

SpeakUp® Phone System

F.A.Q.

SpeakUp



peopleintouch



Frequently Asked Questions about the SpeakUp® Phone System

1. How does the Roche Group SpeakUp Phone System work?

You dial the free phone number, enter your access code and leave your message. Within one week you can call back to listen to Roche's response. You can reply to this response. This conversation cycle can be repeated endlessly.

(Tip: write down your message before you make the call.)

2. Is the system difficult to use?

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

3. Can my identity be discovered?

*Firstly, you are in total control of the content of the message you leave: if **you** leave your contact details, SpeakUp will forward it; if not, SpeakUp and the company will not know who you are. Furthermore, the company has agreed not to seek the identity of any caller.*

4. 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 still do not feel comfortable, someone else can read out your message)

5. Can the company trace my call?

No. The company has no access to the SpeakUp telephone system.

(Tip: if you still do not feel comfortable, use a public or non-identifiable phone number.)



6. What happens to the recording of my message?

Upon confirmation of receipt by the company the recording will be erased.

7. Will confidentiality ever be broken?

The exception to the before mentioned: if the SpeakUp system receives a call threatening violence or an illegal act, it will retain the recording to hand over to the authorities upon request.

8. Who is paying for my call?

Access is via a freephone number so you can call at no cost to yourself.

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

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

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

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

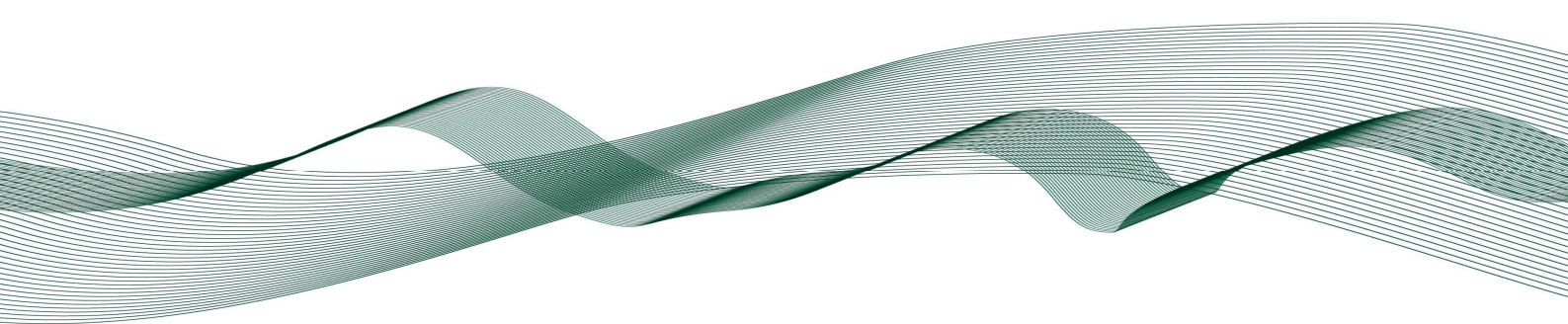
11. Who at the company receives my message?

The Group Compliance Officer.

12. I want to remain anonymous but still receive a response; how can I do this?

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 the response from the company when you call back.





13. How quickly can I check for a response?

The company has undertaken to respond within one week.

14. Can I call SpeakUp at any time?

Yes. SpeakUp is available 24 hours per day and 365 days per year.

15. Can I leave a message in my native language?

Yes, you can leave a message in your native language. Just choose the appropriate language option. Responses will be in your native language as well.

16. What if I want to leave documents?

You can log on to the secure SpeakUp Web Service using the same case number. Here you can leave your (electronic) documents.

17. What if I lose my case number?

If you have lost your casenumber, we ask you to call again and leave your message again for security reasons. If you write your message down before calling, this will not take up much of your time. Use the new case number for all further communication.