

# Alerte ((•)) Professionnelle user guide

Reporting and following an alert

GROUPE CCF

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# 1 Introduction

## Alerte (☎) Professionnelle

is the whistleblowing system of Groupe CCF and its subsidiaries.

These instructions will help you declare an alert, monitor its progress and exchange with the ethics officer and the expert responsible for handling your alert.



## 2 Prior information

Before entering your alert, please read the following information

- The Code of Conduct
- The user guide
- The Privacy policy \*

These documents set out your rights, obligations and protections associated with this scheme. They describe the specific regulatory environment.

\* Employees are also invited to familiarise themselves with the internal whistleblowing procedure.



## 2 Submit a case

Once you are on

# Alerte (••)

# Professionnelle

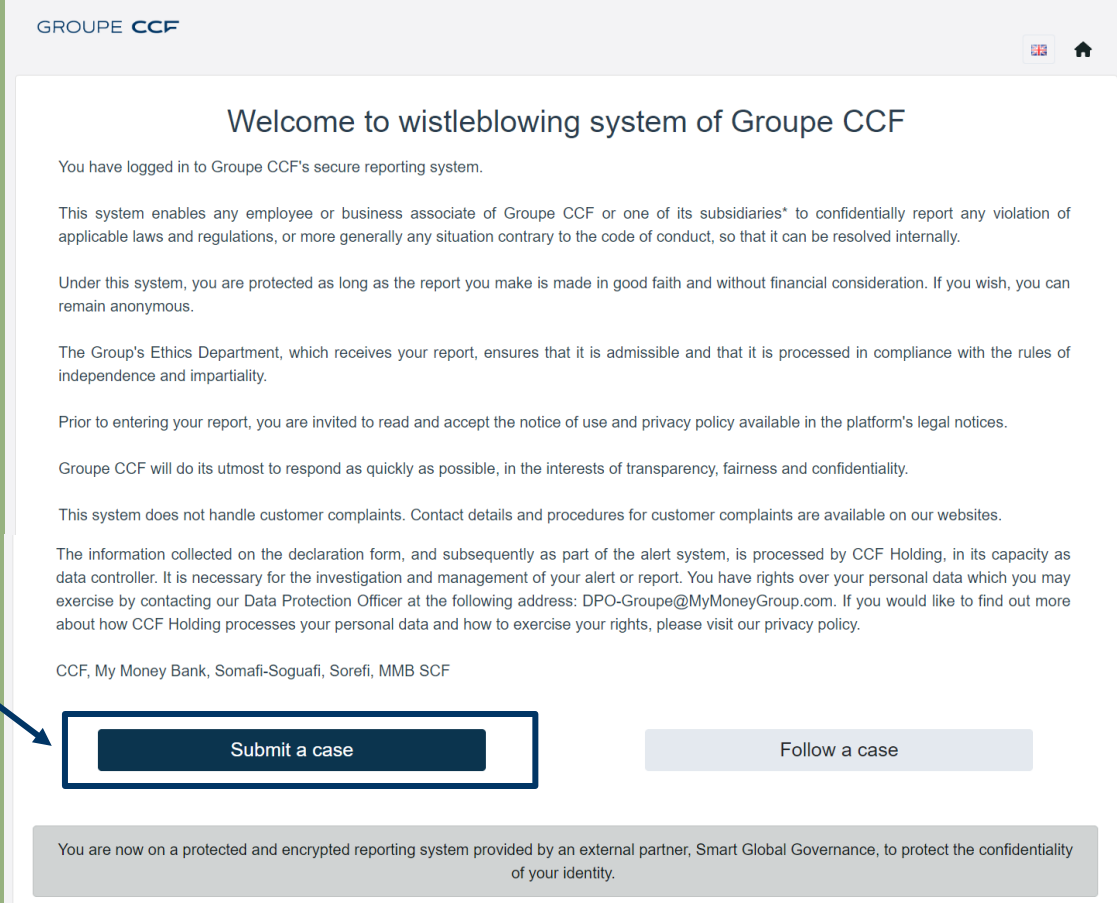
and have read the welcome instructions, you have two options:

1. Submit a case
2. Follow a case

We will first look at how to use a case submission.

Click on "**Submit a case**".

The information collected on the declaration form, and subsequently as part of the alert system, is processed by CCF Holding, in its capacity as data controller. It is necessary for the investigation and management of your alert or report. You have rights over your personal data which you may exercise by contacting our Data Protection Officer at the following address: [dpo@mymoneygroup.com](mailto:dpo@mymoneygroup.com). If you would like to find out more about how CCF Holding processes your personal data under the scheme and how to exercise your rights, please visit our privacy policy.



GROUPE CCF

### Welcome to whistleblowing system of Groupe CCF

You have logged in to Groupe CCF's secure reporting system.

This system enables any employee or business associate of Groupe CCF or one of its subsidiaries\* to confidentially report any violation of applicable laws and regulations, or more generally any situation contrary to the code of conduct, so that it can be resolved internally.

Under this system, you are protected as long as the report you make is made in good faith and without financial consideration. If you wish, you can remain anonymous.

The Group's Ethics Department, which receives your report, ensures that it is admissible and that it is processed in compliance with the rules of independence and impartiality.

Prior to entering your report, you are invited to read and accept the notice of use and privacy policy available in the platform's legal notices.

Groupe CCF will do its utmost to respond as quickly as possible, in the interests of transparency, fairness and confidentiality.

This system does not handle customer complaints. Contact details and procedures for customer complaints are available on our websites.

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CCF, My Money Bank, Somafi-Soguafi, Sorefi, MMB SCF

[Submit a case](#) [Follow a case](#)

You are now on a protected and encrypted reporting system provided by an external partner, Smart Global Governance, to protect the confidentiality of your identity.

# 3 Submit a case

## ● Context

1. Select the entity concerned using the **drop-down menu**.
2. Indicate your affiliation or relationship with it.

### Context

1. Which entity is involved?

2. Are you :

- An employee of the Group entity concerned by the alert
- An employee of another group entity of the one concerned by the alert
- A customer of the group entity concerned by the alert
- A supplier or subcontractor of the group entity concerned by the alert
- A partner of the group entity concerned by the alert
- Other

# 3

## Submit a case

### ● Personal information

In the second part of the case declaration, you must indicate whether **or not** you wish to provide your personal details.

- If so, a questionnaire will appear asking you to provide this information.
- **If not, the report will be anonymous.**



To enforce the anonymity, we recommend the use of personal device or telephone. Anonymity does not provide whistleblower protection because the person making the report is unknown. On the other hand, the declarant benefits from the protection of anonymity. The anonymous declarant may decide to make himself known at a later date in order to benefit from whistleblower protection.

Context Informations Description Alert details Submit alert

### Your personal information

You can remain anonymous or communicate your personal information, such as your name and contact details, which will be treated in the strictest confidence.

We recommend that you identify yourself if you wish to benefit from the whistleblower protection measures provided by the applicable regulations. Anonymous alerts are only processed if the seriousness of the facts mentioned is established and the factual elements transmitted are sufficiently detailed.

3. Provide my personal information?

No  Yes

You can revoke your declaration at any time

Previous Next

# 3 Submit a case

## ● Personal information

If you answered **yes**, you will be invited to enter your personal details.

3. Provide my personal information?

No  Yes

4. Last name

---

5. Name

---

6. Country \*

Select... ▼

7. Function

---

8. Department



This information is optional. However, the more precise you are, the more efficiently we can deal with your report.



# 3 Submit a case

## ● Description

Kindly indicate the subject of the alert.



To qualify the case as a professional alert and enable the reporter to benefit from whistleblower protection, the report must meet the regulatory criteria for a professional alert: it must be made in good faith, be factual and objective, and have no intention of causing harm. Misuse of the whistleblowing system may result in sanctions.

Context Informations Description Alert details Submit alert

**14. Alert theme \***

- Information about a crime, crime, threat or harm to the public interest
- Suspicion of corruption or influence peddling, concussion, illegal interest taking, misappropriation of public funds or favouritism
- Internal or external fraud
- Conflict of interest
- Fraudulent use of personal data
- Human rights violations, fundamental freedoms, human health and safety
- Failure to meet environmental standards and standards
- Conduct or situations contrary to the code of conduct, including discrimination, moral or sexual harassment, reprisals or interference with alerting

Previous Next

# 3 Submit a case

## ● Alert details

You are asked to describe the situation you encountered.

The description of the situation must be factual and objective and may not contain sensitive data unless this is essential (for example, in a discrimination case).

The more precise you are, the better we will be able to deal with your alert.

You can attach files to support your description.



Sensitive data means any personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade-union membership, as well as the processing of genetic data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

**Alert details**

15. **Date of event \***  
Please specify approximate date of event  
jj/mm/aaaa

16. **Did you witness the event you report?**  
 Yes  
 No

17. **Country \*** ← Datas marked with an asterisk are mandatory  
Select...

19. **Description \***

20. **Attach a file**  
Please note that the name of the author of a document or other information identifying the creator of a document may appear in a file name or in the file's metadata. If you wish to remain anonymous, you must remove identifying information before uploading. If you wish to remain anonymous, you must remove the identifying information before uploading. Click on "Attach a file", to browse the files on your computer. All the following file formats are supported: PDF, Word, Excel, PowerPoint, GIF, JPEG, ZIP.

Choose file No file chosen

Previous Next

# 3 Submit a case

## ● Submit alert

Before submitting your alert, you are invited to read the terms and conditions prior to validation.

By activating the “complete” button, your report is automatically sent to the Ethics Officer of Groupe CCF. You keep a record of your declaration and the acknowledgement of receipt by returning to your file. This is the subject of the next chapter.



Note that by clicking on the previous button, you can still go back to modify the alert. As long as you have not activated the « complete” button, the data will not be saved.

### Submit alert

You still have the option of modifying your alert using the “previous” button. It will no longer be possible to modify it once it has been sent.

Before sending your declaration, please ensure that it does not contain any sensitive data, unless it concerns a case of discrimination or an infringement of human rights, fundamental freedoms or health.

Any abusive report (malicious nature, intent to harm, etc.) may result in disciplinary action or legal proceedings.

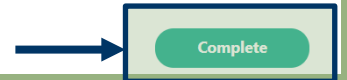
#### Confirmation \*

I confirm

- I am submitting this alert in good faith, without intent to harm or gain financially. The information provided is factual and objective. It is sufficiently detailed to enable an analysis and assessment of the risk to the Group and/or its employees.
- I have read the platform’s user manual and privacy policy.

Previous

Complete



# 3

## Submit a case

### ● Acknowledgement of receipt & confidential code

Once you have submitted your application, keep your **confidential code** safe by copying or downloading it. You are responsible of the safe conservation of your code to avoid any loss or thief.

#### CONFIRMATION

Groupe CCF acknowledges reception of your report and thanks you.

You are invited to keep and record the code generated at the end of the process. This code is unique and confidential. At no time can it be communicated to a third party. It cannot be renewed if lost. This code will give you access to the follow-up of your file.

In order to guarantee the security of exchanges, the system does not send notifications by e-mail: the acknowledgement of receipt, the admissibility of your report and notifications are accessible in your file. You are invited to log in regularly to follow the progress of your alert, provide any additional information or respond to requests from the alert manager.

If your alert is not accepted, it will be immediately destroyed.

Confidential code

b2469ac4-5762-43ff-9214-b24d28a4bc1d



For security reasons, the whistleblowing system does not send any notification to the registrant: the only way to follow the progress of processing and to access your declaration is to log in again regularly by entering your confidential code.

This unique code cannot be regenerated if lost.

# 4 Follow a case

How to follow a case submitted



# 4 Follow a case

Go back to the

## Alerte ((•)) Professionnelle

Platform.

On the home page, you have two options.

1. Submit a case
2. Follow a case

To access the follow-up, click on **"Follow a case"**.

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[Submit a case](#) [Follow a case](#)

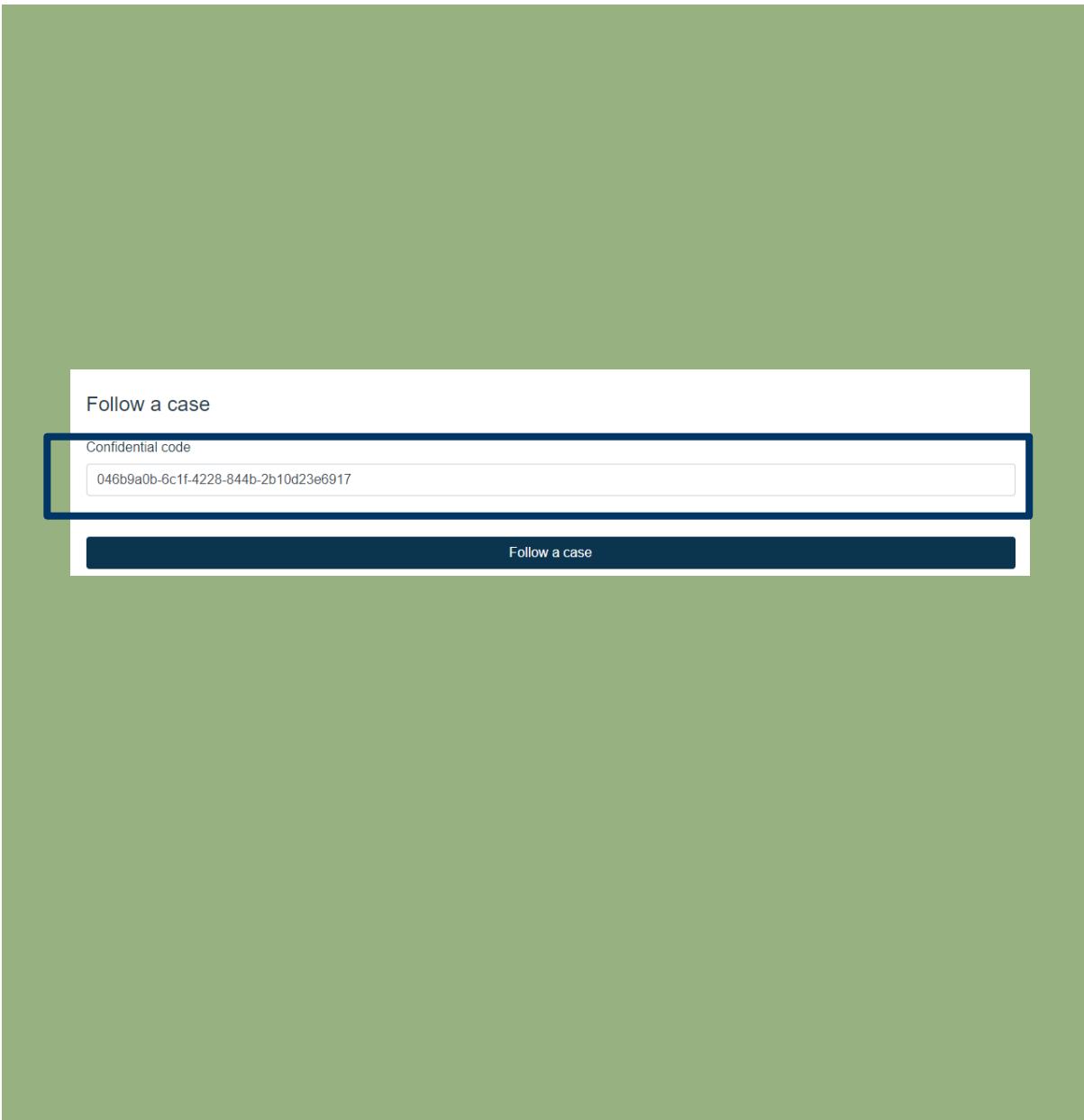
You are now on a protected and encrypted reporting system provided by an external partner, Smart Global Governance, to protect the confidentiality of your identity.

# 4 Follow a case

Copy the confidential code you downloaded or copied when you made your declaration.



**Have you lost your code?** You can no longer access your declaration and we cannot recreate this unique code. The only way for you to follow up your declaration and discuss it with the ethics officer or expert in charge is to create a new one, describe the situation again and keep the confidential code generated at the end of the process.

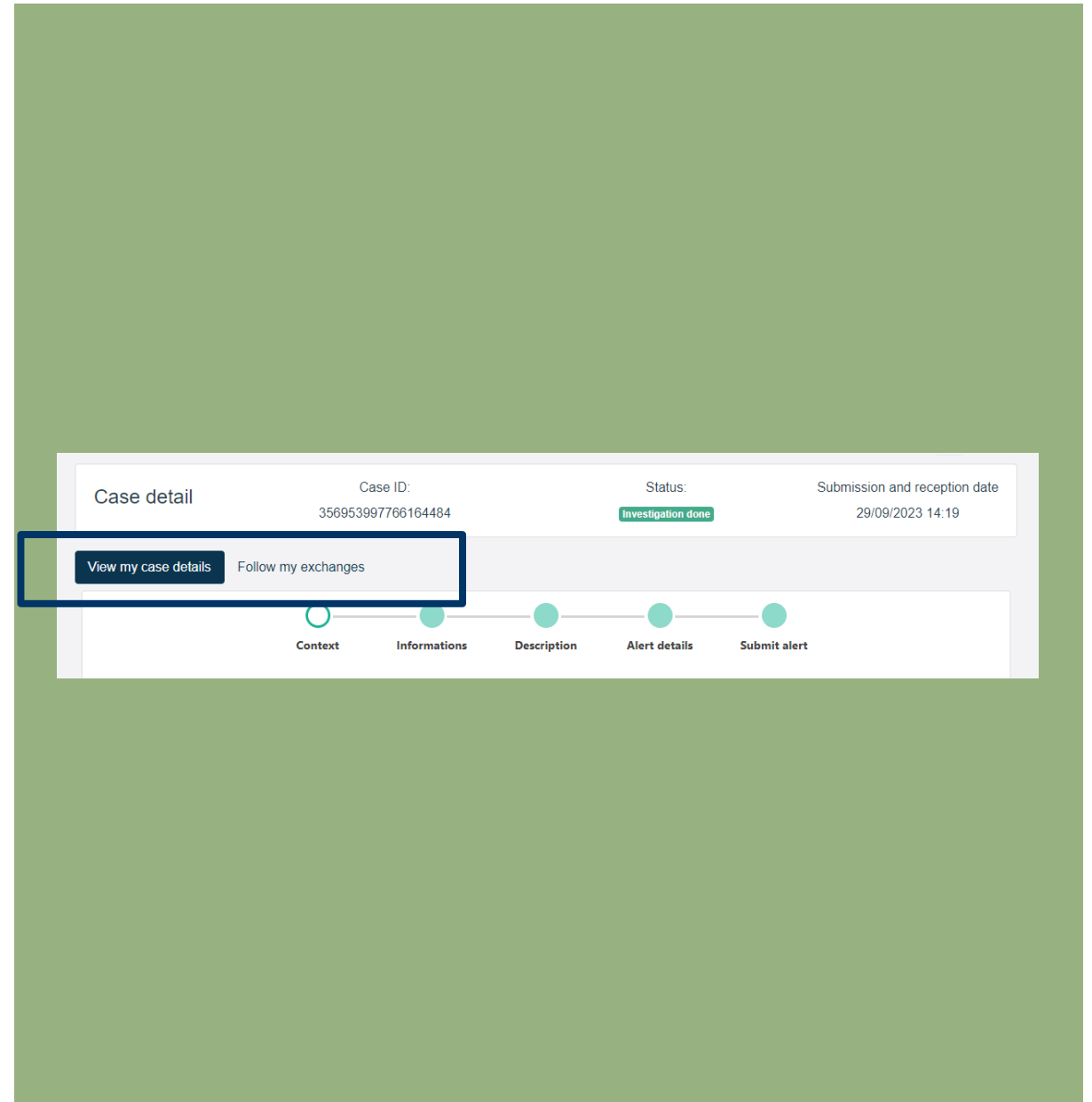


# 4 Follow a case

You will find your alert, its reference, its progress status and the date of acknowledgement.

You can access two tabs:

- View my case details
- Follow my exchanges

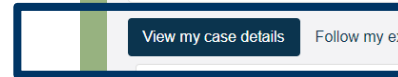




# 4 Follow a case

“View my case details” tab

By selecting the "View my case details" tab, you will find your declaration as you entered it. It cannot be modified.



Case detail

Case ID: 356953997766164484

Status: Investigation done

Submission and reception date: 29/09/2023 14:19

View my case details Follow my exchanges

Context Informations Description Alert details Submit alert

# 4 Follow a case

## “Follow my exchanges” tab

By selecting the "Follow my exchanges" tab, you can communicate securely with the Ethics Officer and the expert responsible for handling your report.

- The Ethics Officer or the expert will send you an initial message to confirm that your report is admissible and has been classified as a professional alert.
- They will then share with you the progress of the analysis and its conclusions.



As a reminder, for security reasons, the whistleblowing system does not send you a notification when you receive a message: you are invited to regularly consult the follow-up of your alert to guarantee the fluidity of exchanges and to allow the reactivity of the ethics referent and the expert in charge. In the absence of any feedback from you, Groupe CCF will not be able to meet the regulatory processing times, which depend on your good cooperation.

Yes thank you. Could you please give me some added information ?  
29/09/2023 16:13

Please confirm the good reception of my case  
29/09/2023 16:08

Send a message

Message Send

# 5 Thank you !

If you have any questions about the system or wish to report a technical incident, please contact [ethique@CCF.fr](mailto:ethique@CCF.fr)

