

D-Quest Hotline

Basic Manual for Informants



I. Input and register a new report

1. Please access the URL below via internet.
https://i365.helpline.jp/****
("****" varies depending on each company)
- * The image of the top page shown below is the D-Quest demonstration site. This image is provided as a sample. The contents of the top page will be different for each company.
2. Enter the "common ID" and the "Password" (preliminarily provided) in the appropriate fields and click the "Start" button.

D-QUEST Global HotLINE Logout

1

Welcome to D-QUEST Global HotLINE

We conduct business activities in the trusts and expectations of a lot of people including our clients. And to respond in their trusts and expectations, we must continue to make more efforts and correct behavior every day.

When getting the information about compliance violations or likely to their violate actions to consult (report) via this Helpline

In addition, we will prevent disadvantageous treatment of those who make reports in accordance with Whistleblower Protection Act J.

Subjects for reporting would include major misconducts, violations on compliance (ethics, obeying law) misconducts and any other acts that may develop into misconducts if not addressed and areas unclear regarding compliance as well as any constructive improvements.

Employees are prohibited from making reports for purpose of falsehood, slandering others, interfering in personnel assignments or other fraudulent reasons. Employees who make reports for such fraudulent reasons may be punished by the company, in accordance with internal regulations.

Does any of the following subjects will be included in your report or consultation?

- ◆ False report or consultation regarding slander or accusation of other person.
- ◆ Inappropriate contents.
- ◆ Classified information prohibited to carry out outside Japan (e.g., military information).
- ◆ Problems should be solved at workplace.

If your report includes any of the above, reporting is prohibited.

※ When your report is registered, the reporting number would be displayed
This number is required to obtain a reply from the company.
The number will not be reissued. Please keep it with caution.

If you have any questions on how to use the reporting system, please contact D.Quest.

The telephone number for D. Quest Help Line is as follows.

D.Quest Company Ltd.
Help Line Department
Tel: 813-5296-8333

2

Common ID

Common Password

Start

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3. Please select [Report an Irregularity].

4. Click the "Agree" button after confirming the "Terms of Use".

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English

Please click "Report an Irregularity" registration page to post any irregularities or inappropriate conduct.

3

Please click "Confirm Reply/ Report Additional Information" to check the reply to your report or to fill-in additional information.

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Terms Of Use

In order to use the Whistleblower Hotline service, please read the Terms of Service below carefully. Click the "Agree" button if you agree to the terms. Click the "Disagree" button if you disagree.

D-Quest - Hotline Terms of Service

The Terms of Service defines the conditions when using the "D-Quest - Hotline" ("this service") provided by D-Quest, Inc. ("D-Quest"). Please read these terms before using this service.

Definition of Terms

User Company - An organization that has executed a business trust agreement with D-Quest and has implemented this service. User Company may refer to any organization, regardless if it is a private company or a public office.

Target User- A user from the User Company that has been given permission to report any irregularity or inappropriate conduct via this service.

Informant- A Target User that has actually used this service to report any irregularity or inappropriate conduct

Prohibited Acts

Libel/defamation triggers a harmful influence to corporate ethics and employment environment. It is therefore inappropriate and is not the intention of this system. Please strictly refrain from such malicious conduct.

Cancellation of this Service

D-Quest has the right to cancel or terminate providing this service to the User Company when the User Company or Informant has breached any part of the agreement of this service or of the Terms of Service.

Only users who agree to the above Terms of Service can use this service.

4

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5. Enter as much information as possible on the [Report an Irregularity] page. Items in red are required.
6. When “Email address to be used to receive reply” is registered, you will be automatically notified of a reply from the company. (See P5-II)
7. Click the “Register” button upon completion.

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Report an Irregularity

Please report your concern on this registration form. Items in red are required. Click the "Register" button upon completion.

<p>Time of emergence</p>	<ul style="list-style-type: none"> <input type="radio"/> Within 1 day <input type="radio"/> Within 3 days <input type="radio"/> Within 1 week <input type="radio"/> Within 1 month <input type="radio"/> Within 3 months <input type="radio"/> Within 6 months <input type="radio"/> Within 1 year <input type="radio"/> More than 1 year <input type="radio"/> It may possible happen in the future <input type="radio"/> Unknown
<p>Occurrence location</p>	<p>Example: Tokyo HQ, Sales department Sales 3 division, Shinjuku Factory, Stocking Materials division</p> <input type="text"/>
<p>Involvement of managers and executives</p>	<ul style="list-style-type: none"> <input type="radio"/> None <input type="radio"/> With Manager <input type="radio"/> With Executive Officer <input type="radio"/> With Both <input type="radio"/> Unknown
<p>Report content</p> <p>* Please enter your report in detail with as much information as possible in the items 1 to 6 below. You may also opt to disregard items 1 to 6 and describe the matter in your own account.</p>	<ol style="list-style-type: none"> 1. Explain details of irregularity. 2. Who is/are involved? 3. How did this matter occur? 4. When and how did you find out? 5. Is it highly possible that this has been happening continuously? 6. Is there anyone who is aware of this matter?
<p>Boss understands Report</p>	<ul style="list-style-type: none"> <input type="radio"/> Reported <input type="radio"/> Not reported

If you want to automatically receive an email notification once the person involved has posted his reply (optional)

Email address to be used to receive reply **6**

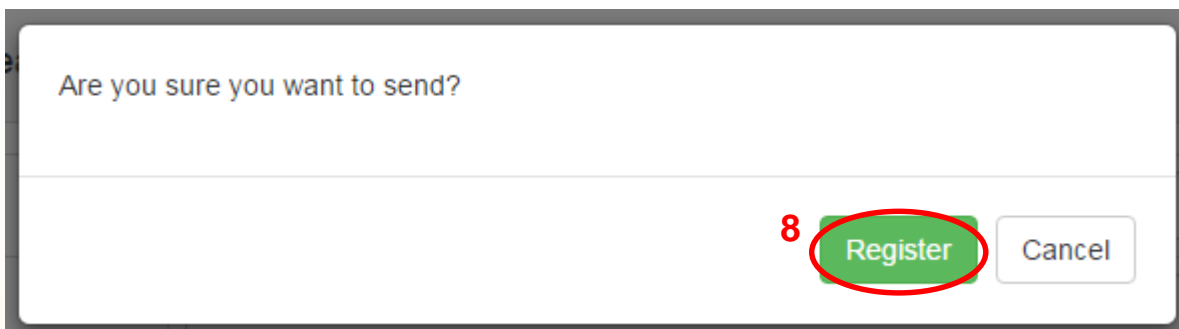
* This address will not be disclosed to the person involved or to anyone in D-Quest, Inc.

Do you want to register your real name? (optional)

Name (optional)	<input type="text"/>
Position (optional)	<input type="text"/>
If you prefer other means of communication, please list it here (optional)	<input style="height: 40px;" type="text"/>

7

8. Click the new "Register" button. Then the report will be immediately registered and sent to the person involved in the company (Person Involved).



9. [Refer to your report below. Thank you for your registration] screen will be displayed after clicking the "Register" button. Please write down and keep the "13-digit Report Number". This number is required to communicate with the person involved (to confirm the reply, to report additional information, etc).

* Please be careful because you cannot check the reply of the person involved if you lose the Report Number.

10. Click on the "Logout" button after written down the Report Number.

Refer to your report below. Thank you for your registration.

Refer to your report below. Thank you for your registration.

Your Report Number has been generated below. This number is required to confirm the reply of the person involved or to report additional information. Please write it down, and keep it safe and confidential.

9

00137j8gWWT9Q

Your concern has been posted!

The person involved will be notified of the above Report Number via the system's auto send mail facility.

Please access the "Confirm Reply/ Report Additional Information" page in the Whistleblower Hotline Informant Menu to enter additional information or inquiry.

After receiving the report, the person involved will post his reply or inquiry. To view the reply, please regularly access the "Confirm Reply/ Report Additional Information" page in the Whistleblower Hotline Informant Menu. You may also opt to activate the auto send mail facility in order to receive a mail notification once the person involved has replied. (* Your mail address will not be disclosed to the person involved or to anyone in D-Quest, Inc.)

In order to protect your confidentiality, please record your Report Number and then click the "Logout" button on the upper right portion of this screen. Close the window after you have logged out from the system.

D-Quest Hotline System will timeout and auto-logout after 60 consecutive minutes of inactivity for the security reasons.

If you think you need longer than 60 minutes to enter your information, it is recommended to prepare your text before accessing this system.

Procedure of "Report Irregularity" is completed.

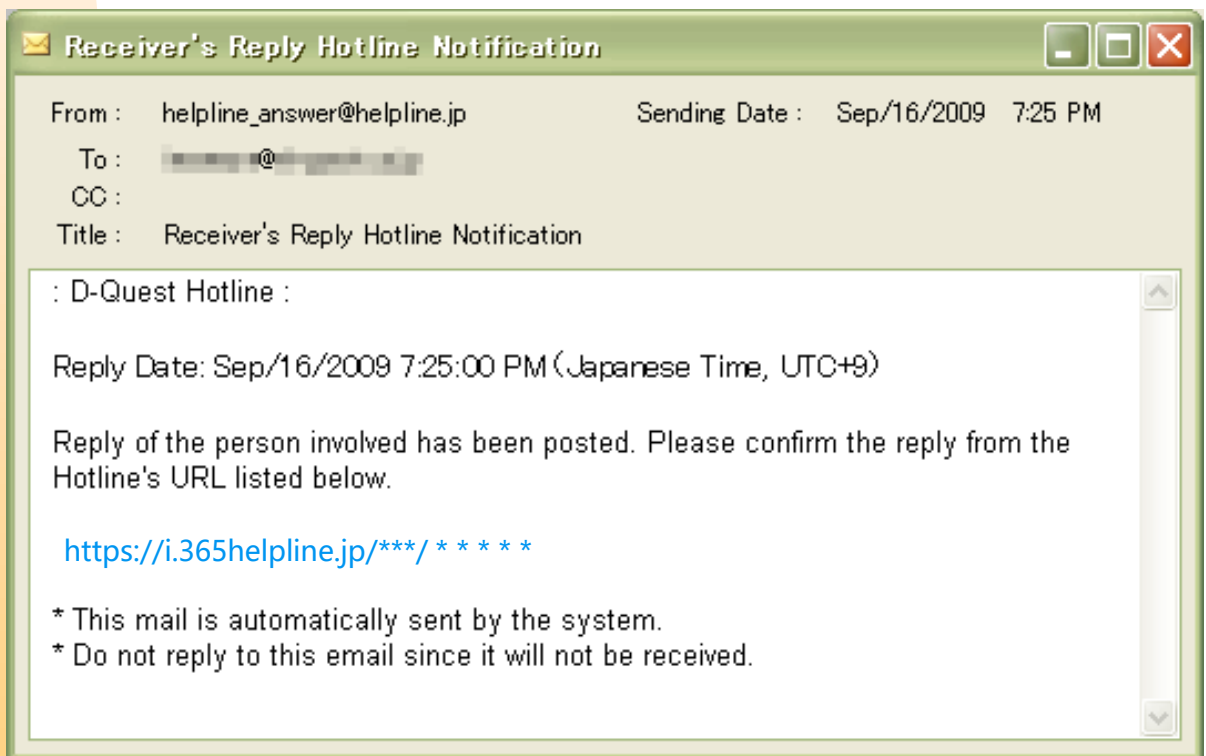
II. Confirm the reply of the person involved

A new message (reply) has been posted by the acceptant of the company (Person Involved) .

Please check the reply using the Hotline system.

If "Email address to be used to receive reply" is registered when you post a report for the first time, an auto notification mail will be delivered to your registered email address once the reply of the person involved has been posted. As described below, the title of the notification mail is "Receiver's Reply Hotline Notification".

If "Email address to be used to receive reply" is not registered an auto notification mail will not be sent to your email address. Please regularly check the reply of the person involved by following the instruction from "III" in the next page.



III. Confirm Reply/ Report Additional Information

1. Login from the top page by entering the “common ID” and “Password” as well as [Report an Irregularity], and then select [Confirm Reply/ Report Additional Information] from the “informant menu”.
2. Enter the “13-digit Report Number” that was provided when you posted the report for the first time. Click the “Login” button to login and go to your posted “Report” page.

D-QUEST Global HotLINE Logout

English

Please click "Report an Irregularity" registration page to post any irregularities or inappropriate conduct.

[Report Irregularity](#)

Please click "Confirm Reply/ Report Additional Information" to check the reply to your report or to fill-in additional information.

1 [Confirm Reply / Report Additional Information](#)

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Confirm Reply/ Report Additional Information

Please enter the corresponding Report Number to check the reply of the person involved or to fill-in additional information. Then, click the "Login" button.

Report Number

2 [Login](#)

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All reports and corresponding replies of the person involved up to this moment will be listed on the screen.

You can check the contents of a message here and if necessary enter additional information related to your report. Please click the "Register Additional Information" to enter additional information.

※"Reply Status of Person Involved" will be updated to "Reply has been Completed" for the closed report. Then additional information could no longer be entered.

<<Reference>> History of communication between informant and person involved

Report Details	
Report Date	Sep/16/2009 6:16:00 PM (Japanese Time, UTC+9)
Details of Irregularity	<p>1. Explain details of irregularity. One of the process (double check) of the quality management stipulated in the production manual is not conducted at all.</p> <p>2. Who is/are involved? Mr. AAA (administration manager)</p> <p>3. How did this matter occur? Mr. AAA (administration manager) has clearly stated during the morning meeting to "Skip the inefficient process. Check all at once in order to gain productivity". In fact, this double check process has been omitted.</p> <p>4. When and how did you find out? He said it during the morning meeting at the beginning of every week.</p> <p>5. Is it highly possible that this has been happening continuously? He mentioned the same thing again during the morning meeting at the beginning of this week.</p> <p>6. Is there anyone who is aware of this matter? People in the factory are probably aware of this.</p>
Reply of Person Involved	
Reply Date	Sep/16/2009 7:25:00 PM (Japanese Time, UTC+9)
Contents of Reply	<p>This is Mr. Suzuki from the compliance office. Thank you for your report. This is a serious problem affecting the reputation of our company and the safety of our customers. Therefore, I will investigate this matter immediately. Please register additional information if his behavior continues. I will give feedback of progress and results of the investigation. This is a quick note to let you know that we accepted your report and expressed our appreciation.</p>
Report Additional Information	
Registration Date	Sep/17/2009 7:41:00 PM (Japanese Time, UTC+9)
Details of Additional Information	<p>Dear Mr. Suzuki Compliance Office Thank you for your reply. Please investigate this matter. I am waiting for your report containing the results of the investigation and the action that you will take.</p>
Reply of Person Involved	
Reply Date	Sep/25/2009 10:26:00 AM (Japanese Time, UTC+9)
Contents of Reply	<p>This is Mr. Suzuki from the compliance office. We immediately conducted a confidential investigation in the factory and we heard the same story from several other people. We will evaluate the necessary disciplinary action and apply it against Mr. AAA (administration manager) in the near future. We as a company will ensure customer safety and take measures to maintain our credibility. Therefore, please continue working as faithfully as before.</p>
Report Additional Information	
Registration Date	Sep/26/2009 10:47:00 AM (Japanese Time, UTC+9)
Details of Additional Information	<p>Dear Mr. Suzuki Mr. AAA (administration manager)'s demotion and transfer were announced in the factory today. I know Mr. BBB, the next administration manager, very well. He is a very dedicated person. With this in mind, now I can work in the factory without any worries. Thank you very much.</p>
Reply of Person Involved	
Reply Date	Sep/26/2009 12:10:00 PM (Japanese Time, UTC+9)
Contents of Reply	<p>This is Mr. Suzuki from the compliance office. You might have already heard from the announcement, but I would still like to personally inform you that disciplinary action has already been imposed on Mr. AAA. From now on, please work together with the next administration manager. Moreover, if there is any problem whatsoever in the factory, please consult your immediate supervisor first to find a solution. And then, if you still cannot resolve the problem, please contact this hotline. This matter is now closed. Thank you very much.</p>