



## Table of contents

1. Introduction.....	2
2. System requirements .....	2
3. Functions for users.....	2
3.1 Create an account .....	3
3.2 Reset password .....	4
3.3 Different views .....	4
3.4 Start a live chat.....	4
3.5 Submitting a new message.....	5
3.6 Anonymizing files .....	7
3.7 Account & Settings .....	7
3.8 Submitting information .....	9
3.9 Document area.....	12
3.10 E-Learning.....	13
3.11 Help .....	14



## 1. Introduction

Due to the various regulatory and legal requirements, companies and organizations from the public and private sectors are obliged to implement a whistleblowing system that allows users to report completely anonymously, as well as communicate anonymously. With the Smart Integrity Platform, the legal requirements for the system to be implemented are fully met. In addition, the Smart Integrity Platform offers many benefits and features that improve governance and facilitate the internal processing and management of reports

This user manual is intended to explain the functions of the Smart Integrity Platform - Whistleblower System module. It should be read in conjunction with your company's terms of use, policies and process descriptions, and operating agreements.

The whistleblower system is an essential component of the compliance management system. It can be accessed at any time and from anywhere and is easy to operate. Systemanforderungen

## 2. System requirements

The Smart Integrity Platform is compatible with the most common browsers and can be used on all end devices such as laptop, tablet or smartphone. We recommend choosing a secure browser that transmits little personal data.

## 3. Functions for users

Users access the platform through the link published by the company.

The employees of your organization are created as internal users by the Analyst Admin. It is also possible for the company to use an Active Directory interface. This way, all female employees who are registered in the company can log in to the Smart Integrity Platform.

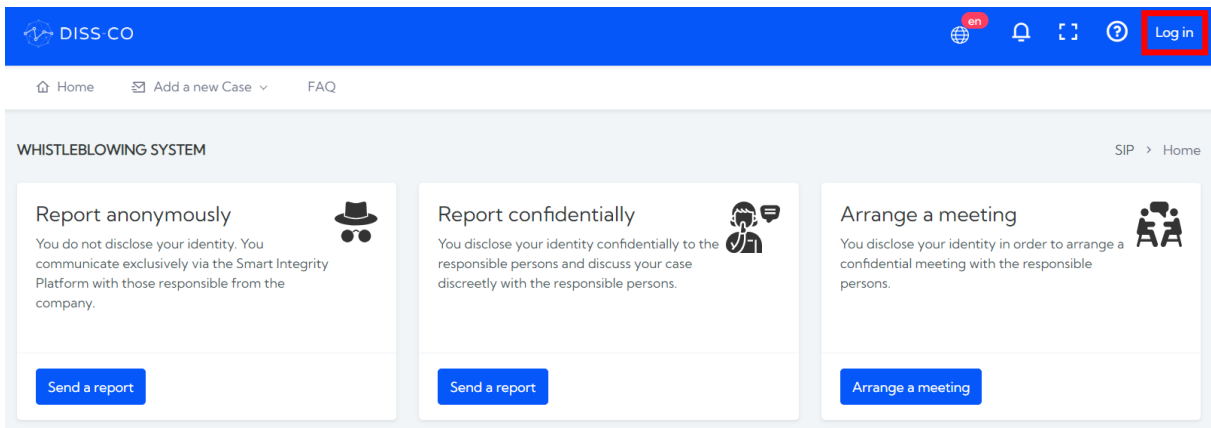
If you have not yet received access, please contact your administrator. Sollten Sie noch keinen Zugang erhalten haben, wenden Sie sich an Ihre/n Administrator/in.

**Attention!**

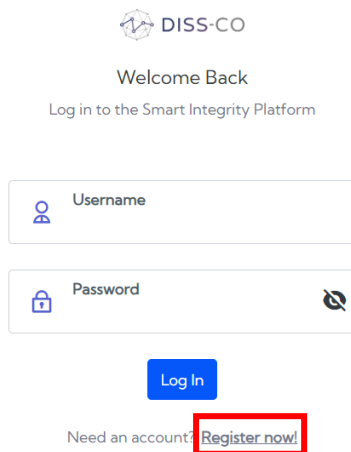
Should you submit a report, lock your screen as soon as you leave your seat.

### 3.1 Create an account

If you do not already have an account, please create an account to access the e-Learning, live chat feature, and document area. If your company has not enabled these features, creating an account is not necessary until the first time you report. You will be prompted to choose a username and password in the final step of the registration process.



On the user view, please click on "Log In" at the top right of the page.



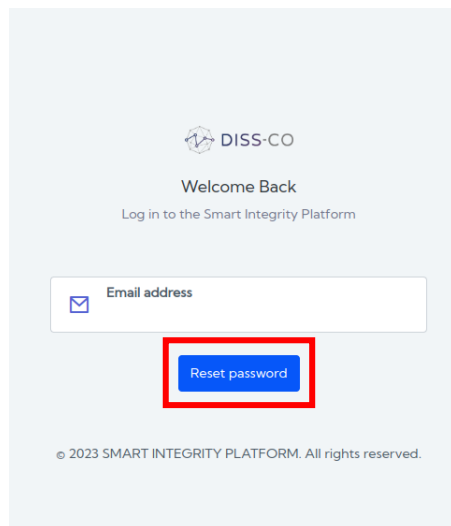
Click "Register Now," to select a username and password. When selecting a username, do not use plain names or nicknames or abbreviations that are easy to guess. A combination of letters and numbers is advisable.

The password should consist of at least 10 characters, contain at least one capital letter, one special character and one number.

You will be asked to choose a username and password in the last step of the registration process..

## 3.2 Reset password

If you have forgotten your password, click on "I forgot my password". You will receive a password reset link via email.



### Attention!

Resetting the password is possible only for registered users (administrators, analysts and employees). The system does not register IP addresses or user data, based on which password recovery for other users could be performed. Therefore, the password cannot be reset in the third party view.

## 3.3 Different views

You can recognize the third party view by the URL that contains the view title "/third-party".

The employees view contains "/employee" in the URL.

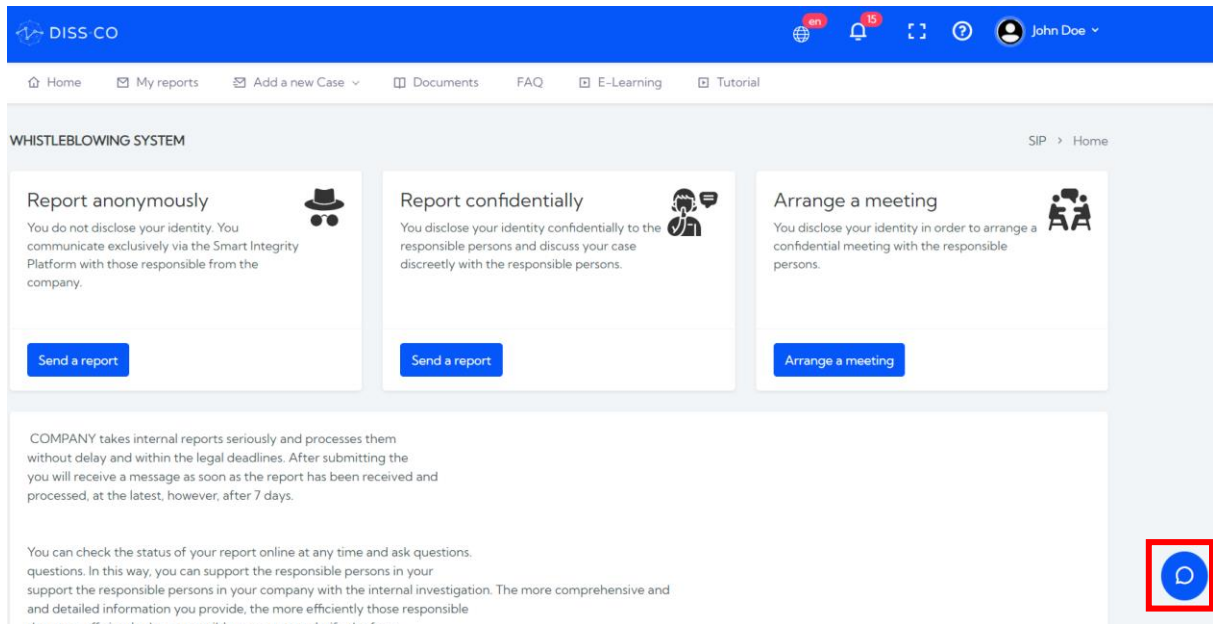
The administrators and analysts view contains "/admin" in the URL.

## 3.4 Start a live chat

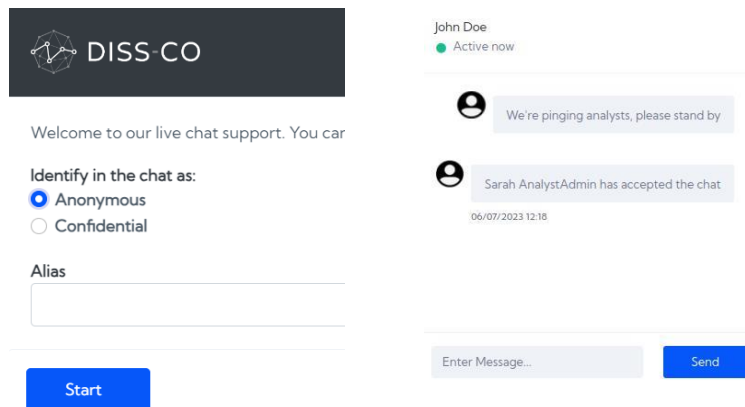
All female employees have the option of starting a live chat or filing a report anonymously or confidentially with the analyst (your company's compliance contact) at any time, despite logging in.

Third parties can start a live chat if they have submitted a report or created an account.

- a) To do so, click on the blue icon at the bottom right of the home page after logging in.



b) If you select "Anonymous", your name will not be transmitted. Do not enter a name or enter a fictitious name.



In case of a confidential message the username from your user profile will be transferred.

As soon as you start a chat, all responsible persons in the company who have an authorization to answer chat requests will be notified. Please note that it may take a few minutes for the responsible persons to log in to the platform and answer your questions.

If the responsible persons are not available, you will receive a message after a few minutes.

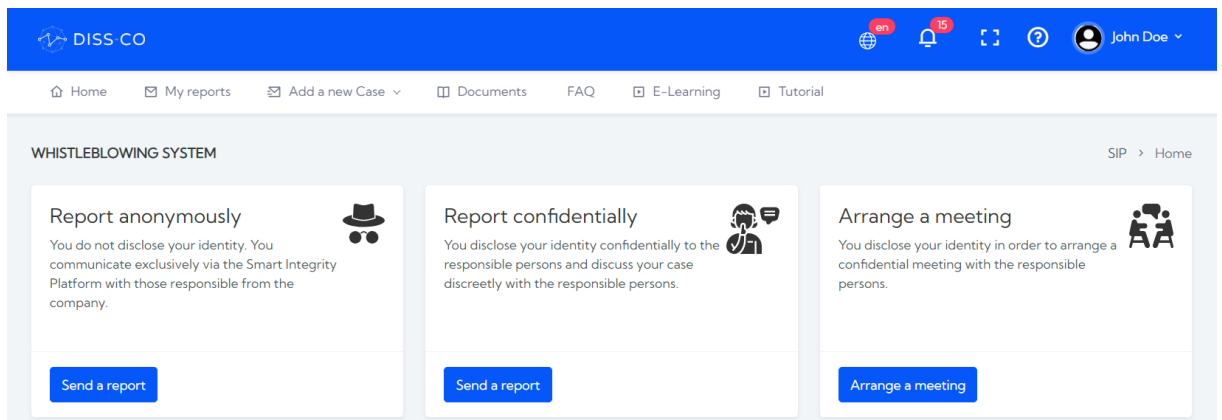
c) End your chat by clicking on the "x" and confirm the termination. After that, all chat content will be deleted for you.

d) Updating the web page will automatically terminate the chat. If connection problems with the Internet occur, start your chat again.

### 3.5 Submitting a new message



- a) On the start page, choose between an anonymous or confidential message or send a request for a personal meeting.



- b) Fill in the questionnaire. All fields must be completed. If you do not have an answer to a question, enter an x or N/A.
- c) Upload the files that might be helpful for the reconnaissance (note the explanation about anonymizing in 3.6.).
- d) Click Next.
- e) Check the content of the message. You can click on "Back" and correct your information.
- f) For a confidential report, you can enter an e-mail address and/or a telephone number and indicate when you can be reached. This information is voluntary.
- g) For external users: in the last step you choose a username and password. The username should not include any information about you if you are submitting an anonymous message.

Keep the access data in a safe place.

For external users:

Your password cannot be reset or recovered for security reasons.

For employees (employee view)

You can reset your password. Nevertheless, an anonymous report is possible. Your user data will not be transferred in case of an anonymous report.

- h) If you have sent the message, this cannot be undone.

**Attention!**



For security reasons, only certain file types are permitted for anonymous reporting. The metadata of these files is automatically removed after the upload to protect your anonymity.

## 3.6 Anonymizing files

If you want to blacken the contents of the files, we recommend the following procedure:

- Print the file legibly on a private printer. Blacken the areas with a black felt-tip pen.
- Take a picture with your private cell phone camera or scan the document with a private scanner.
- Save the image to your computer.

[Upload this file to your message](#)

Please note that files you save and delete on your terminal device (laptop, PC, smartphone) can be partially or fully recovered.

### Redaction of information

Please note that the so-called blackening or obscuring of certain information could also allow conclusions to be drawn about your identity. For example, if the original document is held by the company and is only known or accessible to a certain group of people. Think carefully about what information you obscure.

You can also use freely available software for redacting information in files. Provided that you print the files or create an image of the file or take a screenshot and save it as an image file, the process of redaction cannot be undone.

## 3.7 Account & Settings



The screenshot shows the 'MY REPORTS' section of the DISS-CO platform. At the top, there is a navigation bar with 'Home', 'My reports', 'Add a new Case', 'Documents', 'FAQ', 'E-Learning', and 'Tutorial'. A user profile dropdown for 'John Doe' is open, with 'Account Settings' highlighted in a red box. Below the navigation, there are filters for 'Select status' and 'Select categories'. The main content is a table of reports:

Type	Case ID	Description	Category	Channel	Submission date	Closing date	Assigned analyst	Status
	2023-2-303	N/A	Conflict of Interest, Internal Guidelines	web	20/06/2023			New Updated: 20/06/2023
	2023-2-302	N/A	Food Safety, Animal health and welfare	web	20/06/2023			New Updated: 20/06/2023
	2023-2-301	N/A	Conflict of Interest, Money Laundering	web	20/06/2023			New Updated: 20/06/2023
	2023-2-293	N/A	Procurement and Contracting, Food Safety	web	19/06/2023			Open Updated: 21/06/2023

Here you can change your profile information. Click "Update" to update your profile.

The screenshot shows the 'PROFILE' section of the DISS-CO platform. The navigation bar is the same as in the previous screenshot. The profile form contains the following fields:

- Title: Mr.
- First name: John
- Last name (Optional): Doe
- Email: [Empty field]
- Company Position (Optional): Test AG
- Phone number (Optional): [Empty field]

The 'Update' button is highlighted in a red box.

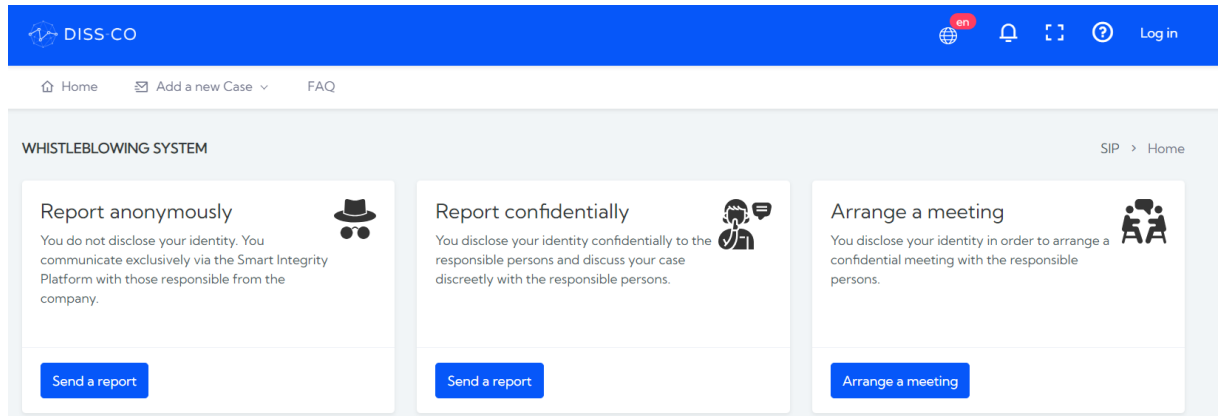
Please note that changing profile information will change the information in confidential messages and requests for a face-to-face meeting.



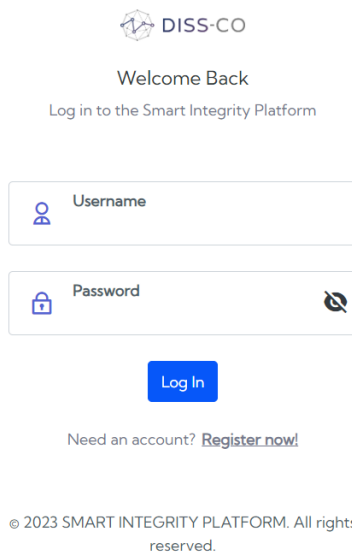


### 3.8 Submitting information

- a) Log in to the Smart Integrity Platform.  
To do this, go to the Smart Integrity Platform home page and then to "Log In".



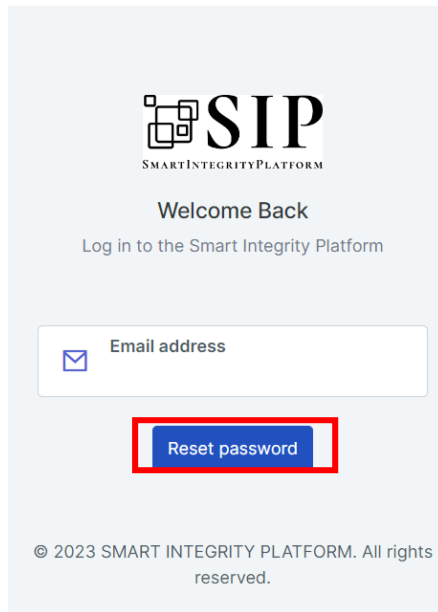
Enter your username and password.



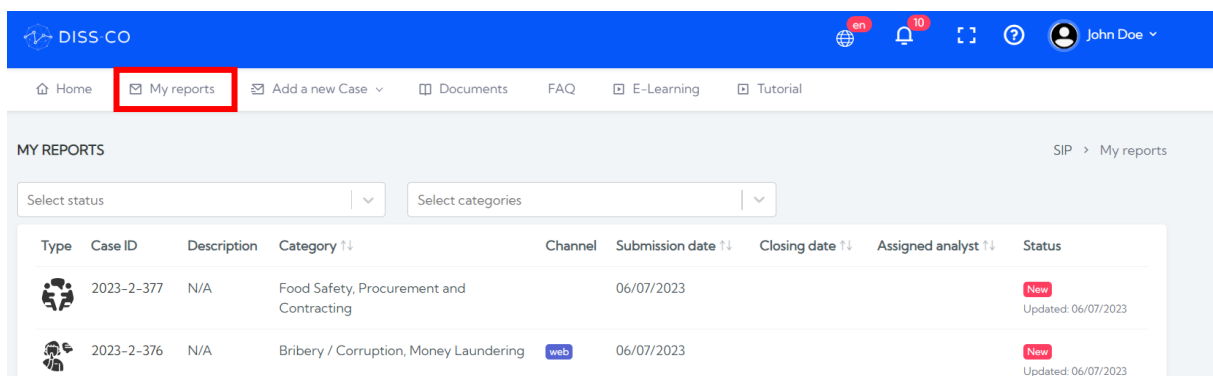
If you enter your username incorrectly three times, your login will be denied for 10 minutes for security reasons.

In the employee view, please log in using the link sent to you. Your username has been sent to you.

If you have forgotten your password, click on "I forgot my password". You will receive a password reset link via email.

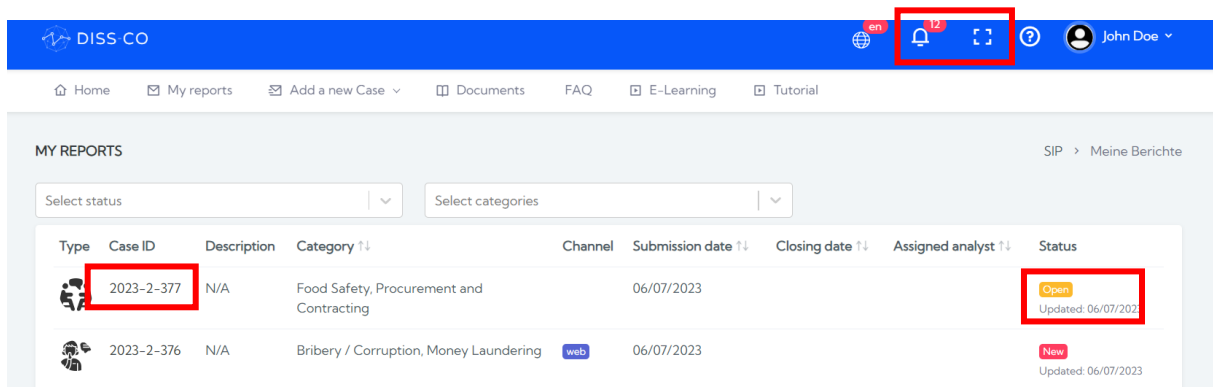


b) In the upper tab, select the "my reports" function and click on your case ID.



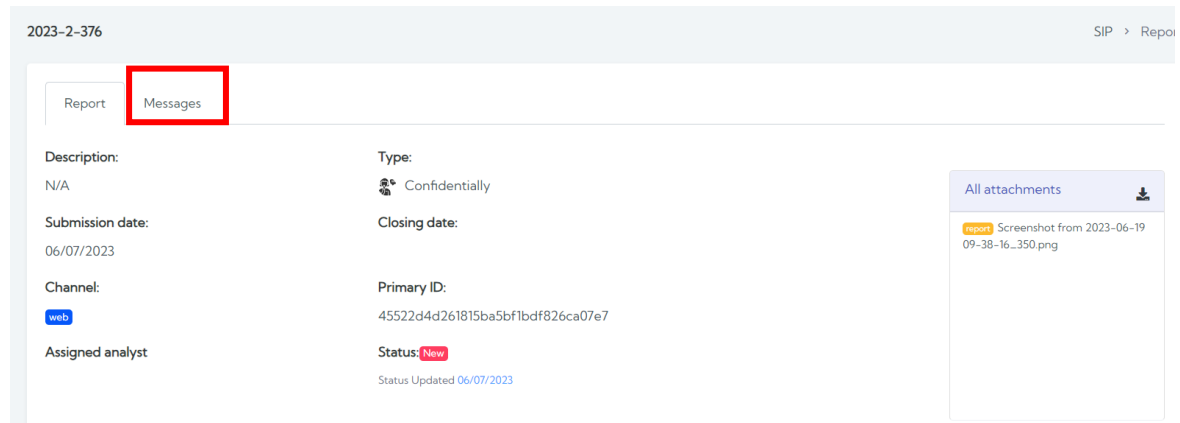
c) Under the bell icon you will find the updates to your report.

d) Provided your report has been read, the status of the report is changed from "New" to "Open".



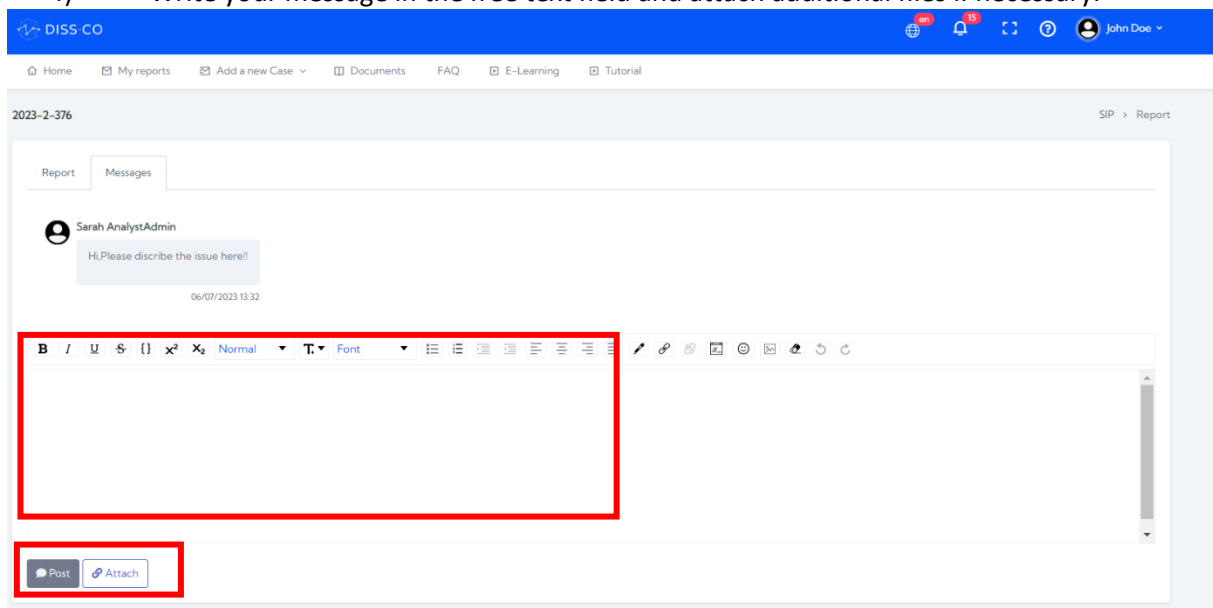


- e) First click on the case ID and open your case. In the upper area you will see the status and the person who is processing your message.



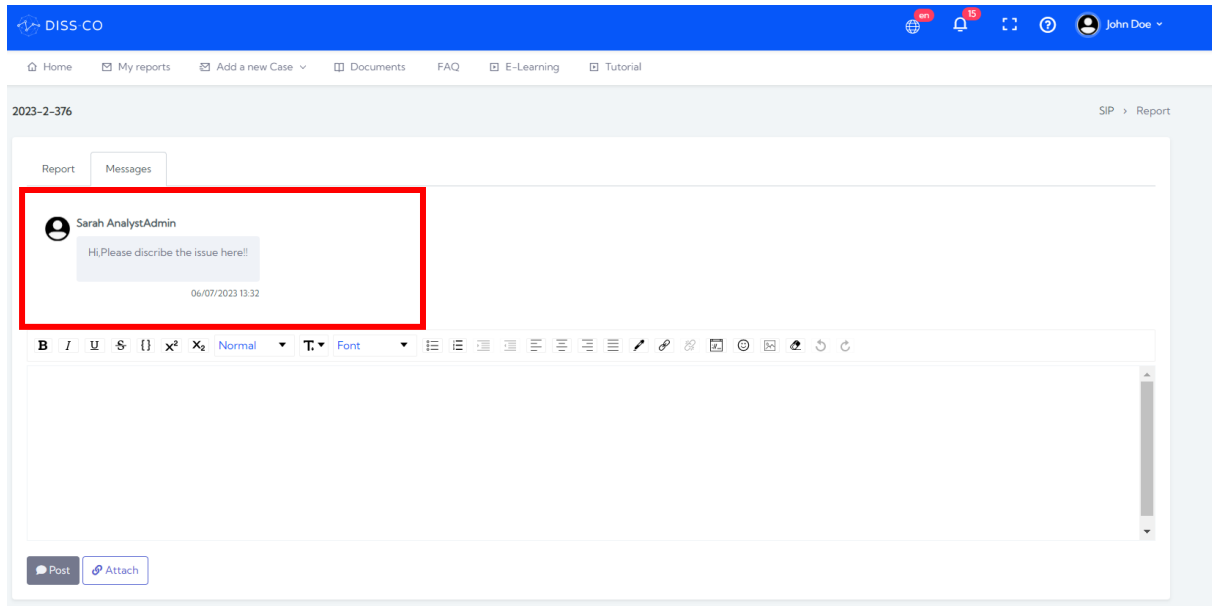
Click on "Messages," in the upper tab, to communicate with the editing person.

- f) Write your message in the free text field and attach additional files if necessary.



- g) If the person processing your message (analyst) has a query for you, you will find the questions and comments in this area as well.

All information and communications are stored irrevocably and unchangeably on the Smart Integrity Platform. This increases the security and the unmanipulability of the whistleblowing system.

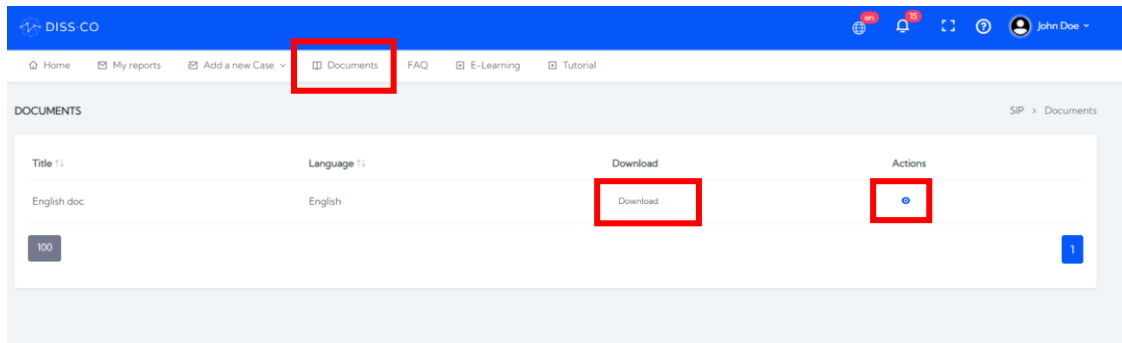


### Attention!

If you have submitted an anonymous report, you should regularly check whether there are any queries. If you have not entered an e-mail address, you will not be notified of any queries by e-mail. All communication takes place on the Smart Integrity Platform.

## 3.9 Document area

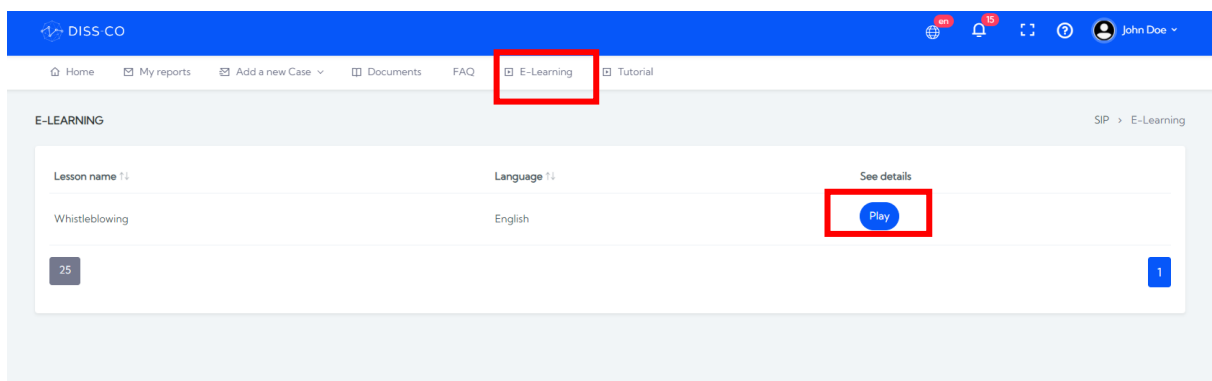
If document management has been activated for your company, you can view the company's guidelines and other relevant documents for the whistleblower or complaint management system under the "Documents" tab.



- Click on "Download" to save the document locally.
- Click the eye icon to open the document immediately.

### 3.10 E-Learning

If the e-learning is enabled for your company, you can view the online training at any time under the "E-Learning" tab. Click on Details.



The video can be played and ended. Your participation in the online training will not be registered. You will not receive a certificate in this module.

Please make sure that your speaker is connected and not muted. You can make settings of the video in the bottom right corner.



Home My reports Add a new Case Documents FAQ E-Learning Tutorial

E-LEARNING SIP > E-Learning

### Whistleblowing

Whistleblowing System eLearning session

0:00 / 49:51

Description: E-learning Whistleblower System  
Language: English

Switch between the chapters by clicking on the respective chapter.

Kapitel
1. Anwendungsbereich
2. Beschreibung des Prozesses
3. Zuständigkeiten
4. Wahrung der Anonymität
5. Schutz der beteiligten Personen

### 3.11 Help

If you need any help, please email us at [support@diss-co.tech](mailto:support@diss-co.tech)