



ethicorp.org

GUIDE ON ETHICORP PLATFORM



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I. INTRODUCTION

As explained in the *Whistleblowing Procedure*, Exail has subscribed to the **ethicorp** whistleblowing platform. It is an integral part of the internal whistleblowing scheme deployed within Exail group for the collection and processing of **alerts made to Exail** by employees, external and occasional collaborators and any other concerned persons in accordance with the legal provisions applicable in France to whistleblowers.

The **ethicorp** platform is directly in line with the Group ethics and compliance approach, which aims to establish and perpetuate a culture of transparency and integrity.

Choosing the ethicorp solution provides the highest guarantees of impartiality and independence.

This French platform for receiving and pre-processing alerts is entirely managed and administered by **lawyers**, independent regulated professionals who are bound by strict ethical and disciplinary obligations, particularly with regard to confidentiality and professional secrecy.

ethicorp positioning gives it the skills, authority and resources it needs to carry out its missions.

This guide sets out the principles and operating procedures of the **ethicorp** system. It is supplemented by the platform's user manual, both of which are annexes to the *Whistleblowing Procedure*.

II. ALERTS FILING, HANDLING AND FOLLOW-UP - PRACTICAL DETAILS

II.1 Access and instructions for use

The **ethicorp** platform can be accessed via the Internet at the secure address <https://www.ethicorp.org>.

It is accessible 24 hours a day, 7 days a week, 365 days a year (except for maintenance).

To avoid any confidentiality issues, we recommend that you do not use company equipment to connect.

Details of how the platform works, with a precise description of each stage, can be found in the user manual, which is available alongside this guide.

II.2 Creating a whistleblower account

On the platform, whistleblowers will be invited to create a personal whistleblower account before they can submit their alert.

To do this, they must enter the company's corporate code, i.e.:

@EXAIL23-FR for Exail group Collaborators in France

@EXAIL23-INT for Exail group Collaborators abroad

@EXAIL23-EXT for people outside Exail group

This code ensures that the alert relates to Exail group, as **ethicorp** does not handle alerts relating to companies that are not members of its services.

Whistleblowers must also provide their first and last name (unless they choose to remain fully anonymous, under the conditions explained below) , as well as an email address and password.

For reasons of confidentiality, we recommend that you do not use a business e-mail address.

In any event, **ethicorp** will keep strictly confidential any information that could identify the whistleblower, including his/her e-mail address.

Once this information has been validated, the whistleblower will receive an e-mail containing no confidential data, asking them to click on a specific web link to check that the e-mail they have entered really exists.

Once this procedure has been completed, the whistleblower's account is active, and will allow the whistleblower to file, consult and complete alerts, as well as to communicate with **ethicorp** lawyers in complete confidentiality.

II.3 Confidentiality and possible anonymity of the whistleblower

As a reminder, CNIL (deliberation of 18th July 2019) recommends that the organisation should not encourage people who intend to use the system to do so fully anonymously. However, their identity is always treated as **confidential**.

As an exception to the principle of identifying oneself, CNIL specifies that an alert from a person who wishes to remain **fully anonymous** may be processed under two cumulative conditions:

- **the seriousness of the facts mentioned is established and the facts are sufficiently detailed**, so it is essential to be precise in describing the facts ;
- **special precautions are taken** when dealing with whistleblowers, in particular prior examination by the first recipient of the whistleblower's request as to the appropriateness of disseminating it, which is in principle the case with lawyers working via the **ethicorp** platform.

If these conditions are not met, the lawyers intervening via **ethicorp** may inform the whistleblower that he or she must identify himself or herself (exclusively to **ethicorp** and under guarantee of confidentiality) or that, failing this, the whistleblower's case cannot be processed.

In practice, if the whistleblower provides his or her identity, only **ethicorp** will be informed. **The identity will not be transmitted or revealed to Exail.**

ethicorp will only transmit, under the strict conditions of law, the facts that are the subject of the alert and the identity of the person(s) targeted by the alert, so as to allow the internal investigation of the facts.

Exail has also entered into a contractual commitment with **ethicorp** not to request or attempt to seek the identity of the whistleblower.

II.4. Submission of the alert

Whistleblowers can file their alert in complete confidentiality via their account on the **ethicorp** platform.

They are asked to describe, in free text, the facts and information they wish to report. They may attach documents to support their report, as available.

In order to submit their alert, they finally confirm that they are aware of a detailed warning reminding them of their rights and duties and the legal framework for an alert.

Whistleblowers will immediately receive an acknowledgement of receipt of their alert, by means of an e-mail containing no confidential data and specifying the alert identifier.

At the same time, the alert is received by one of the lawyers involved via the **ethicorp** platform, who will analyse and pre-process it.

Whistleblowers will be informed on their whistleblower account of the fundamental stages in the follow-up to the whistleblowing: opening of an investigation, of a procedure, as well as its possible closure, for example if the facts are not characterised. Naturally,

this information will not give the whistleblower access to any confidential information obtained in the course of the investigation or proceedings that follow the alert.

Whistleblowers can check the status of their alert at any time, clarify or add to it, or even submit another alert, by logging into their whistleblower account using the e-mail address and password they provided when they opened their account.

ethicorp lawyers may need to contact the whistleblower to ask them to clarify their alert, to provide additional information, or to inform them of the follow-up. The whistleblower will then receive an e-mail containing no confidential data, asking him/her to connect to his/her account to read the message intended for him/her.

II.5. Follow-up to the alert

ethicorp carries out an initial analysis of the alert to ensure that it complies with legal provisions, particularly with regard to the seriousness of the facts that may be reported. The lawyers working via **ethicorp** have the necessary skills to examine the alert and assess its appropriateness.

If the alert complies with legal provisions, it is forwarded (without mentioning the identity of the whistleblower) to Exail Group Referents, who will decide on follow-up measures: internal investigation, legal proceedings, etc.

In accordance with CNIL decision of 18th July 2019, "*personal data must only be made accessible to persons authorised to have access to it by virtue of their responsibilities*".

If the Referents, committee members or investigators require additional information, **ethicorp** will liaise with the whistleblower to ensure strict confidentiality.

II.6. To sum up



III. PROCESSING OF PERSONAL DATA

In accordance with the deliberation of CNIL of 18th July 2019, **ethicorp** has undertaken, in particular, by contractual means, not to use the data for improper purposes, to ensure their confidentiality, to respect the limited data retention period and to proceed with the destruction or return of all hand-written or computerised personal data at the end of its service.

For any request relating to the processing of personal data via the system, please contact SAS ethicorp.com, 7 rue Royale, 75008 Paris, contact@ethicorp.com.