

## Internal reporting channel - FAQs

### What is a reporting channel?

An internal reporting channel provides a person with the ability to report something that may not be in accordance with the law, organizational values or the code of conduct and that could seriously affect **jp.group**'s operations and reputation.

You should file a report whenever you have a serious concern with reasonable foundation about something that could negatively impact **jp.group**.

### Why report?

Reporting is important to promote high ethical standards and thereby maintain customer and public trust in **jp.group** and its operations.

By reporting, you can help prevent a possible increase in misconduct, speed up the discovery of misconduct or wrongdoing, and minimize losses for **jp.group** and its employees.

### How is my anonymity guaranteed?

The internal reporting platform is provided by an external partner - WhistleB. This partner is an independent service provider that establishes anonymous communication between you and the people who receive the messages.

The internal reporting platform or channel is separate from the **jp.group** IT environment.

The internal reporting platform does not track IP addresses or other data that could identify a person sending a message. Messages can only be decrypted by designated individuals. We recommend that you use the Communication channel from a device that is not connected to the company's intranet: you can do it via your mobile phone, or at home, in complete safety!

You can also disclose your identity in your message, the entire process will be confidential and all people involved in the investigation that will result from your report are bound by the duty of confidentiality.

### **What information should I include in my report?**

To allow for a full investigation, you must include a detailed description, including what happened, as well as when and where it happened. You do not need to have concrete evidence of suspicion, but a report must always be submitted in good faith and you must have a serious basis for the veracity of the content of your report. You can send text files and images using the internal reporting channel. All metadata of uploaded files is removed to ensure your anonymity, should you wish to do so.

### **What happens after I send a message?**

After sending your message, you will receive an ID and a password. The recipients of your message can send you an answer or a follow-up question, which you should consult, using the ID and Password initially generated. It is very important that you keep your ID and password in a safe place – it is the only way to access communications from the internal reporting channel.

This dialogue, during which you remain anonymous for as long as you like, ensures that you have the possibility to contribute to a successful research process.

## **How do I submit my report?**

You can send your message through the internal reporting channel, available [here](#). The web channel is device independent and available for smartphones, tablets and PCs.

## **How can I trust secure information management?**

The WhistleB platform and partner's Information Security Management System complies with ISO 27001, the latest international information security standard. The internal reporting channel is set up to ensure that information security, including the management of personal data, is considered in all decisions during development and throughout life. We guarantee the confidentiality, integrity and availability of data.

## **Is my message encrypted?**

Yes, data is encrypted during transmission and storage. Only authorized users can access your message. The WhistleB partner cannot decrypt and read messages.

## **What is the role of the WhistleB partner?**

WhistleB is an independent whistleblower service provider contracted by **jp.group** to provide a safe and reliable reporting service. The WhistleB service allows anonymous communication between the whistleblower and the **jp.group** reporting team.

## **What should I do if I lost the ID or password?**

If you lose your ID or password, they cannot be restored for security reasons. You can send a new message and refer to the original report.

## **If I report, am I protected?**

All whistleblowers who, in good faith, make a report having serious grounds to believe that the information disclosed is true, having chosen the appropriate channel to make such a report, benefit from protection.

Complaints made in bad faith, or without any basis of veracity, can be sanctioned internally, by the initiation of a disciplinary procedure that may result, depending on the seriousness of the alleged facts and demonstrated bad faith, in dismissal without the right to compensation.

The protection granted by law extends to natural persons who assist the whistleblower in the reporting procedure, to third parties linked to the whistleblower, such as co-workers or family members who may be the target of retaliation, and to legal persons (or similar entities) for whom the whistleblower works or has a connection, in a professional context.

Acts of retaliation against whistleblowers are prohibited and sanctioned legally and internally. If you believe you are suffering from retaliation for a report you made, report it through the internal reporting channel, so that we can resolve the situation as quickly as possible.