

How-to Guide for Reporting Misconduct Using PIN's Whistleblowing Channels

For staff, volunteers, partners, suppliers and any representatives of People in Need



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Introduction Whistleblowing

SpeakUp Introduction

1. SpeakUp® is a service enabling you to report wrongdoing, misconduct or any breaches of the People in Need Code of Conduct and other internal policies. You can do this either via the website or by using the SpeakUp® app.
2. SpeakUp® is available 24 hours per day and 365 days a year. Therefore, you can use SpeakUp to leave a message or check for response any time.
3. The service uses SpeakUp, a secure reporting platform operated by an independent third-party provider based in Amsterdam, the Netherlands. SpeakUp provides the technical platform only; all reports are received and handled by designated People in Need staff.
4. This guide will provide a detailed overview of how to use each of the channels available.

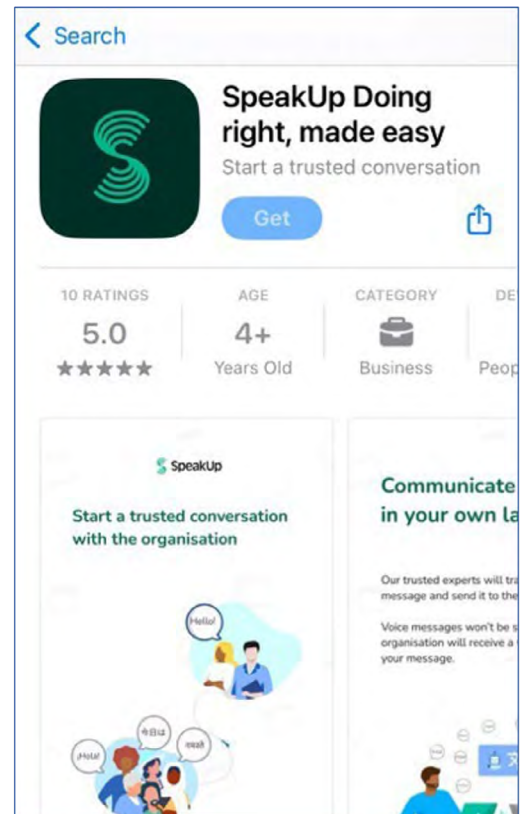
Why is People in Need Using SpeakUp?

1. People in Need uses SpeakUp to provide a safe, easy-to-use and accessible channel for staff, partners, suppliers, contractors, and consultants to report serious concerns. Any violation of the People in Need Code of Conduct or other internal policies shall be reported, as well as any safeguarding concerns, fraud, suspected criminal or other unlawful conduct, and other matters covered by applicable whistleblowing legislation.
2. SpeakUp is:
 - **Confidential and secure** – Reports can be made anonymously if preferred.
 - **Available in multiple languages**
 - **Easy to access online, from anywhere**
3. SpeakUp provides an additional reporting option alongside People in Need's existing reporting channels (such as email or phone). Concerns can still be raised directly with a line manager, HR, a Country Director, or other designated People in Need staff. SpeakUp offers an alternative when reporting in person is not possible, appropriate, or preferred.

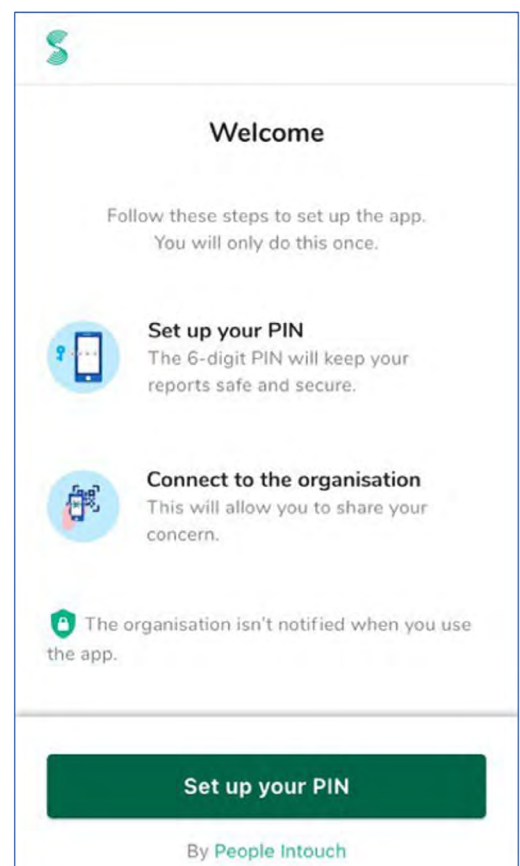
How to Leave a Report

Via the SpeakUp App

1. Download the 'SpeakUp Doing right, made easy' app from the App Store/ Google Play or scan the QR code.



2. Open the App.
3. Click on 'Set up your PIN' and enter a six-digit code. You will need to enter this PIN each time you open the App. If you forget your PIN, you need to re-install the App and set up a new one. If so, you will lose access to your ongoing open reports.

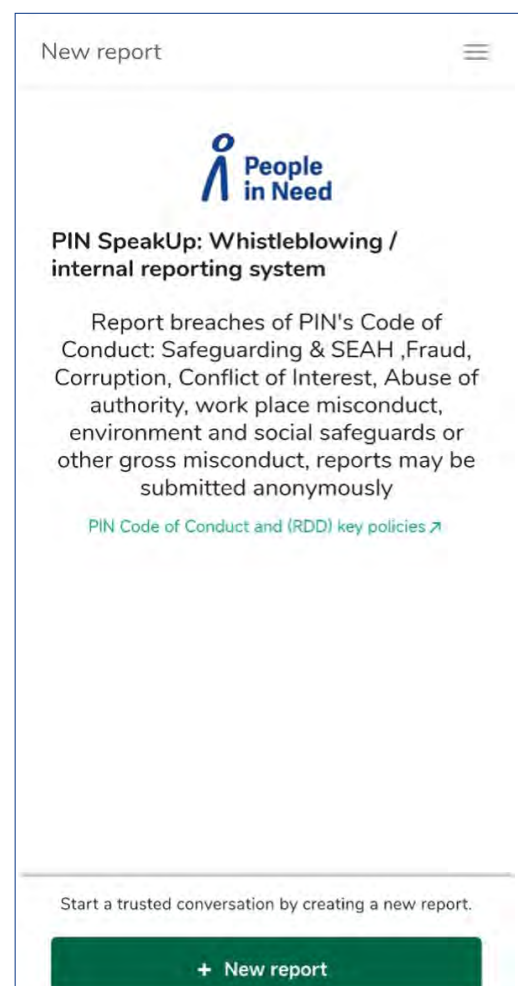
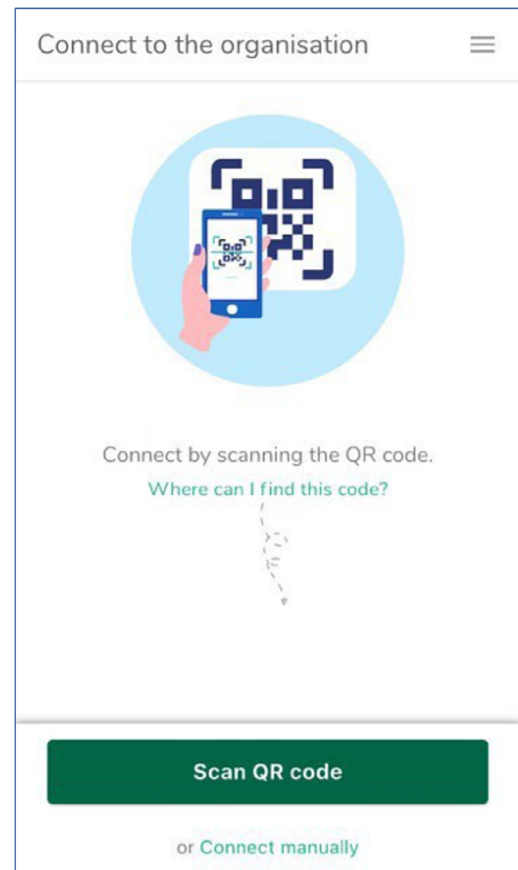




4. You can connect to People in Need by scanning the QR code (left).

5. Alternatively you can enter the People in Need code by clicking on 'Connect Manually' on the bottom of the page. The Code is **132022**.

6. Press the '+ New report' button to start a trusted conversation. You can leave a written message.



Written message

1. Before writing your message to us,
you need to answer some mandatory questions that are marked with a star*.
From the drop-down options, choose the response which best fits your report.
2. Once done, click **Continue**.
3. After you click **Continue**, a new window shows up: Click on **"Write a message."**

×

New report

EN ▾

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

Do you wish to remain anonymous?*

☐ Yes ☐ No

Are you reporting as*

Select an option from the list

Please select the type of concern*

Select an option from the list

Approximate date of incident

Enter text here

Name of person involved, if known

Enter text here

What is the relationship of the person you are reporting to PIN

Select an option from the list

Is there a person who may have been harmed or affected?

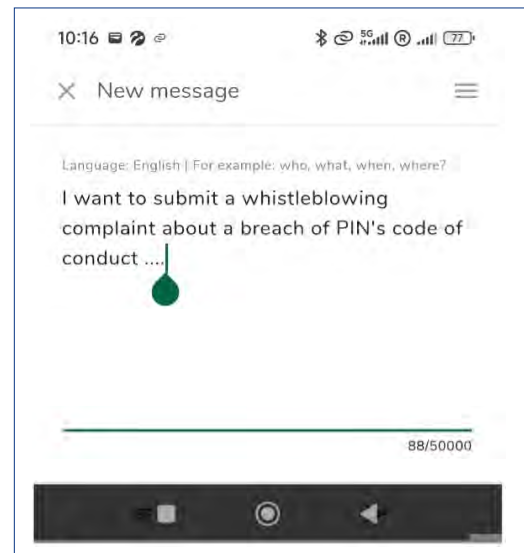
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Messages

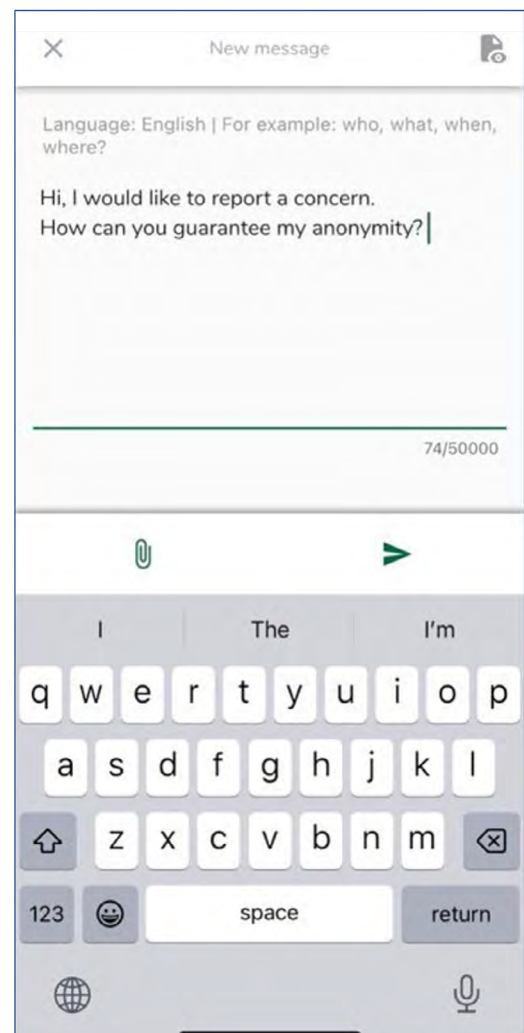


✎

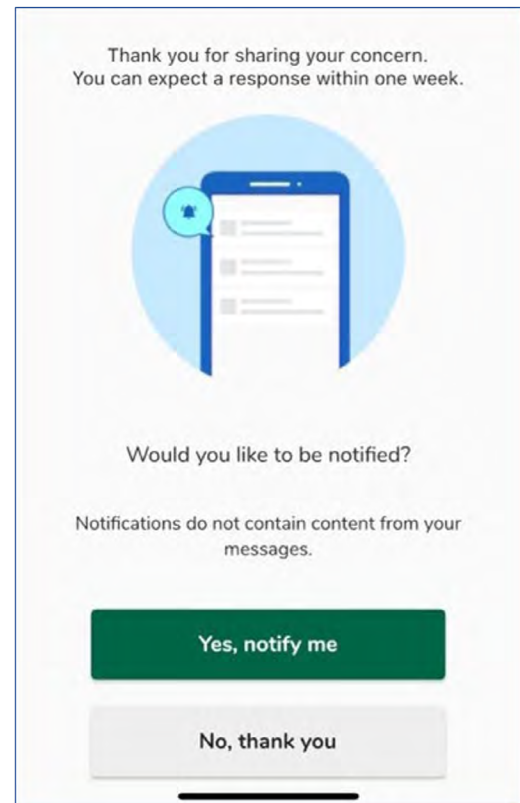
Write a message



4. Type your message. You can upload attachments via the paper clip  icon found in the top right corner.
5. Click '**Send message**' and your message and attached files will be processed.

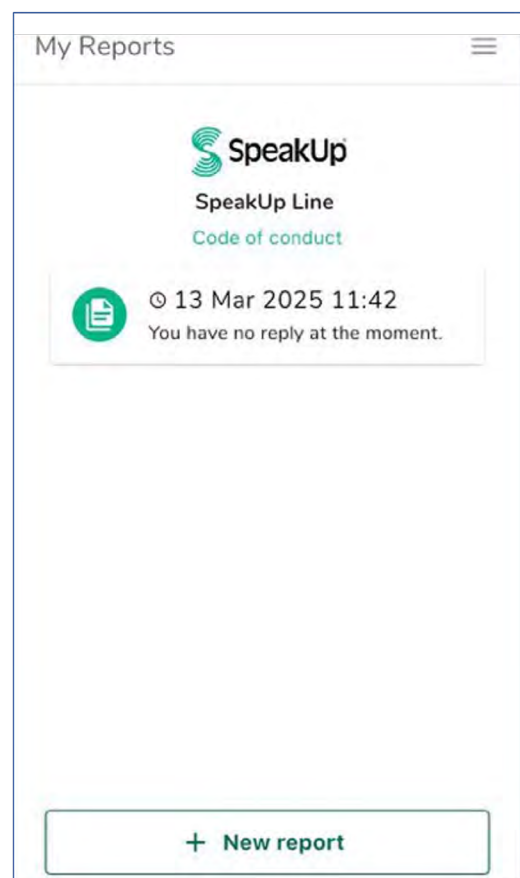


6. After sending your message, you can expect a reply within three working days. People in Need usually acknowledges and provides an initial follow up within one working day. You can opt to be notified by the app of any responses.

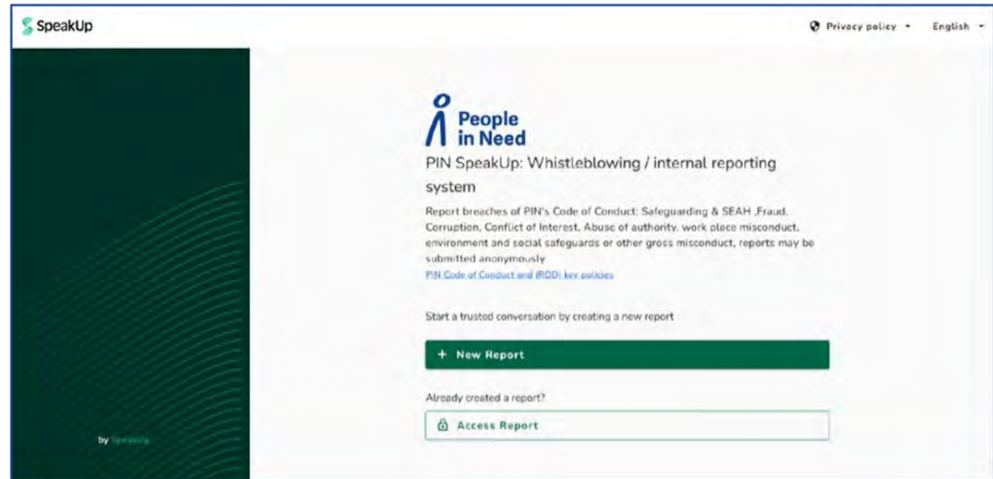


7. When you log back to the App, you will see if there are any new responses from People in Need.

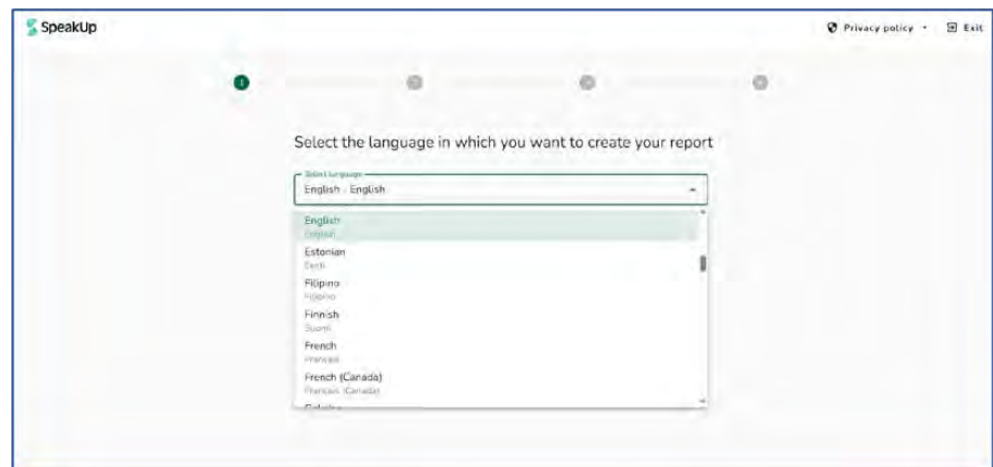
If you have a different concern to report, you can do so by clicking '+ New report'.



Via Web



1. Visit the SpeakUp webpage [https:// peopleinneed.speakup.report/en-GB/internalreportingsystem/home](https://peopleinneed.speakup.report/en-GB/internalreportingsystem/home) or scan the QR code (left).



2. Click on the shield button  in the top right corner if you would like to review the Privacy statement.
3. Choose the language in which you want to leave your message by selecting the down arrow on the top right corner. English ▼
4. Click on '+ New report' to start a trusted conversation.
5. Click on '**Web report**'.
6. Select the language in which you want to leave your message. There are 64 languages to choose from.
7. Note down your unique 'Report number'. You will need this to check back for a response later. This information is unique to you and cannot be retrieved if lost. Please store it safely.

Your login details



Global

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

8 8 0 1 3 9 7 1 

Create a password



Please enter a Password

 To keep your report safe and secure

Create password

Your login details



Global

To keep your report safe and secure, please write down your report number and create 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 (!@#\$%^&*)



 To keep your report safe and secure

Create password

8. Create a password and store it safely. Please note the following requirements for the password:
- 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 (!@#\$%^&*)

New report

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

What type of suspicion or complaint are you reporting?*

Select an option from the list

Which country does this report / case relate to?*

Select an option from the list

What is your connection to Concern?*

Select an option from the list

Continue

9. You will be required to fill out few mandatory and optional fields. From the drop-down options, choose the response which best fits your report.

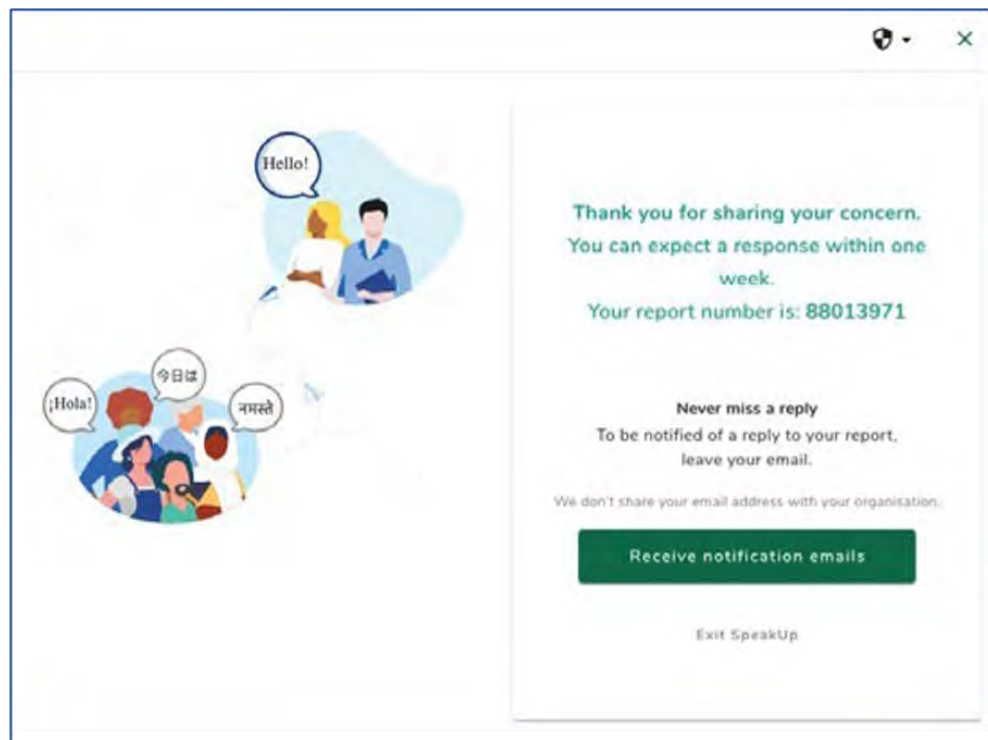
New message

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

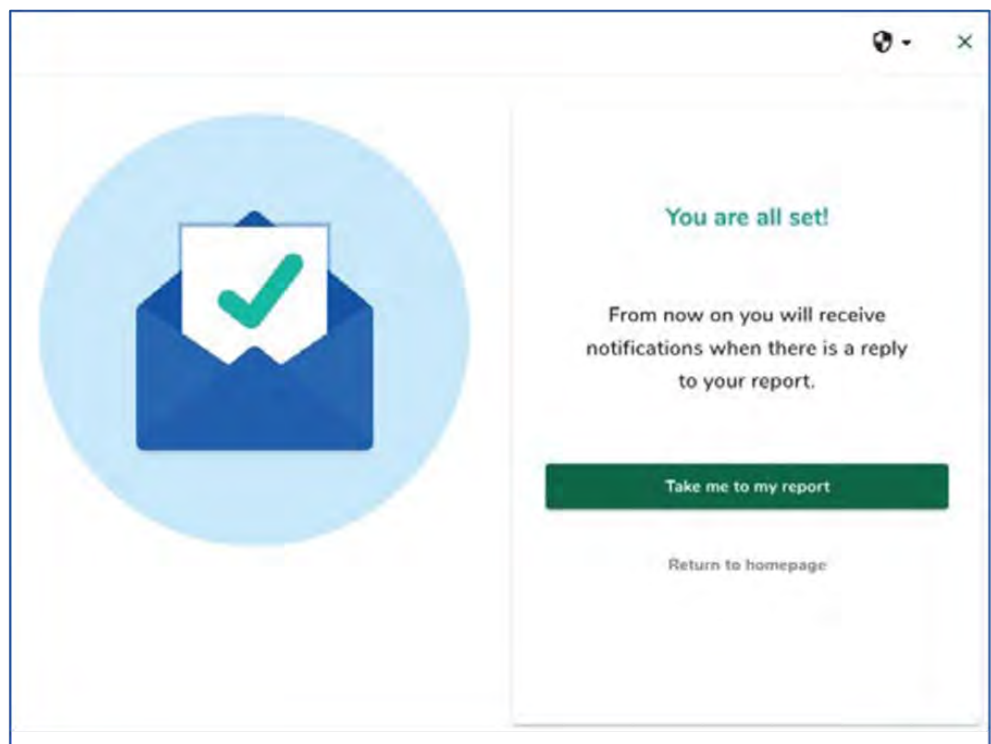
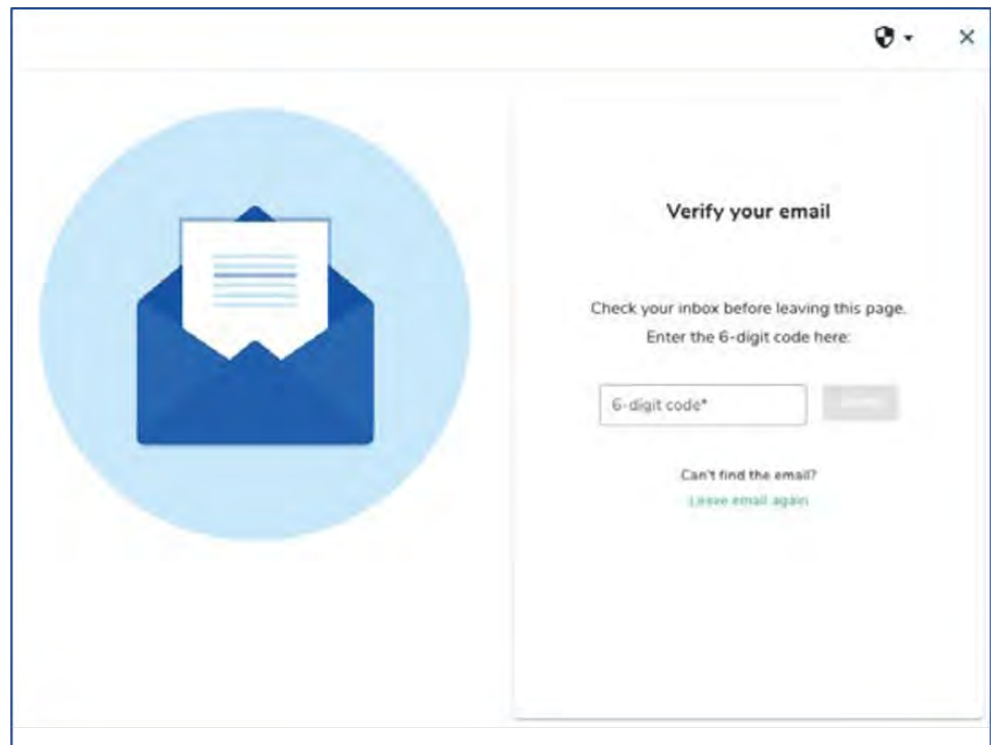
Type your message here...

Send message

10. Type your message. You can upload attachments via the paper clip  icon found in the top right corner.
11. Click 'Send message' and your message and attached files will be processed.



12. You have the option to leave your email if you'd like to be notified when there is a response. After adding your email, you'll be asked to type the verifying code sent to the provided email address.



13. In case you already have an open report, select 'Log in' when you return to the opening screen.