

## INSTRUCTIONS

By means of this system, you can **easily and safely inform us of actual or suspected misconduct** (so-called "infringement") that **may adversely affect** our company and/or related third parties (e.g. candidates, employees and collaborators, suppliers, partners, customers, shareholders, directors, other Group companies).

As a Whistleblower you must first check whether it is possible to communicate the Information on the Violation through an Internal Whistleblowing, i.e. using this website or another of the Whistleblowing Channels managed by the Company. The use of an External Report or a Public Disclosure is permitted only in the cases strictly provided for by the law.

Do not use this system to make manifestly unfounded and, in general, deliberately false or arbitrary whistleblowing against anyone.

The system is configured by default for the Italian language but the user, if he/she prefers, can choose the English language by clicking on the '**Language**' button at the top right of the video screen and ticking the '**English**' option, or another of the languages available in the menu.

In the questionnaire that will be proposed to you, you will be able to enter information on the facts you wish to report.

In addition, the whistleblower can:

- Record an audio clip (which will be encrypted and your voice will be morphed, i.e. made unrecognisable)
- Attach any document
- Upload images (even from your phone)

Please provide us with your **first and last name** in the whistleblowing report, but if you prefer you can send it **anonymously**. You will always be protected by law against any possible retaliation and/or discrimination.

Before you can send your report, you must **confirm that you have read the privacy policy**.

Your whistleblowing report will remain **confidential and will be treated in full compliance with current privacy legislation** (for more information see the **Privacy Policy**, which can be found in the header of this page).

When you send your whistleblowing report, you will have to choose your own **login password** to access the Secure Inbox. Via the Secure Inbox, you will be able to check at any time whether you have received our messages or documents, or if you can send them. The password must meet the following four criteria:

- at least 10 characters,
- at least one upper and one lower case letter,
- at least one number,
- at least one symbol, e.g. ?!,%\$.

**Your Secure Inbox**, relating to the whistleblowing report itself, will be automatically created by the system, whether you have chosen to remain anonymous or provide your identity.

The system will also assign an **identification number** (Case ID) to your whistleblowing report, which will be communicated to you, and which you must use, **together with the password** you have chosen, **to access your Secure Inbox** (ATTENTION! You cannot access the Secure Inbox without entering both the case ID of the whistleblowing report and your password).

After you have sent your whistleblowing report, if you want to provide us with **additional information**, you can use the Secure Inbox (see below) or, alternatively, you can send us an additional whistleblowing

report, taking care to specify that it is linked to the previous whistleblowing report, which you must identify using the 16-digit Case ID.

If you **forget your password** after the whistleblowing report, you can request a **new temporary password** on the login screen **by entering your e-mail address**. We will send you a temporary password that you will have to change. If you requested a new password, but then you managed to log in before this request was handled by us, you will be shown a cancellation date for the request.

*[We recommend you forward us the whistleblowing reports to us via **this system**, but by law you may still use **alternative channels** if you prefer (e.g. by asking for a meeting or by sending us a registered letter with return receipt or by calling us, or by using the appropriate reporting box present in the company, or via the email address [rmgodv@gmail.com](mailto:rmgodv@gmail.com)).*

*The person who will examine the whistleblowing report received through the above-mentioned alternative channels (Case Manager) **will create**, within this system, a **Secure Inbox (mailbox)** through which information and documents can be exchanged with you. For this purpose, **we will provide you with the whistleblowing report identification number (Case ID)** and a **one-time password** to access the Secure Inbox. The first time you access your whistleblowing report through this portal, you will be asked **to change** the one-time password].*

### **Complete and submit a whistleblowing report**

#### **Activate a Secure Inbox (mailbox)**

When submit a whistleblowing report, you **need to open a Secure Inbox** (i.e. a mailbox inside our system) even if you have already provided your contact details. To do so, simply **fill in the section 'Enter Secure Inbox'** at the end of the Questionnaire, choosing your **own login password**, containing the following: 1) at least 10 characters, 2) one upper and one lower case letter, 3) a number, 4) a symbol, e.g. ?!,%\$.

*[You must activate the Secure Inbox **whether you choose to remain anonymous or provide your name**, otherwise we may not be able to close the investigation if we need further information from you].*

The system will automatically create your **Secure Inbox** relating to the whistleblowing report (even if you have chosen to remain anonymous) and will assign to the whistleblowing report an **identification number** (Case ID) that will be communicated to you.

By the Secure Inbox, after sending the whistleblowing report, you will be able **to check at any time** whether you have received any messages or documents from us (e.g. questions, announcements regarding the outcome of the handling of the whistleblowing report) or you can send them.

**To access your Secure Inbox**, you will need to use your **identification number** (Case ID) and the **password** you have chosen.

When submitting your report, **you have to open a Secure Inbox** (i.e. an internal mailbox in our system) even if you have already provided your contact details. To do so, simply **fill in the 'Secure Inbox' section** at the end of the Questionnaire, choosing your **own access password**, containing: 1) a minimum of 10 characters, 2) an upper and lower case letter, 3) a number, 4) a symbol, e.g. ?!,%\$.

*[You must activate the Secure Inbox **whether you choose to remain anonymous or provide your name**, otherwise we may not be able to close the investigation if we need further information from you].*

The system will automatically create your **Secure Inbox** relating to your whistleblowing report (even if you have chosen to remain anonymous) and will assign to the whistleblowing report an **identification number** (Case ID) that will be communicated to you.

By the Secure Inbox, after sending the whistleblowing report, **you will be able to check at any time** whether you have received any messages or documents from us (e.g. questions, announcements regarding the outcome of the handling of the whistleblowing report) or you can send them.

**To access your Secure Inbox**, you will need to use your **identification number** (Case ID) and the **password** you have chosen.

## What can you report?

You can report the types of **violations covered by our Whistleblowing Procedure**, a document you can consult by clicking on the 'Whistleblowing Procedure' icon on this page. You will then receive **full protection** against any possible retaliatory or discriminatory acts in connection with your whistleblowing report.

If, on the other hand, you wish to report **types of violations that are not expressly included in our Whistleblowing Procedure**, we reserve the right to consider whether your report would be helpful in improving our level of legal compliance and what kind of **voluntary legal protection** we can provide you with.

## Do you want to remain anonymous?

Remaining anonymous is your right.

When reporting, you may therefore freely choose whether or not to disclose your name and surname or any other information from which it is possible to infer, even indirectly, your identity.

In particular, to ensure your anonymity, you must:

- If possible, do not report from a PC, tablet or smartphone provided by your employer and/or connected to the company network/intranet.
- Access our reporting system only by copying or typing the URL address into an Internet browser, and never by clicking on a link made available to you via e-mail or a website (of a third party or our company). Therefore, you are strictly forbidden to connect to the reporting system by clicking on any link, because such action could reveal your IP address and allow a possible unfaithful System Administrator to identify you.
- Do not provide us with the above-mentioned personal data when reporting.

## Enter Safe Inbox

When you send your whistleblowing report, the system automatically activates your Secure Inbox: even if you have decided to remain anonymous, you will have been assigned a **whistleblowing report identification number** (Case ID) and you will have to choose your own **login password**, which must comply with the criteria set by the system. Use the report identification number and the password you have chosen to login the Secure Inbox and check whether you have received messages or documents, or to send them. Without a Case ID and the login password the whistleblower cannot access the Secure Inbox.