

INPOST ITALIA WHISTLEBLOWING REPORTING PLATFORM USER MANUAL


SpeakUp is the platform chosen by Locker InPost Italia s.r.l. (hereinafter, “InPost Italia” or the “Company”) to receive and manage whistleblowing reports and gives you the possibility of making a report both in written and oral form, in both cases also in ANONYMOUS form.

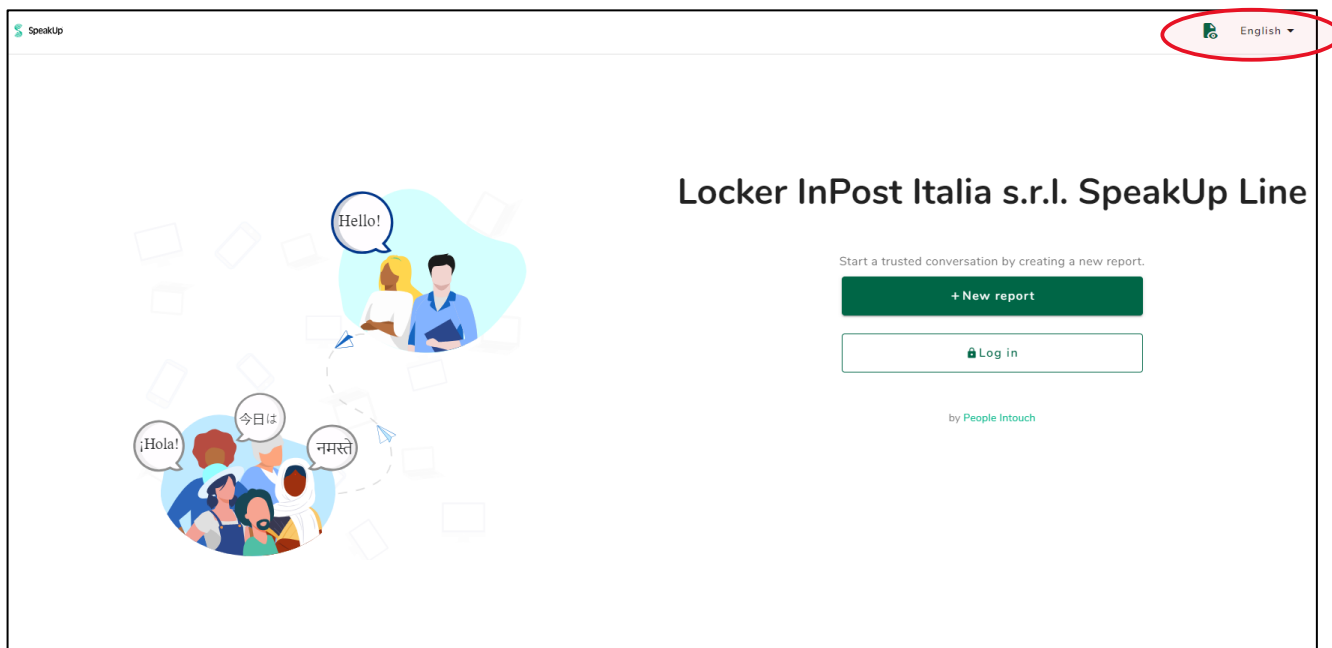
You can send a report **in written form** through the dedicated website (<https://inpost.speakup.report/LockerInPostItalia>), which can also be reached by scanning the following QR Code:



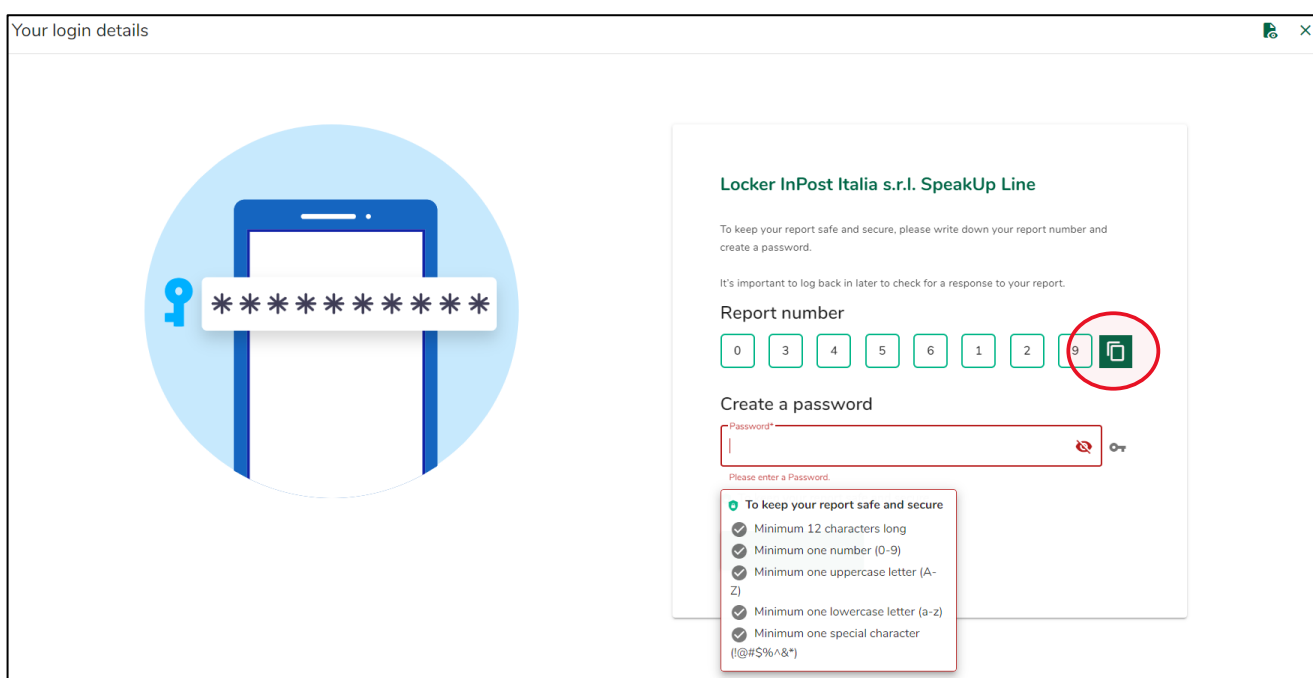
You can bookmark the SpeakUp landing page for easier access in the future.

If you choose to use SpeakUp on your computer:

1. Click the link above to go to the landing page.
2. Choose the language (Italian-English) and read, download and print the Privacy Policy  in the top right corner of the landing page. The Privacy Policy must be signed, and consents/denials must be given to the hypotheses of processing of personal data illustrated therein. After that, the Information must be attached to the message according to the methods set out in point 8 below.



3. Click on the green “+ New report” button.
4. The button allows you to access a language selection page for reporting. Click the button containing the language in which you want to create the report.
5. The system will create a unique number for the case (“case number”). You can copy it using the green button following the same number and paste it into a Word/Notepad document or write it on paper and keep it in a safe place. This number will be needed when you want to communicate with a case manager or check the progress of your report.
6. Create a strong password of at least 12 characters. Your password must contain at least one lowercase letter, one uppercase letter, one number, and one special character (for example, !, *, etc.). Please, save your password, otherwise you will not be able to log in and track the progress of your report.




Your login details

Locker InPost Italia s.r.l. SpeakUp 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

0 3 4 5 6 1 2 9 

Create a password

Please enter a Password.

To keep your report safe and secure

- Minimum 12 characters long
- Minimum one number (0-9)
- Minimum one uppercase letter (A-Z)
- Minimum one lowercase letter (a-z)
- Minimum one special character (!@#%^^&*)

7. Select the type of relationship with InPost Italia from the drop-down menu (internal, if employed, volunteer, intern, partner, person with administrative, management, control, supervision or representation functions, even de facto; or external, if worker self-employed, freelancer, consultant, candidate for employment; terminated worker). This information is **not mandatory**, so you can skip and write the message directly.

New report

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

Which is your relationship with Locker InPost Italia s.r.l.? (not mandatory)

- Internal
- External

- Write the message. You can also use the paperclip icon in the top right corner of the page to add attachments, for example, PDF files, audio files, video files, images. Please, also attach the Privacy Policy above.

New message

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

Type your message here...

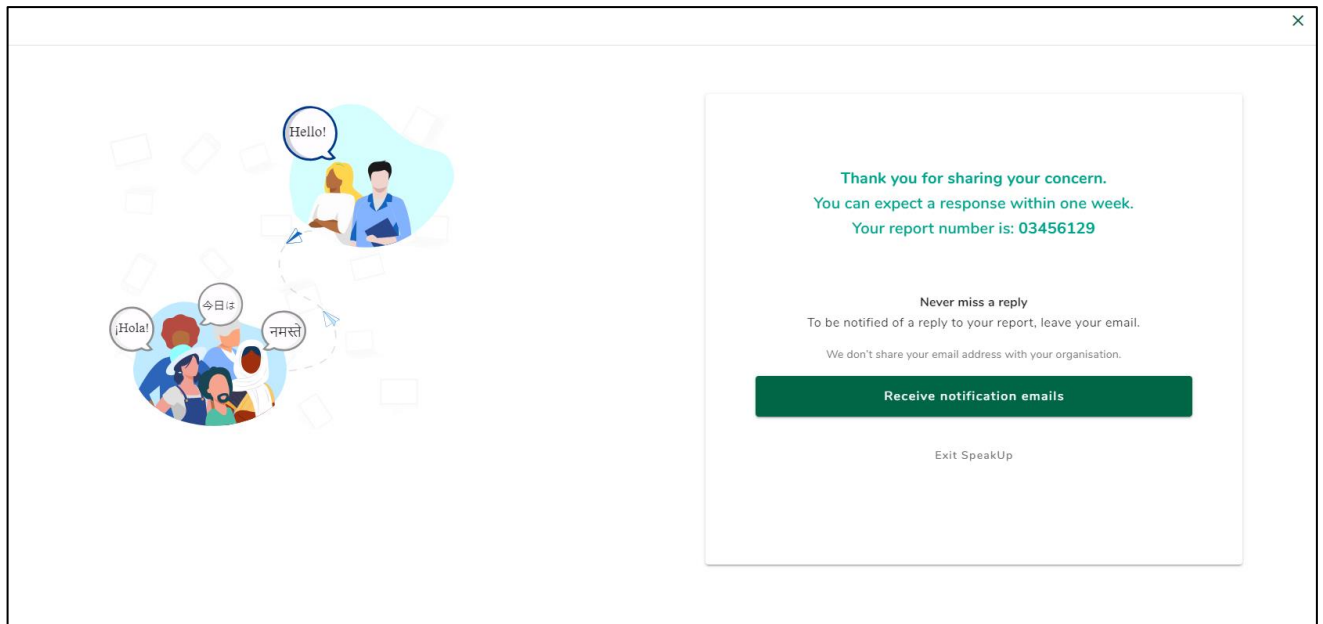
0 / 50000

Send message

- You can leave your name and contact details in the message, but it is not mandatory. In accordance with the Privacy Policy, anonymous reports are permitted.

- When your message is ready, click the green **“Send message”** button in the bottom right corner of the page.

- You can enter your email address by clicking the green **“Receive notification emails”** button to be notified when your report is responded to. If you choose this option, the email address will not be shared with anyone within InPost Italia and the user will remain anonymous if he/her decides to do so. Otherwise, click **“Exit SpeakUp”** under the green button.



12. After clicking **“Exit SpeakUp”**, the user is redirected to the report content or landing page.

13. You can access the case through the landing page by clicking **“Log in”**.

14. Type your case number and password.

15. Once logged in, you can write additional messages, send additional attachments, and read messages from the case manager.

16. Log in occasionally to check for new messages or questions from the case manager. Always respond, as the information requested may be vital to the preliminary investigation.

If you choose to use SpeakUp on your smartphone:

1. Scan the QR code:



2. The QR code redirects the user to the landing page.

3. Proceed as when using SpeakUp on your computer.

You can also send a report **orally** through the SpeakUp voice messaging system, which can be reached at the following free number:

800 147 694

1. After calling the above number, you will need to enter the following 6 (six) digit organization code:

100401

2. Press 1 to select the Italian language, press 2 for the English language.

3. If a report has already been made, press 1, but if it is a new report, remain on the line.

4. **New report:** the system will assign the case number and ask you to create a 4 (four) digit PIN code. Please, save the number and PIN in a secure way, otherwise it will not be possible to access and track the progress of the report. Additionally, these credentials will be necessary if you wish to communicate with a case manager.

5. After the beep, your message can be left by pressing 1.

6. You can leave your name and contact details in the message, but it is not mandatory.

N.B. The system does not require the name and does not record either the telephone number or the voice of the person reporting, as the content of the report is automatically transformed into written text, thus guaranteeing the possibility of making anonymous reports.

7. The responses of the case manager will be recorded by the system and will be available to the whistleblower in vocal format once the latter accesses the report.

9. Log in occasionally to check for new messages or questions from the case manager.

10. **Report already made:** to access a report already made to check if there are new messages or questions from the manager responsible for the case, you must call the free number indicated above and follow the procedure below.

11. Press 1 to select the Italian language, press 2 for the English language.

12. Press 1 and enter the case number and PIN (see point 4 above).

13. Listen to the message from the responsible manager if present. Always respond, as the information requested may be vital to the preliminary investigation.

To find out more about InPost Italia's whistleblowing management process, read the Whistleblowing Italia Policy. Thank you!