Whistleblowing Website

D-Quest Helpline

issued: 27/07/2022

Manual for Reporter

| Create New Report | → | Edit Draft | → | Check the Reply | → | Add information |

Contents

1. Login

1-1. Please access the URL of your company's dedicated "whistleblowing website ".

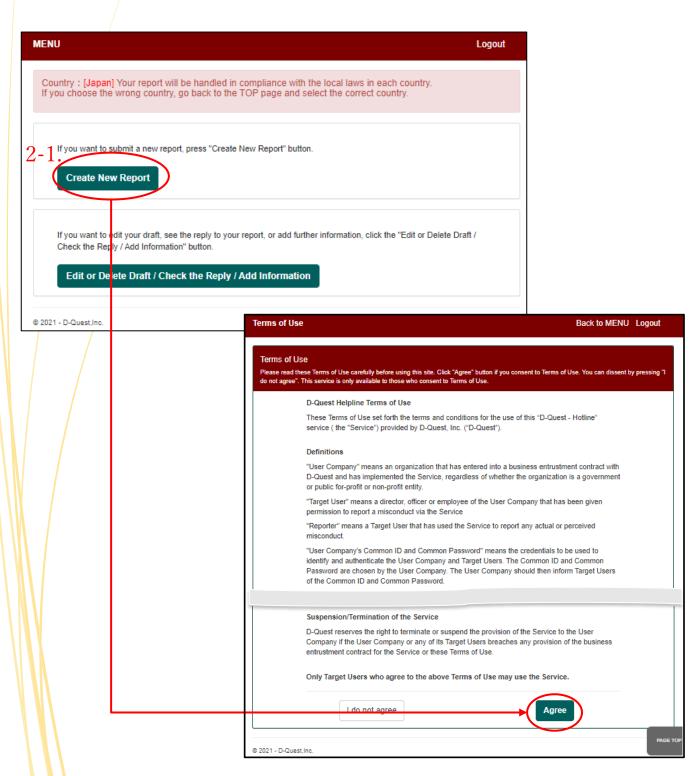1-2. Enter the Common ID and Common Password preliminary announced from your company and click "Start" button.

1-1

Global Helpline

Please select the language, and then enter the Common ID and Common Password.

Language

[English ⌄]

We are supported in our corporate activities by the trust and expectations of our customers and many others. And in order to live up to that trust and expectation, we must keep making many efforts and taking corrective actions every day.

If you are aware of any act that violates or may violate compliance, please consult (report) to this helpline.

In accordance with the Whistleblower Protection Act of Japan, those who consult (or report) with us will not be disadvantaged by the fact that they use this helpline.

The subject of consultation (or reporting) shall be serious misconduct or violations related to compliance (legal complia...

construc...

Please c...
of comm...
with the...

Are any...

* The images used in this manual are extracted from D-Quest demonstration website. The details such as title, contents or colors are customized for each client company.

◆False report or consultation to slander or defame other person
◆The content with the purpose of other misconduct
◆The information prohibited from transferring to the foreign countries (e.g., military information)
◆Problems that should be solved at workplace

If your report includes any of the above, you can not use this helpline.

* After submitting your report, the Report Number will be displayed.
   If you lose the Report Number, you will not be able to communicate (check the reply, add further information) with the respondent of the company.
   Neither reissuing nor inquiring can be accepted, so please keep the Report Number carefully.

<< manual >>

Common ID   Common Password

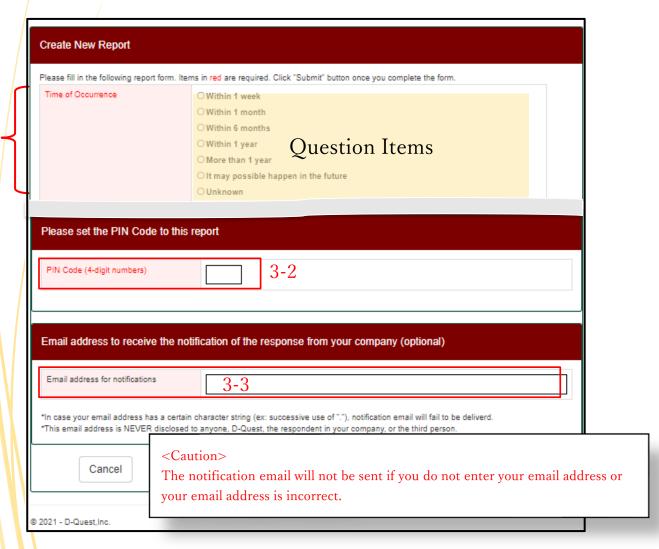[   ]   [   ]

1-2   [Start]

* [Note] Internet Explorer is not supported by this system. Please use the other browsers like Microsoft Edge, Google Chrome, or Safari.

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2. Menu (to create report)

2-1. Press "Create New Report" on Menu.

2-2. Click "Agree" button if you understand and consent to the Terms of Use.

MENU | **Logout**

Country : [Japan] Your report will be handled in compliance with the local laws in each country.
If you choose the wrong country, go back to the TOP page and select the correct country.

2-1. If you want to submit a new report, press "Create New Report" button.

Create New Report

If you want to edit your draft, see the reply to your report, or add further information, click the "Edit or Delete Draft / Check the Reply / Add Information" button.

Edit or Delete Draft / Check the Reply / Add Information

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Terms of Use | **Back to MENU Logout**

Terms of Use
Please read these Terms of Use carefully before using this site. Click "Agree" button if you consent to Terms of Use. You can dissent by pressing "I do not agree". This service is only available to those who consent to Terms of Use.

D-Quest Helpline Terms of Use

These Terms of Use set forth the terms and conditions for the use of this "D-Quest - Hotline" service (the "Service") provided by D-Quest, Inc. ("D-Quest").

Definitions

"User Company" means an organization that has entered into a business entrustment contract with D-Quest and has implemented the Service, regardless of whether the organization is a government or public for-profit or non-profit entity.

"Target User" means a director, officer or employee of the User Company that has been given permission to report a misconduct via the Service

"Reporter" means a Target User that has used the Service to report any actual or perceived misconduct.

"User Company's Common ID and Common Password" means the credentials to be used to identify and authenticate the User Company and Target Users. The Common ID and Common Password are chosen by the User Company. The User Company should then inform Target Users of the Common ID and Common Password.

Suspension/Termination of the Service

D-Quest reserves the right to terminate or suspend the provision of the Service to the User Company if the User Company or any of its Target Users breaches any provision of the business entrustment contract for the Service or these Terms of Use.

Only Target Users who agree to the above Terms of Use may use the Service.

I do not agree | **Agree**

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3. Report Form

3-1. Describe in the report form as much information as possible.
*Items in red are required.

3-2. Please set up a PIN Code using only numbers and a maximum of four digits, and be sure to write it down and keep it with you. If you do not know the PIN Code and the Report Number, you will not be able to make an additional report or confirm the reply from the person in charge of receiving the report at your company (hereinafter "respondent").

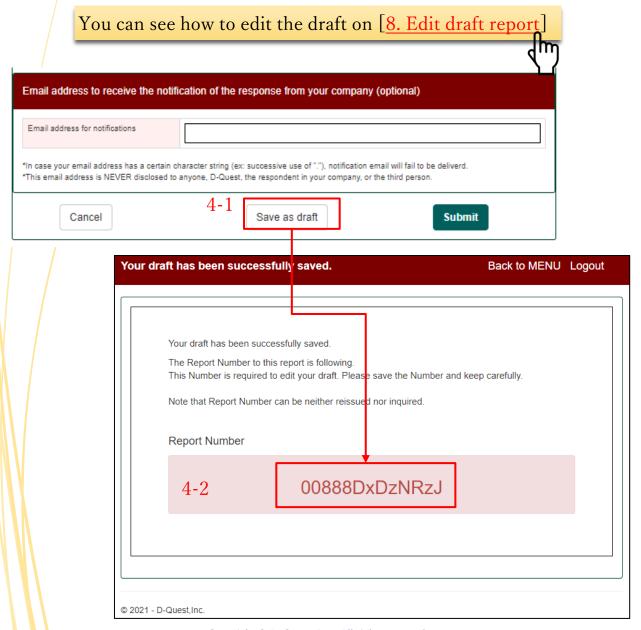3-3. If you fill in "Email address for notifications" field, you can receive the email for notifications of reply from the respondent of your company. This email address is not disclosed to the respondent. (see also)

Create New Report

Please fill in the following report form. Items in red are required. Click "Submit" button once you complete the form.

3-1 — **Time of Occurrence**
- Within 1 week
- Within 1 month
- Within 6 months
- Within 1 year
- More than 1 year
- It may possible happen in the future
- Unknown

Question Items

Please set the PIN Code to this report

PIN Code (4-digit numbers) [ ]   3-2

Email address to receive the notification of the response from your company (optional)

Email address for notifications [ ]   3-3

*In case your email address has a certain character string (ex: successive use of "."), notification email will fail to be deliverd.
*This email address is NEVER disclosed to anyone, D-Quest, the respondent in your company, or the third person.

Cancel

<Caution>
The notification email will not be sent if you do not enter your email address or your email address is incorrect.
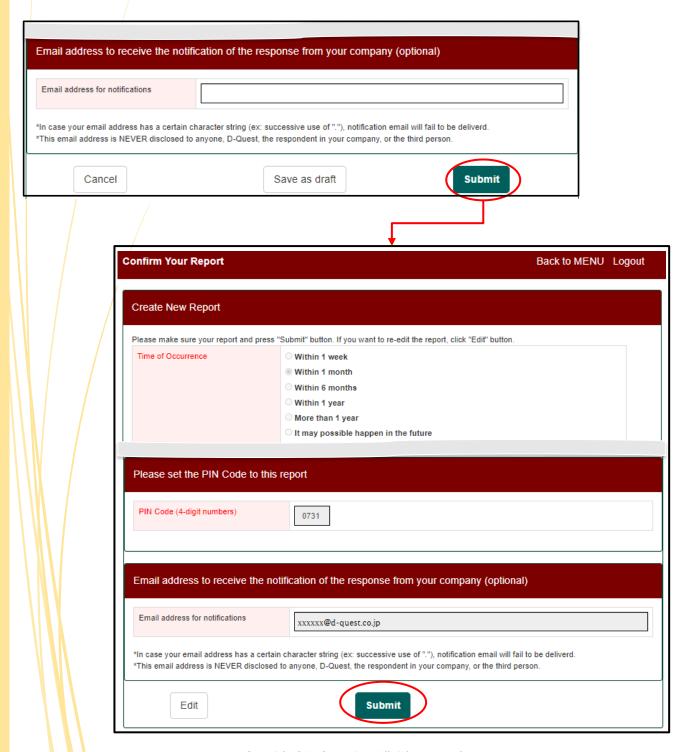
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4. Save as draft

4-1. If you are in the middle of entering your report and want to leave the report form, or if you are still unsure about whether or not to report, you can use the "Save as Draft" function. D-Quest and the respondent will not be able to see what you have saved as a draft.

4-2. Once you save your draft, the page "Your draft has been successfully saved" will be displayed. Please make a note of PIN Code and the Report Number (13-digit alphanumeric characters) displayed on this page and keep it handy. If the PIN Code or Report Number is lost, you will not be able to edit or check this report.

> You can see how to edit the draft on [8. Edit draft report]

Email address to receive the notification of the response from your company (optional)

Email address for notifications	

*In case your email address has a certain character string (ex: successive use of "."), notification email will fail to be deliverd.
*This email address is NEVER disclosed to anyone, D-Quest, the respondent in your company, or the third person.

Cancel   4-1   Save as draft   Submit

Your draft has been successfully saved.   Back to MENU   Logout

Your draft has been successfully saved.

The Report Number to this report is following.
This Number is required to edit your draft. Please save the Number and keep carefully.

Note that Report Number can be neither reissued nor inquired.

Report Number

4-2   00888DxDzNRzJ

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5. Submit

After pressing "Submit" button, the confirmation page will appear. Click "Submit" button again to complete creating your report.

* No submitted report can be canceled or deleted.

Email address to receive the notification of the response from your company (optional)

Email address for notifications	

*In case your email address has a certain character string (ex: successive use of "."), notification email will fail to be deliverd.
*This email address is NEVER disclosed to anyone, D-Quest, the respondent in your company, or the third person.

Cancel | Save as draft | **Submit**

Confirm Your Report   Back to MENU Logout

Create New Report

Please make sure your report and press "Submit" button. If you want to re-edit the report, click "Edit" button.

Time of Occurrence	○ Within 1 week
	● Within 1 month
	○ Within 6 months
	○ Within 1 year
	○ More than 1 year
	○ It may possible happen in the future

Please set the PIN Code to this report

PIN Code (4-digit numbers)	0731

Email address to receive the notification of the response from your company (optional)

Email address for notifications	xxxxxx@d-quest.co.jp

*In case your email address has a certain character string (ex: successive use of "."), notification email will fail to be deliverd.
*This email address is NEVER disclosed to anyone, D-Quest, the respondent in your company, or the third person.

Edit | **Submit**

6. Completion Page

6-1. Once you submit your draft, the page "Thank you for your creating the report" will be displayed. Please make a note of PIN Code and the Report Number (13-digit alphanumeric characters) displayed on this page and keep it handy. If the PIN Code or Report Number is lost, you will not be able to communicate with the respondent (check the reply, add further information, etc.) regarding the submitted report. Please note that this page is the only place where you can check the Report Number.

6-2. Click "Logout" after making a note of the Report Number.

*The report from outside Japan will be received by the respondent after D-Quest has translated and processed the report.

6-2

Thank you for your creating the report.   Back to MENU Logout

Thank you for your creating the report.

The Report Number to this report is following. This Number is required to see the reply to your report and add further information. Please save the Number and keep carefully.

Note that Report Number can be neither reissued nor inquired.

Report Number

6-1

00888DxDzNRzJ

*Neither reissuing nor inquiring the Report Number is accepted.

Your report has been successfully sub...
The respondent will be notified of this...
If you registered email address for not...
[helpline_report@dq-helpline.com]. (Your email address for notifications are NEVER disclosed to the respondent or D-Quest.)

For security reason, click "logout" upper right side of this page and close your browser after you save the Report Number.

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Create New
Report

Edit Draft

Check the
Reply

Add
Information

7. Completion Email

If you registered your email address for notifications when creating your report (3-3, page3), you receive the notification email with the subject "[NOTIFICATION] Your report has been accepted".

<Caution>

The notification email will not be sent if you do not enter your email address or your email address is incorrect.

[NOTIFICATION] Your report has been accepted

helpline_report@dq-helpline.com <helpline_report@dq-helpline.com>　　2021年8月23日 15:14
To:

Thank you for your report.

Please see the message to your report regularly from "Edit or Delete Draft / Check the Reply / Add Information" on MENU page accessing via following URL with the Common ID / Password.
Note that Report Number can be neither reissued nor inquired.

●Website name:Global Helpline
●URL:http://jp-test.dq-helpline.com/cmp00xxx/test00/
●Date of report:2021/08/23 15:14:22 (JST)

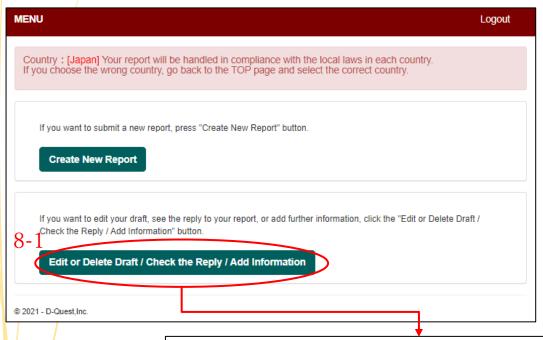*This email was generated automatically by the system.
*Do not reply to this email address.

8. Edit draft report

8-1. Login to the whistleblowing website of your company and press "Edit or Delete Draft / Check the Reply / Add Information" button.

8-2. Enter the PIN Code (3-2 on page 3) and 13-digit Report Number noted at the step of completion of creating report (4-2 on page 4) and click "See my report" button.

MENU   Logout

Country : [Japan] Your report will be handled in compliance with the local laws in each country. If you choose the wrong country, go back to the TOP page and select the correct country.

If you want to submit a new report, press "Create New Report" button.

Create New Report

If you want to edit your draft, see the reply to your report, or add further information, click the "Edit or Delete Draft / Check the Reply / Add Information" button.

8-1

Edit or Delete Draft / Check the Reply / Add Information

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Edit or Delete Draft / Check the Reply / Add Information

If you want to edit your draft, check the reply to your report, or add further information, please enter your Report Number and PIN Code and then click the "See my report" button.

Report Number

PIN Code (4-digit numbers)

8-2   **See my report**

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9. Check the draft

9-1. Your draft report (page 4) is displayed like below. You can either edit the draft from "Edit" or delete it from "Delete the draft".

*If you delete your draft, you cannot re-edit it.

9-2. Pressing "Edit" button, [Create New Report] page (page 3) will be displayed again.

You can edit or submit your report here.

9-1.

Report Details   Back to MENU   Logout

Manage Your Report
Please make sure your report and press "Delete the draft" or "Edit" button.

Information

Report Number	00888DxDzNRzJ
Status	Draft: This report is still draft.

Contents

Time of Occurrence	Within 1 month
Location of occurrence	
Involvement of Managers / Executive Officers	With Executive Officer
Contents of the report	TEST
Did you report to your boss?	Yes, I reported it.

9-2.

Cancel   Delete the draft   Edit

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10. Notification Email

If you registered your email address for notifications when creating your report (3-3, page 3), you receive the notification email of reply from the respondent with the subject "[NOTIFICATION] You got a response to your report".

*The response to a report from outside Japan will be notified to the reporter after D-Quest has translated and processed the report.

<Caution>

Be sure to check the response from the respondent.

The notification email will not be sent if you do not enter your email address or your email address is incorrect.

[NOTIFICATION] You got a response to your report

helpline_report@dq-helpline.com <helpline_report@dq-helpline.com>   2021年8月23日 15:44
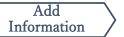To:

Dear reporter

The reply to your report from the respondent has been received.
Please see the message to your report from "Edit or Delete Draft / Check the Reply / Add Information" on MENU page accessing via following URL with the Common ID / Password.

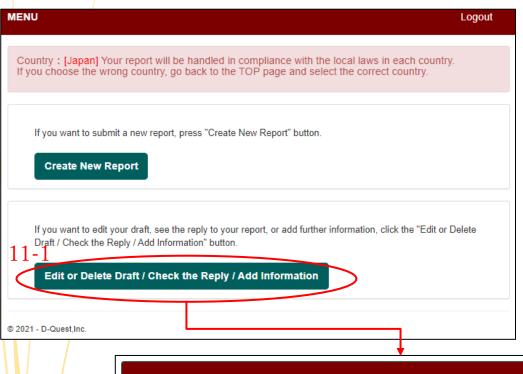●Website name:Global Helpline
●URL:lhttp://jp-test.dq-helpline.com/cmp00xxx/test00/
●Date of report:2021/08/23 15:44:27 (JST)
----
*This email was generated automatically by the system.
*Do not reply to this email address.

11. Menu (to check your report)

11-1. Login to the whistleblowing website of your company and press "Edit or Delete Draft / Check the Reply / Add Information" button on Menu page.

11-2. Enter the PIN Code (3-2 on page 3) and 13-digit Report Number (6-1 on page 6) and click "See my report" button.

MENU   Logout

Country : [Japan] Your report will be handled in compliance with the local laws in each country. If you choose the wrong country, go back to the TOP page and select the correct country.

If you want to submit a new report, press "Create New Report" button.

Create New Report

If you want to edit your draft, see the reply to your report, or add further information, click the "Edit or Delete Draft / Check the Reply / Add Information" button.

11-1

Edit or Delete Draft / Check the Reply / Add Information

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Edit or Delete Draft / Check the Reply / Add Information

If you want to edit your draft, check the reply to your report, or add further information, please enter your Report Number and PIN Code and then click the "See my report" button.

11-2

Report Number

PIN Code (4-digit numbers)

See my report

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12. Check the reply
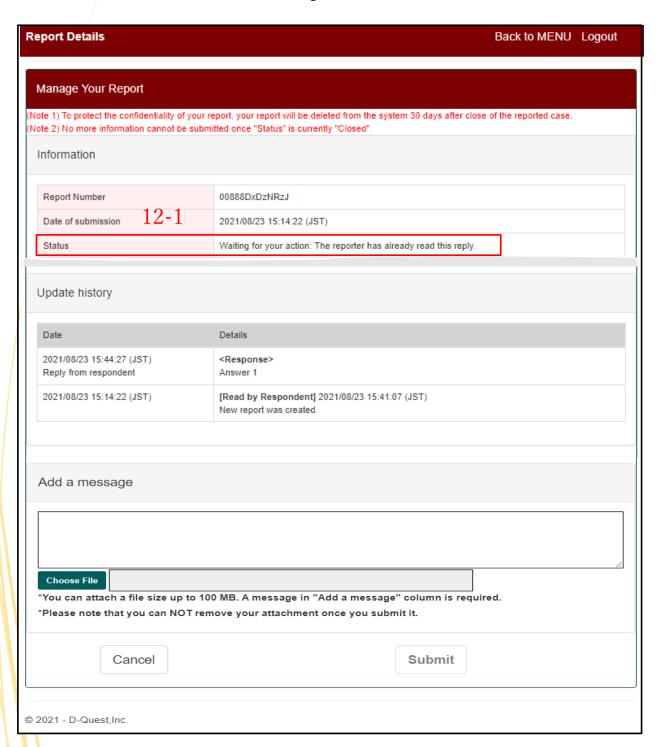
12-1. The current status on your report can be confirmed at "Status" field.

12-2. This page shows your report details and history of the communication with the respondent.

Report Details   Back to MENU   Logout

Manage Your Report

(Note 1) To protect the confidentiality of your report, your report will be deleted from the system 30 days after close of the reported case.
(Note 2) No more information cannot be submitted once "Status" is currently "Closed".

Information

Report Number	00888DxDzNRzJ
Date of submission **12-1**	2021/08/23 15:14:22 (JST)
Status	Waiting for your action: The reporter has already read this reply.

Update history

Date	Details
2021/08/23 15:44:27 (JST) Reply from respondent	<Response> Answer 1
2021/08/23 15:14:22 (JST)	[Read by Respondent] 2021/08/23 15:41:07 (JST) New report was created.

Add a message

Choose File

*You can attach a file size up to 100 MB. A message in "Add a message" column is required.
*Please note that you can NOT remove your attachment once you submit it.

Cancel   Submit

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13. Add further information

13-1. If you want to add further information or response to the reply from your company, fill in the "Add a message" column and click "Submit".

13-2. After pressing "Submit" button, the confirmation window will appear. Click "OK" button to complete adding a message.
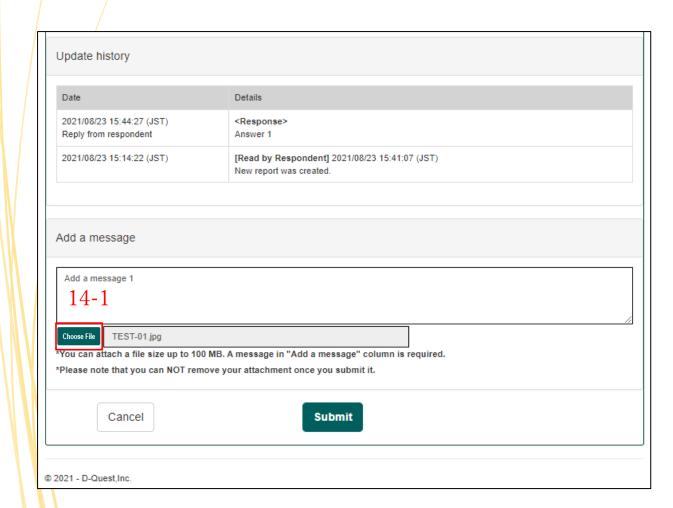
Update history

Date	Details
2021/08/23 15:44:27 (JST) Reply from respondent	<Response> Answer 1
2021/08/23 15:14:22 (JST)	[Read by Respondent] 2021/08/23 15:41:07 (JST) New report was created.

Add a message

Add a message 1

Choose File TEST-01.jpg

*You can attach a file size up to 100 MB. A message in "Add a message" column is required.
*Please note that you can NOT remove your attachment once you submit it.

Cancel   **Submit**

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Are you sure you want to send the additional information?

Add a message 1

13-2

Cancel   **OK**

14. File Attachment

This service is not available for reports from outside Japan.

14-1.   If you want to attach a file such as an image, audio, or document, click "Choose File" under the "Add a message" column and select the file you want to attach.

14-2.   After choosing file and pressing "Submit" button, the confirmation window will appear. Click "OK" button to complete attaching file.

* You can only attach one file (up to 100MB) for each additional message. If you wish to attach multiple files, please compress them into a zip file on your PC.

* A message in "Add a message" column is required.

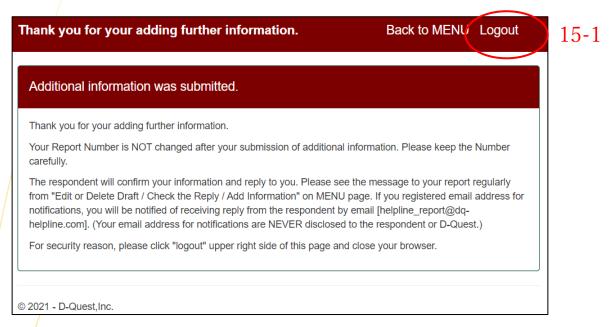* Please note that you can NOT remove your attachment once you submit it.

Update history	
Date	**Details**
2021/08/23 15:44:27 (JST) Reply from respondent	\<Response\> Answer 1
2021/08/23 15:14:22 (JST)	[Read by Respondent] 2021/08/23 15:41:07 (JST) New report was created.

Add a message

Add a message 1

14-1

Choose File	TEST-01.jpg

*You can attach a file size up to 100 MB. A message in "Add a message" column is required.

*Please note that you can NOT remove your attachment once you submit it.

[Cancel]   [**Submit**]

15. Completion Page and Email

15-1. When the "Additional information was submitted" screen appears, your submission is complete.

15-2. For security reasons, click "Logout" and close your browser.

Thank you for your adding further information.   Back to MENU   Logout

15-1

Additional information was submitted.

Thank you for your adding further information.

Your Report Number is NOT changed after your submission of additional information. Please keep the Number carefully.

The respondent will confirm your information and reply to you. Please see the message to your report regularly from "Edit or Delete Draft / Check the Reply / Add Information" on MENU page. If you registered email address for notifications, you will be notified of receiving reply from the respondent by email [helpline_report@dq-helpline.com]. (Your email address for notifications are NEVER disclosed to the respondent or D-Quest.)

For security reason, please click "logout" upper right side of this page and close your browser.

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15-3. If you registered your email address for notifications (3-3, page 3), you receive the notification email with the subject "[NOTIFICATION] Your additional information has been accepted".

[NOTIFICATION] Your additional information has been accepted

helpline_report@dq-helpline.com <helpline_report@dq-helpline.com>   2021年8月23日 16:18
To:

Thank you for your adding further information.

Please see the message to your report regularly from "Edit or Delete Draft / Check the Reply / Add Information" on MENU page accessing via following URL with the Common ID / Password.
Note that Report Number can be neither reissued nor inquired.

●Website name:Global Helpline
●URL: http://jp-test.dq-helpline.com/cmp00xxx/test00/
●Date of report:2021/08/23 16:18:17 (JST)
----
*This email was generated automatically by the system.
*Do not reply to this email address.

16. Report Details Page

Your message will be shown in [Update history] field.

Report Details   Back to MENU   Logout

Manage Your Report

(Note 1) To protect the confidentiality of your report, your report will be deleted from the system 30 days after close of the reported case.
(Note 2) No more information cannot be submitted once "Status" is currently "Closed".

Information

Report Number	00888DxDzNRzJ
Date of submission	2021/08/23 15:14:22 (JST)
Status	Unread: The respondent in company has not read this report or the latest message yet.

Contents

Time of Occurrence	Within 1 month

Update history

Date	Details
2021/08/23 16:18:16 (JST) Additional information was submitted.	[Unread by Respondent] <Added Information> Add a message 1 <Attached File> TEST-01_NRzJ_1.jpg
2021/08/23 15:44:27 (JST) Reply from respondent	<Response> Answer 1
2021/08/23 15:14:22 (JST)	[Read by Respondent] 2021/08/23 15:41:07 (JST) New report was created.

Add a message

选择附件 | _____

*You can attach a file size up to 100 MB. A message in "Add a message" column is required.
*Please note that you can NOT remove your attachment once you submit it.

Cancel   Submit

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