

SpeakUp: How to leave a message



Leaving a message

You can choose to leave a [new] message via the SpeakUp® phone or 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 phone [use the toll-free number of the country you are calling from]:
please dial and enter the organization code [105836]:

BREITLING TOLL-FREE PHONE NUMBERS: see **Annex I**

SpeakUp web: please go to <https://breitling.speakup.report/breitling>
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, as you need it to check the response from Breitling when you come back to SpeakUp® later. If you use the SpeakUp® phone system, make sure to pronounce clearly, and ideally spell out names and locations. If you are finished, simply hang up.

If you use the SpeakUp web system, 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.

What happens in the meantime...

The moment you hang up the phone or you have sent your message, People Intouch starts the translation of the message into English (if necessary). If it is a phone message, the recorded sound file will be written down word by word first. **The recorded sound file will never be handed over to Breitling.**

Once the transcription and translation are done, the exact message – both in the original language as in English – will be sent to Group Global Compliance composed of persons from Operations and Administration, Human Resources, Legal & Compliance and Sustainability. Group Global Compliance will evaluate the message and send a response to People Intouch.

People Intouch will translate the response and post it on the SpeakUp system. For phone, People Intouch will also record the response.

Reading 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.

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.

Frequently Asked Questions about the SpeakUp system

What is SpeakUp?

It is a service ['communication instrument'] enabling all Breitling employees and suppliers to report in complete anonymity (unless they choose to reveal their identity) any confirmed or suspected breaches of the laws or of a Breitling policy. You can do this either by phone or via a secure website, from your computer or smartphone, without the interference of a human operator.

What is SpeakUp intended for?

By raising your concerns, you help us to take action where needed and improve the situation before it is too late.

How does SpeakUp work?

Phone: You dial the free phone number, enter the organization 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 Breitling's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly.

[Tip: write down your message before you make the call.]

Web: Proceed to the SpeakUp Web Service page (through a hyperlink, QR code or by entering the URL), click on "new report", select the language in which you want to leave your message, write down the report number, create your password, leave your message. Within one week you can return to the Web Service and read Breitling's response. You can reply to this response. This communication cycle can be repeated endlessly.

Who operates SpeakUp?

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 such as BMW, Roche, Skanska, IKEA and Randstad.

Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the simple process and phone menu.

Can my identity be discovered?

Breitling will receive a typed word-for-word transcript of what you have said. You are in total control of the content of the message you leave: if **you** leave your contact details in your message, SpeakUp will forward it; if you do **not** leave your contact details, SpeakUp and Breitling will not know who you are. Furthermore, Breitling has agreed not to seek the identity of any caller and will not share the identity of the caller or a witness with an accused person. The only exception is when the company is obliged to share information under mandatory legislation.

Will my voice be heard by the company?

No. The SpeakUp system is operated by People Intouch, an independent company that transcribes and translates your message and sends the company a typed word-for-word transcript of what you have said.

[Tip: if you do not feel comfortable leaving a phone message, have someone else read out your message on the phone system or leave a message on the web system]

Can the company trace my connection data?

No, the SpeakUp system is operated by People Intouch. Breitling has no access to the connection data. Phone details or IP-addresses will never be handed over to Breitling.

What happens with the recording of my message?

Upon confirmation of receipt of the transcribed and/or translated message by Breitling, the recording will be erased immediately by People Intouch.

Will confidentiality ever be broken?

The exception to the afore mentioned: if the SpeakUp system receives a message whereby the caller is threatening violence or a criminal act, Breitling can request to retain the recording to hand it over to the authorities. Still, the voice file and/or connection data will never be handed over to Breitling.

Who is paying for my call?

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.

Is there a limit on the length of message I can leave?

No. However, after seven minutes you will get a notification followed by an option to continue.

[Tip: try to be as comprehensive and to the point as possible in your message]

What do I need to do when the SpeakUp Phone system is not accessible?

If you have tried calling from a mobile phone, 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. Your name, contact details or other sensitive information will never be handed over to your company.

How quickly will my message be passed on to the company?

Your transcribed message will be sent to your company, in principle, within one working day.

I want to remain anonymous, but would like to receive a response; how can I manage?

The SpeakUp system will give you a unique case number. Please make sure to write this down carefully. This case number enables you to listen to or read the response from Breitling when you return to the system.

How quickly can I check for a response?

Breitling strives to respond within one week.

Can I call SpeakUp at any time?

Yes, the SpeakUp phone service is available 24 hours per day and 365 days a year from every telephone. Each country has its own free phone number and the Breitling organization code [105836].

Can I leave a message in my native language?

Yes, you can leave a message in your native language. Agreements have been made with Breitling about language options for each country. When leaving your message, you can simply choose one of these languages. Responses will be in your native language as well.

Can I leave documents?

Yes, the SpeakUp Web Service enables you to attach [electronic] documents.

When you left a message on the phone system, you can log on to the web system using the same case number. Press on the button 'if you already have a case number'. Here you can leave your [electronic] documents.

If you would like to stay anonymous, please make sure your contact details are not mentioned in the attachments or in its properties.

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. If you had written down your message for your first call, this will not take up much of your time. Use the new case number for all further communication.

What is personal data and is my personal data protected by law if I leave a message through SpeakUp?

Personal data is [in short] information that can be used to [directly or indirectly] identify an individual [e.g. name, address, picture, phone number], which could be yourself or another person mentioned in your message. The processing of personal data through the SpeakUp system is strictly regulated [in particular under the General Data Protection Regulation (GDPR)].

What are my rights if I leave a message containing my personal data through SpeakUp?

Breitling is responsible for assuring your rights under the GDPR (and any other applicable legislation), which include: right to access, correct, delete / "to be forgotten", to restrict or oppose to the processing, to receive your personal data in a structured and machine-readable format, to object and to file a complaint with the responsible supervisory authority at your normal place of residence.

Why is my consent to process any personal data not requested when I leave a message in the SpeakUp system?

Any personal data included in a message that is processed through the SpeakUp system, is processed solely on the ground that it is necessary for the purpose of detecting misconduct that otherwise would not be detected.

SpeakUp Tips for leaving a message

- ✓ Write down your message before leaving it. 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 you do not feel comfortable leaving a phone message, ask somebody else to read out your message in the SpeakUp phone system or leave a web message.
- ✓ Anyone with access to the PC can view the contents of the web browser cache and find out what web sites and pages have been viewed on that PC recently. Therefore, it is advisable to clear the browser cache memory after using the SpeakUp system.
- ✓ Leave your message on your best suitable time and place. The system is available 24/7 from every telephone or computer.
- ✓ Make sure to write down or print (in case of using the web system) the case number.
- ✓ 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. You can e.g. instead use the exact date/time with a clear description of the content of the other case.
- ✓ When you leave your message, make sure you have made up your mind about remaining anonymous or not.
- ✓ When you leave your message, make sure you have thought about the amount and type of information you want to include in your message.
- ✓ It is helpful to receive as much facts as possible (for example a clear location, invoice numbers and exact dates). Please include the following:
 - What happened?
 - When did it happen? How long did it last?
 - Where did it happen?
 - How did it happen?
 - Who was involved? What are the roles of the people involved?
 - Why did it or could it happen?
 - Is there any evidence available? (documentation, witnesses etc.)
- ✓ 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.
- ✓ If you have proof of your case in electronic form, please use the upload document facility of the SpeakUp web system. You can even use this web facility when leaving a message by phone, by using the case number you received.
- ✓ Always call back (phone) or log in again (web) to check whether a response was left for you.

Annex I

Toll-Free Numbers for SpeakUp

Use the toll-free number of the country you are calling from and dial in the organization code **(105836)**:

Country	Phone number	Phone instructions
Albania	0035545301801	Number: +355 4 530 1801 Call charged at local rate
Algeria	00213983299338	Number: +213 983 29 93 38 Call charged at local rate
Angola	00244226425610	Number: +244 226 425 610 Call charged at local rate
Anguilla	18334222005	Freephone: 1833 422 2005
Antigua and Barbuda	18334222006	Freephone: 1833 422 2006
Argentina	00541120397280	Number: +54 11 2039 7280 Call charged at local rate
Australia	0061282846262	Number: +61 2 8284 6262 Call charged at local rate
Austria	0800909683	Freephone: 0800 909 683
Bahamas	18334222007	Freephone: 1833 422 2007
Bahrain	0097316501936	Number: +973 1650 1936
Bangladesh	008809610998462	Freephone: +880 [0] 9610 998462
Barbados	0012466239631	Number: +1 [246] 623 9631 Call charged at local rate
Belarus	882004910089	Freephone: 8 820 0491 0089
Belgium	080089326	Freephone: 0800 89 326
Belize	18000130076	Freephone: 1800 0130 076
Benin	0022920900380	Number: +229 20 90 0380 Call charged at local rate
Bermuda	18334222008	Freephone: 1833 422 2008
Bhutan	009752379003	Freephone: +975 2 379 003
Bolivia	800105122	Freephone: 800 105 122
Bosnia and Herzegovina	0038770330093	Number: +387 70 330 093 Call charged at local rate
Botswana	8007861103	Freephone: 800 786 1103
Brazil	00551147008838	Number: +55 [11] 4700 8838 Call charged at local rate
Brunei Darussalam	8014657	Freephone: 801 4657
Bulgaria	8002100645	Freephone: 800 210 0645
Burkina Faso	0022625300982	Number: +226 25 30 09 82 Call charged at local rate
Cambodia	1800209867	Freephone: 1800 209 867
Cameroon	00237657103112	Freephone: +237 6 57 10 31 12
Canada	0015143950496	Number: +1 [514] 395 0496 Call charged at local rate
Cayman Islands	0013457695580	Number: +1 [345] 769 5580 Call charged at local rate
Chile	0056224835917	Number: +56 22 483 5917 Call charged at local rate
China	108001523042	Freephone (via China Telecom): 1080 0152 3042

China	108008522221	Freephone (Via China United Network): 1080 0852 2221
China	4001201842	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
Colombia	00576012421247	Number: +57 601 242 1247 Call charged at local rate
Costa Rica	0050640360350	Number: +506 4036 0350 Call charged at local rate
Côte d'Ivoire	002250566770918	Freephone: +225 05 66 77 0918
Croatia	08007745	Freephone: 0800 7745
Cyprus	80091142	Freephone: 800 91142
Czechia	800050833	Freephone: 800 050 833
Denmark	004543310961	Number: +45 43 31 09 61 Call charged at local rate
Dominica	18334221998	Freephone: 1833 422 1998
Dominican Republic	0018299471996	Number: +1 (829) 947 1996 Call charged at local rate
Ecuador	1800001432	Freephone: 1800 001 432
Egypt	08000000083	Freephone: 0800 000 0083
El Salvador	0050322304752	Number: +503 2230 4752 Call charged at local rate
Estonia	003726093008	Number: +372 609 3008 Call charged at local rate
Ethiopia	800861919	Freephone: 800 86 1919
Fiji	008002650	Freephone: 008 002 650
Finland	0800392912	Freephone: 0800 392 912
France	0805543753	Freephone: 080 554 3753
French Guiana	0800991448	Freephone: 0800 99 1448
French Polynesia	0800914886	Freephone: 0800 91 4886
Georgia	1800008013	Freephone: 1800 008 013
Germany	08001818952	Freephone: 0800 1818 952
Ghana	00233596993553	Number: +233 59 699 3553 Call charged at local rate
Greece	0080044145924	Freephone: 0080 0441 45924 The number will not work when called from a mobile
Grenada	0014732300333	Number: +1 (473) 230 0333 Call charged at local rate
Guam	18338096777	Freephone: 1833 809 6777
Guatemala	0050223028459	Number: +502 2302 8459 Call charged at local rate
Honduras	80027916139	Freephone: 800 2791 6139
Hong Kong	0085230194193	Number: +852 3019 4193 Call charged at local rate
Hungary	0680984589	Freephone: 06 809 845 89
Iceland	003544150349	Number: +354 415 0349 Call charged at local rate
India	0008000503159	Freephone: 0008 0005 03159
Indonesia	00622180630074	Number: +62 21 8063 0074 Call charged at local rate
Ireland	1800800636	Freephone: 1800 800 636
Israel	0097233741225	Number: +972 3374 1225 Call charged at local rate
Italy	800147694	Freephone: 800 147 694
Jamaica	0018766779125	Number: +1 (876) 677 9125 Call charged at local rate
Japan	0081366270734	Number: +81 3 6627 0734 Call charged at local rate
Jordan	080023801	Freephone: 0800 23801 No mobile access
Kazakhstan	007877273574582	Number: [+7] 877 2735 74582 Call charged at local rate; No mobile access
Kenya	00254207650957	Number: +254 20 765 0957 Call charged at local rate

Korea	0082237005146	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	0096522055730	Freephone: +965 2205 5730
Latvia	80005929	Freephone: 800 05929
Lebanon	8338160193	Freephone: 833 816 0193
Lithuania	880030366	Freephone: 8800 30366
Luxembourg	003523420808982	Number: +352 342 080 8982 Call charged at local rate
Malaysia	0060377243136	Number: +60 3 7724 3136 Call charged at local rate
Malta	80065144	Freephone: 8006 5144
Martinique	0800901651	Freephone: 0800 90 1651
Mauritius	0023052970999	Number: +230 5 297 0999 Call charged at local rate
Mexico	00525547806198	Number: +52 55 4780 6198 Call charged at local rate
Moldova	080060016	Freephone: 080 060 016
Morocco	00212530144108	Number: +212 5 30 14 41 08 Call charged at local rate
Myanmar	08008008062	Freephone: 0800 800 8062
Namibia	00264833800103	Freephone: +264 83 380 0103
Nepal	18000010186	Freephone: 1800 001 0186
Netherlands	0031107007503	Number: +31 10 700 75 03 Call charged at local rate
New Zealand	006499135892	Number: +64 9 913 5892 Call charged at local rate
Nicaragua	0050575137610	Number: +505 7513 7610 Call charged at local rate
Nigeria	07080601221	Freephone: 070 8060 1221
North Macedonia	0038925513216	Number: +389 2551 3216 Call charged at local rate
Norway	004724140601	Number: +47 24 14 06 01 Call charged at local rate
Oman	80074161	Freephone: 8007 4161
Pakistan	0080090044437	Freephone: 0080 0900 44437
Panama	005073084480	Number: +507 308 4480 Call charged at local rate
Papua New Guinea	000861322	Freephone: 0008 61322
Paraguay	0098004410266	Freephone: 0098 0044 10266 No mobile access
Peru	080074535	Freephone: 0800 74535
Philippines	180083948474	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device
Poland	800012953	Freephone: 800012953
Portugal	800831302	Freephone: 800 831 302
Puerto Rico	0017872007305	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	00800101094	Freephone: 00800 101 094
Réunion	1800916980	Freephone: 1800 916 980
Romania	0800400653	Freephone: 0800 400 653
Russian Federation	88001006994	Freephone: 8 [800] 100 69 94
Saudi Arabia	8008501433	Freephone: 800 850 1433
Serbia	0038110520043	Number: +381 10 520 043 Call charged at local rate
Seychelles	800131	Freephone: 800 131
Singapore	006564037051	Number: +65 6403 7051 Call charged at local rate
Slovakia	0800113418	Freephone: 0800 113 418
Slovenia	080083115	Freephone: 0800 83115
South Africa	0027214277937	Number: +27 (21) 427 7937 Call charged at local rate
Spain	0034900031156	Number: +34 900 031 156 Call charged at local rate

Sri Lanka	0094720910370	Number: +94 [72] 091 0370 Call charged at local rate
Sudan	00249156559883	Freephone: +249 15 655 9883
Suriname	8338160919	Freephone: 833 816 0919
Sweden	0201604703	Freephone: 020 160 4703
Switzerland	0800005691	Freephone: 080 000 5691
Taiwan, Province of China	00886277438912	Number: +886 2 7743 8912 Call charged at local rate
Tanzania	0800111020	Freephone: 0800 11 1020
Thailand	006628449693	Number: +66 2 844 9693 Call charged at local rate
Trinidad and Tobago	0018682241869	Number: +1 [868] 224 1869 Call charged at local rate
Tunisia	0021631300338	Number: +216 31 300 338 Call charged at local rate
Turkey	00800448828602	Freephone: 0080 04488 28602
Turks and Caicos Islands	18334621355	Freephone: 1833 462 1355
Uganda	00256414238162	Number: +256 41 423 8162 Call charged at local rate
Ukraine	0800801205	Freephone: 0800 801 205
United Arab Emirates	80004440408	Freephone: 800 0444 0408
United Kingdom	08000224118	Freephone: 080 0022 4118
United States of America	0016692887154	Number: +1 [669] 288 7154 Call charged at local rate
Uruguay	000415985762	Freephone: 0004 1598 5762
Venezuela	00582123357722	Number: +58 212 335 7722 Call charged at local rate
Viet Nam	008419003271	Number: +84 1900 3271 Call charged at local rate
Virgin Islands [British]	18334621356	Freephone: 1833 462 1356
Virgin Islands [U.S.]	18337246398	Freephone: 1833 724 6398
Zimbabwe	002638677422010	Freephone: +263 867 742 2010