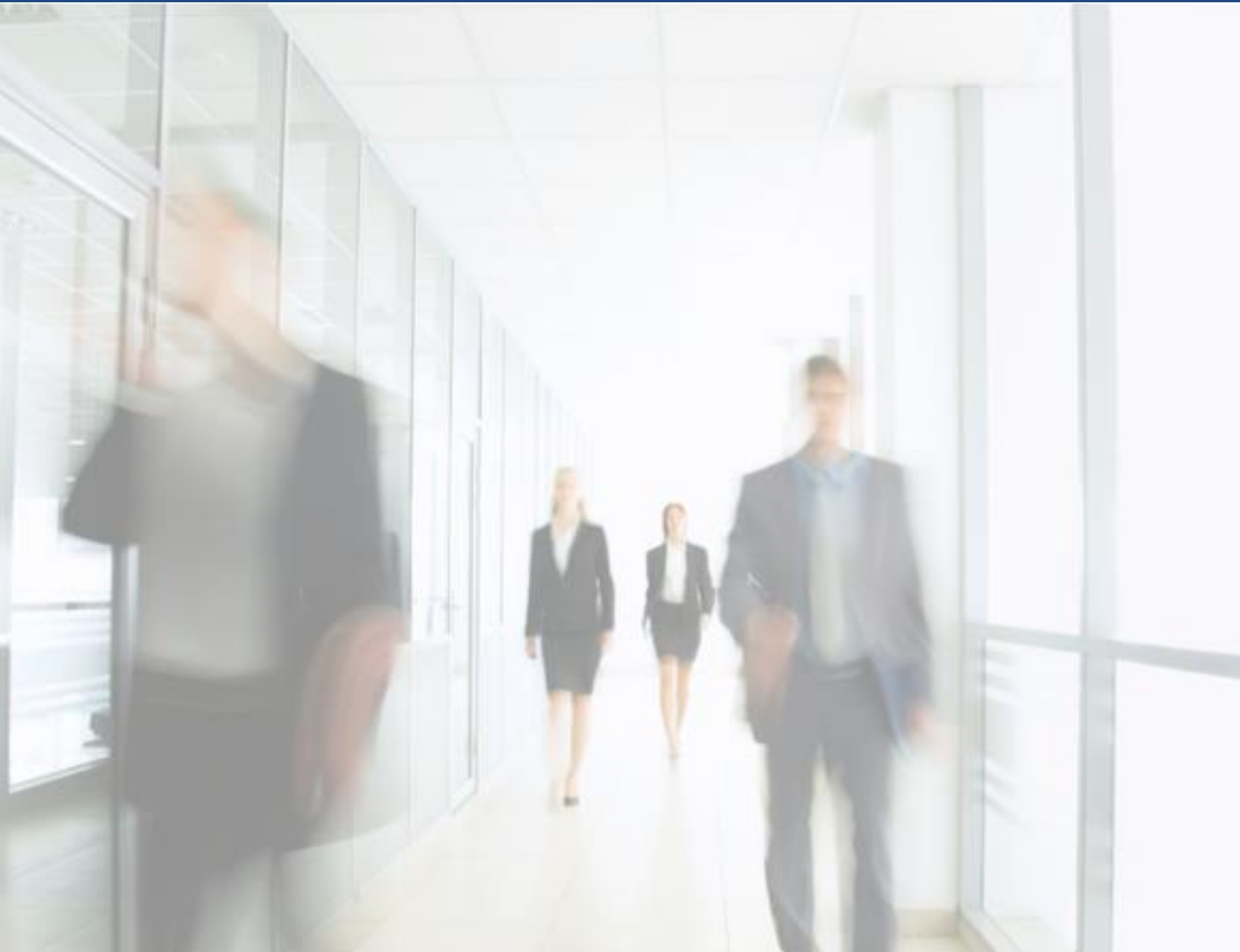


Incident Reporting: Quick User Guide



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Integrity Counts powered by
 **WHISTLEBLOWER
SECURITY**

About WhistleBlower Security



Making Good Companies Better

WhistleBlower Security Inc. was incorporated in 2005 for the parent company, The Walker Group. The Walker Group began in 1968 in the chemical manufacturing sector, where it quickly became an industry leader in product innovation with a focus on environmental sensitivity. Fostering innovation while maintaining a strict policy of environmental responsibility positioned the Walker Group to develop their own in-house code of ethics and conduct, which eventually grew recognition amongst their stakeholders.

With a success history of internal reporting database development as well as an effective corporate ethics policy, it became evident that the Walker Group was well positioned to offer their WhistleBlower Secured™ model to organizations who are seeking to take their operations to the next level.

WhistleBlower Security Inc. is a Canadian based global provider of customized ethics reporting services dedicated to safeguarding businesses against risk, and committed to promoting a culture of integrity, collaboration and transparency for our employees and clients. WhistleBlower's 24/7/365 hotline, reporting and analytic solutions are combined with advanced security and data management to equip organizations with the tangible tools that will deter and prevent ongoing fraud. For more information, visit whistleblowersecurity.com.



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How to Start

WhistleBlower Security is the premier worldwide supplier of confidential and anonymous whistleblowing services and gives your employees the confidence they need to feel secure about sharing information that is important to an organization’s integrity.

HOW TO FILE A REPORT

Navigate to www.integritycounts.ca and click on **file a report**. This will take you to the Confidential Ethics Reporting System. Have a quick read through the terms of service, advising you of the process, your anonymity and the obligations present for all parties. Then check the “I agree” check box to agree to the terms of service. When you are ready to keep going, click continue.

The screenshot shows the Integrity Counts website interface. On the left, the 'Individuals' section is highlighted, with a 'File a report' button. On the right, the 'Confidential Ethics Reporting System' page is displayed, featuring a navigation menu, a 'BEFORE YOU BEGIN YOUR CASE REPORT' section with introductory text, a 'Case Reporting Complete' link, and a 'TERMS OF SERVICE' section with an 'I AGREE' checkbox and a 'CONTINUE' button.

INTEGRITY COUNTS

Individuals

You are an individual employee or member of an organization and wish to either:

1. File a new confidential and anonymous report to the oversight committee for your organization or,
2. Login to review an existing case you

File a report

You Are Here

- > Introduction
- Location
- Confidentiality
- Summary
- Case Reporting Complete

Confidential Ethics Reporting System

BEFORE YOU BEGIN YOUR CASE REPORT

Welcome to Integrity Counts

Our easy to use system was designed to increase engagement between employees and organizations. If you have something to say, your organization wants to hear about it.

Rest assured, your identity is completely protected unless you choose to identify yourself or are required to depending on the laws in your country.

Once your report has been filed, the appropriate individuals within your organization will receive it instantly. The decision to act or not act remains solely with them unless required to do so by law. Your organization is not required to disclose its response or actions pursuant to your report and intentional misreporting may be an actionable offense.

Thank you for coming forward. You can now begin your report.

Please ensure to turn off the pop-up window blocker for this website. Please do not use your browser's BACK button at any time during the filing of your report. You can use the side navigation on the page to move between sections if necessary.

IF THE REPORT IS AN EMERGENCY, PLEASE CONTACT YOUR LOCAL AUTHORITIES.

INTEGRITY COUNTS TERMS OF SERVICE

Integrity Counts provides Certified Ethics Reporting System for our clients to assist them in providing their employees with a confidential method to report on important information at their workplace.

By checking this box, you agree to the terms of use for this service. I AGREE

CONTINUE

Incident Reporting

You're now on the first screen where you will explain about where your incident took place. The information you will provide is:

- **Organization Name** – type the first few letters of your org's name, hit search, choose your org
- **Method of Reporting** – make sure you choose "web" in the organization's drop down menu
- **Case Date** – choose your incident date
- **Location of the Case** – choose the location where the incident took place from the drop down menu (enter a location if it's not listed)
- **Department** – choose the department involved in the case from the drop down menu (enter a department if it's not listed)

Your company may have opted to provide you with some additional documentation to download at this point. If so, please take a moment to download and read this documentation before you continue.

When you're ready to keep going, click continue.

TELL US ABOUT WHERE IT HAPPENED

*Organization Name

*Method of Reporting

*Date to
 Ongoing case?

*Location of Case

*Department

Confidentiality

You've now hit the Confidentiality section. You'll see there are three levels of confidentiality. You can select any one of these – the choice is yours:

CONFIDENTIALITY


*Select Your Level of Confidentiality:

Strictly Confidential
 Confidential to Your Organization
 Contact Information Provided

- **Strictly Confidential** – gives you the highest level of anonymity and protection. If you click this option, your identity will not be known by either your organization, nor to WhistleBlower Security. In this case, you are completely confidential
- **Confidential to your Organization** – by checking this option, the system will share your information with WhistleBlower Security only, but not with your organization
- **Contact Information Provided** – when you check this option, both your organization and WhistleBlower Security will be notified about your incident. This means that your organization might have a representative contact you directly to resolve the issue

Do you have any relevant supporting documentation? You can drop your files, or click to upload your files. Don't forget to hit the orange **Attach Files** button. Don't have anything? Simply skip this section.

Attach any relevant supporting documentation if applicable.

 *Drop files here or click to upload*

ATTACH FILES

Confidentiality Cont.



Following are designated auditors from your organization who will be included in your incident report notification. If any of these individuals are implicated in your case and you don't want them to be notified of your incident, you can choose to remove them from the process by checking the box next to their name.

If any of the individuals listed below are implicated in this case, indicate which ones to exclude from the report notification process.

Melody Sunshine

Harriett Upp

Would you like to be notified by email when your incident report has been replied to through the system? You can make your choice here by clicking yes or no?

Notify me by email when my report has been replied to: Yes No

Click Continue.

Case Summary

The Case Summary section is where you come to next. This where you will describe your incident and list who is involved in the case. You can type as freely as you wish here, in your own words. Type as little or as much as you like.

You can indicate if the case has been reported to a supervisor in the past.

You can indicate if you are a current employee or not.

And you can indicate if your case has been referred to anyone outside your organization like the police, media, or a government agency.

Any additional comments can be added in the section too.

And before you continue, you'll select the applicable Case Type. You can choose up to three here, and if you don't see your Case Type listed here, you can add it in to the box provided at the bottom.

At this point, you have the choice to either submit your incident, or add in any additional information to support your case.

CASE SUMMARY

***Describe the case**

Describe your case here

***Who is involved in the case?**

List who is involved here

Has the case been reported to a supervisor in the past? Yes No

Are you a current employee? Yes No

ADDITIONAL INFORMATION

***Has this case been referred to any one outside the organization, such as Police, Media, or Government Agency?** Yes No

If you have any additional comments to provide, communicate them here:

Any additional information?

Please select applicable case type(s)

- Breach of Legal Obligations
- Conflict of Interest
- Criminal Activity
- Financial Reporting and Accounting
- Fraud and Embezzlement

Enter Case Type if it's not included...

ADD FURTHER DETAILS
SUBMIT

Further Details

If you chose to add further details, you'll be taken to a section where you can further describe the details of your case. The questions you see in this section are dependent on what Case Type(s) you checked off previously.

Once you've finished further describing your case, you can click the **submit** button.

Your incident has now been submitted and your case reporting is complete. The details you've provided will be captured for review by your organization's designated auditors. You'll be presented with an Incident **ID Case number**, **Login Name**, and **Password** for the system.

Take a moment to write this information down so you can retrieve it later. Once you've left this page you can't return. Log in anytime to view and/or print you incident or add future details and correspond directly with your organization's representatives.

CASE DETAILS

BREACH OF LEGAL OBLIGATIONS

Describe the breach of legal obligations?

Describe additional details here

How did the breach of legal obligations occur?

Describe additional details here

CONFLICT OF INTEREST

What is the nature of the conflict of interest? For example, outside relationship with customer or business vendors? Having a financial interest in an entity doing business with the organization? Profiting from opportunities because of services to the organization?

Describe additional details here

SUBMIT

CASE REPORTING COMPLETE

Thank you for submitting a report through the WhistleBlower Security system. You can now review your report and have the opportunity to provide additional information or pose comments or questions to the Management Team.

If you have not provided your email address, please log back into the site within 48-72 hours to see if the organization has responded to your report and you will be able to review their response and make additional comments.

Incident ID Case 002063

Login Name Whist841535

Password fn0yJde3K2