



## SpeakUp Policy

### Introduction

VAC is committed to compliance with all applicable laws and the highest standards of integrity and ethics. We want to do this the right way. We are conducting business in accordance with the highest ethical and legal standards as set out in our Code of Conduct. The Code guides us in acting responsibly, ethically, lawfully, with integrity and respect in a transparent manner. Our success and reputation depend on the behavior of all of us, every day again. Maintaining the trust and confidence of our stakeholders is fundamental to our business.

While doing our work, we may be confronted with obstacles, difficult choices and dilemmas. At such moments, we have our Code of Conduct, which is our guide for good business conduct. When you have a concern about a (suspected) violation of our Code of Conduct, we encourage you to speak up and express your concerns.

We understand that it takes courage to speak up. At VAC Group we stand for a culture of openness, transparency and fair treatment. Anyone who takes the courage to raise a concern in good faith, is doing the right thing and never has to be afraid of any penalty. If you are worried that something wrong or dangerous is happening at work, please do not keep it to yourself.

This SpeakUp Policy gives you guidance on how to raise concerns. Please help us keeping VAC the excellent place to work by speaking up and raising any concern you may have. We will highly appreciate that.

Finally, we would like to point out that you have the opportunity to raise any serious concern through the SpeakUp line. The SpeakUp line allows you to engage in communication with the VAC Compliance Team confidentially, anonymously, and in your own language. You will find more information on that in this SpeakUp Policy.

Dr. Erik Eschen  
Chief Executive Officer

Timo Müller  
Chief Compliance Officer

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## 1. SCOPE & PURPOSE

- 1.1. This SpeakUp policy describes the means by which reports of confirmed or suspected incidences of fraud and misconduct are being handled.
- 1.2. The SpeakUp policy applies to all directors, officers, shareholders, employees, suppliers, contractors, consultants, temporary employees, practical trainees, apprentices, applicants, agents and other representatives of VAC Group (hereinafter collectively referred to as employee/employees).

## 2. SUSPICION OF MISCONDUCT/ FRAUD

- 2.1. Each employee who may learn of any potential fraudulent or unethical conduct in serious violation of the VAC Code of Conduct and/or applicable law is encouraged to report the latter.
- 2.2. Each employee is encouraged to address a suspected misconduct directly with the person(s) involved. If this is not possible or an employee feels not comfortable in doing so, every employee can feel free to raise questions and concerns through any of the available channels described below:

### **Talk to your (direct) manager**

The first person to approach when raising a concern is your direct manager. If this is not possible or you do not feel comfortable doing so, please feel free to raise questions and concerns through any of the available further channels as described below.

### **Talk to the Compliance Officer**

It is also possible to contact your local Compliance Officer directly.

### **Talk to the Chief Executive Officer and the Chief Compliance Officer**

You may also contact the Chief Executive Officer and the Chief Compliance Officer of VAC Group. Please find a list with the contact details of the VAC Compliance Team on the VAC website ([www.vacuumschmelze.com](http://www.vacuumschmelze.com)) under the section downloads/compliance.

### **Use the SpeakUp line**

In the event you believe that your concern cannot be dealt with through any of the channels above, you can use the SpeakUp line to report your concern. The SpeakUp line allows you to engage in communication with the VAC Compliance Team confidentially, anonymously, and in your own language. You can do this via web or phone. The dial-in and access details for SpeakUp in the various countries are set forth in the attachment hereto. SpeakUp line is being managed by an independent service provider and is available 24/7/365.

- 2.3. Through the SpeakUp line, reports can be made anonymously and directly to the Compliance Team at VACs headquarter in Hanau, Germany. The Compliance Team at VACs headquarter comprises the Chief Executive Officer, the Chief Compliance Officer and the General Counsel who are being located at VAC Hanau, Germany. If the report concerns one of the Members of the Compliance Team itself, the Report will not be forwarded to this Team Member and he will not take part in any investigation. Additionally, the report can also be forwarded to the Compliance Officers at the VAC foreign locations, if the facts of the case require this for

practical reasons.

**You can find more specific Information about the SpeakUp line, especially, on how to leave a message by using the SpeakUp line, in the attached document.**

- 2.4. Should the messenger wish to meet personally with a representative of the Compliance Team to report his concerns, it will be tried to make this possible.
- 2.5. In order to minimize unclear and false reporting, the VAC Group has decided not to investigate any anonymous reports, which are received through other channels than the SpeakUp line.

### 3. REPORTING IN BAD FAITH

The VAC Group takes the practice of reporting in bad faith very seriously. This act is considered to be a serious breach of the Code of Conduct and disciplinary action will be taken against employees reporting in bad faith.

### 4. ASSIGNING RESPONSIBILITIES

- 4.1. All reports coming through the SpeakUp line will be made available to the Compliance Team.
- 4.2. Upon receipt of a report the Compliance Team will evaluate and assess the information received and determine the appropriate course of action. This may include an investigation directly conducted by the Compliance Team and/or by person(s) being appointed by the Compliance Team who will conduct or assist with the investigation under the supervision of the Compliance Team. The Compliance Team will ensure that all reported cases will be investigated and documented properly.
- 4.3. VAC Group expects management at all levels to handle all matters concerning any misconduct seriously, confidentially, fairly and promptly. Management is obliged to co-operate fully with and assist whoever is appointed to investigate the misconduct.

### 5. REPORT NOT UNDER INVESTIGATION

The Compliance Team has the right not to investigate a report. This can be the case if:

- (a) There is insufficient information for an adequate investigation and there is no possibility of obtaining further information;
- (b) It is established that the report was made in bad faith.

### 6. REPORTING

The Compliance Team will compile a monthly report of all open cases and may share this with third parties as it may reasonably determine under consideration of applicable law. This report will also include information about cases that are not being investigated or that have been closed during the preceding month.

## 7. PROTECTION & RIGHTS OF THE MESSENGER

- 7.1. The identity of all messengers who ask for anonymity will be protected and the VAC Group has a strict policy of non-retaliation against messengers under this procedure. All reporting channels are designed to maintain the confidentiality of the identity of the messenger and of third parties mentioned in the report, should anonymity be desired. It is ensured that the identity of the messenger is not disclosed to anyone other than authorized employees responsible for receiving reports or taking follow-up action without the messenger's express consent. This also applies to any other information from which the identity of the messenger can be directly or indirectly inferred. Only in the case of section 7.4 may or must an exception be made to this. Unauthorized employees shall not be given access to sensitive information that could violate the anonymity and confidentiality of the report. Third party that hosts the SpeakUp line will never disclose voice-file, IP addresses or phone numbers, section 7.4 applies.
- 7.2. If the report is made to the supervisor, the supervisor shall exclusively inform the Compliance Team of the matter, which shall be responsible for the further processing of the matter
- 7.3. The right of non-retaliation is granted under the Code of Conduct and violation of this right will not be tolerated. Becoming a messenger does not, however, automatically result in immunity for misconduct.
- 7.4. Voice file, IP addresses phone might be handed over to the authorities, but never to VAC Group if the report has come through the SpeakUp line. Even if the procedure has been followed correctly, there are two exceptions as set forth at the end of this paragraph where a messenger's protection cannot be granted. In these matters, the competent authorities might be involved:
- (a) In cases where it is established that a report has been made in bad faith;
  - (b) If the report itself is a criminal offence, e.g., a serious threat;
  - (c) If there is a governmental or judicial request (for example, in the context of a criminal investigation) to disclose information.
- 7.5. In the case of reports via the SpeakUp hotline, the reporter will receive confirmation of receipt of the report via the SpeakUp system within seven days at the latest.
- Furthermore, the reporting party will receive feedback on the process (e.g. result, follow-up questions and so forth) no later than three months after the confirmation of receipt of the message (details on retrieving messages via the SpeakUp hotline are described in the appendix to this policy).
- 7.6. If the messenger is not satisfied with the follow-up and/or outcome of his/her report or when he/she does not feel protected, he/she can file a complaint directly with the Compliance Team or through the SpeakUp line. When the complaint comes through the SpeakUp line, it will be forwarded to the Compliance Team.

8. DATA PROTECTION & PRIVACY

The SpeakUp policy relies on the processing of personal data. VAC Group complies with the mandatory data protection law.

In particular, reports shall not be kept longer than is objectively necessary and proportionate for the follow-up of the report.

9. CONTACT DETAILS

Contact details for the Compliance Team and the VAC Code of Conduct are available on the VAC website ([www.vacuumschmelze.com](http://www.vacuumschmelze.com)) under the section Downloads/Compliance.

The dial-in and access details for SpeakUp in the various countries are set forth in the Attachment hereto.

# Attachment

## 1. SpeakUp: How to leave a message



### Leaving a message

You can choose to leave a (new) message via the SpeakUp<sup>®</sup> phone or web system. We advise that you write down your message beforehand; this way you are sure about the information you are about to give and that your message is comprehensive and to the point.

SpeakUp phone: please dial the **country specific number**

SpeakUp web: please go to the **country specific URL**

The **country specific number** and **URL** are set forth in the Attachment hereto.

You will be asked to enter the **country specific access code** that is set forth in the Attachment hereto. Select the language in which you would like to leave your message.

Have a pen ready when leaving the message. You will receive a personal six digit case number, which is randomly generated. It is very important that you write this down, as you need it to check the response from VAC Group when you come back to SpeakUp<sup>®</sup> later.

If you use the SpeakUp<sup>®</sup> phone system, make sure to pronounce clearly, and ideally spell out names and locations. If you are finished, simply hang up.

If you use the SpeakUp web system, you can type in or simply copy/paste your message. It also allows you to upload documents to your message. When you are finished, you can press the 'send message' button; a screen with your case number and message will appear, which can be easily printed out.

#### [What happens in the meantime...](#)

The moment you hang up the phone or you have sent your message, People Intouch starts the translation of the message into English (if necessary). If it is a phone message, the recorded sound file will be written down word by word first. **The recorded sound file will never be handed over to VAC Group.**

Once the transcription and translation is done, the exact message - both in the original language as in English - will be sent to the Compliance Team. The Compliance Team will evaluate the message and send a response to People Intouch.

People Intouch will translate the response and post it on the SpeakUp system. For phone, People Intouch will also record the response.

#### [Reading your response](#)

Within a week, a response will be ready for you on the SpeakUp system. In general you can find this response via the same way you have left your message, using the dial-in details mentioned above. Note that it is possible to switch from **phone** to **web** at a later stage, but you can never switch from web to phone.

To check your reply, you will be asked to press 1 if you already have a case number. To hear your response, press 1 and enter your case number. After you have heard your response, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up/log out and come back another time.

If you notice that a response has not been left for you yet, please be assured that the message is being reviewed and that a response will be available for you in a few working days. It is wise to check for a response regularly.

## 2. Frequently Asked Questions about the SpeakUp system

### a) What is SpeakUp?

It is a service ('communication instrument') enabling all employees within the VAC Group to report serious breaches that would otherwise not be reported in complete anonymity. You can do this either by phone or via a secure website, without the interference of a human operator.

### b) What is SpeakUp intended for?

You can raise every serious suspected illegal activity, fraud, or any other activity, which appears to be inconsistent with the VAC Code of Conduct or applicable Law.

### c) How does SpeakUp work?

Phone: You dial the free phone number, enter your access code and leave your message. During your call you will not talk to an operator. All instructions have been pre-recorded and will guide you through the process easily. Within one week you can call back to listen to the VAC Group's response. You can post a new follow-up message to this response. This conversation cycle can be repeated endlessly.

*(Tip: write down your message before you make the call.)*

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

### d) Who operates SpeakUp?

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for processing all messages. Founded in 2004, People Intouch is based in Amsterdam, the Netherlands. The SpeakUp<sup>®</sup> reporting system is already used by numerous well-known companies such as BMW, Roche, Skanska, IKEA and Randstad.

### e) Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the simple process and phone menu.

### f) Can my identity be discovered?

VAC Group will receive a typed word-for-word transcript of what you have said. You are in total control of the content of the message you leave: if **you** leave your contact details in your message, SpeakUp will forward it; if you do **not** leave your contact details, SpeakUp and VAC Group will not know who you are. Furthermore, VAC Group has agreed not to seek for the identity of any caller.

g) Will my voice be heard by the VAC Group?

No. The SpeakUp system is operated by People Intouch, an independent Dutch company that transcribes and translates your message and sends VAC Group a typed word-for-word transcript of what you have said.

*(Tip: if you do not feel comfortable leaving a phone message, have someone else read out your message on the phone system or leave a message on the web system)*

h) Can the VAC Group trace my connection data?

No, the SpeakUp system is operated by People Intouch. The VAC Group has no access to the connection data. Phone details or IP-addresses will never be handed over to the VAC Group. However, it could be that VAC Group traces user information from your VAC Group telephone or computer, note that you can use a public or non-identifiable telephone or computer as well.

i) What happens with the recording of my message?

Upon confirmation of receipt of the transcribed and/or translated message by VAC Group, the recording will be erased immediately by People Intouch.

j) Will confidentiality ever be broken?

The exception to the afore mentioned: if the SpeakUp system receives a message whereby the caller is threatening violence or a criminal act, the VAC Group can request to retain the recording to hand it over to the authorities. Still, the voice file and/or connection data will never be handed over to VAC Group.

k) Who is paying for my call?

Access is via a free phone number so you will call at no cost. *However, it can be that in exceptional cases (for some mobile operators for instance) local costs will apply.*

l) Is there a limit on the length of message I can leave?

No. However, after seven minutes you will get a notification followed by an option to continue.  
*(Tip: try to be as comprehensive and to the point as possible in your message)*

m) What do I need to do when the SpeakUp Phone system is not accessible?

If you have tried calling from a mobile phone, then please try again using a fixed land line, we have experienced that this is the best way to reach the SpeakUp phone system. If you still encounter problems accessing the SpeakUp phone system, you can send an email to [speakup@peopleintouch.nl](mailto:speakup@peopleintouch.nl). Your name, contact details or other sensitive information will never be handed over to VAC Group.

n) How quickly will my message be passed on to the VAC Group?

Your transcribed message will be sent to VAC Group, in principle, within one working day.

**o) Who at the VAC Group receives my message?**

The Compliance Team of VAC Group (Chief Executive Officer and Chief Compliance Officer), which is being located at VAC Hanau, Germany.

**p) I want to remain anonymous, but would like to receive a response; how can I manage?**

The SpeakUp system will give you a unique case number. Please make sure to write this down carefully. This case number enables you to listen to or read the response from VAC Group when you return to the system.

**q) How quickly can I check for a response?**

VAC Group strives to respond within one week. If no answer is available after a week, we advise you to try once more after a few days, or leave a new message with a new case number and refer to your other case number.

**r) Can I call SpeakUp at any time?**

Yes, the SpeakUp phone service is available 24 hours per day and 365 days a year from every telephone. Each country has its own free phone number and access code.

**s) Can I leave a message in my native language?**

Yes, you can leave a message in your native language. Agreements are made with VAC Group about language options for each country. When leaving your message, you can simply choose one of these languages. Responses will be in your native language as well.

**t) Can I leave documents?**

Yes, the SpeakUp Web Service enables you to attach (electronic) documents.

When you left a message on the phone system, you can log on to the web system using the same case number. Press on the button 'if you already have a case number'. Here you can leave your (electronic) documents.

*If you would like to stay anonymous, please make sure your contact details are not mentioned in the attachments or in its properties.*

**u) What if I don't remember my case number?**

If you have lost your case number, we ask you to leave your message again with a new case number. If you had written down your message for your first call, this will not take up much of your time. Use the new case number for all further communication.

**v) I do not know where to find the information to leave a message. Where can I find this?**

The information to leave a message can most likely be found on the Intranet page or the Internet page of VAC Group.

w) [What is personal data and is my personal data protected by law if I leave a message through SpeakUp?](#)

Personal data is (in short) information that can be used to (directly or indirectly) identify an individual (e.g. name, address, picture, phone number), which could be yourself or another person mentioned in your message. The processing of personal data through the SpeakUp system is strictly regulated (under the General Data Protection Regulation (**GDPR**)).

x) [What are my rights if I leave a message containing my personal data through SpeakUp?](#)

VAC Group is responsible for assuring your rights under the GDPR, which include: right to access, right to correction, right deletion/'to be forgotten', right to restriction of processing, right to data portability, right to object and right to file a complaint with the responsible supervisory authority. Internal policies at VAC Group should clarify how you can exercise these rights. VAC Group should also notify the relevant person if a so-called 'personal data breach' occurs in case there is a high risk to the rights and freedoms of that person.

y) [Why is my consent to process any personal data not requested when I leave a message in the SpeakUp system?](#)

Employees, such as you, are (in general) not being considered to be in a position to freely give, refuse or revoke consent, because there is a dependency resulting from the relationship between employee and employer. Any personal data included in a message that is being processed through the SpeakUp system, is processed on the ground that it is necessary for the purpose of detecting misconduct that otherwise would not be detected.

### 3. SpeakUp Tips for leaving a message

- ✓ Write down your message before leaving it. When using the SpeakUp web system you can copy/paste the message. When using the SpeakUp phone system you can simply read your message out loud.
- ✓ If you do not feel comfortable leaving a phone message, ask somebody else to read out your message in the SpeakUp phone system or leave a web message.
- ✓ If you are afraid of being traced: use an unidentifiable phone or computer, like a pay phone or an internet cafe.
- ✓ Anyone with access to the PC can view the contents of the web browser cache and find out what web sites and pages have been viewed on that PC recently. Therefore, it is advisable to clear the browser cache memory after using the SpeakUp system.
- ✓ Leave your message on your best suitable time and place. The system is available 24/7 from every telephone or computer.
- ✓ Make sure to write down or print (in case of using the web system) the case number.
- ✓ Remember that the case number is a personal case number. Only you know this number. So, if you want to refer to another case in your message, you should not use this number. You can e.g. instead use the exact date/time with a clear description of the content of the other case.
- ✓ When you leave your message, make sure you have made up your mind about remaining anonymous or not.
- ✓ When you leave your message, make sure you have thought about the amount and type of information you want to include in your message.
- ✓ It is helpful to receive as much facts as possible (for example a clear location, invoice numbers and exact dates).
- ✓ Personal names can also be vital, but please make sure to only include personal names if these are truly needed for the purpose of addressing and solving the matter you report. Keep it factual if you provide information about a person and do not include sensitive information which is clearly part of that persons private life (e.g. mental or physical condition or religious beliefs). If you decide to add names, preferably spell them out.
- ✓ If you have proof of your case in electronic form, please use the upload document facility of the SpeakUp web system. You can even use this web facility when leaving a message by phone, by using the case number you received.
- ✓ Always call back (phone) or log in again (web) to check whether a response was left for you.

**Dial-in and access details:**

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/dn4hj5)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
1 ARGENTINA	08006660078	www.speakupfeedback.eu/web/dn4hj5/ar	72010	Latin American Spanish	US English		
2 AUSTRALIA	1800452051	www.speakupfeedback.eu/web/dn4hj5/au	78897	English			
3 AUSTRIA	0800-295175	www.speakupfeedback.eu/web/dn4hj5/at	96408	German	English		
4 BELGIUM	0800-71365	www.speakupfeedback.eu/web/dn4hj5/be	85724	Flemish	French	English	
5 BRAZIL	08008919678	www.speakupfeedback.eu/web/dn4hj5/br	09964	Brazilian Portuguese	US English		
6 CANADA	1-866-8181239	www.speakupfeedback.eu/web/dn4hj5/ca	73900	US English	French Canadian		
7 CHILE	12300202775	www.speakupfeedback.eu/web/dn4hj5/cl	68958	Latin American Spanish	US English		
8 CHINA	4009901434 If you are calling with provider Netcom: 108007440179 If you are calling with provider Telecom: 108004400179	www.speakupfeedback.eu/web/dn4hj5/cn	39523	Mandarin Simplified	Cantonese Simplified	English	
9 CZECH REPUBLIC	800 900 538	www.speakupfeedback.eu/web/dn4hj5/cz	85321	Czech	English		
10 DENMARK	80885638	www.speakupfeedback.eu/web/dn4hj5/dk	43713	Danish	English		
11 EGYPT	0800 0000615	www.speakupfeedback.eu/web/dn4hj5/eg	82344	Arabic	English		
12 ESTONIA	800 0044 208	www.speakupfeedback.eu/web/dn4hj5/ee	09626	Estonian	English		
13 FINLAND	08001-13031	www.speakupfeedback.eu/web/dn4hj5/fi	96345	Finnish	English	Swedish	
14 FRANCE	0800-908810	www.speakupfeedback.eu/web/dn4hj5/fr	60791	French	English		
15 GERMANY	0800-1801733	www.speakupfeedback.eu/web/dn4hj5/de	97875	German	English		
16 GREECE	0080044142695	www.speakupfeedback.eu/web/dn4hj5/gr	48176	Greek	English		
17 INDIA	0080004401221	www.speakupfeedback.eu/web/dn4hj5/in	03089	English	Hindi		
18 IRELAND	1800-552136	www.speakupfeedback.eu/web/dn4hj5/ie	87048	English			
19 ITALY	800-787639	www.speakupfeedback.eu/web/dn4hj5/it	22326	Italian	English		
20 JAPAN	0120 774878	www.speakupfeedback.eu/web/dn4hj5/jp	54030	Japanese	English		
21 KOREA (SOUTH)	007984424261	www.speakupfeedback.eu/web/dn4hj5/kr	24759	Korean	English		
22 KUWAIT	22282084	www.speakupfeedback.eu/web/dn4hj5/kw	63477	Arabic	English		
23 LATVIA	8000 2490	www.speakupfeedback.eu/web/dn4hj5/lv	12869	Latvian	English		
24 LITHUANIA	880090006	www.speakupfeedback.eu/web/dn4hj5/lt	92971	Lithuanian	English		
25 LUXEMBOURG	800-21048	www.speakupfeedback.eu/web/dn4hj5/lu	76553	French	German	English	
26 MALAYSIA	1-800-88-4307	www.speakupfeedback.eu/web/dn4hj5/my	41702	Malay	English		
27 MEXICO	018001234618	www.speakupfeedback.eu/web/dn4hj5/mx	83011	Latin American Spanish	US English		
28 NETHERLANDS	0800 0222931	www.speakupfeedback.eu/web/dn4hj5/nl	94175	Dutch	English		
29 NORWAY	800-18333	www.speakupfeedback.eu/web/dn4hj5/no	18879	Norwegian	English		
30 POLAND	008004411739	www.speakupfeedback.eu/web/dn4hj5/pl	07702	Polish	English		
31 PORTUGAL	800-831528	www.speakupfeedback.eu/web/dn4hj5/pt	16229	Portuguese	English		
32 SAUDI ARABIA	8008442726	www.speakupfeedback.eu/web/dn4hj5/sa	80780	Arabic	English		
33 SLOVAKIA	0800004529	www.speakupfeedback.eu/web/dn4hj5/sk	21315	Slovak	English		
34 SLOVENIA	080080806	www.speakupfeedback.eu/web/dn4hj5/si	31274	Slovene	English		
35 SOUTH AFRICA	0800991526	www.speakupfeedback.eu/web/dn4hj5/za	58230	English			
36 SPAIN	900-973174	www.speakupfeedback.eu/web/dn4hj5/es	26042	Spanish	English		
37 SWEDEN	020-798813	www.speakupfeedback.eu/web/dn4hj5/se	81483	Swedish	English		
38 SWITZERLAND	0800-561422	www.speakupfeedback.eu/web/dn4hj5/ch	63842	Swiss German	French	Italian	English
39 TURKEY	00800 448824369	www.speakupfeedback.eu/web/dn4hj5/tr	57396	Turkish	English		
40 UNITED ARAB EMIRATES	80004412727	www.speakupfeedback.eu/web/dn4hj5/ae	37639	Arabic	English		
41 UNITED KINGDOM	0800-1693502	www.speakupfeedback.eu/web/dn4hj5/gb	55799	English			
42 UNITED STATES	1-866-2506706	www.speakupfeedback.eu/web/dn4hj5/us	45690	US English	Latin American Spanish		