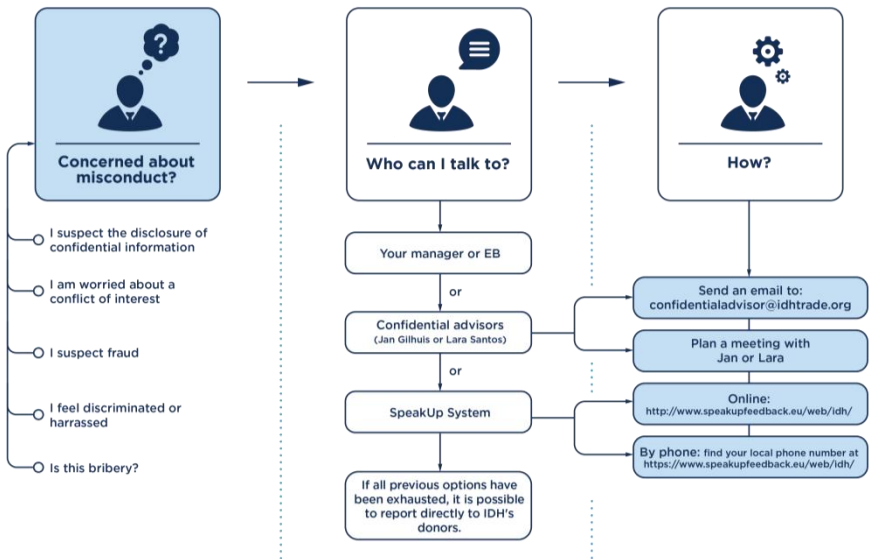


# Speak Up

## IDH's SpeakUp policy

IDH prioritizes an open and transparent culture where everyone feels safe. Speaking up is important and the right thing to do. When you suspect a violation of IDH's values, policies or national laws or regulations it is important to report this. We recognize it may not be easy to report. But bear in mind you give the organization the opportunity to address it and mitigate (some of the) consequences. Anyone reporting in good faith will be protected against reprisals and negative consequences. IDH offers its reporting mechanisms to staff and anyone outside the organization that becomes aware of (potential) misconduct related to IDH.



## Speak to your manager or the Executive Board

You should always feel free to reach out to your people manager to discuss anything you have on your mind, including concerns you have. If the issue concerns/involves your manager, speak to IDH's Executive Board.

## Speak to one of IDH's confidential advisors

When you feel uncomfortable with reaching out to your people manager or EB, you can speak to one of the confidential advisors.

He/she will help to find a solution where possible and will treat all information provided as confidential and will not share this unless specifically requested by you. The confidential advisor can report directly to the EB, is well embedded in the daily operations of IDH and has an exemplary position regarding compliance with the Code of Conduct.

## Report using IDH's SpeakUp system

If you are uncomfortable with the above options or if you prefer to remain anonymous, use our external SpeakUp system to raise your concern confidentially and in your own language. The SpeakUp system is ran by an independent 3rd party and available 24/7/365. You can report through the SpeakUp system:

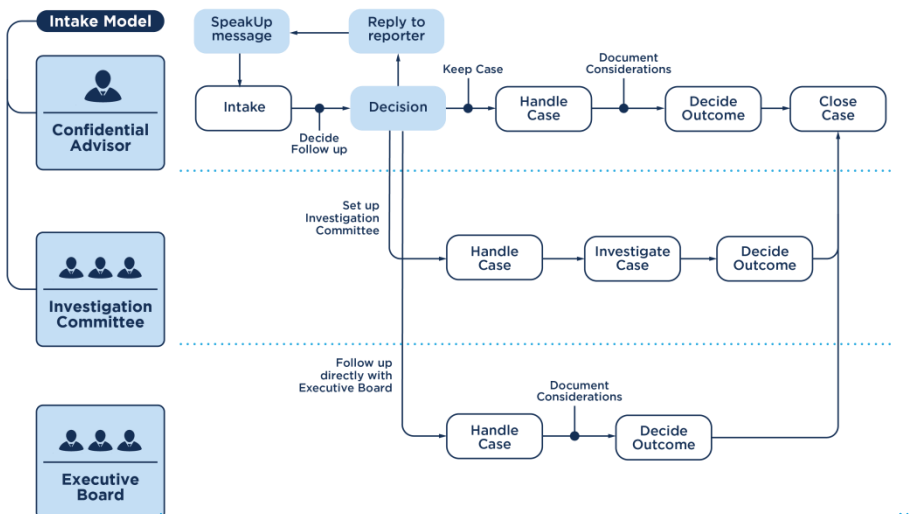


**ONLINE** To report misconduct online, please visit IDH's SpeakUp system at: <http://www.speakupfeedback.eu/web/idh/> where you can fill in a form to submit your concern.



**BY PHONE** To report misconduct by phone, please call the SpeakUp line in your country (free of charge). Please go to: <http://www.speakupfeedback.eu/web/idh/> to find your local phone number.

Note: If your country is not listed in the SpeakUp system, please select the Netherlands to file a report of your concern online.



## Protection when you speak up

You will not face reprisals or negative consequences for reporting a concern or allegation in good faith. Retaliation against reporters may lead to disciplinary measures.

All parties involved, including the accused, are entitled to confidentiality in order to avoid unnecessary damage to their reputation. Review and investigation are conducted in an independent, fair and unbiased manner with respect to all parties involved and in accordance with relevant laws and principles (including fair hearing).

## Follow-up

If your concern is well-founded appropriate measures will be taken. IDH will inform you within 8 weeks after you raised your concern. If the EB cannot inform you in time, they will inform you of this delay, the reason and when you can expect to receive it in writing. The term for informing you can be extended with a maximum of four weeks. You will be given the opportunity to respond to the position of IDH.

The EB may decide an external organization should be informed. If so, they will notify you, unless there are serious objections against notifying you. All reporting remains confidential. This means that information about your concern will only be shared with a limited number of people and on a strict need-to-know basis. The 3rd party that hosts the SpeakUp system will never disclose voice-file, IP addresses or phone numbers to IDH.

## IDH's confidential advisors

- Jan Gilhuis: [Gilhuis@idhtrade.org](mailto:Gilhuis@idhtrade.org)
- Lara Santos: [dosSantos@idhtrade.org](mailto:dosSantos@idhtrade.org)

Confidential advisors can also be reached at [confidentialadvisor@idhtrade.org](mailto:confidentialadvisor@idhtrade.org)

**This flyer presents a summary of IDH's SpeakUp policy. You are encouraged to read the SpeakUp policy for a complete overview of the process, your rights and responsibilities.**