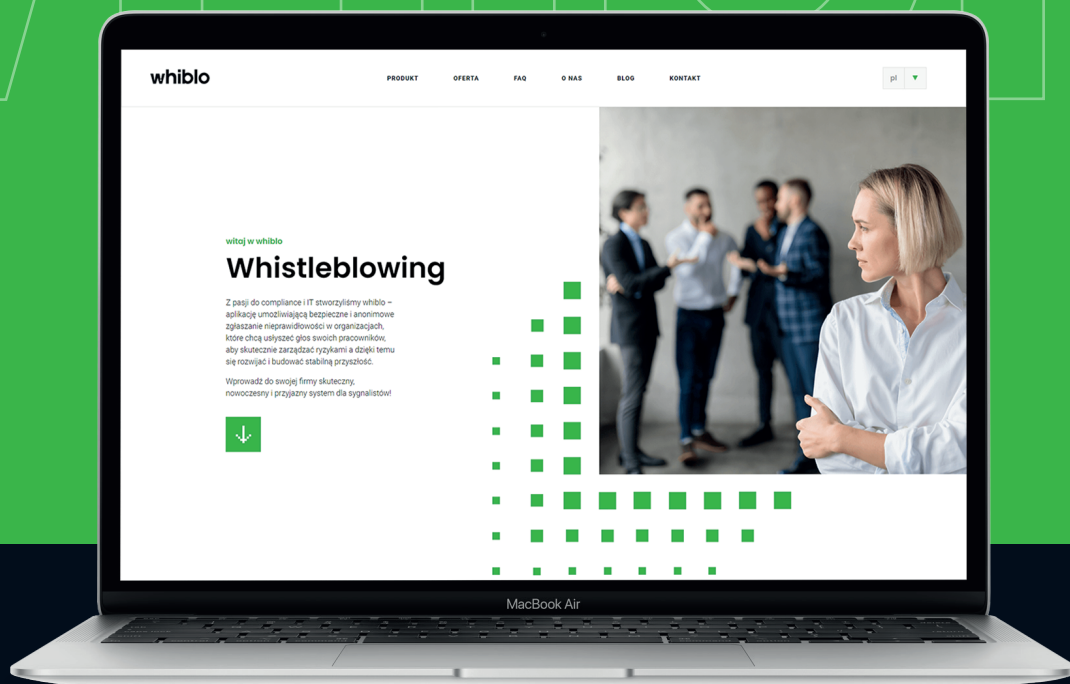


# whiblo



Instrukcja obsługi

# whiblo

## Instructions for the Whistleblower

The document describes the actions and operations that a Whistleblower can perform in the whiblo application.

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# 1. General information about the application

**whiblo** is an anonymous and encrypted application intended for all employees, business partners, co-workers, and other people to report problems, corrupt practices and irregularities occurring in the workplace.

It is a simple and user-friendly tool that allows to report a problem in a completely anonymous and secure manner. The Whistleblower may but does not have to reveal their identity. If they decide to provide their personal data, these will be processed in compliance with the GDPR.

In order to maintain complete anonymity, the use of private devices and a private internet network is recommended.

## 1.1. Access to the application

**whiblo** is a browser-based application. The user does not need to log in to the application. They can create and send a submission without installing whiblo or creating an account in it.

All it takes is to use any browser supported by the application and access the application address assigned to the particular company:

<https://nameofcompany.whiblo.pl/panel>

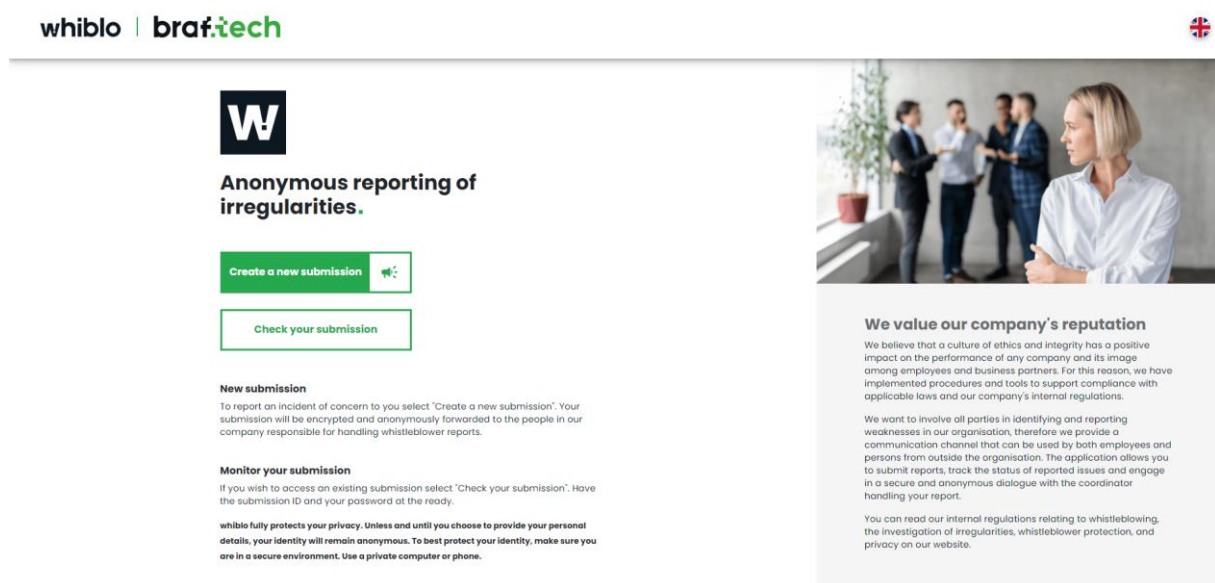


Figure 1. Homepage of the whiblo application

## 1.2. Changing the language

In order to make the use of whiblo simple and efficient, both Polish and foreign customers can choose the language in which they want to use the application.

To change the language:

1. Click on the flag icon located in the upper right corner.
2. From the list of available languages select the language in which the application is to be displayed.

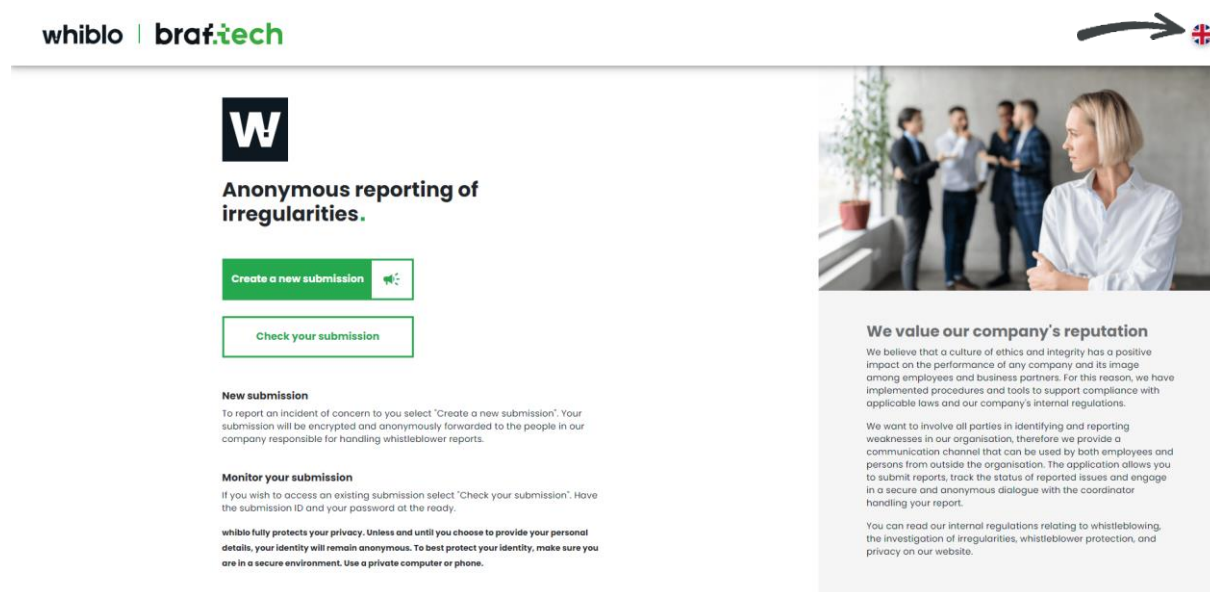


Figure 2. Changing language in whiblo

The language can be changed both on the whiblo homepage and in the submission created.

## 2. Creating a submission

The whistleblower can report a problem or irregularity they have witnessed on the whiblo homepage by clicking on **'Create a new submission'**.

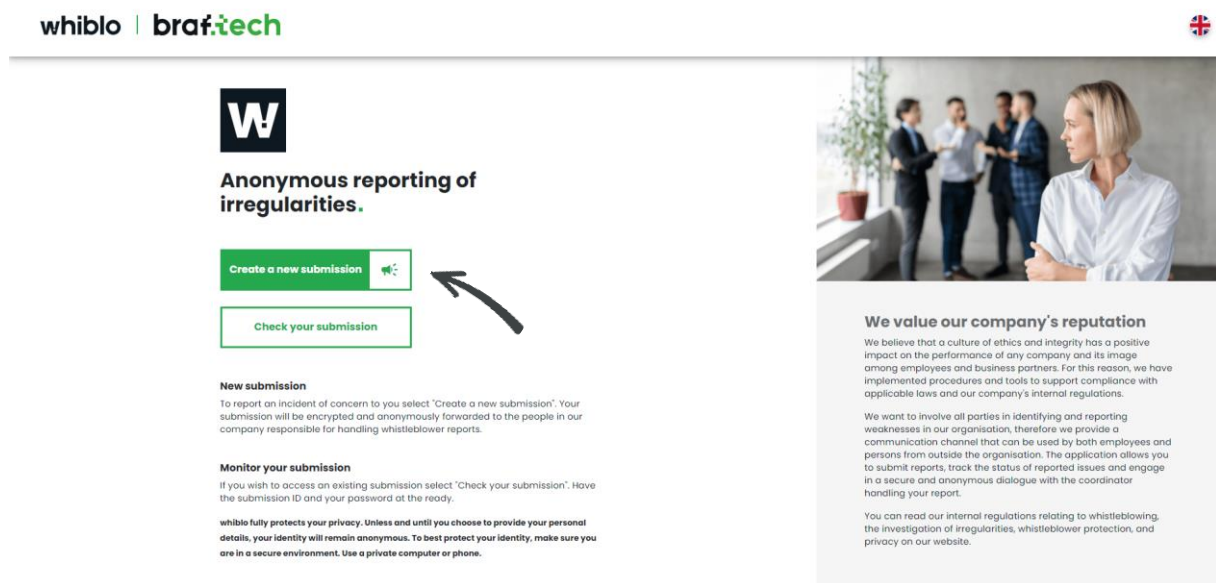


Figure 3. Creating a new submission in whiblo

### 2.1. Submission form

As a result of clicking on **'Create a new submission'**, a submission form will appear on the screen.

The submission form contains the following fields:

1. **Date of incident** – to be completed by selecting a date from the calendar. This is an optional field.
2. **Place of incident** – this field is intended for indicating the exact place of the incident, e.g. 'The main office of the ABD Company, conference room on the second floor, etc.' This is a text field (with a 100-character limit), and it is optional.
3. **Description of the incident** – this is the field in which the incident should be described, giving as much detail as possible. This is a required field (with a 7,000-character limit). The system will not be able to successfully create a submission if this field is left blank.

The screenshot shows a web form for incident submission. On the left, there are three main input areas: a date field labeled 'Date of incident' with a calendar icon, a text field labeled 'Place of incident' with the placeholder 'State the location where the incident!', and a large text area labeled 'Description of incident \*' with the placeholder 'Describe the incident in as much detail as possible'. On the right, there is an 'Attachments' section with a note about file size and supported formats, a green '+ Add attachment' button, a checkbox for accepting terms, a green 'Submit' button with a speech bubble icon, and a 'Submission preview' link.

Figure 4. View of the submission form

- Add attachment** – this option enables the user to add documents or other materials relevant to the case.

To add attachments, click on the **'Add attachment'** button and select from an external drive the files that are relevant to the case and attach them to the submission.

**The following file types are supported:** xls, xlsx, doc, docx, ods, odt, pdf, jpg, bmp, png, txt, and csv.

This screenshot is identical to Figure 4, but includes a black arrow pointing from the 'Place of incident' field towards the '+ Add attachment' button, highlighting the location where a user would click to add files.

Figure 5. Adding attachments

**Deletion of attachments** is only possible at the stage of creating a submission; to delete the unwanted file, click on the 'X' icon next to the name of the attachment.

**Note:** Once the submission has been submitted, deleting files is no longer possible!

Figure 6. Deleting attachments

To prevent the identity of the author of the file from being revealed, the application automatically removes the metadata from the attachments.

Figure 7. Removing metadata from the files

**Note:** The total size of the files in the entire submission must not exceed **20 MB!**  
The system does not allow to attach encrypted or password-protected files!

- Privacy statement** – the content of the company’s privacy statement can be downloaded by clicking on the highlighted text **‘Privacy statement’**.

In order to successfully submit a submission, you must accept the provisions of the privacy statement by ticking the option **‘I know and accept the provisions of the privacy statement’**.

Date of incident: DD.MM.YYYY

Place of incident: State the location where the incident!

Description of incident \*: Describe the incident in as much detail as possible

**Attachments**  
The total size of the files cannot exceed 20 MB. Supported formats: xls,xlsx, doc, docx, ods, odt, pdf, jpg, bmp, png, txt, csv.

+ Add attachment

The whiblo application ensures that your anonymity is protected and does not require you to give any personal details. If you choose to provide your personal data in the submission, they will be processed in accordance with the information clause.

I have read and accept the provisions of the information clause. \*

Submit

Submission preview

Figure 8. Submission form – privacy statement

6. **Submission preview** – before sending a submission, in order to make sure that all relevant information and attachments are included, the application provides the option to preview the submission by clicking on the **'Eye'** icon.

Date of incident: 17.12.2021

Place of incident: Cracow, 2nd floor in block A

Description of incident \*: Description example

**Attachments**  
The total size of the files cannot exceed 20 MB. Supported formats: xls,lsx, doc, docx, ods, odt, pdf, jpg, bmp, png, txt, csv.

arrow\_gggrey.png, 8.53 KB

braftech.png, 4.19 KB

+ Add attachment

The whiblo application ensures that your anonymity is protected and does not require you to give any personal details. If you choose to provide your personal data in the submission, they will be processed in accordance with the information clause.

I have read and accept the provisions of the information clause. \*

Submit

Submission preview

Figure 9. Submission preview option

To exit the preview screen, click on the **'X'** icon in the upper right corner of the submission preview.

Submission preview

Place of incident: Cracow, 2nd floor in block A

Date of incident: 17.12.2021

Description of incident: Description example

attachments

arrow\_gggrey.png, 8.53 KB

braftech.png, 4.19 KB

Figure 10. Preview of a submission – an example



7. **Sending a submission** – after completing the submission form and making sure that all relevant information is included, the submission can be submitted.

To submit the submission, click on the **'Yes, submit'** button. Upon clicking the button, the system will display a window in which it will ask the Whistleblower to confirm whether or not this is all that they want to report.

There will be two options available in the window:

- **'Yes, submit'** – as a result of selecting this option, the submission will be submitted
- **'No, return to editing'** – the result of selecting this option is return to editing the submission form

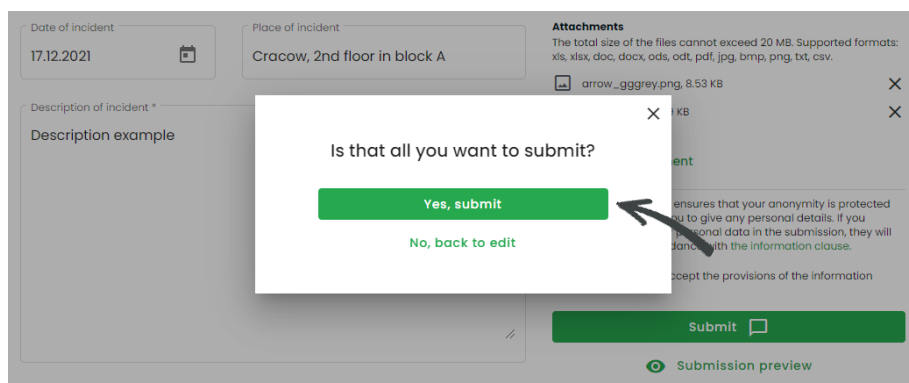


Figure 11. Submitting a submission

## 2.2. Creating a password for a submission

In order to successfully complete the process of creating a submission and make the submission, it is necessary to set a password for it. The password will be used to track the submission in the future, update it and keep up correspondence with the person dealing with the submission (the Coordinator). It will also be necessary to provide a password when opening the downloaded PDF file of the submission. The password will apply exclusively to this one particular submission.

After completing the form and submitting the submission, the system will ask the Whistleblower to create a password.

The password must meet the following requirements:

- at least 12 characters;
- maximum of 200 characters;
- at least 1 special character;
- at least 1 lower case letter;
- at least 1 upper case letter;
- at least 1 digit;
- password compliance.

During the process of creating the password, each requirement that is met will be displayed in green.

To preview the password, simply click on the 'eye' icon.

**Note:** The password set cannot be changed in the future! If the password is lost, the Whistleblower will not be able to track their submission.

**Set a password to have access to your submission**

Enter your password

Enter your password

Confirm password

Confirm password

- At least 12 characters
- No more than 200 characters
- At least 1 special character
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 digit
- Password match

Create a password →

Figure 12. Creating a password – requirements

**Set a password to have access to your submission**

Enter your password

Example\_password!23

Confirm password

.....

- At least 12 characters
- No more than 200 characters
- At least 1 special character
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 digit
- Password match

Create a password →

Figure 13. Password preview

After entering and repeating the password, when all the requirements are met, click on the 'Create password' button to complete the process of creating a submission.

**Set a password to have access to your submission**

Enter your password

Confirm password

- ✓ At least 12 characters
- ✓ No more than 200 characters
- ✓ At least 1 special character
- ✓ At least 1 lowercase letter
- ✓ At least 1 uppercase letter
- ✓ At least 1 digit
- ✓ Password match

**Create a password →**

Figure 14. Creating a password for the submission

### 2.3. Acknowledgement of receipt of the submission

After creating a password for the submission, the system will display a message on the screen acknowledging that the submission has been received, along with a generated unique submission identifier which is required together with the password to track the progress in the case reported.

**Thank you! We confirm the receipt of your submission.**

**nzSqhqXu**

Copy the above submission ID.

The ID and password from the previous step are required to monitor the submission.

**Monitoring your submission**

To monitor the submission, go to the home page and click the "Check your submission" button. Information on further actions in the reported case will appear in 3 months at the latest.

whiblo ensures anonymity and security at every stage of using the system. Re-accessing your submission and exchanging correspondence with the coordinator will not cause your identity to be revealed.

**Download submission confirmation**

[Go back to the home page](#)

Figure 15. Acknowledgement of receipt of the submission

### 2.3.1. Submission identifier

The submission identifier (ID) is a unique eight-character number generated automatically by the system, which together with the password set for the submission in the previous step is necessary to track and update the submission in the future.

The application provides the option to copy the submission identifier. To do so, click on the 'Copy' icon. The identifier will be copied to the clipboard.

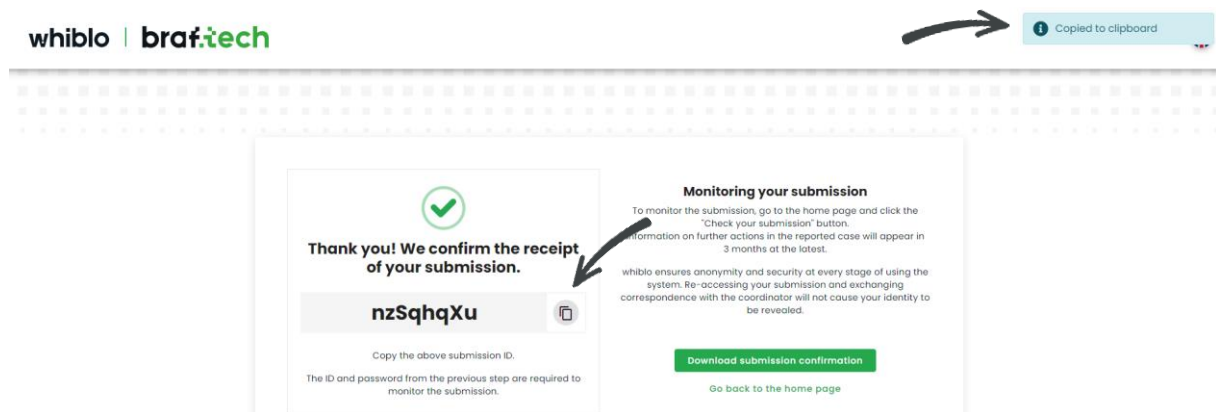


Figure 16: Copying the submission identifier to the clipboard

**Note:** It is not possible to change or recover the identifier! If the identifier is lost, the Whistleblower will not be able to track their submission.

### 2.3.2. Downloading a submission as a PDF

The application enables users to download a submission report to an external drive in PDF format.

To do this, please:

- click on the '**Download submission acknowledgement**' option;
- the system will ask you to enter the password created for the submission;
- then select the '**Download**' option and the submission will be downloaded as a PDF file.

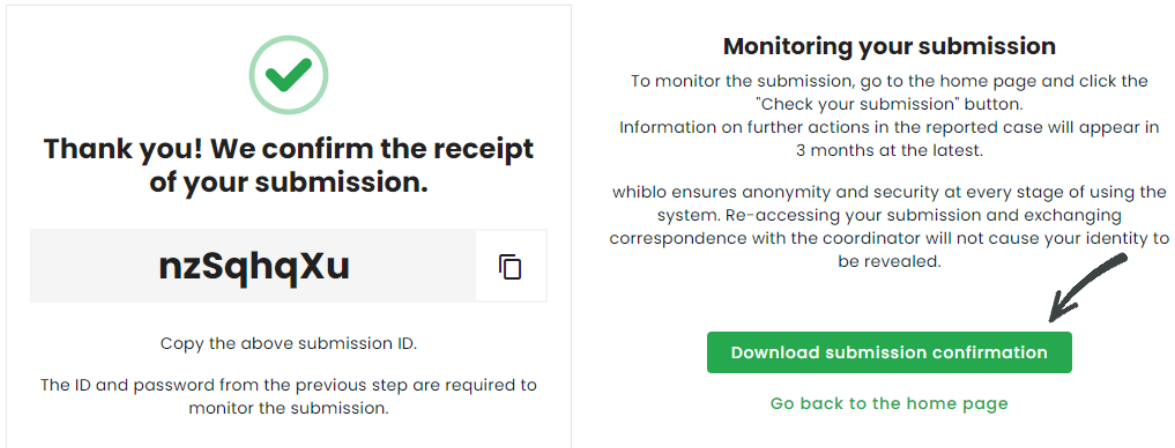


Figure 17. Downloading submission acknowledgement

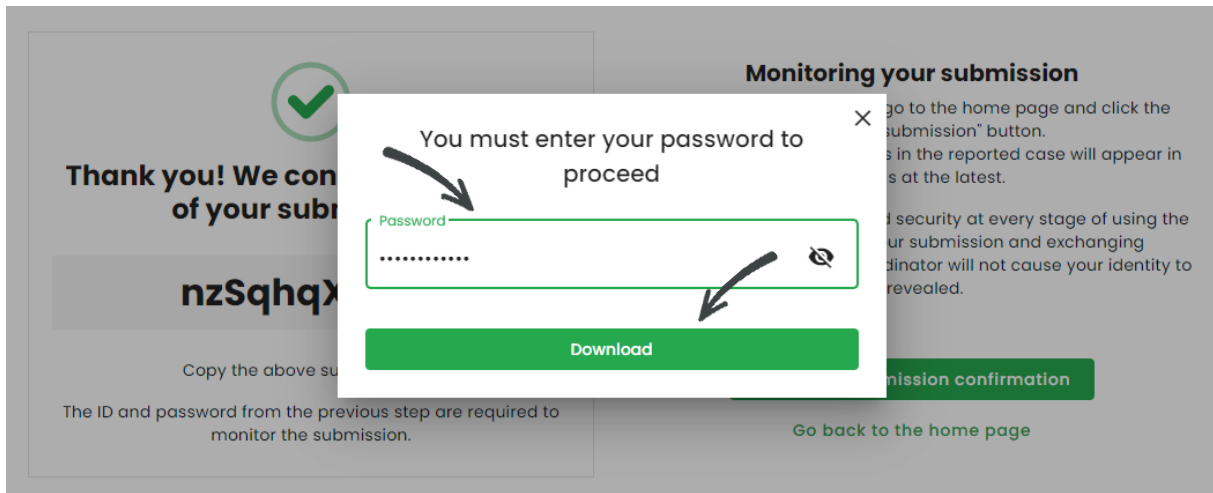


Figure 18. Downloading submission acknowledgement – password

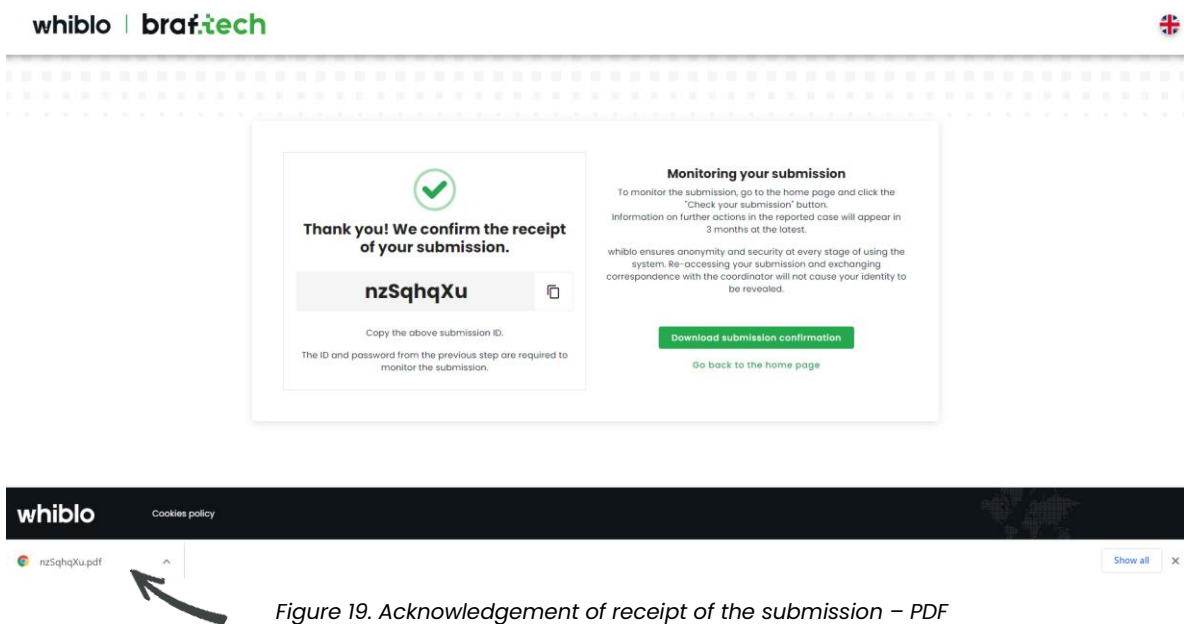


Figure 19. Acknowledgement of receipt of the submission – PDF

To open the PDF of the submission, enter the password that was created for the submission. After clicking the **'Submit'** button, the submission report will open.

**Note:** If the password contains special characters, it is recommended to open the PDF of the submission with a browser as some PDF readers do not support special characters.

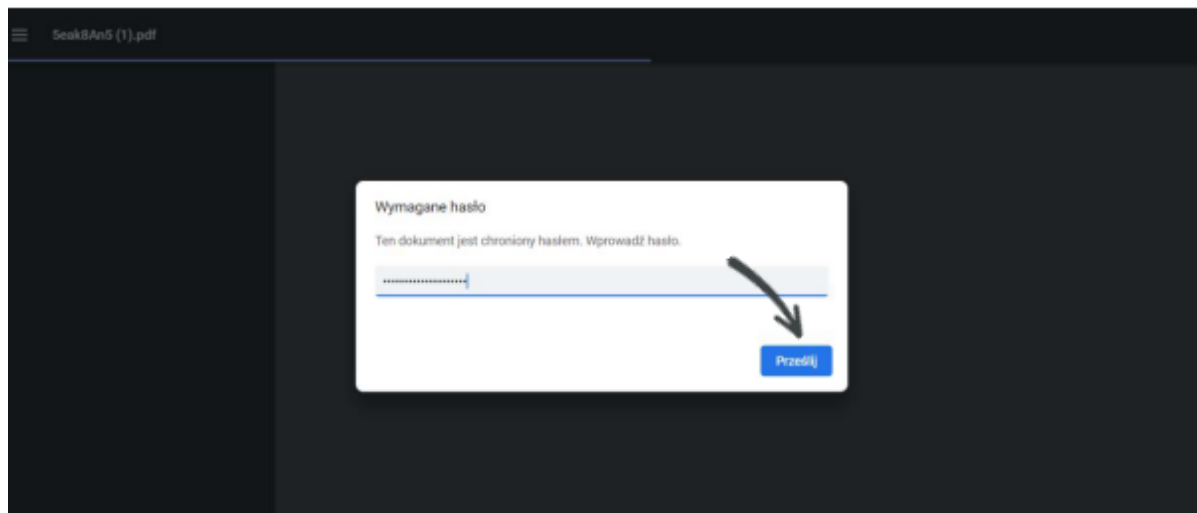


Figure 20: Opening the PDF of a submission



Figure 21. Submission report

Once a submission has been created, the possibility to download the acknowledgement of receipt of the submission in the Whistleblower's submission acknowledgement screen is limited in time by the whiblo application.

When the time limit is exceeded, the following message will appear in the top right corner at each attempt to download the submission acknowledgement:

*'For security reasons, the possibility to download the acknowledgement from this place is limited in time. To download the acknowledgement, go to the homepage and click the "Check your submission" button'.*

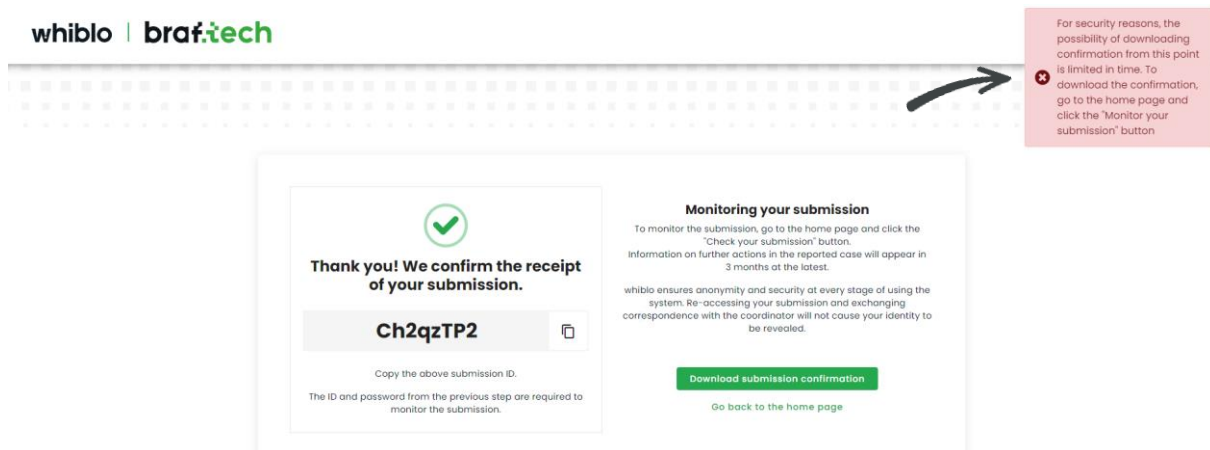


Figure 22. Message about limited time for downloading submission acknowledgement

### 3. Monitoring of an existing submission

The whiblo application enables the Whistleblower to easily monitor and update an existing submission, as well as to efficiently keep up correspondence with the person dealing with the submission (the Coordinator).


#### 3.1 Checking the status of an existing submission


The Whistleblower can check a previously created submission on the whiblo homepage. For this purpose, select the '**Check your submission**' option, then enter the submission ID and password created for the submission, and click '**Go to submission**'.

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#### Anonymous reporting of irregularities.

Create a new submission 


Check your submission 

##### New submission

To report an incident of concern to you select "Create a new submission". Your submission will be encrypted and anonymously forwarded to the people in our company responsible for handling whistleblower reports.

Figure 23: Checking an existing submission



 **Enter ID and password to check the status of your submission**

Submission ID

Password

**Go to your submission →**

Figure 24. Opening an existing submission

### 3.1.1. Reading new messages

After entering the submission that they had previously created, whenever a new message is received, the Whistleblower will receive the message **'You have a new message'** which will appear in the top right corner of the application.

In the submission, all unread messages are marked with a **'bold envelope'** icon. The date when the message was received is displayed on the right next to the message.

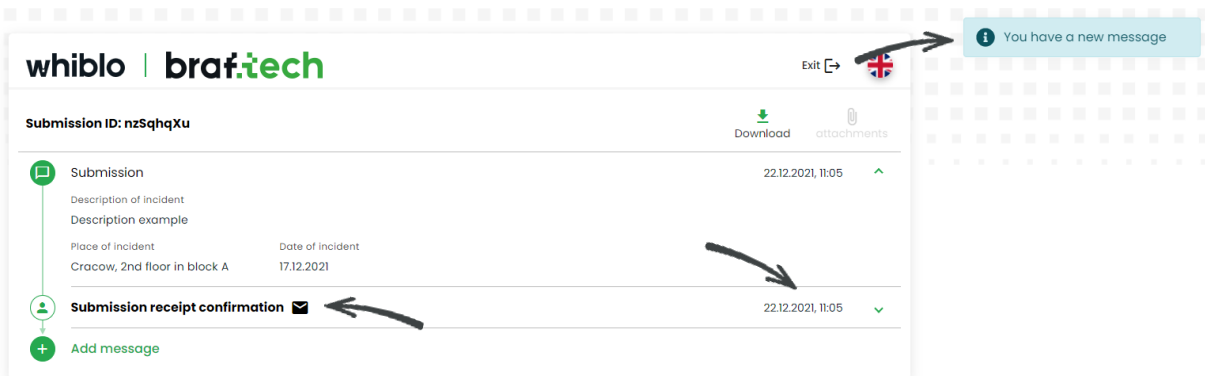


Figure 25: New unread message in a submission

After clicking on the collapsed message (or on the **'bold envelope'** icon), the system will expand the message and display its contents.

When the message is expanded, it will be marked as read (the **'bold envelope'** icon will disappear).

The date and time when the message was read is saved in the submission.

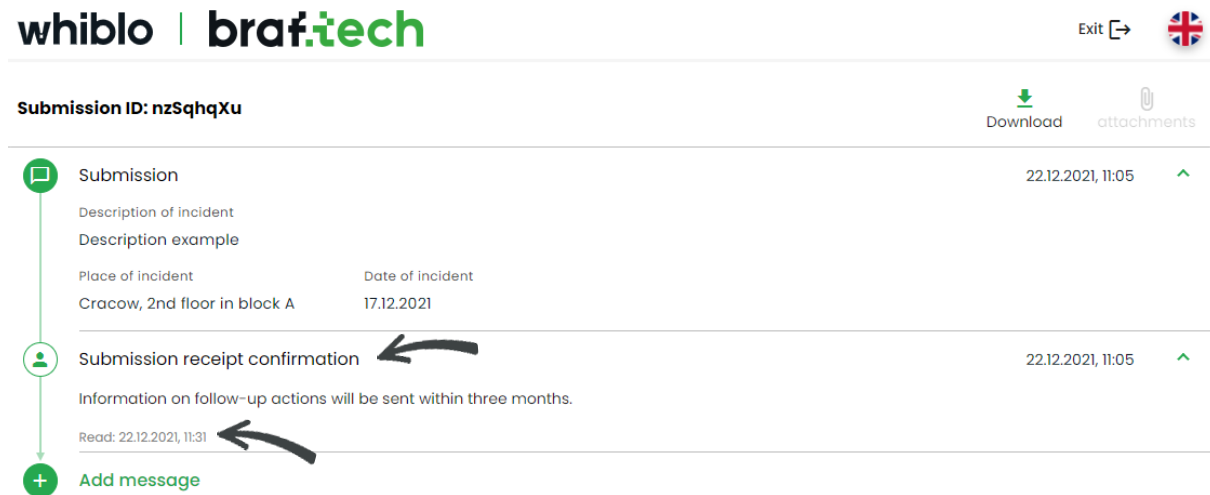


Figure 26. A read message in a submission

### 3.1.2. Sending a new message and adding attachments

In order to send a new message to the Coordinator, with information relevant to the case or to answer questions asked in the submission by the Coordinator, the Whistleblower has to choose the **'Add message'** option.

Then, in the **'Message'** field, the Whistleblower enters the content of the message. They can use bold text as well as numbered and bulleted lists.

The Whistleblower can also add an attachment to the submission, relevant to the case. To do so, they need to click on the **'Add attachment'** button and select a file from the disk. The name and size of the attachment are visible just below the content of the message.

Then, to send the message with the attachment, click on the **'Send'** button.

**Note:** There is no option in the system to add an attachment only! The Whistleblower can send a message without an attachment, but not the other way around!

A message confirming that the message has been successfully sent will appear in the top right-hand corner of the submission.

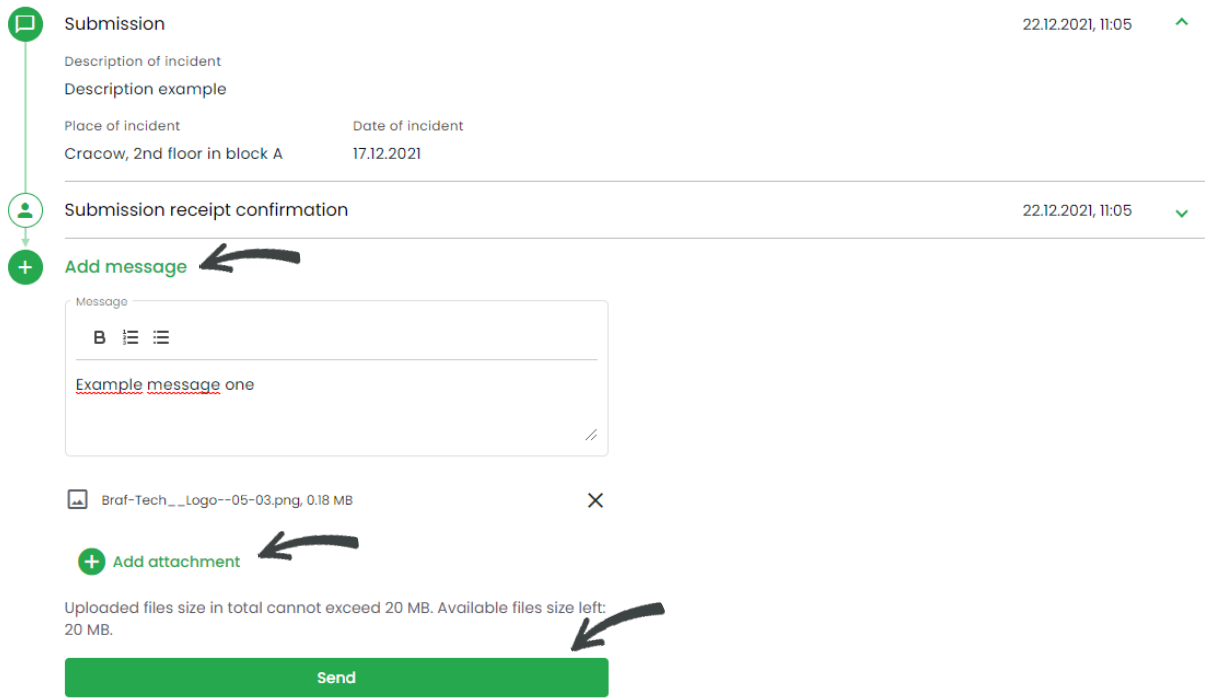


Figure 27. Sending a new message and adding an attachment to the submission

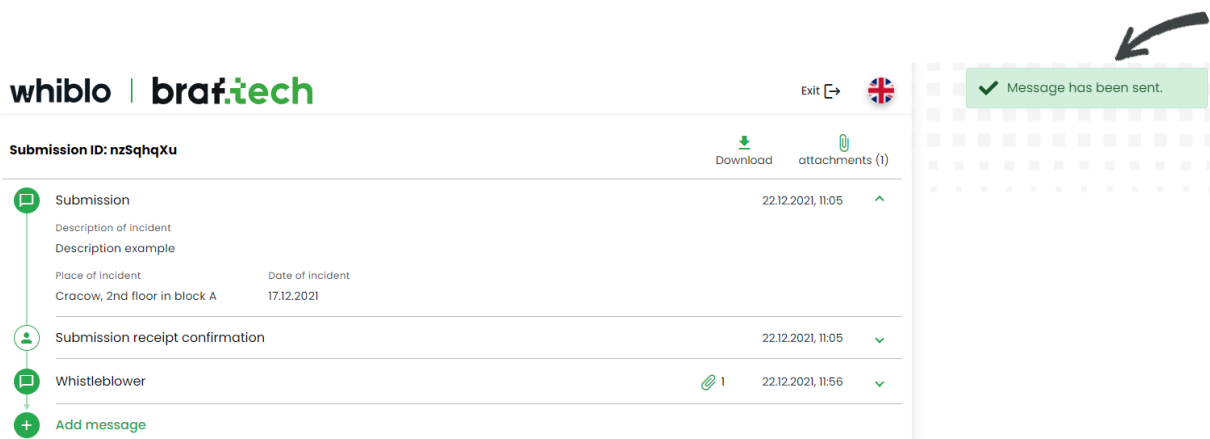


Figure 28. Confirmation that the message has been sent

### 3.1.3. Downloading attachments

The whiblo application provides the option to download attachments added to a submission in two ways:

1. By clicking on the **'Paperclip'** icon in the top right corner of the submission – the **'Attachments'** window will appear, in which the attachments to be downloaded should be selected from the list; finally, click on the **'Download'** button. One, several or all attachments can be downloaded.

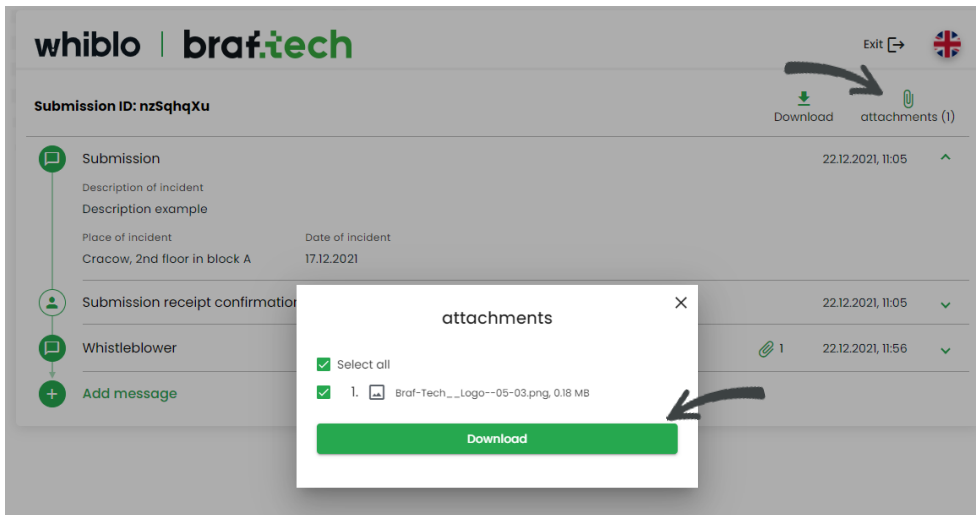


Figure 29: Downloading attachments from a submission

2. In the message screen – the Whistleblower can download attachments from the message at any stage of the submission. To do so, first select the **'Paperclip'** icon next to the particular message to display only those attachments that were sent within a specific timeframe in a particular message, then select the attachment in question and click the **'Download'** button.

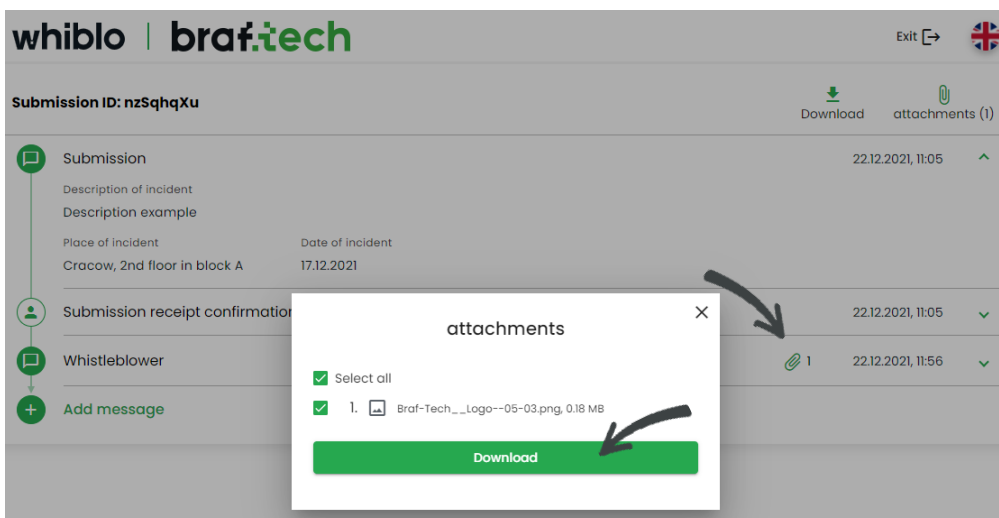


Figure 30: Downloading attachments from a message

### 3.1.4. Downloading a submission as a PDF file

The Whistleblower can download and their submission in PDF format and save it on an external drive.

To download a submission as a PDF file, first select the **'Download'** option located in the upper right corner of the submission, then enter the password used to create the submission and click on the **'Download'** button.

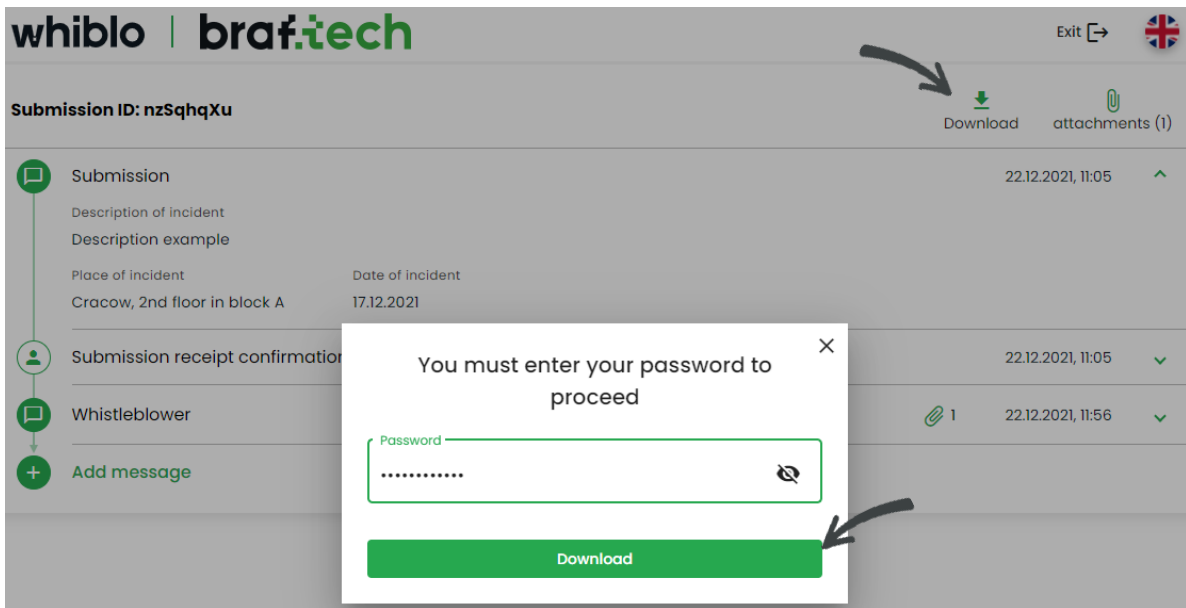


Figure 31. Downloading a submission as a PDF file

To open the downloaded PDF of the submission it will be necessary to enter the password again and click on the **'Send'** button.

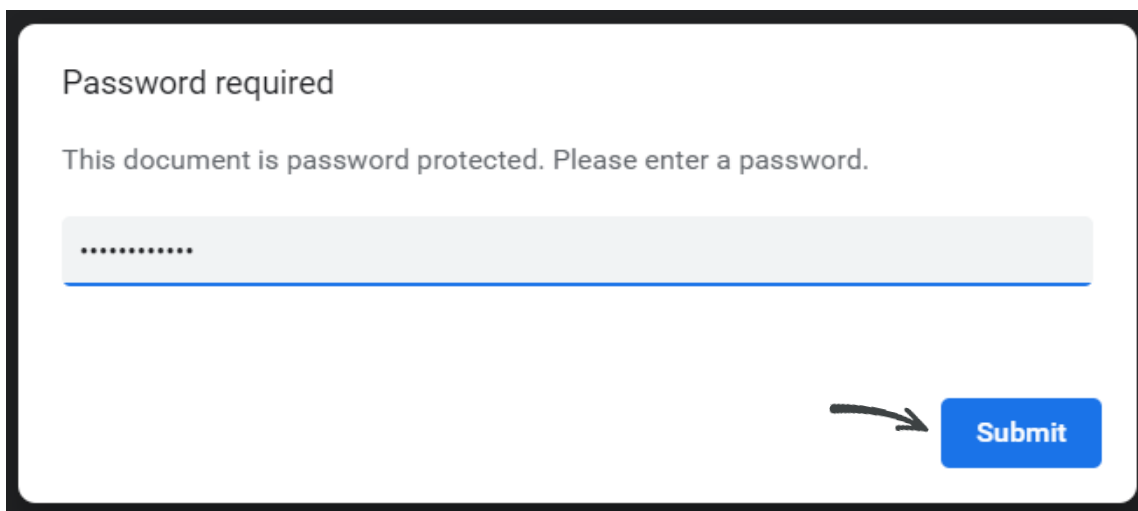


Figure 32: Opening a submission report – entering the password

As a result, the Whistleblower receives the current report on the submission.



Generated: 12/28/2021

### Submission report

Submission identifier: nzSqhqXu

22.12.2021, 11:05	<p>Whistleblower</p> <p>Place of incident: Cracow, 2nd floor in block A</p> <p>Date of incident: 12/17/2021</p> <p>Submission description: Description example</p> <p>Added Attachments:</p> <p>Empty</p>
22.12.2021, 11:05	<p>Confirmation of receipt of the submission</p> <p>Information on follow-up actions will be sent within three months.</p> <p>Read: 22.12.2021, 11:31</p>
22.12.2021, 11:56	<p>Whistleblower</p> <p>treść przykładowej wiadomości</p> <p>Added Attachments</p> <p>1. Braf-Tech__Logo--05-03.png, 179 KB</p>

Attachment list:

1. Braf-Tech\_\_Logo--05-03.png, 179 KB

Figure 33. Submission report

### 3.2. Exiting the submission and automatic log-off

Once the Whistleblower has completed the action they performed in the submission, they can exit the submission by clicking on the **'Exit'** icon located in the upper right corner of the submission.

After exiting the submission, they will be taken to the window **'To check your submission, enter your ID and password'** in which the system will again ask to enter the ID and password for the submission.

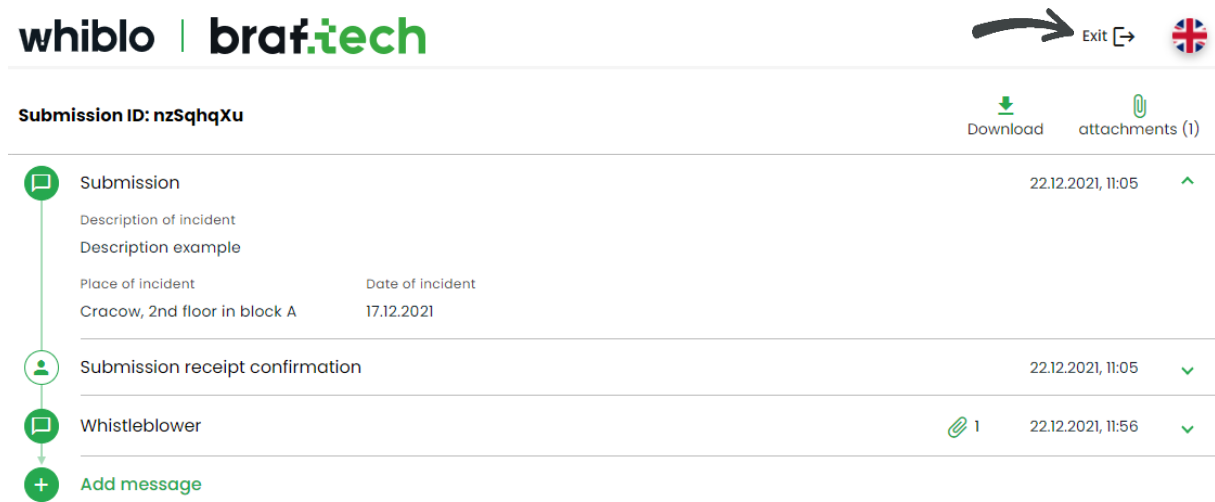


Figure 34. Exiting the submission

After 5 minutes of no activity, the Whistleblower will be automatically logged out of the submission.

One minute before logging out, the system will display a message in the top right corner, saying **'End of session in XX secs'** together with an option to refresh the user's session. To remain logged in, click on the **'Renew'** option.

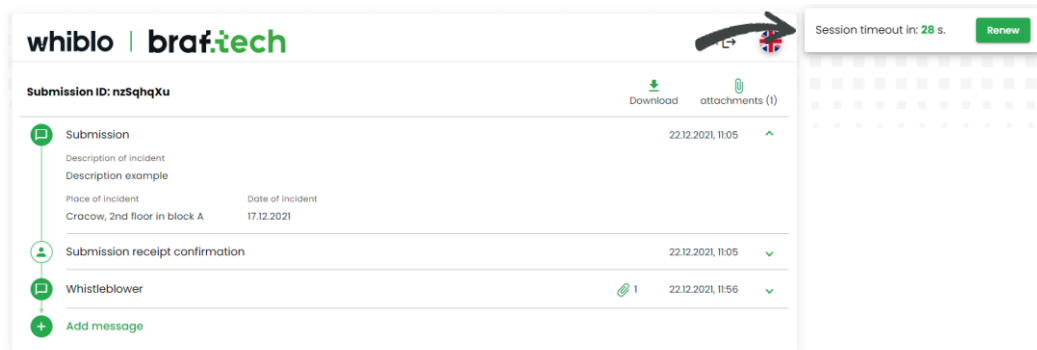


Figure 35. Automatic logging out of the submission

## 4. Final message

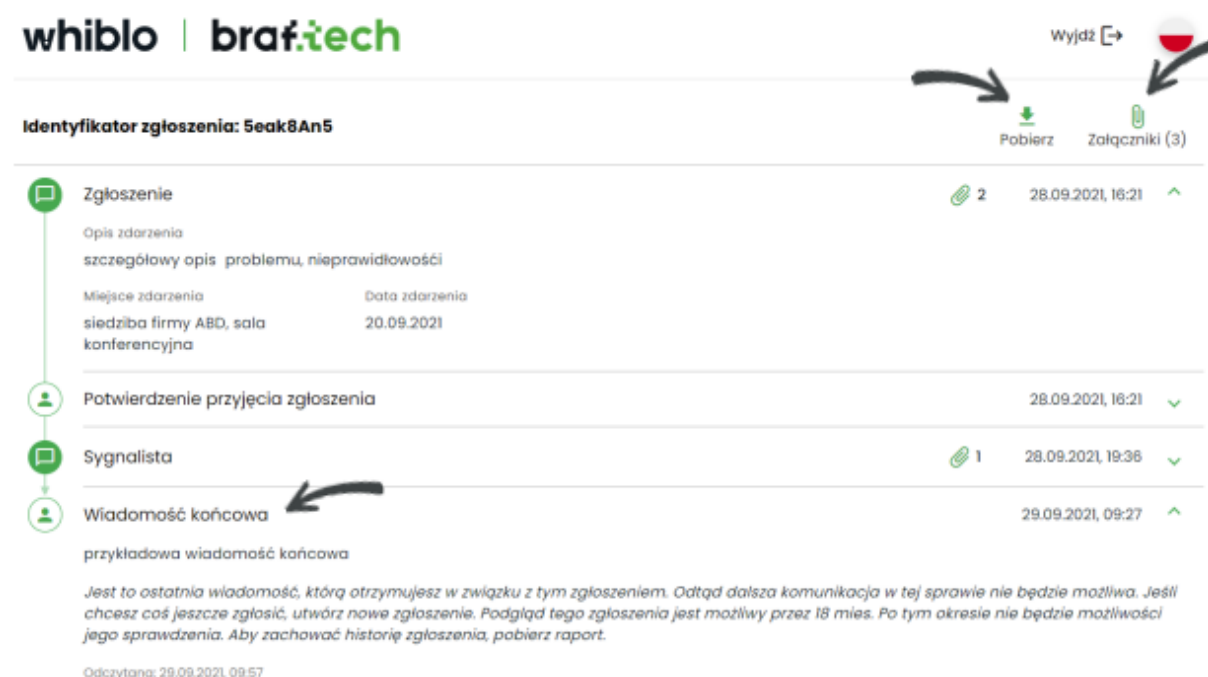
In the event that the submission turns out invalid, or the investigation into the case has been completed, the Coordinator sends the **final message** to the Whistleblower.

The **final message** contains information about further action relating to their case and should be delivered to the Whistleblower within 3 months of the date of receiving the submission.

The final message is the last message the Whistleblower receives regarding their case. After they have received it, further communication with the Coordinator and adding attachments will no longer be possible. Should the Whistleblower wish to report another relevant issue, a new submission must be created.

After the final message has been sent, the Whistleblower will still be able to access their submission for another 18 months. After this period, they will no longer be able to track it.

In order to retain the history of their submission, the Whistleblower can download the submission report together with any attachments from the application.



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Wyjdź [→]

Identyfikator zgłoszenia: 5eak8An5

Pobierz Załączniki (3)

Ikona	Tytuł wiadomości	Wyświetlenia	Data i godzina	Akcje
	Zgłoszenie	2	28.09.2021, 16:21	↑
	Opis zdarzenia szczegółowy opis problemu, nieprawidłowości			
	Miejsce zdarzenia siedziba firmy ABD, sala konferencyjna		Data zdarzenia 20.09.2021	
	Potwierdzenie przyjęcia zgłoszenia		28.09.2021, 16:21	↓
	Sygnalista	1	28.09.2021, 19:36	↓
	Wiadomość końcowa		29.09.2021, 09:27	↑

przykładowa wiadomość końcowa

*Jest to ostatnia wiadomość, którą otrzymujesz w związku z tym zgłoszeniem. Odtąd dalsza komunikacja w tej sprawie nie będzie możliwa. Jeśli chcesz coś jeszcze zgłosić, utwórz nowe zgłoszenie. Podgląd tego zgłoszenia jest możliwy przez 18 mies. Po tym okresie nie będzie możliwości jego sprawdzenia. Aby zachować historię zgłoszenia, pobierz raport.*

Odczytana: 29.09.2021, 09:57

Figure 36. The final message



## 5. Supported browsers versions

The whiblo application is supported by the following web browsers:

- Chrome
- Firefox
- Microsoft Edge
- Safari

