

# OUR **ALTERNATIVE** TO SILENCE. ARE YOU LISTENING?

## SEEHEARSPEAKUP SERVICE GUIDE K2 PARTNERING SOLUTIONS

MAY 2024



  
**SeeHearSpeakUp**

AN AAB GROUP COMPANY



# SERVICE GUIDE

## WHAT IS THE PURPOSE OF THE SEEHEARSPEAKUP SERVICE?

**SeeHearSpeakUp** is a third-party independent company who provides you with the opportunity to expose unethical behaviour and other forms of wrongdoing and malpractice that you observe in your work-related activities. **SeeHearSpeakUp** specialises in implementing effective whistleblowing solutions to businesses in a safe, secure and supportive environment that encourages whistleblowers to speak up and be heard.

## HOW DO I USE THIS SERVICE?

If you are aware of unethical behaviour or forms of malpractice you are encouraged to report internally within K2 Partnering Solutions. However, there are other alternative safe and secure reporting options available to you if you would prefer to report the matter to **SeeHearSpeakUp**. These include:

- By completing an online web report via the **SeeHearSpeakUp** website - [www.seehearspeakup.co.uk/en/file-a-report](http://www.seehearspeakup.co.uk/en/file-a-report)
- Username – K2963                      Password - K7412
- By ringing your International Toll-free number (ITFN) in the country you are based. (see page 6)

**Important:** Calls to ITFN numbers in most countries are free from landlines. Please note that mobile access in some global regions may not be fully supported and that charges may be incurred to the caller based on their individual telephone subscription.

## WHAT HAPPENS WHEN I RING THE DESIGNATED HELPLINE NUMBER?

When you make contact through **SeeHearSpeakUp's** designated telephone service, you will speak with a specialised call handler who will ask you for some information, document your feedback and ask follow-up questions to clarify information. The call handler will then prepare a report of your concern to be sent to your employers senior company representative who will be responsible for determining what course of action is to be taken, such as a formal investigation into the matter.

Note: Interpretation support is based on service demand and is therefore subject to interpretation availability.



## WHO ARE SEEHEARSPEAKUP SPECIALISED CALL HANDLERS?

**SeeHearSpeakUp** specialised call handlers answer all calls received through your designated telephone number. **SeeHearSpeakUp** specialised call handlers are professionally trained. They have a broad and extensive interviewing background and will gather information from you in a discreet manner.

## CAN I REPORT ANONYMOUSLY?

Yes, you can raise reports anonymously. **SeeHearSpeakUp** will only share your personal information with those appointed in your organisation to investigate your report where you have provided consent to do so. Please note that your report is likely to be investigated more effectively if you consent to share your personal information with your organisation.

## HOW CAN SEEHEARSPEAKUP GUARANTEE ANONYMITY?

When calling **SeeHearSpeakUp** to raise your report or if you choose to raise an online report you will be provided with a Personal Identification Code. As a result, we have no means of identifying you unless you volunteer your contact details. The Personal Identification Code, which is unique to your report, can be quoted by you should you wish to phone **SeeHearSpeakUp** again in the future to check for any feedback that K2 Partnering Solutions has provided or should you wish to provide additional information pertaining to your original report.

## WHEN CAN I MAKE CALLS THROUGH THIS SERVICE?

The external helpline is operated 24 hours a day and 365 days a year. It is preferable that a concern is raised as soon as possible or as soon as you have a reasonable suspicion. You are not expected to investigate the matter yourself or to prove that your concern is well-founded.

## DOES SEEHEARSPEAKUP OFFER LANGUAGE SUPPORT?

Yes, the **SeeHearSpeakUp** online web reporting platform (see page one) allows you to submit your report in multiple languages. **SeeHearSpeakUp** operate globally and use interpreting services to assist with multi-language communications.

If you wish to arrange for a **SeeHearSpeakUp** call handler to call you directly at a mutually agreed time with the aid of an interpreter, please email us at [report@seehearspeakup.co.uk](mailto:report@seehearspeakup.co.uk) to arrange an appointment.



## HOW LONG DOES IT TAKE MY EMPLOYER TO INVESTIGATE MY REPORT AND PROVIDE ME WITH FEEDBACK?

This is dependent on the nature and complexity of the information provided. However, all reports received are treated seriously and will be diligently followed up by K2 Partnering Solutions.

## HOW DO I RECEIVE FEEDBACK ON MY REPORT?

If you have provided consent to share your contact information with K2 Partnering Solutions then they may contact you directly to provide you with feedback on your report. If you have elected to remain fully anonymous you are encouraged to contact **SeeHearSpeakUp** via the reporting channels available to you (see page 1) to seek feedback quoting your Personal Identification Code.

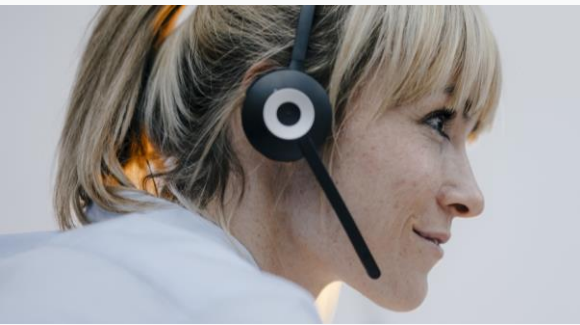
## CAN I CALL SEEHEARSPEAKUP TO SEEK LEGAL ADVICE OR ADVICE ON MY COMPANY POLICY?

The specialised call handler will not be able to answer questions about your company's policy and cannot advise you on any legal course of action you should take. However, they will be able to document your request for information or advice in a report to be sent to your company.

## ARE TELEPHONE CALLS RECORDED?

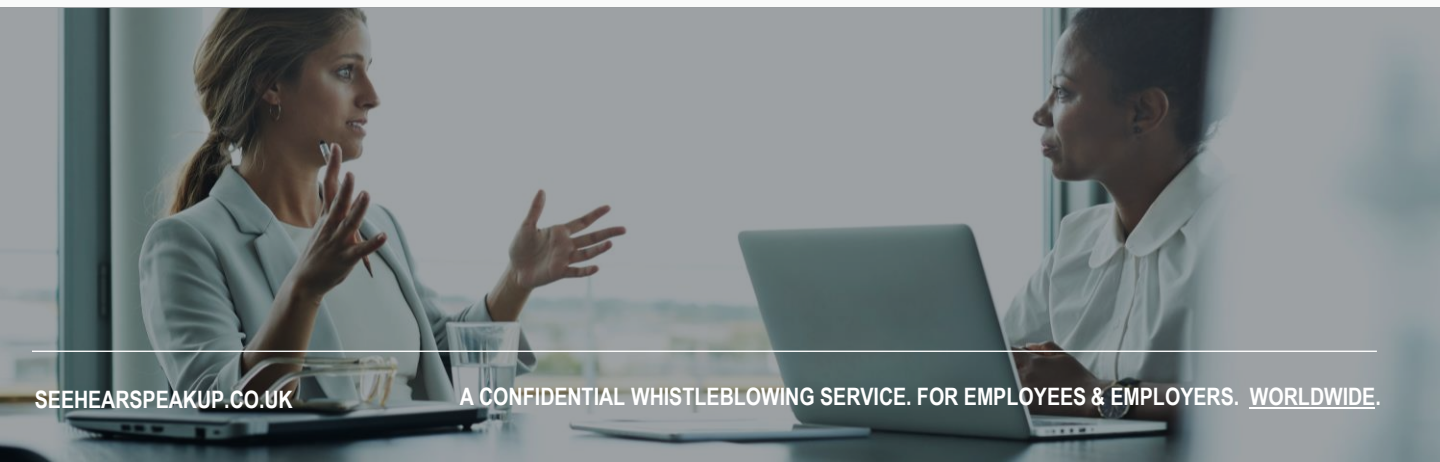
No calls are recorded by **SeeHearSpeakUp**. However, the key details of the conversation is noted by the SeeHearSpeakUp call handler who takes the call.

# REPORTING GUIDE SUMMARY



## Confidential Reporting Process

- Employee raises report via one of the available reporting channels
- Report received by SeeHearSpeakUp call handler
- Employee provided with PIN code
- Report forwarded to Employer senior nominated officer
- Report assigned for assessment and potential investigative action
- Employee provided with feedback on their report



# HELPLINE TELEPHONE NUMBERS

Detailed below is a list of International Telephone numbers that you can call from the country where you are based should you wish to reach out to SeeHearSpeakUp and raise any matters in accordance with K2 Partnering Solutions whistleblowing policy.

- Australia – 1 800 171 645
- Austria – 0800 006 652
- Brazil – 0800 020 1614
- China – 400 120 2442
- Colombia – 01800 518 5215
- Germany – 0800 000 8875
- Italy – 800 897 590
- Mexico – 800 681 1823
- Japan – 0066 331 32761 / 0044 1224 418335
- Russia – 8800 100 6457
- Singapore – 800 120 5513
- Spain – 800 600 953
- Switzerland – 0800 830 236
- UK – 0800 056 2539
- USA – 1855 290 6405

**Important:** Calls to International Toll-Free Numbers in most countries are free from landlines. Please note that mobile access in some global regions may not be fully supported and that charges may be incurred to the caller based on their own individual telephone subscription.

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