



## ADAMA Compliance Helpline

### How to leave a message

#### Step 1: Leave a new message via the Compliance Helpline System

You can choose to leave a (new) message via the phone or web system. The working of both systems is similar and very simple. Whichever system you choose, it is advised to write down your message beforehand; this way you are sure about the information you are about to give and is ensured that your message is comprehensive and to the point.

To use the phone system, please dial the free phone number for your country or use the web system. You will be asked to provide the access code 0070 by the call center when leaving a message. Please select the language in which you would like to leave your message.

Have a pen ready when leaving the message. You will receive a case number, which is randomly generated. It is very important that you write down this case number. This case number will enable you to read or listen to the response from ADAMA when you log back in or call back later.

If you use the phone system, you can leave your message with the call center agent. Please make sure to pronounce clearly, and ideally spell out names and locations.

If you use the web system, you can type in or simply copy/paste your message. When you are finished, you can press the 'send message' button; you will need to create an inbox, which will generate a random Case ID number and require you to set a password. This inbox will allow you to access your response securely. You can use your inbox to send additional information about the case or view case related information. The web system has the advantage that you can print out your exact message and you can upload documents in the first instance.

#### What happens in the meantime...

The moment you hang up the phone or you have sent your message, EQS 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 ADAMA.

Once the transcription and translation is done, the exact message -both in the original language as in English- will be sent to the Head of Compliance who will evaluate the message and will send a response to EQS.

EQS will translate the response if necessary and post it on the web system. For the phone system, EQS will translate if necessary and record the response and put it on to the phone system.

## Step 2: Return to the Compliance Helpline System to access the

Within a week, a response will be ready for you on the Compliance Helpline system. Please note that you will find your response on the same system where you left your original message. So, if you left your message on the phone system, a response will be ready for you on the phone system; the same applies to the web system.

If you have used the phone system, please dial the free phone number for your country and enter the access code 0070.

If you have used the web system, please go to your country specific URL

Select the same language option as the option you chose initially.

After you have heard your response via the phone system, you can immediately post a new follow-up message; if you need some additional time to think, you can simply hang up and call back another time. This works exactly the same when using the web system: you can post a follow-up message, or you can log out and return to the web system at a later instance.

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.

## Compliance Helpline Tips for Leaving a Message

- Write down your message before leaving it. When using the Compliance Helpline web system you can copy/paste the message. When using the Compliance Helpline 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 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 café.
- Leave your message at 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.
- 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.
- To speed up the process, give as many details as possible to strengthen your message: names, location, number of invoice etc. Preferably spell them out.
- If you have proof of your case in electronic form, please use the upload document facility of the 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.