local rate	131143
Bermuda	Freephone: 1833 422 2008	131143
Bhutan	Freephone: +975 2 379 003	131143
Bolivia, Plurinational State of	Freephone: 800 105 122	131143
Bosnia and Herzegovina	Number: +387 70 330 093 Call charged at local rate	131143
Botswana	Freephone: 800 786 1103	131143
Brazil	Number: +55 (11) 4700 8838 Call charged at local rate	131143
Brazil	Freephone: 40033316	131143
Brunei Darussalam	Freephone: 801 4657	131143
Bulgaria	Freephone: 008002100645	131143
Burkina Faso	Number: +226 25 30 09 82 Call charged at local rate	131143
Cambodia	Freephone: 1800201738	131143
Cameroon	Freephone: +237 6 57 10 31 12	131143
Canada	Number: +1 (514) 395 0496 Call charged at local rate	131143
Cayman Islands	Number: +1 (345) 769 5580 Call charged at local rate	131143
Chile	Number: +56 22 483 5917 Call charged at local rate	131143
China	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.	131143
Colombia	Freephone: 01800 518 9186	131143

Colombia	Number: +57 601 242 1247 Call charged at local rate	131143
Costa Rica	Freephone: 0800 542 5594 Only from networks: Movistar, Claro & ICE	131143
Costa Rica	Number: +506 4036 0350 Call charged at local rate	131143
Côte d'Ivoire	Freephone: +225 05 66 77 0918	131143
Croatia	Freephone: 0800 7745	131143
Cyprus	Freephone: 800 91142	131143
Czechia	Freephone: 800 050 833	131143
Denmark	Number: +45 43 31 09 61 Call charged at local rate	131143
Dominica	Freephone: 1833 422 1998	131143
Dominican Republic	Number: +1 (829) 947 1996 Call charged at local rate	131143
Ecuador	Freephone: 1800 001 432	131143
Egypt	Freephone: 0800 000 0083	131143
El Salvador	Number: +503 2230 4752 Call charged at local rate	131143
Estonia	Number: +372 609 3008 Call charged at local rate	131143
Ethiopia	Freephone: 0800 86 1919	131143
Fiji	Freephone: 008 002 650	131143
Finland	Freephone: 0800 392 912	131143
France	Freephone: 080 554 3753	131143
French Guiana	Freephone: 0800 99 1448	131143
French Polynesia	Freephone: 0800 91 4886	131143
Georgia	Freephone: 0800 008 013	131143
Germany	Freephone: 0800 1818 952	131143
Ghana	Number: +233 59 699 3553 Call charged at local rate	131143
Greece	Freephone: 0080 0441 45924 Can only be connected by Cosmote mobile and OTE landline	131143
Grenada	Number: +1 (473) 230 0333 Call charged at local rate	131143
Guam	Freephone: 1833 809 6777	131143
Guatemala	Number: +502 2302 8459 Call charged at local rate	131143
Honduras	Freephone: 800 2791 6139	131143
Hong Kong	Number: +852 3019 4193 Call charged at local rate	131143
Hungary	Freephone: 06 809 845 89	131143
Iceland	Number: +354 415 0349 Call charged at local rate	131143
India	Freephone: 0008 0005 03159	131143
Indonesia	Number: +62 21 8063 0074 Call charged at local rate	131143
Ireland	Freephone: 1800 800 636	131143
Israel	Number: +972 3374 1225 Call charged at local rate	131143
Italy	Freephone: 800 147 694	131143
Jamaica	Number: +1 (876) 677 9125 Call charged at local rate	131143
Japan	Number: +81 3 6627 0734 Call charged at local rate	131143
Jordan	Freephone: 0800 23801 No mobile access	131143
Kazakhstan	Number: 8 7273574582 Call charged at local rate; No mobile access	131143

Kenya	Number: +254 20 389 4330 Call charged at local rate	131143
Korea, the Republic of	Number: +82 2 3700 5146 Call charged at local rate	131143
Kuwait	Freephone: +965 2205 5730	131143
Latvia	Freephone: 800 05929	131143
Lebanon	Freephone: first dial 01-426-801 and then 833 816 0913	131143
Liechtenstein	Freephone: 0800000459	131143
Lithuania	Freephone: 0800 30366	131143
Luxembourg	Number: +352 342 080 8982 Call charged at local rate	131143
Malaysia	Number: +60 3 7724 3136 Call charged at local rate	131143
Malta	Freephone: 8006 5144	131143
Martinique	Freephone: 0800 90 1651	131143
Mauritius	Number: +230 5 297 0999 Call charged at local rate	131143
Mexico	Number: +52 55 4780 6198 Call charged at local rate	131143
Moldova, the Republic of	Freephone: 080 060 016	131143
Morocco	Number: +212 5 30 14 41 08 Call charged at local rate	131143
Myanmar	Freephone: 0800 800 8062	131143
Namibia	Freephone: +264 83 380 0103	131143
Nepal	Freephone: 1800 001 0186	131143
Netherlands	Freephone: 0800 022 2473	131143
Netherlands	Number: +31 10 700 75 03 Call charged at local rate	131143
New Zealand	Number: +64 9 913 5892 Call charged at local rate	131143
Nicaragua	Number: +505 7513 7610 Call charged at local rate	131143
Nigeria	Freephone: 070 8060 1221	131143
North Macedonia	Number: +389 2551 3216 Call charged at local rate	131143
Norway	Number: +47 24 14 06 01 Call charged at local rate	131143
Oman	Freephone: 8007 4161	131143
Pakistan	Freephone: 0080 0900 44437	131143
Panama	Number: +507 308 4480 Call charged at local rate	131143
Papua New Guinea	Freephone: 0008 61322	131143
Paraguay	Freephone: 0098 0044 10266 No mobile access	131143
Peru	Freephone: 0800 74535	131143
Philippines	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device	131143
Poland	Freephone: 800012953	131143
Portugal	Freephone: 800 831 302	131143
Puerto Rico	Number: +1 (787) 200 7305 Call charged at local rate	131143
Qatar	Freephone: 00800 101 094	131143
Réunion	Freephone: 1800 916 980	131143
Romania	Freephone: 0800 400 653	131143
Russian Federation	Freephone: 8 (800) 100 69 94	131143
Saudi Arabia	Freephone: 800 850 1433	131143
Serbia	Number: +381 10 520 043 Call charged at local rate	131143



Seychelles	Freephone: 800 131	131143
Singapore	Number: +65 6403 7051 Call charged at local rate	131143
Slovakia	Freephone: 0800 113 418	131143
Slovenia	Freephone: 0800 83115	131143
South Africa	Number: +27 (21) 427 7937 Call charged at local rate	131143
Spain	Number: +34 900 031 156 Call charged at local rate	131143
Spain	Freephone: 900 752 088	131143
Sri Lanka	Number: +94 (72) 091 0370 Call charged at local rate	131143
Suriname	Freephone: 833 816 0919	131143
Sweden	Freephone: 020 160 4703	131143
Switzerland	Freephone: 080 000 5691	131143
Taiwan, Province of China	Number: +886 2 7743 8912 Call charged at local rate	131143
Tanzania, the United Republic of	Freephone: 0800 11 1020	131143
Thailand	Number: +66 2 844 9693 Call charged at local rate	131143
Trinidad and Tobago	Number: +1 (868) 224 1869 Call charged at local rate	131143
Tunisia	Number: +216 31 300 338 Call charged at local rate	131143
Turkey	Freephone: 0080 04488 28602	131143
Turks and Caicos Islands	Freephone: 1833 462 1355	131143
Uganda	Freephone:0800 280 979	131143
Ukraine	Freephone: 0800 801 205	131143
United Arab Emirates	Freephone: 800 0444 0408	131143
United Kingdom	Freephone: 080 0022 4118	131143
United States of America	Number: +1 (669) 288 7154 Call charged at local rate	131143
United States of America	Freephone: (+1) 844 446 6114	131143
Uruguay	Freephone: 000-413-598-5762	131143
Venezuela, Bolivarian Republic of	Number: +58 212 335 7722 Call charged at local rate	131143
Viet Nam	Number: +84 1900 3271 Call charged at local rate	131143
Virgin Islands (British)	Freephone: 1833 462 1356	131143
Virgin Islands (U.S.)	Freephone: 1833 724 6398	131143
Zimbabwe	Freephone: +263 867 742 2010	131143