

WHISTLEBLOWING PLATFORM TUTORIAL

The purpose of this tutorial is to provide instructions on how to use the Whistleblowing platform activated by the company in order to allow whistleblowers to send reports of unlawful conduct committed by the company, with the aim of protecting them as provided for in Legislative Decree no. 24/2023.

Here are the instructions for submitting your reports:

1) Access to the platform

Via the <https://zamet.sibilus.io> platform link, the interface is as follows

F.A.Q. and USEFUL DOCUMENTS

Welcome

Through this platform it is possible to report any violations, even just suspected, of national or European Union regulations that harm the public interest or the integrity of the company.

The internal reporting channel cannot be used to make false accusations against third parties and, in general, deliberately inaccurate information cannot be reported. We encourage you to report by providing your name, but anonymous reporting is also allowed.

If you want to make **anonymous report**, it is important to consider the following:

- do not use a company PC and/or a device connected to the company network/intranet;
- provide as much data and information as possible;
- the anonymous report will be taken into consideration only if adequately substantiated and with all the useful information to verify it independently of the knowledge of the identity of the reporter;
- the company reserves the right not to follow up on unsubstantiated anonymous reports, which will be considered inadmissible and therefore archived;
- regularly check, through the "find report" section of the platform, the status of the report and interact with the company, also answering any questions from the channel manager;
- in case of anonymous reporting, the company is not able to guarantee all the protections provided for by Legislative Decree no. 24/2023 (whistleblowing discipline); the anonymous reporter subsequently identified will be able to take advantage of all the aforementioned protections.

If a natural person who operates in your same work context has assisted you in making the report (so-called "Facilitator"), indicate his/her data in the relevant report form and describe the support activity he/she has carried out. The same protection and safeguard measures provided for the reporter also apply to the Facilitator: his/her identity and the assistance provided will be kept confidential.

Once the report is submitted, the system will automatically provide you with a 16-digit code (the so-called "Report code"). It is extremely important that you take note of this code; it will allow you to follow the status of your report and maintain constant contact with the channel manager through the "find report" section of the platform. Through the platform, the company may request additional data and information from you to evaluate the admissibility and validity of the report. Please regularly monitor the platform through the "find report" section and promptly respond to any requests for company integration in order to allow effective management of the report. The company has no way of knowing or recovering the "Report code".

Written report

- Allows you to submit written reports.
- Offers the possibility to remain anonymous, if desired.
- Allows for detailed and accurate communication, allowing the whistleblower to provide all relevant information.
- It is a fast and efficient channel to send reports.
- The written report will be archived for a maximum of 5 years and may constitute evidence in case of internal investigations, future disciplinary proceedings, criminal or accounting proceedings.
- A "report code" will be generated that will allow you to follow the status of the report and maintain constant contact with the report manager through the "find report" section of the platform.

Voice report

- Allows you to record voice reports through a dedicated voice mailbox.
- Offers the possibility to remain anonymous, if desired.
- The voice registration is promptly transcribed, with the possibility of correcting the text.
- Provides a direct way to report violations and provide important details through voice recording and transcription.
- The transcription of the recording allows to have a clear and detailed document of the report, facilitating its analysis and investigations.
- The transcription will be archived for a maximum of 5 years and may constitute evidence in case of internal investigations, future disciplinary proceedings, criminal or accounting proceedings.
- A "report code" will be generated that will allow you to follow the status of the report and maintain constant contact with the report manager through the "find report" section of the platform.

In-person report

- Allows you to meet directly with the report channel manager.
- Offers the opportunity for direct communication.
- Allows for in-depth discussion and the possibility to fully express the details of the case as well as any concerns.
- Fosters the establishment of a relationship of trust with the channel manager as well as the possibility of requesting clarifications and receiving further information on the process of managing the report.
- A preliminary comparison is required - through the platform - to plan the meeting and ensure the whistleblower's confidentiality. The meeting will be recorded.
- A "report code" will be generated that will allow you to follow the status of the report and maintain constant contact with the report manager through the "find report" section of the platform.

Forward report

- Use this section if you have received a report from third parties outside the platform.
- Indicate the references of the reporter to whom the "Report Code" will be sent.
- Allows the acquisition and management on the platform of reports received through other methods.

Find report

- Search for your report by entering the "report code" that was provided to you immediately after submitting the report.
- Please regularly monitor the platform through this section and promptly respond to any requests for company integration in order to allow effective management of the report.

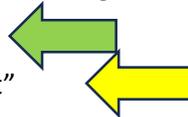
From this interface, the user (following the indicated options) can make a report in three different ways

2) **Written report** by clicking on the appropriate section

The screenshot shows the ZAMET reporting interface. At the top right, it says 'F.A.Q. and USEFUL DOCUMENTS'. Below the 'Welcome' header, there is a paragraph explaining the platform's purpose and a note about false accusations. A blue arrow points to the 'Written report' section, which is highlighted. The 'Written report' section lists several benefits: allowing anonymous reports, detailed communication, fast reporting, and 5-year archiving. Other sections include 'Voice report', 'In-person report', 'Forward report', and 'Find report', each with their own set of features and benefits.

An interface with a dedicated form to send a report in writing will follow:

- A. Completion of the form in all its parts
- B. Send the report by clicking on "Send Report"



Date*
DD/MM/YYYY

Time Period
From DD/MM/YYYY - To DD/MM/YYYY

As an alternative to the specific date:

Place*
Place where the unlawful conduct occurred

Other Information
Ex: type of unlawful conduct, category of ownership of the reporting agent, legal relationship with institution

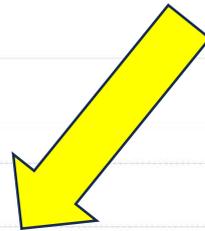
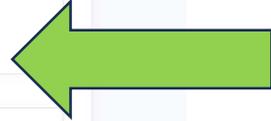
Credentials of the person who committed the unlawful conduct*
Ex: Office, Personal Data

Privacy policy
Read the privacy policy at the following [link](#)

* I have read the privacy policy pursuant to artt. 13-14 GDPR

Attachments section
Trascina i file oppure [Scegli](#)

Send ANONYMOUS report Send report WITH IDENTITY



3) Oral report, by clicking on the appropriate section

F.A.Q. and USEFUL DOCUMENTS

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If you want to make **anonymous report**, it is important to consider the following:

- do not use a company PC and/or a device connected to the company network/intranet;
- provide as much data and information as possible;
- the anonymous report will be taken into consideration only if adequately substantiated and with all the useful information to verify it in the absence of the knowledge of the identity of the reporter;
- the company reserves the right not to follow up on unsubstantiated anonymous reports, which will be considered inadmissible and therefore not subject to any further processing;
- regularly check, through the "find report" section of the platform, the status of the report and interact with the company, also answering any requests for clarification from the channel manager;
- in case of anonymous reporting, the company is not able to guarantee all the protections provided for by Legislative Decree no. 24648/2001; the anonymous reporter subsequently identified will be able to take advantage of all the aforementioned protections.

If a natural person who operates in your same work context has assisted you in making the report (so-called "Facilitator"), indicate his/her details in the report form and describe the support activity he/she has carried out. The same protection and safeguard measures provided for the reporter also apply to the Facilitator: his/her identity and the assistance provided will be kept confidential.

Once the report is submitted, the system will automatically provide you with a 16-digit code (the so-called "Report code"). It is extremely important that you take note of this code; it will allow you to follow the status of your report and maintain constant contact with the channel manager through the "find report" section of the platform. Through the platform, the company may request additional data and information from you to evaluate the admissibility and validity of the report. Please regularly monitor the platform through the "find report" section and promptly respond to any requests for company integration in order to allow effective management of the report. The company has no way of knowing or recovering the "Report code".

Written report

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Forward report

- Use this section if you have received a report from third parties outside the platform.
- Indicate the references of the reporter to whom the "Report Code" will be sent.
- Allows the acquisition and management on the platform of reports received through other methods.

Find report

- Search for your report by entering the "report code" that was provided to you immediately after submitting the report.
- Please regularly monitor the platform through this section and promptly respond to any requests for company integration in order to allow effective management of the report.

This will be followed by an interface with a dedicated form to send an oral report:

- A. Consent is requested to handle oral reports
- B. Confirmation or rectification of transcription
- C. Sending of the Report



New voice report



Record a new report

Fill out the questionnaire

Information to be provided in the registration form

- Location and period (including an approximate date) of the incident
- Description of the incident
- Date when you became aware of the incident
- Indicate the type of behavior being reported
- Specify if the incident was experienced firsthand or if the knowledge is based on hearsay;
- Legal relationship with the company

* undefined

Audio recording and transcription



Nessuna registrazione



In case of correction, the company will only consider the rectified transcription as the official report.

*Select at least one of the two options to proceed

Privacy policy

Read the privacy policy at the following [link](#)

* I have read the privacy policy pursuant to art. 13-14 GDPR



Send ANONYMOUS report

Send report WITH IDENTITY

4) Report in presence, by clicking on the appropriate section

FAQ and USEFUL DOCUMENTS

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If a natural person who operates in your same work context has assisted you in making the report (so-called "Facilitator"), indicate his/her data in the relevant report form and describe the support activity he/she has carried out. The same person who has assisted you in making the report will also be able to benefit from the safeguard measures provided for the reporter also apply to the Facilitator; his/her identity and the assistance provided will be kept confidential.

Once the report is submitted, the system will automatically provide you with a 16-digit code (the so-called "Report code"). It is extremely important that you take note of this code; it will allow you to follow the status of your report and maintain contact with the channel manager through the "find report" section of the platform. Through the platform, the company may request additional data and information from you to evaluate the admissibility and validity of the report. Please regularly monitor the platform through the "find report" section and promptly respond to any requests for company integration in order to allow effective management of the report. The company has no way of knowing or recovering the "Report code".

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Forward report

- Use this section if you have received a report from third parties outside the platform.
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Find report

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Interface with dedicated form to send a request for a direct meeting will follow

Request for a direct meeting

Request an appointment on site.

Fill out the questionnaire

Please indicate the desired date and time for the appointment, along with any additional information.*

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Face-to-face meeting *

Please specify the reason why a direct meeting is being requested and why other channels are not being used.

Privacy policy

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* I have read the privacy policy pursuant to art. 13-14 GDPR.

* I consent to the staff documenting the report by recording on a suitable storage device or by means of a report.

Send report

Once the report has been submitted, a **code** will be generated so that you can follow the status of your report

F.A.Q. and USEFUL DOCUMENTS

Report created

Received on date 29/11/2023 11:41:49

The number of your report is

 Copy to clipboard

Keep the report number safe.

You can use it later to access the report, download attachments and add comments

[Back](#)

You can follow the status by clicking on the main interface **“Find a Report”**

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- Fosters the relationship of trust with the channel manager as well as the possibility to discuss the case and receiving further information on the process of management.
- A meeting is required – through the platform – to plan the meeting and ensure its confidentiality. The meeting will be recorded.
- A "report code" will be generated that will allow you to follow the status of the report and maintain constant contact with the report manager through the "find report" section of the platform.

Forward report

- Use this section if you have received a report from third parties outside the platform.
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Find report

- Search for your report by entering the "report code" that was provided to you immediately after submitting the report.
- Please regularly monitor the platform through this section and promptly respond to any requests for company integration in order to allow effective management of the report.

And then enter your code in the appropriate section.

F.A.Q. and USEFUL DOCUMENTS

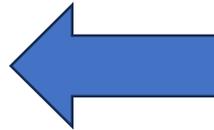
Find report

Search for a report you previously made using the "report code"

Report code  Paste from clipboard

Search

[← Back](#)



Within your report, in addition to following the status of the report, there is a Chat section for receiving requests or communications regarding the report from the Report Manager.