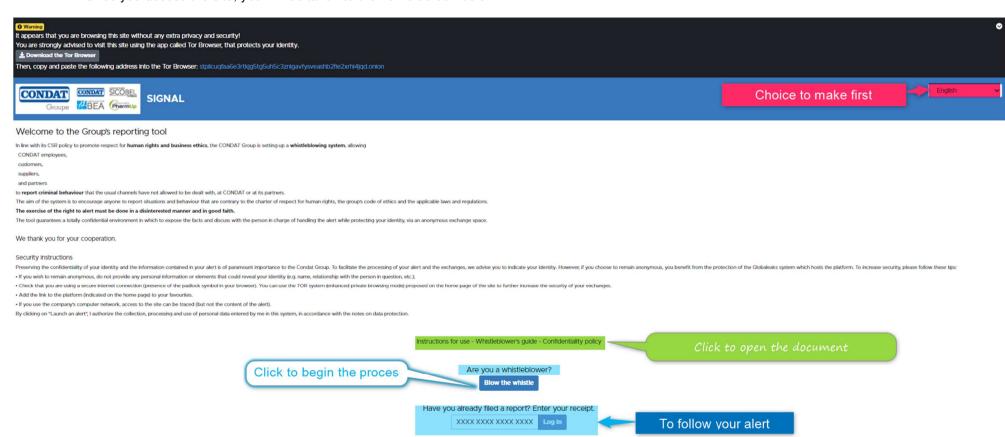# Instructions for use

Here you will find a detailed step-by-step guide on how to use the Condat Group's alert platform.

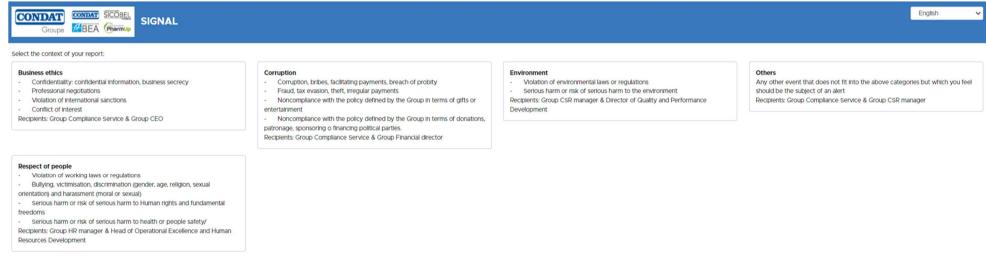1. Once you access the site, you will be taken to the home screen below:

⚠ Warning
It appears that you are browsing this site without any extra privacy and security!
You are strongly advised to visit this site using the app called Tor Browser, that protects your identity.

⤓ Download the Tor Browser

Then, copy and paste the following address into the Tor Browser: stpiicuqfaa6e3rtkjg5tg5uh5c3znigavfysveashb2fie2xrhi4jqd.onion

CONDAT Groupe / **CONDAT** BEA / SICOBEL / PharmUp — **SIGNAL**

Choice to make first ➜ English

Welcome to the Group's reporting tool

In line with its CSR policy to promote respect for **human rights and business ethics**, the CONDAT Group is setting up a **whistleblowing system**, allowing

CONDAT employees,

customers,

suppliers,

and partners

to **report criminal behaviour** that the usual channels have not allowed to be dealt with, at CONDAT or at its partners.

The aim of the system is to encourage anyone to report situations and behaviour that are contrary to the charter of respect for human rights, the group's code of ethics and the applicable laws and regulations.

The exercise of the right to alert must be done in a disinterested manner and in good faith.

The tool guarantees a totally confidential environment in which to expose the facts and discuss with the person in charge of handling the alert while protecting your identity, via an anonymous exchange space.

We thank you for your cooperation.

Security Instructions

Preserving the confidentiality of your identity and the information contained in your alert is of paramount importance to the Condat Group. To facilitate the processing of your alert and the exchanges, we advise you to indicate your identity. However, if you choose to remain anonymous, you benefit from the protection of the Globaleaks system which hosts the platform. To increase security, please follow these tips:

• If you wish to remain anonymous, do not provide any personal information or elements that could reveal your identity (e.g. name, relationship with the person in question, etc.);

• Check that you are using a secure internet connection (presence of the padlock symbol in your browser). You can use the TOR system (enhanced private browsing mode) proposed on the home page of the site to further increase the security of your exchanges.

• Add the link to the platform (indicated on the home page) to your favourites.

• If you use the company's computer network, access to the site can be traced (but not the content of the alert).

By clicking on "Launch an alert", I authorize the collection, processing and use of personal data entered by me in this system, in accordance with the notes on data protection.

Instructions for use - Whistleblower's guide - Confidentiality policy ◀ *Click to open the document*

Click to begin the proces ➜ Are you a whistleblower?
Blow the whistle

Have you already filed a report? Enter your receipt.
XXXX XXXX XXXX XXXX **Log in** ◀ To follow your alert

2. The choice of language automatically modifies the message (4 languages available: French, English, Brazilian and Chinese).

Blow the whistle

3. If this is the beginning of the process, click on

4. The choice of the type of event you wish to report appears:

CONDAT Groupe | **CONDAT** SICOBEL BEA PharmUp | **SIGNAL** | English

Select the context of your report:

Business ethics
- Confidentiality: confidential information, business secrecy
- Professional negotiations
- Violation of International sanctions
- Conflict of Interest
Recipients: Group Compliance Service & Group CEO

Corruption
- Corruption, bribes, facilitating payments, breach of probity
- Fraud, tax evasion, theft, irregular payments
- Noncompliance with the policy defined by the Group In terms of gifts or entertainment
- Noncompliance with the policy defined by the Group In terms of donations, patronage, sponsoring o financing political parties.
Recipients: Group Compliance Service & Group Financial director

Environment
- Violation of environmental laws or regulations
- Serious harm or risk of serious harm to the environment
Recipients: Group CSR manager & Director of Quality and Performance Development

Others
Any other event that does not fit into the above categories but which you feel should be the subject of an alert
Recipients: Group Compliance Service & Group CSR manager

Respect of people
- Violation of working laws or regulations
- Bullying, victimisation, discrimination (gender, age, religion, sexual orientation) and harassment (moral or sexual)
- Serious harm or risk of serious harm to Human rights and fundamental freedoms
- Serious harm or risk of serious harm to health or people safety/
Recipients: Group HR manager & Head of Operational Excellence and Human Resources Development

To enable us to process your request as efficiently as possible, certain fields are mandatory. These fields are marked with an asterisk: *.

5. You must then choose whether you wish to remain anonymous or not:

Not anonymous :

Do you want to provide your personal information?
⦿Yes ○No

Last name *

First Name *

Email

Phone number

Please describe the incident in as much detail as possible *
describe your alert in detail

Anonymous:

Do you want to provide your personal information?
○Yes ⦿No

Please describe the incident in as much detail as possible *
describe your alert in detail

6. On the alert page, you can describe your alert in your own words and answer questions about the incident. These various questions allow us to respond and investigate the event as best we can.

Please describe the incident in as much detail as possible *

describe your alert in detail

[   ]

In which country did the incident occur?

[⇕]

In which main entity did the incident occur? *

[⇕]

Which is your relationship with the company *

[⇕]

Did you personally witness the incident

[⇕]

Is the incident still in progress?

[⇕]

Have you ever informed a manager or someone in your company?

[⇕]

Are managers involved in the incident?

[⇕]

Has there ever been any damages?

[⇕]

Depending on your answer, additionnal questions will appear. The more detailed the information, the easier it will be to process the case.

Attachments
Attach files relevant to the report.

[📎 Upload | Select a file or drag it here.   ]

[**Submit**]

7. You can also attach a file (or files) of up to 5 MB each to support your alert.

⚠️ Always remember that documents may contain personal information, so if you wish to remain anonymous, check that there is no identifying information in the documents provided (e.g. stating that you are a mechanic when there is only one mechanic in the company would identify you).

8. A reference number is provided at the end of the questionnaire, confirming that you have sent this alert.

9. If you want to track your case, enter the case number you have been given and click on

| XXXX XXXX XXXX XXXX | **Log In** |

10. If you have lost this number, you will not be able to access your anonymised exchange space again. However, you will be able to start a new alert and recall the elements of your previous alert so that we can make the link.