



SpeakUp[®] Web Service

F.A.Q.

SpeakUp



people **i**n touch



Frequently Asked Questions about the SpeakUp® Web Service

1. How does the Roche Group SpeakUp Web Service work?

You go to the SpeakUp Web Service page (through a hyperlink or by entering the URL), enter your access code and leave your message. Within one week you can return to the Web Service and read Roche's response. You can reply to this response. This communication cycle can be repeated endlessly.

2. Is the system difficult to use?

Not at all: straightforward screens 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.*

5. Can the company trace my message?

No, the company has no access to the SpeakUp Web Service.

(Tip: do not use computers that are monitored.)

6. Will confidentiality ever be broken?

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

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





No.

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

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

9. Who at the company receives my message?

The Group Compliance Officer

10. 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 read the response from the company when you return to the Web Service.

11. How quickly can I check for a response?

The company has undertaken to respond within one week.

12. Can I use the SpeakUp Web Service at any time?

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

13. 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.

14. What if I want to leave documents?

The Roche Group SpeakUp Web Service enables you to attach (electronic) documents.

15. What if I lose my case number?

If you have lost your casenumber, we ask you to leave your message again for security reasons. Use the new case number for all further communication.