

How To for Reporters

SpeakUp Introduction

SpeakUp® is a service enabling you to report serious breaches that would otherwise not be reported, in complete anonymity. If your concerns relate to DAIKIN CHEMICAL IN EUROPE (DCiE), you can do this either via the website, by using the SpeakUp® app or by phone, without the interference of a human operator, as explained in this document.

SpeakUp® is available 24 hours per day and 365 days a year. Therefore, you can use SpeakUp to leave a message or check for a response any time.

The service is operated by a third party, SpeakUp, an independent Dutch company based in Amsterdam, the Netherlands, and founded in 2004. SpeakUp is responsible for processing all messages.

HOW TO LEAVE A REPORT

VIA WEB

1. Visit the SpeakUp webpage with following URL and/or QR code for DAIKIN CHEMICAL IN EUROPE (DCiE):

<https://daikinchemicaleurope.speakup.report/DCiE>



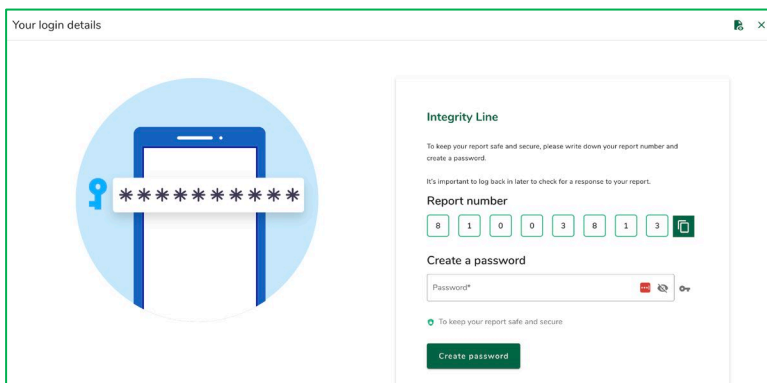
Compliance Hotline

Daikin Chemical Europe - Compliance

Start a trusted conversation by creating a new report.



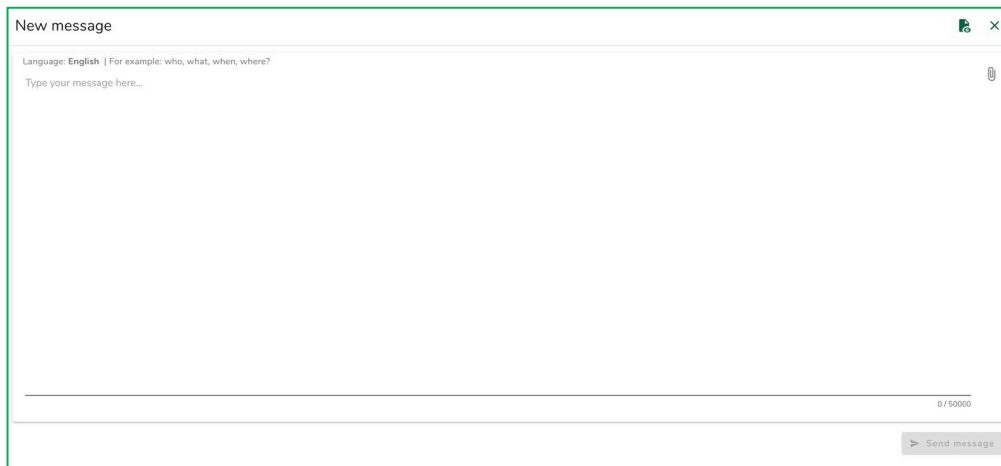
2. Click on '+ New report' to start a trusted conversation. In case you already have an open report, select 'Log in'.
3. Select the language in which you want to leave your message.
4. Note down your unique 'Report number' and create a password for your report. You will need these to check back for a response later.



HOW TO LEAVE A REPORT

5. Type your message.

You can upload attachments via the clip icon found in the top-right corner.

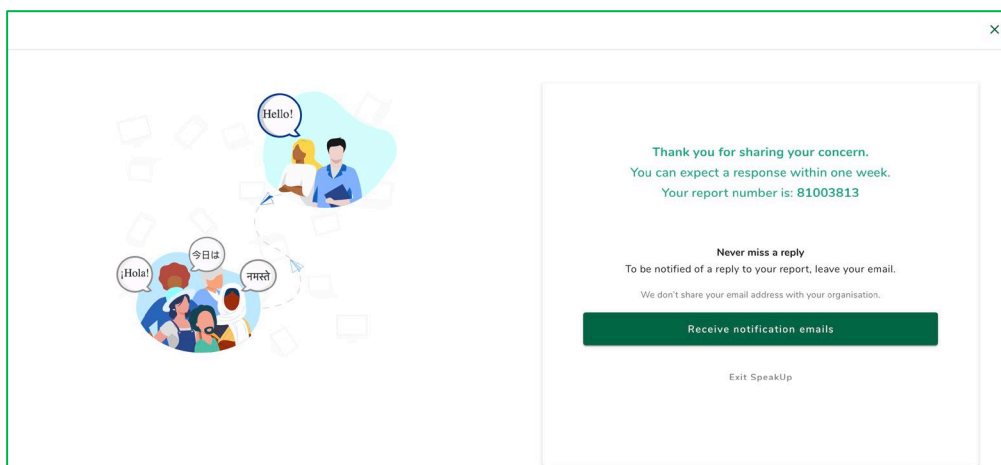


The screenshot shows a 'New message' window with a text input area. At the top left, it says 'Language: English | For example: who, what, when, where?'. Below that is a placeholder 'Type your message here...'. In the top right corner, there is a paperclip icon for attachments. At the bottom right, there is a 'Send message' button. A character count '0 / 50000' is visible at the bottom right of the text area.

6. Click 'Send message' and your message and attached files will be processed.

7. You have the option to leave your email if you would like to be notified when there is a response.

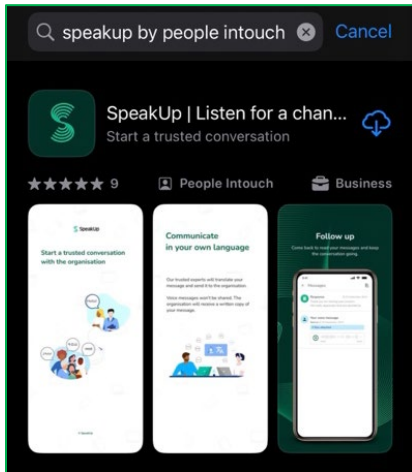
After adding your email, you will be asked to type the verifying code sent to the provided email address.



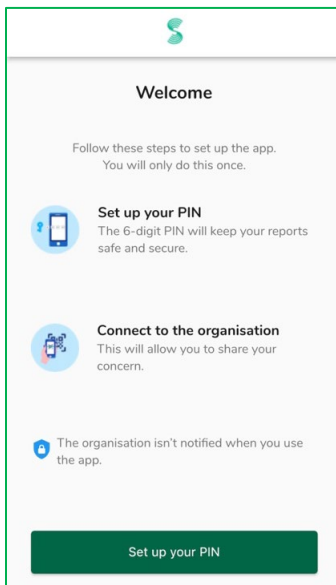
The screenshot shows a confirmation screen with a large illustration on the left depicting people communicating in various languages (Hello!, Hola!, 今日は, नमस्ते). On the right, the text reads: 'Thank you for sharing your concern. You can expect a response within one week. Your report number is: 81003813'. Below this, it says 'Never miss a reply' and 'To be notified of a reply to your report, leave your email.' with a sub-note 'We don't share your email address with your organisation.' A prominent green button labeled 'Receive notification emails' is present. At the bottom, there is a link 'Exit SpeakUp'.

VIA THE SPEAKUP APP

1. Download the 'SpeakUp Listen for a change' app from the App Store/Google Play or scan the QR code.



2. Open the App



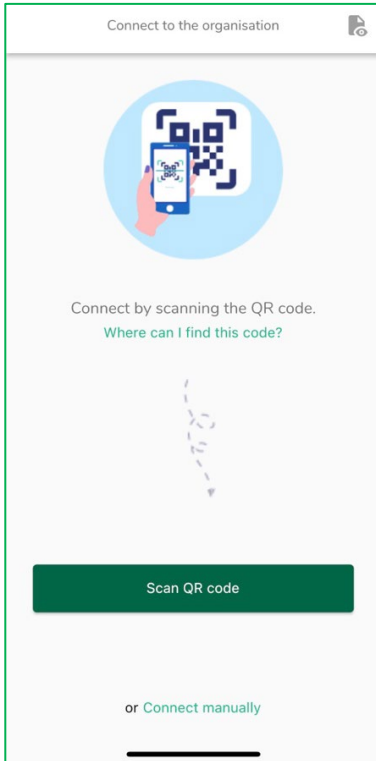
3. Click on 'Set up your PIN' and enter a 6 digit code.

→ 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, so please try to remember your PIN!

HOW TO LEAVE A REPORT

4. The App will ask you to connect to DAIKIN CHEMICAL IN EUROPE (DCiE) by scanning the QR code. Alternatively, you can enter the organisation code (124731) by clicking on the 'Connect Manually' button on the bottom of the page.

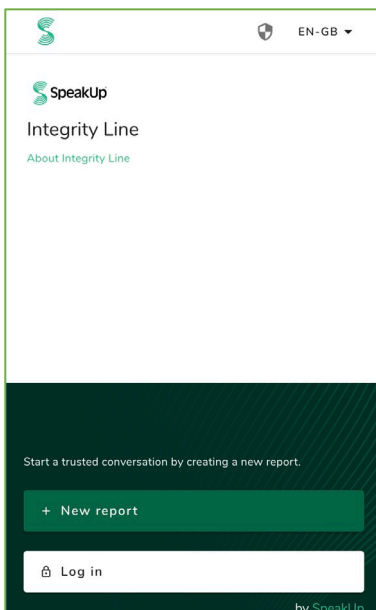


→ The QR and/or the organisation code for DAIKIN CHEMICAL IN EUROPE (DCiE) are:

Organisation code: 124731



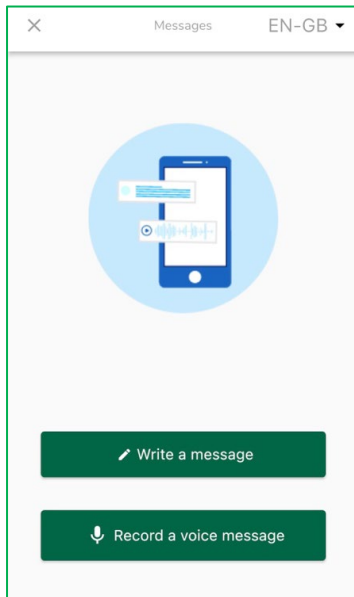
5. Press the '+ New report' button to start a trusted conversation.



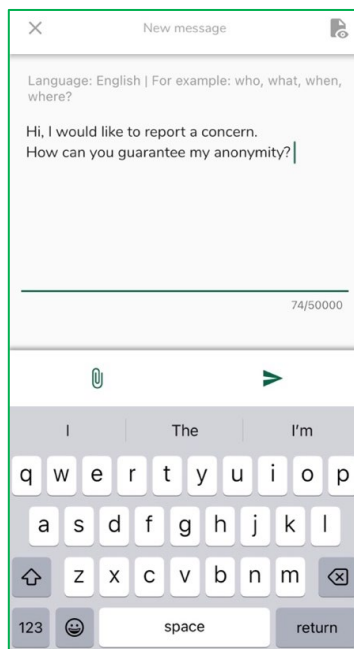
HOW TO LEAVE A REPORT

6. You can leave your message by clicking the relevant button.

→ You can leave a voice recording via the app. (Your voice will never be heard by DAIKIN CHEMICAL IN EUROPE (DCiE). They will only receive a transcript of your voice recording.)



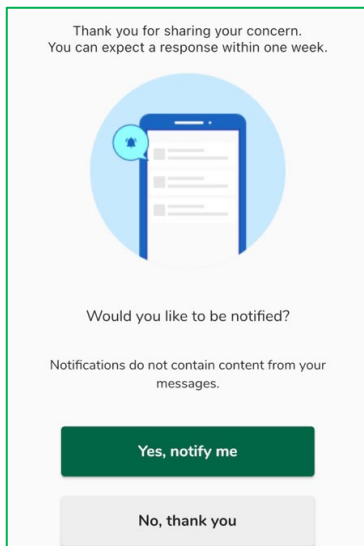
7. After typing your message, press the arrow icon to send it. You may attach files (up to 25 items) by clicking on the paper click icon.



HOW TO LEAVE A REPORT

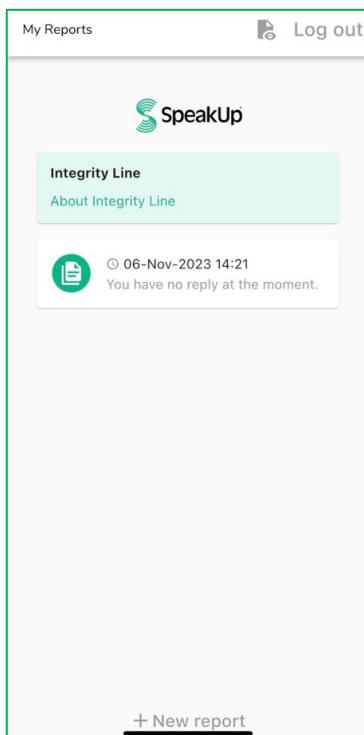
8. After sending your message you can expect a reply within one week.

→ You can opt to be notified by the app of any responses.



9. When you log back in you will see if there are any new responses from the organisation.

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



VIA PHONE

1. Please use SpeakUp phone number(s) relevant to your location provided for DAIKIN CHEMICAL IN EUROPE (DCiE).

Germany: 0800 1818 952 (freephone)

France: 080 554 3753 (freephone)

Italy: 800 147 694 (freephone)

(The full list can be found on the following Page)

2. Dial the phone number for the country that you are located in.

3. The voice prompts will guide you through the following steps:

I. Enter the 'Organisation code': 124731 for DAIKIN CHEMICAL IN EUROPE (DCiE)

II. Select your language

III. You will receive a unique 'Report number'

→ Write this down carefully as you will need it to be able to call back and hear a response to your report.

IV. Choose a 4 digit PIN code

→ Remember it so that you can log back in later

V. After the tone simply speak your message

VI. Once done, press 1 or simply hang-up

VII. You can expect a response within one week. Make sure to call back with your Report number and PIN to check for a response.

COUNTRY	PHONE NUMBER	PHONE INSTRUCTIONS
Albania	0035545301801	Number: +355 4 530 1801 Call charged at local rate
Algeria	00213983299338	Number: +213 983 29 93 38 Call charged at local rate
Angola	00244226425610	Number: +244 226 425 610 Call charged at local rate
Anguilla	18334222005	Freephone: 1833 422 2005
Antigua and Barbuda	18334222006	Freephone: 1833 422 2006
Argentina	00541120397280	Number: +54 11 2039 7280 Call charged at local rate
Australia	0061282846262	Number: +61 2 8284 6262 Call charged at local rate
Austria	0800909683	Freephone: 0800 909 683
Bahamas	18334222007	Freephone: 1833 422 2007
Bahrain	0097316501936	Number: +973 1650 1936
Bangladesh	008809610998462	Freephone: +880 (0) 9610 998462
Barbados	0012466239631	Number: +1 (246) 623 9631 Call charged at local rate
Belarus	882004910089	Freephone: 8 820 0491 0089
Belgium	080089326	Freephone: 0800 89 326
Belize	18000130076	Freephone: 1800 0130 076
Benin	0022920900380	Number: +229 20 90 0380 Call charged at local rate
Bermuda	18334222008	Freephone: 1833 422 2008
Bhutan	009752379003	Freephone: +975 2 379 003
Bolivia, Plurinational State of	800105122	Freephone: 800 105 122
Bosnia and Herzegovina	0038770330093	Number: +387 70 330 093 Call charged at local rate
Botswana	8007861103	Freephone: 800 786 1103
Brazil	00551147008838	Number: +55 (11) 4700 8838 Call charged at local rate
Brunei Darussalam	8014657	Freephone: 801 4657
Bulgaria	8002100645	Freephone: 800 210 0645
Burkina Faso	0022625300982	Number: +226 25 30 09 82 Call charged at local rate
Cambodia	1800209867	Freephone: 1800 209 867
Cameroon	00237657103112	Freephone: +237 6 57 10 31 12
Canada	0015143950496	Number: +1 (514) 395 0496 Call charged at local rate
Cayman Islands	0013457695580	Number: +1 (345) 769 5580 Call charged at local rate
Chile	0056224835917	Number: +56 22 483 5917 Call charged at local rate
China	4001201842	Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate.
Colombia	00576012421247	Number: +57 601 242 1247 Call charged at local rate
Costa Rica	0050640360350	Number: +506 4036 0350 Call charged at local rate
Côte d'Ivoire	002250566770918	Freephone: +225 05 66 77 0918
Croatia	08007745	Freephone: 0800 7745
Cyprus	80091142	Freephone: 800 91142
Czechia	800050833	Freephone: 800 050 833
Denmark	004543310961	Number: +45 43 31 09 61 Call charged at local rate
Dominica	18334221998	Freephone: 1833 422 1998
Dominican Republic	0018299471996	Number: +1 (829) 947 1996 Call charged at local rate
Ecuador	1800001432	Freephone: 1800 001 432
Egypt	08000000083	Freephone: 0800 000 0083
El Salvador	0050322304752	Number: +503 2230 4752 Call charged at local rate
Estonia	003726093008	Number: +372 609 3008 Call charged at local rate
Ethiopia	800861919	Freephone: 800 86 1919
Fiji	008002650	Freephone: 008 002 650
Finland	0800392912	Freephone: 0800 392 912
France	0805543753	Freephone: 080 554 3753
French Guiana	0800991448	Freephone: 0800 99 1448
French Polynesia	0800914886	Freephone: 0800 91 4886
Georgia	1800008013	Freephone: 1800 008 013
Germany	08001818952	Freephone: 0800 1818 952
Ghana	00233596993553	Number: +233 59 699 3553 Call charged at local rate
Greece	0080044145924	Freephone: 0080 0441 45924 Can only be connected by Cosmote mobile and OTE landline
Grenada	0014732300333	Number: +1 (473) 230 0333 Call charged at local rate
Guam	18338096777	Freephone: 1833 809 6777
Guatemala	0050223028459	Number: +502 2302 8459 Call charged at local rate
Honduras	80027916139	Freephone: 800 2791 6139
Hong Kong	0085230194193	Number: +852 3019 4193 Call charged at local rate
Hungary	0680984589	Freephone: 06 809 845 89
Iceland	003544150349	Number: +354 415 0349 Call charged at local rate
India	0008000503159	Freephone: 0008 0005 03159
Indonesia	00622180630074	Number: +62 21 8063 0074 Call charged at local rate
Ireland	1800800636	Freephone: 1800 800 636
Israel	0097233741225	Number: +972 3374 1225 Call charged at local rate
Italy	800147694	Freephone: 800 147 694
Jamaica	0018766779125	Number: +1 (876) 677 9125 Call charged at local rate
Japan	0081366270734	Number: +81 3 6627 0734 Call charged at local rate
Jordan	080023801	Freephone: 0800 23801 No mobile access
Kazakhstan	007877273574582	Number: (+7) 877 2735 74582 Call charged at local rate; No mobile access

COUNTRY	PHONE NUMBER	PHONE INSTRUCTIONS
Kenya	00254207650957	Number: +254 20 765 0957 Call charged at local rate
Korea, the Republic of	0082237005146	Number: +82 2 3700 5146 Call charged at local rate
Kuwait	0096522055730	Freephone: +965 2205 5730
Latvia	80005929	Freephone: 800 05929
Lebanon	8338160913	Freephone: first dial 01-426-801 and then 833 816 0913
Lithuania	880030366	Freephone: 8800 30366
Luxembourg	003523420808982	Number: +352 342 080 8982 Call charged at local rate
Malaysia	0060377243136	Number: +60 3 7724 3136 Call charged at local rate
Malta	80065144	Freephone: 8006 5144
Martinique	0800901651	Freephone: 0800 90 1651
Mauritius	0023052970999	Number: +230 5 297 0999 Call charged at local rate
Mexico	00525547806198	Number: +52 55 4780 6198 Call charged at local rate
Moldova, the Republic of	080060016	Freephone: 080 060 016
Morocco	00212530144108	Number: +212 5 30 14 41 08 Call charged at local rate
Myanmar	08008008062	Freephone: 0800 800 8062
Namibia	00264833800103	Freephone: +264 83 380 0103
Nepal	18000010186	Freephone: 1800 001 0186
Netherlands	0031107007503	Number: +31 10 700 75 03 Call charged at local rate
New Zealand	006499135892	Number: +64 9 913 5892 Call charged at local rate
Nicaragua	0050575137610	Number: +505 7513 7610 Call charged at local rate
Nigeria	07080601221	Freephone: 070 8060 1221
North Macedonia	0038925513216	Number: +389 2551 3216 Call charged at local rate
Norway	004724140601	Number: +47 24 14 06 01 Call charged at local rate
Oman	80074161	Freephone: 8007 4161
Pakistan	0080090044437	Freephone: 0080 0900 44437
Panama	005073084480	Number: +507 308 4480 Call charged at local rate
Papua New Guinea	000861322	Freephone: 0008 61322
Paraguay	0098004410266	Freephone: 0098 0044 10266 No mobile access
Peru	080074535	Freephone: 0800 74535
Philippines	180083948474	Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device
Poland	800012953	Freephone: 800012953
Portugal	800831302	Freephone: 800 831 302
Puerto Rico	0017872007305	Number: +1 (787) 200 7305 Call charged at local rate
Qatar	00800101094	Freephone: 00800 101 094
Réunion	1800916980	Freephone: 1800 916 980
Romania	0800400653	Freephone: 0800 400 653
Russian Federation	88001006994	Freephone: 8 (800) 100 69 94
Saudi Arabia	8008501433	Freephone: 800 850 1433
Serbia	0038110520043	Number: +381 10 520 043 Call charged at local rate
Seychelles	800131	Freephone: 800 131
Singapore	006564037051	Number: +65 6403 7051 Call charged at local rate
Slovakia	0800113418	Freephone: 0800 113 418
Slovenia	080083115	Freephone: 0800 83115
South Africa	0027214277937	Number: +27 (21) 427 7937 Call charged at local rate
Spain	0034900031156	Number: +34 900 031 156 Call charged at local rate
Sri Lanka	0094720910370	Number: +94 (72) 091 0370 Call charged at local rate
Sudan	00249156559883	Freephone: +249 15 655 9883
Suriname	8338160919	Freephone: 833 816 0919
Sweden	0201604703	Freephone: 020 160 4703
Switzerland	0800005691	Freephone: 080 000 5691
Taiwan, Province of China	00886277438912	Number: +886 2 7743 8912 Call charged at local rate
Tanzania, the United Republic of	0800111020	Freephone: 0800 11 1020
Thailand	006628449693	Number: +66 2 844 9693 Call charged at local rate
Trinidad and Tobago	0018682241869	Number: +1 (868) 224 1869 Call charged at local rate
Tunisia	0021631300338	Number: +216 31 300 338 Call charged at local rate
Turkey	00800448828602	Freephone: 0080 04488 28602
Turks and Caicos Islands	18334621355	Freephone: 1833 462 1355
Uganda	00256414238162	Number: +256 41 423 8162 Call charged at local rate
Ukraine	0800801205	Freephone: 0800 801 205
United Arab Emirates	80004440408	Freephone: 800 0444 0408
United Kingdom	08000224118	Freephone: 080 0022 4118
United States of America	0016692887154	Number: +1 (669) 288 7154 Call charged at local rate
Uruguay	000415985762	Freephone: 0004 1598 5762
Venezuela, Bolivarian Republic of	00582123357722	Number: +58 212 335 7722 Call charged at local rate
Viet Nam	008419003271	Number: +84 1900 3271 Call charged at local rate
Virgin Islands (British)	18334621356	Freephone: 1833 462 1356
Virgin Islands (U.S.)	18337246398	Freephone: 1833 724 6398
Zimbabwe	002638677422010	Freephone: +263 867 742 2010