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ALPSALPINE
ALPS ALPINE GROUP

Faital **WHISTLEBLOWING** System

USER MANUAL

FOR THE WHISTLEBLOWER





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Introduction

The Faital Whistleblowing System has been implemented to promote a culture of transparency and integrity. Through this tool, anyone who has knowledge of unethical behavior, violations of laws, regulations, or company policies can report such facts confidentially and securely.

Faital is committed to protecting the confidentiality of the reports and the identity of the whistleblowers. All reports are treated with the utmost confidentiality and are subject to strict security measures to prevent unauthorized access. The system is designed to ensure anonymity, where requested, and to protect whistleblowers from any potential retaliation.

What You'll Find in This Manual

This manual has been created to guide the reporter or whistleblower, through the process of using the whistleblowing system adopted by Faital, ensuring that every employee and collaborator can use it in a simple, secure, and anonymous manner. In the following pages, you will find instructions for:

- 1. Making a report:** a step-by-step procedure that describes how to create and submit a report.
- 2. Checking the progress and updating submitted reports:** This section explains how to access the system to verify the progress and outcome of submitted whistleblowing reports, add any comments and/or additional attachments. It is designed to keep whistleblowers informed about the handling of their reports and serves as a direct communication channel with the Whistleblowing Committee.





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1. MAKING A REPORT

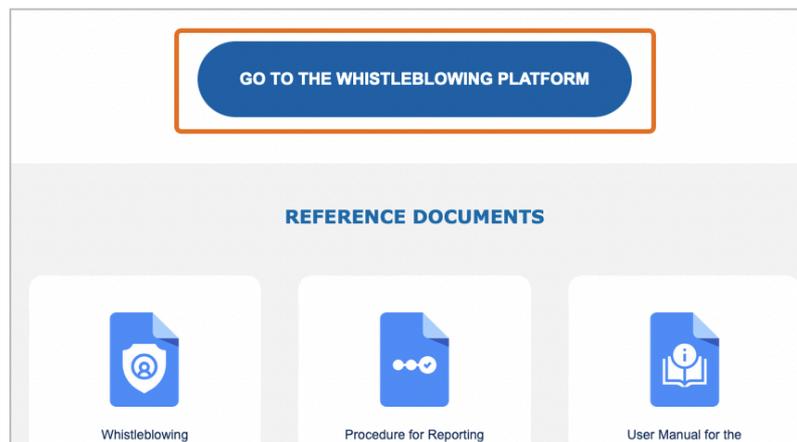
This system has been designed to ensure simple and intuitive usage with the aim of making the process as smooth as possible, allowing anyone to use it without difficulty. The following steps will guide the reporter step by step in creating a whistleblowing report, ensuring a clear and direct process.

Step 1

Access to the system through the faital.com website using the link available in the footer.

Step 2

A welcome page will be loaded. The user can consult and download all the documentation related to the whistleblowing and accessing the platform clicking the button **"GO TO THE WHISTLEBLOWING PLATFORM"** (See "Picture 1").



Picture 1

Step 3

In order submit a new report, click the **"SUBMIT A REPORT"** button on the system's homepage (See "Picture 2").



Picture 2





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Step 4

In order to submit a report, **the user must fill in at least the fields marked as mandatory (*)**.

IT IS NOT STRICTLY NECESSARY TO IDENTIFY YOURSELF, YOU CAN ALSO PROCEED ANONYMOUSLY

The provision of personal data is optional. However, failure to provide such data may hinder the investigation of the report: indeed, anonymous reports will only be considered if they are adequately detailed and contain sufficient particulars, so as to reveal facts and situations connected to specific contexts.

Important: The user won't be able to proceed with submitting the report unless they declare, by ticking the relevant checkbox, that they have understood and accepted the privacy policy (See "Picture 3").

I have read, understood, and accept the Privacy Policy.

Submit

Picture 3

Step 5

Once the third step is completed, the report receipt page will be displayed, confirming the successful submission. On this page, **a 16-digit numerical code (Receipt Code) will be provided** (See "Picture 4"). This code will allow the whistleblower, in the future, to: monitor the progress of the report; exchange comments with the Whistleblowing Committee completely anonymously (if desired); and add any attachments and/or comments.

to get back to you as soon as possible.

Copy to Clipboard

3759 5932 2051 6969

receipt to log in. It will allow you to view any messages we sent you, and also to ad

Picture 4

IMPORTANT: the whistleblower must keep the Receipt Code until the closure of the report. If lost, it will no longer be possible to verify the progress of the report or interact with the Whistleblowing Committee.





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2. CHECKING THE STATUS AND UPDATING A REPORT

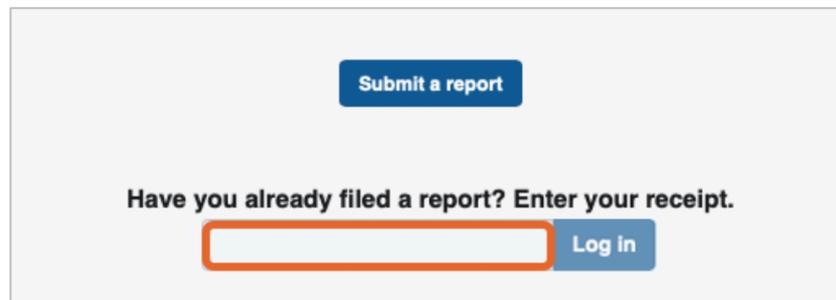
The following steps guide the whistleblower in consulting/updating submitted reports.

Step 1

Access to the system through the faital.com website using the link available in the footer.

Step 2

Once you've reached the homepage of the Whistleblowing system, under the sentence "**Have you already filed a report? Enter your receipt?**" there is a field where **you need to type or paste the receipt code** that was provided after submitting the report (See "Picture 5").



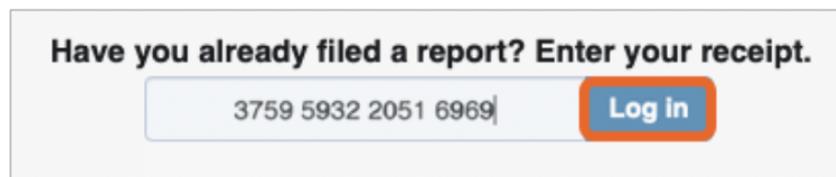
Submit a report

Have you already filed a report? Enter your receipt.

Log in

Picture 5

Once the code is entered, click on the "Log in" button to view the information regarding the report (See "Picture 6").



Have you already filed a report? Enter your receipt.

Log in

Picture 6

Step 3

If the Receipt Code has been correctly entered, **the summary page of the report will be displayed** (See "Picture 7"). This page provides useful information such as: **unique code of the report, date of submission; date of the last update; deadline date** (the date by which the committee must respond to the whistleblower); and show a summary of all provided information. From this screen, it is also possible to view and/or download any attachments.



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ID: d1f5575a-c47b-4c52-8899-5fdf693b1bdf

🕒 Date	🕒 Last update	🕒 Expiration date	🟡 Status
12-06-2024 09:22	12-06-2024 09:22	11-09-2024 02:00	New

Questionnaire answers ^

Please summarize your report in a few words.
Test

Describe your report in detail.
Test

Where did the facts happen?
Test

When did the facts happen?
Test

How are you involved in the reported facts?
I'm a victim

Do you have evidence to support your report?
Yes

Please describe the evidence in detail.
Test

Have you reported the facts to other organizations and/or individuals?
Yes

Please list the organizations and/or individuals you have informed about these facts.
Test

Have these organizations investigated your claims? If so, what was the outcome?
Test

What is the outcome you want to achieve with our support?
Test

Privacy Policy Notice

Identity ^

First name
Test

Last name
Test

Alternative contact method
Email address

Specify
test@test.com

Attachments ^

Filename	Download	Upload date	Type	File size
Test Attachment.pdf		12-06-2024 09:22	application/pdf	8.36 KB

Select a file or drag it here.

Comments ^

0/4096

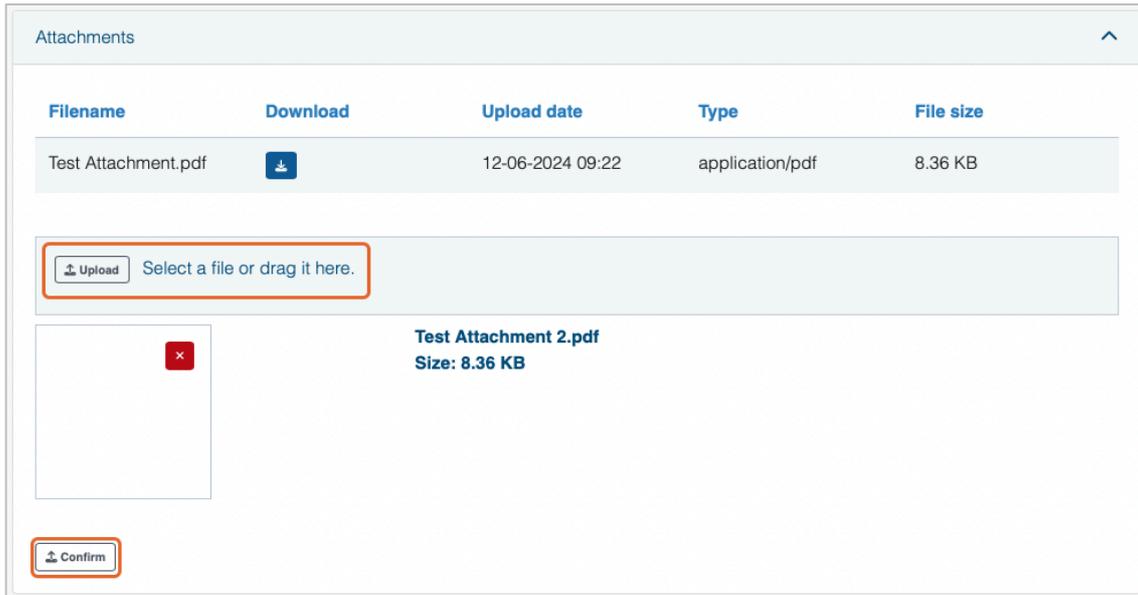
Picture 7



In this section, besides checking the progress of the report, you can:

- **Upload additional attachments**

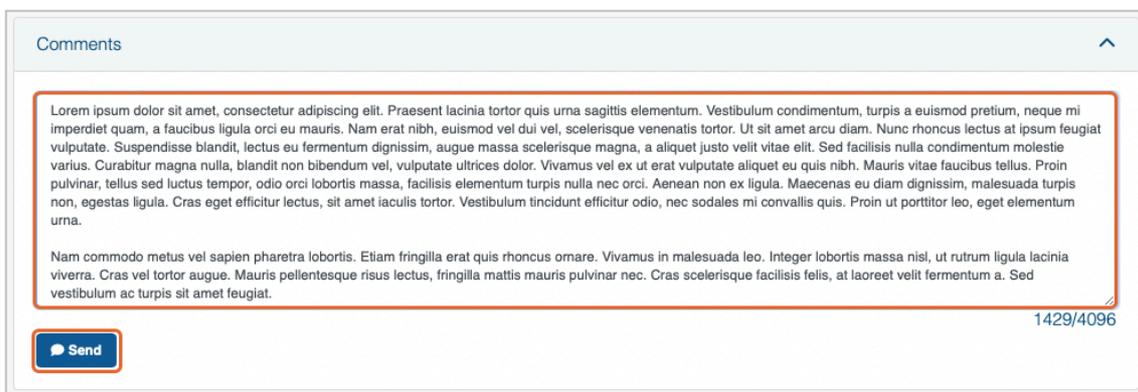
- Drag and drop the file you want to attach into the designated area or select it using the dialog box that can be opened by clicking the "Upload" button.
- Click the **"Confirm"** button to upload the file (See "Picture 8").



Picture 8

- **Add Comments**

- Use the "Comments" field to type the message to send, it cannot exceed 5000 characters (See "Picture 9").



Picture 9

- Once the message is typed, click the **"Send"** button.
The comment will now be displayed right below the "Comments" field.