

## OPERATING INSTRUCTIONS FOR USE OF THE WHISTLEBLOWING PLATFORM

### ACCESS TO THE PLATFORM

Click <https://mausitalia.wb.teseoerm.com/#/> for which you want to make the report and follow the instructions that you will find within the platform and on the website – whistleblowing section.



### SIGNALLING

Click on the "**send report**" button and **select the Receiver (Manager)**

Continue and confirm **that you have read the privacy policy**.

Continue and fill in the mandatory fields marked with (\*), namely: **subject of the report, type, anonymity, description**.

The whistleblower is also entitled to fill in the other non-mandatory fields that provide information on the identity of the whistleblower. In any case, remember that the report must be substantiated by indicating:

- The circumstances of time and place in which the event that is the subject of the report occurred;
- Attached documents;
- The elements that make it possible to identify the person to whom the reported facts are attributed.



### DISPATCH

When you are sure of the content to be forwarded / in written or voice form, click on "**Complete report and submit**".



### TICKET CODE

The platform will then issue **the receipt (ticket code)** that you must write down, keep and not disclose to third parties. It will be the only way through which you will be able to access this report again to monitor its progress and the manager's responses, by accessing the platform again and clicking on "**Have you already made a report? Enter your receipt.**" on the home screen (whether you've made an anonymous report or if you've detected your identity).



### ACKNOWLEDGMENT OF RECEIPT



Once the report has been made, you will receive acknowledgment of receipt or notification, directly visible on the platform. With this notice, the deadline for notification of receipt of the report is deemed to have been fulfilled



### REPORTING PROCESS

Sending Report, → Investigation →, Investigation, → Decision →, Response →, Action



### ANSWER

Within three months (except in special cases) from the acknowledgment of receipt or notification, you will receive the outcome of your report.



### ANONYMITY

You can also submit reports anonymously through the platform . They will be taken into account in different ways from country to country in accordance with local regulations.



### ARCHIVING

The data and information on the platform are stored within the platform and kept for a period of 5 years.