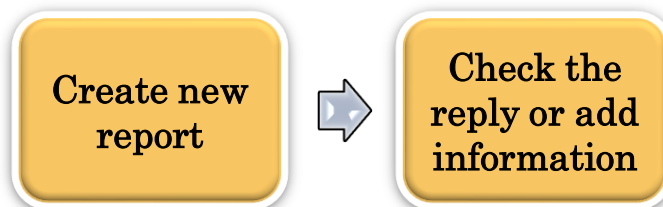


# Whistleblowing Contact

## D-Quest Helpline

issued: 01/06/2016  
updated: 19/07/2024

### Manual for Reporter



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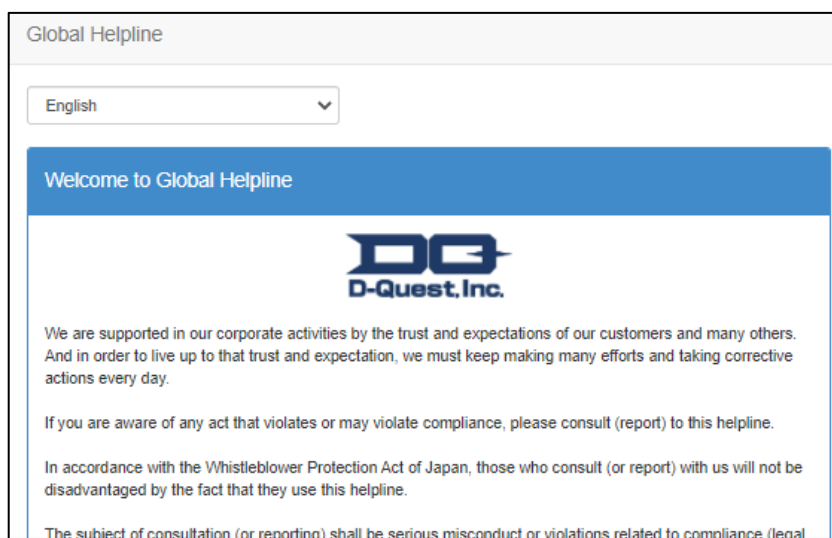
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# 1. Login

- 1-1. Access the whistleblowing website of your company from the URL like below.  
[https://i365.helpline.jp/\\*\\*\\*\\*/\\*\\*\\*\\*/](https://i365.helpline.jp/****/****/)  
(\*\*\*\* means specific characters depending on the client)
- 1-2. Enter the Common ID and Common Password preliminary announced from your company and click "Start" button.

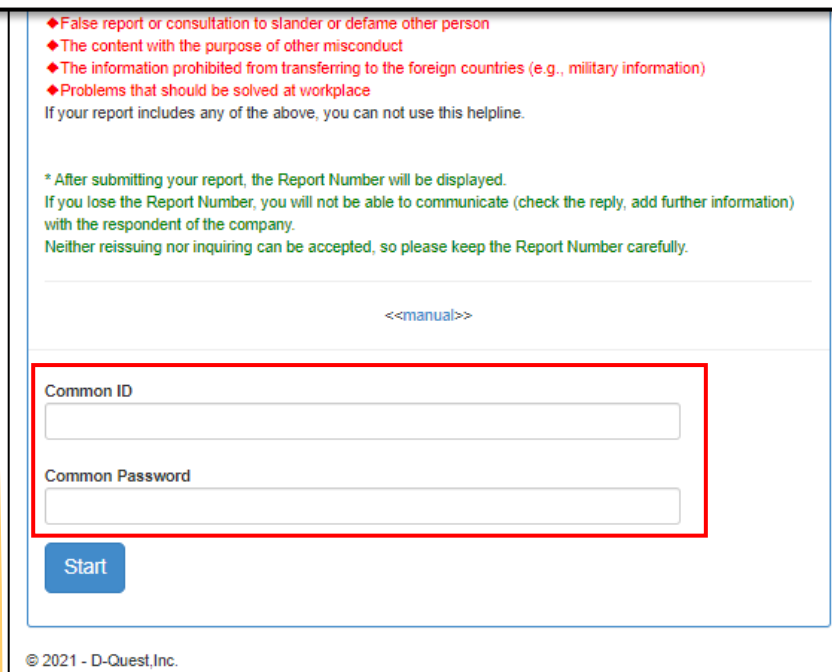
1-1



The screenshot shows the 'Global Helpline' login interface. At the top, there's a language dropdown menu set to 'English'. Below it is a blue banner with the text 'Welcome to Global Helpline'. The D-Quest, Inc. logo is prominently displayed in the center. Below the logo, there is a paragraph of text stating that the company is supported by customer trust and must maintain high standards. This is followed by a statement encouraging users to report any compliance violations. A note mentions that consultations are protected under the Whistleblower Protection Act of Japan. At the bottom, a line of text specifies that the subject of consultation should be serious misconduct or violations related to compliance (legal).

\* 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.

1-2



This screenshot shows the login form area of the website. It includes a list of prohibited report types: false reports, reports for other misconduct, information for foreign countries, and workplace problems. A warning states that reports containing any of these are not accepted. Below this, a note explains that a Report Number is displayed after submission and should be kept carefully. The login fields consist of a 'Common ID' text box, a 'Common Password' text box, and a blue 'Start' button. A link labeled '<<manual>>' is also visible. The footer of the page indicates the copyright is © 2021 - D-Quest, Inc.

## 2. Menu (to create report)

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

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

2-1

Global Helpline Logout

English

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

**Create New Report**

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

**Check the Reply / Add Information**

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Global Helpline 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".

#### 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.

#### Application of the terms of service.

(1) The Service is only available to Target Users who agree to comply with these Terms of Use.

#### Prohibited Acts

Target Users are prohibited from using the Service for defamation or any other unlawful conduct.

#### 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.

**2-2** **Agree** I do not agree

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## 3. Report Form (1)

3-1. Describe in the report form as much information as possible.

**\*Items in red are required.**

3-2. To attach a file such as an image, sound, or document, press "Choose File" and select the file you wish to attach.

**\*You may attach only one file at a time (max. 25 MB).**

**If you wish to attach multiple files, please compress them into a zip file on your PC or register your report once and attach it again from "[Add further information \(page9\)](#)".**

3-1

3-2

D-QUEST Global HotLINE Logout

Create New Report

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

**Time of Occurrence**

☐ Within 1 day  
☐ Within 3 days  
☐ Within 1 week  
☐ Within 1 month  
☐ Within 3 months  
☐ Within 6 months  
☐ Within 1 year

**Location of occurrence**

**Involvement of Managers / Executive Officers**

☐ None  
☐ With Manager

**Attached File**

**Choose File** Cancel

\*The maximum size of the attached file is 25 MB.  
\*If there are multiple files, please compress them into a ZIP file or register the report once and upload it as further information.  
\*If a password is set for the ZIP file, it may not be accepted for security reasons.  
\*Attachments will be available for 14 days after uploading.

## 3. Report Form (2)

- 3-3. If you fill in "**Email address**" 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 "[6. Notification](#)" on page 7)

Global Helpline Logout

### Create New Report

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

<b>Time of Occurrence</b>	<input type="radio"/> Within 3 days <input type="radio"/> Within 1 week <input type="radio"/> Within 1 month <input type="radio"/> Within 6 months <input type="radio"/> Within 1 year <input type="radio"/> More than 1 year <input type="radio"/> It is possible that it could happen in the future <input type="radio"/> Unknown
Location of occurrence	Example: - Sales Department Section 3, Tokyo Head Office - Materials Stocking Department, Shinjuku Factory <input type="text"/>
<b>Involvement of Managers / Executive Officers</b>	<input type="radio"/> None <input type="radio"/> With Manager <input type="radio"/> With Executive Officer <input type="radio"/> With Both <input type="radio"/> Unknown
<b>Contents of the report</b> * Please describe the incident in as much detail as possible in sections 1 - 6.	<div> 1 Contents of the report  2 Who was involved  3 How did it happen  4 When and how did you find out  5 Is it likely to happen again </div>

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

Email address

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

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3-3

## 4. Confirm

- 4-1. After pressing "Submit" button, the confirmation window will appear. Click "Submit" button again to complete creating your report.

**\*No submitted report can be canceled or deleted.**



**For security reasons, the session will automatically time out and end after 60 minutes of inactivity.**

**When the session ends, you will be logged out and returned to the initial page. If the session ends while you are in the middle of typing, all the text you have typed up to that point will be lost.**

**If you expect to spend a lot of time typing, we recommend that you prepare your text data in advance.**

## 5. Completion Page and Report Number

- 5-1. Once you submit your report, the completion page will be displayed.  
**Please make a note of the Report Number** (13-digit alphanumeric characters) displayed on this page and keep it handy.  
**The Report Number is necessary to confirm the reply from the respondent.** Please note that this page is the only place where you can check the Report Number.

**\*If the Report Number is lost, you will not be able to communicate with the recipient (check the reply, add further information, etc.) regarding the submitted report.**

- 5-2. Click "Logout" after making a note of the Report Number.

The screenshot shows a web page titled "Global Helpline" with a "Logout" link in the top right corner. A blue banner at the top says "Thank you for your submitting the report." Below this, a grey box contains the text: "Thank you for your submitting 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." The Report Number "00137oDhdtbhd" is displayed in a large, light red box. Below the grey box, there is more text: "Your report has been successfully submitted. The respondent will be notified of this report. The respondent will confirm your information and reply to you. Please see the message to your report regularly from '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. (Your email address for notifications is 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." At the bottom left, it says "© 2021 - D-Quest, Inc."

**\* Neither reissuing nor inquiring the Report Number is accepted.**

**\*Your report is accessible to the reporter who knows its Report Number and respondent. Please do not share your Report Number with anyone else.**

**This is the end of [Create new report].**



## 6. Notification

- 6-1. If you registered your email address for notifications when creating your report ([3-3, page4](#)), you receive the notification email of reply from the respondent with the subject "Helpline message - Notification of reply from respondent".

### Helpline message - Notification of reply from respondent

helpline\_answer@helpline.jp <helpline\_answer@helpline.jp>

2021年8月31日 15:10

To:

<D-Quest Helpline>

Date of reply:8/31/2021 3:10:54 PM

The reply to the report has been registered. Please confirm from URL below.

<https://i365.helpline.jp//DQxxx/xxx/>

\*This email was generated automatically by the system.

\*Do not reply to this email address.

**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.**

## 7. Menu (to check your report)

- 7-1. Login from the URL in the notification email or by procedure "[1-1 Login](#)" and press "Check the Reply / Add Information" button on Menu page.
- 7-2. Enter the 13-digit Report Number noted at the step of completion of creating report ([5-1 on page 6](#)) and click "Confirm" button.

Global Helpline Logout

English ▼

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

Create New Report

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

Check the Reply / Add Information

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Global Helpline Logout

Check the Reply / Add Information

To see the reply to your report or add further information, please enter the appropriate Report Number and click "Confirm".

Report Number

Confirm

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# 8. Check the reply from respondent

- 8-1. This page shows your report details and history of the communication with the respondent.
- 8-2. If there is an attachment from the respondent, please download the file as soon as possible. Files are available for 14 days from upload.

D-QUEST Global HotLINE

Logout

Check the Reply / Add Information

Please see the latest message from the respondent and reply or add information. Click "Submit" button once you fill in "Add a message" form.

(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".

Report Number	00137r6QX8PSB
Status	Answer registered
Date of submission	7/11/2024 1:24:19 PM Japan Standard Time
Time of Occurrence	Within 1 day
Location of occurrence	test
Involvement of Managers / Executive Officers	None
Contents of the report	1 Contents of the report test
Did you report to your boss?	Yes, I reported it.
Attached File	test.png(76.66 KB) <button>Delete</button>

8-1

Add a message

7/11/2024 1:26:02 PM Japan Standard Time

➡ Respondent's reply

answer

answer.png(76.66 KB)

8-2

## 9. Add further information

9-1. You can make an additional message from "Add a message" button. Fill in the form and press "Submit" button.

9-2. After completing submission, the page like below will appear.

\*You may attach only one file at a time (max. 25 MB).

If you wish to attach multiple files, please compress them into a zip file on your PC or make an additional message again with subsequent files.

D-QUEST Global HotLINE

Logout

Check the Reply / Add Information

Please see the latest message from the respondent and reply or add information. Click "Submit" button once you fill in "Add a message" form.

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

Report Number	001376QX8PSB
Status	Answer registered
Date of submission	7/11/2024 1:24:19 PM Japan Standard Time
Time of Occurrence	Within 1 day
Location of occurrence	test
Involvement of Managers / Executive Officers	None
Contents of the report	1 Contents of the report test
Did you report to your boss?	Yes, I reported it.
Attached File	test.png(75.66 KB) Delete

9-1

Add a message

7/11/2024 1:26:02 PM Japan Standard Time

Respondent's reply

answer

answer.png(75.66 KB)

Add a message

Please enter the further information or message and press "Submit" button. If you stop adding message, click "Back" button.

Attached File

Choose File Cancel

\*The maximum size of the attachment is 25 MB.  
\*If there are multiple files, please compress them into a zip file.  
\*If a password is set for the ZIP file, it will not be available for download.  
\*Attachments will be available for download for 30 days after submission.

Are you sure you want to submit? The submitted message can not be canceled / deleted.

Submit Cancel

9-2

Submit

Back

Global Helpline

Logout

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 "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. (Your email address for notifications is 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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## 10.Completion Page

10-1. Your additional message is shown like following image.

10-2. Finally, click "Logout" and close your browser.

Global Helpline

10-2

Logout

Check the Reply / Add Information

Please see the latest message from the respondent and reply or add information. Click "Submit" button once you fill in "Add a message" form.

(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".

Report Number	00137oDhdtbhd
Status	Not confirmed yet
Date of submission	8/31/2021 3:05:36 PM Japan Standard Time
Time of Occurrence	Within 1 year
Location of occurrence	TEST
Involvement of Managers / Executive Officers	With Executive Officer
Contents of the report	1 Contents of the report TEST 2 Who was involved  3 How did it happen  4 When and how did you find out  5 Is it likely to happen again  6 Does anyone else know of this
Did you report to your boss?	No, I have not reported it.

Add a message

8/31/2021 3:10:54 PM Japan Standard Time

→ Respondent's reply

Answer

8/31/2021 3:41:02 PM Japan Standard Time

← Reporter's message

Add a message

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This is the end of [Add further information].