



EDF group ethics and compliance whistleblowing system

Tutorial

« how to enter an alert or request an advice »

Group Ethics & Compliance Division

July 2018



INTRODUCTION

EDF provides employees and external or occasional employees of the Group, as well as third parties, an ethics and compliance whistleblowing system designed to receive, record and process on a **secure platform, in complete confidentiality**, a report they want to do.

It is not intended to be used for routine questions in the field of human resources.

Making an alert is not an obligation and no employee can be sanctioned if he does not report a breach.

Any whistleblower may choose to use the Group Ethical and Compliance whistleblowing System or the other channels at his disposal (manager, human resources, mediator, staff representatives ...). **However, it is recommended, for security reasons and protection of personal data, to use the secure platform.**

The referent of the EDF group ethics and compliance whistleblowing system is the Group Ethics & Compliance Division (DECG).

HOW TO CONNECT TO THE PLATFORM?

- Before logging in, I can read **the whistleblower guide** available on the VEOL ethics and compliance community. It gives any information I may need about the protection conditions of whistleblowers.
- I can log in 24 hours a day, 7 days a week on the secure platform at the following URL :

<https://www.bkms-system.com/alert-edfgroup>

- I can access this platform via a computer, tablet or smartphone.
- I can do it from a professional computer making sure to stay out of sight **or log in out of the office on a private computer.**
- **All data related to my report is encrypted and secured** on the platform and in a server located in the European Union, disconnected from the Group's information systems, and does not allow the traceability of IP addresses.

HOW TO MAKE AN ALERT ?

1 – HOME PAGE



I select the country where I am

I select the language in which I want to submit my alert

- Select country - English OK

I submit an alert, I ask for advice, or I exercise my rights

If you would like to send your **first** report, please click here:

Submit a report or ask for advice/ exercise your rights

I have already posted an alert, created an exchange box, so I can log in here to follow the progress of my alert

If you have already set up a postbox, you may login here:

Login

I click and get an answer to the most frequently asked questions

- Why using an external whistleblowing system?
- Who can submit a report?
- What can I report?
- How do I submit a report?
- How can I track my report?
- How do I ask for advice?
- How do you exercise your personal data rights?
- Notes on data privacy

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Acting in compliance with our ethics and compliance rules

EDF's reputation is one of the best in the global energy sector. To maintain it, in recent years EDF has created internal rules aiming to guarantee compliance with national and international laws and regulations, in particular a Group Ethics and Compliance Policy, a charter and a Code of Conduct.

EDF's Ethics and Compliance culture creates the performance for the Group by entrenching its activities. It reflects the commitment of the Group's employees and collaborators and each one must ensure that it is maintained and cultivated.

With this in mind, the company is providing a whistleblowing system, managed by the Group Ethics and Compliance department, so that good faith reports can be received and recorded, then processed on a secure and confidential platform.

The whistleblowing system is in addition to the other existing reporting channels (Example: line manager, human resources, ombudsman, staff representatives, etc.), and its use only constitutes channel selection.

It is not designed to be used for common questions relating to the area of human resources which are managed by your entity's management team.

To help you in your process, the GECD provides employees with a whistleblowing guide.

To find out more, you can consult the Ethics and Compliance page on the EDF.fr website.

The platform allows to attach files to my alert. If this is not possible, I send my documents by registered post to the following address. The mail will be directly delivered to the DECG and opened by an authorized person

EDF SA · Direction Ethique & Conformité Groupe · Strictelement Confidentiel
Tour EDF - bureau 32A55
20, Place de la défense
92050 Paris la Défense

2 – OBTAINING CONSENT AND SECURITY QUERY



Close window

If I click on "Close window", my alert will not be recorded

Security advice

The secure use of the whistleblowing system is guaranteed as described below:

Your internet connection with this whistleblowing system is secured by an SSL code. The padlock symbol on your browser (at the bottom or top left-hand corner) means that an SSL connection is active.

After sending your information, the data is stored encrypted and handled confidentially.

Please maintain the confidentiality of your report by protecting it from being seen by persons from both inside and outside of your company. If possible, use a private computer.

I authorise the collection, processing and use of personal data that I have entered into the whistleblowing system in compliance with data protection rules. I have understood the instructions relating to the technical precautions put in place by this whistleblowing system which guarantees that my personal data is secure and by entering the character sequence displayed in the following confirmation message, I agree to them.

Obtaining consent and security query

In order to protect the system from automatic assaults, you must fill in the displayed characters in the text field to the right.

The displayed characters are not part of your report and will not be required again during the process.

Characters:



Submit the characters here:

hF3FHLL

Entering characters confirms my agreement to collect data and secure the connection

Continue

I click on "continue" to proceed

3 – CHOOSING THE CATEGORY



[Back](#)

[Close window](#)

Please select from the following list the category that best indicates the focus of your report and click on "Continue".

If you wish to report on a topic that is not included in the listed categories, your report may be rejected.

Please make your selection on the left side.
For examples and an exact explanation of the categories click on "i".

- Corruption** i
- Conflicts of interest** i
- Fraud** i
- Financial crimes** i
- Violations of competition law** i
- International sanctions and controls of international trade** i
- Harassment - discrimination** i
- Rights and protection of persons** i
- Serious environmental damage** i
- Protection of personal data** i
- Ask for advice/exercise your personal data rights** i

I select the theme that seems to best match my alert

The "i" allows me to have explanations on the content of the theme

I can also use the platform to request advice on the use of the device or to exercise my rights of information, access, erasure or opposition to the processing of my personal data

[Continue](#)

I click on "continue" to continue

4 REPORT SUBMISSION FORM(1/2)



Back Close window

Report to be sent to: **Direction Ethique et Conformité EDF SA, Paris la Défense**
 Category: **Fraud**

The whistleblowing system guarantees all security and confidentiality conditions. That is why in order to facilitate the investigation of your file and to respond to our requests in the context of processing your enquiry, we recommend that you identify yourself. Nevertheless, you can remain anonymous if you wish by clicking here: *** Required field**

Subject: *

Please describe the incident in as much detail as possible: *

If you prefer to maintain anonymity, the SKMSP System will provide you with the technical security required. Ensure that the information provided does not enable you to be identified.

You still have characters at your disposal.

In order to facilitate the processing of reports, please respond to the following questions, even if the answers are contained in the body of the text:

In which country did the incident occur? *

What is your relationship with the EDF group? *

Please select the person responsible for the processing:

In which company has the incident occurred? *

Are you an employee of the organisation involved in the incident?
 Yes No Not specified

In which field did the incident occur?

Have other persons been informed of this incident?
 Yes No I don't know

Were there witnesses to the incident?
 Yes No I don't know

Do you know the date of the incident?
 Yes No

Is the incident still happening? *
 Yes No I don't know

Attachment: You can attach a file of up to 10 MB.

Note on submitting attachments: Files may contain hidden information about you that may reveal your identity. Make sure to delete this information before submitting this report in order to guarantee your anonymity. If you are unable to delete this information, copy the text of your attachment into your report or send the printed document anonymously to the address indicated at the bottom of this page, specifying the reference number that you will receive at the end of this procedure.

Note has been acknowledged.

Aucun fichier sélectionné.

If you want to send more than one file, create your secured postbox at the end of this process. There you can send more attachments as an addition.

Fields with * must be completed

I describe in good faith the facts I wish to report

The alert device guarantees all the conditions of security and confidentiality. That is why, in order to facilitate the instruction of my file it is recommended to be identified.

However, if I want to remain anonymous, I check this box. The DECG may request the lifting of the anonymity if the continuation of the treatment is made impossible by this anonymity

4 – REPORT SUBMISSION FORM (2/2)



Back Close window

Report to be sent to: **Direction Ethique et Conformité EDF SA, Paris la Défense**
 Category: **Fraud**

The whistleblowing system guarantees all security and confidentiality conditions. That is why in order to facilitate the investigation of your file and to respond to our requests in the context of processing your enquiry, we recommend that you identify yourself. Nevertheless, you can remain anonymous if you wish by clicking here: *** Required field**

Subject: *

Please describe the incident in as much detail as possible: *

If you prefer to maintain anonymity, the BKMS® System will provide you with the technical security required. Ensure that the information provided does not enable you to be identified.

You still have characters at your disposal.

In order to facilitate the processing of reports, please respond to the following questions, even if the answers are contained in the body of the text:

In which country did the incident occur? *

What is your relationship with the EDF group? *

Please select the person responsible for the processing:

In which company has the incident occurred? *

Are you an employee of the organisation involved in the incident?
 Yes No Not specified

In which field did the incident occur?

Have other persons been informed of this incident?
 Yes No I don't know

Were there witnesses to the incident?
 Yes No I don't know

Do you know the date of the incident?
 Yes No

Is the incident still happening? *
 Yes No I don't know

Attachment: You can attach a file of up to 10 MB.

Note on submitting attachments: Files may contain hidden information about you that may reveal your identity. Make sure to delete this information before submitting this report in order to guarantee your anonymity. If you are unable to delete this information, copy the text of your attachment into your report or send the printed document anonymously to the address indicated at the bottom of this page, specifying the reference number that you will receive at the end of this procedure.

Note has been acknowledged.
 Aucun fichier sélectionné.

If you want to send more than one file, create your secured postbox at the end of this process. There you can send more attachments as an addition.

I specify in which company took place the incident

I indicate here my link with the company (employee, temporary, trainee, external, etc.)

If I can, I will specify the date of the incident or the period during which it was

If I am a collaborator of the company, I indicate my preference on the function which will be in charge of the treatment of my alert

I can attach a file here

If I can, I tell if other people have been informed or witnessed about the incident

I click on "send" to save my alert

I can cancel my alert

5 – SETTING UP A SECURE POSTBOX



Close window

Thank you for your report.

Your report has been designated with the following reference number: **e5f3**

Once my alert is registered, a file number is assigned to me

This number is your proof that you have filed the report.

You can now print your report.

Print

I print my alert if I want to

Help us to solve the case! Set up your own, secured postbox.

This postbox allows you to communicate with the examiner. You can receive comments on the case's processing status and answer additional questions concerning your report.

Please note: This is your only opportunity to set up a postbox for this report.

Choose a pseudonym or a user name with at least five but no more than 15 characters. Your password must contain at least five characters. We recommend passwords of at least ten characters and with at least one special character (for example ; _ % & :). Note the case sensitivity for pseudonym/user name and password.

Remember your access information. You will always need it to log into your postbox. Your access information is known only to you and cannot be recovered should you lose it. You should keep your access information in a safe place.

I keep my file number, my logins and my password. If I lose them, they can not be regenerated because I am the only one to know them. I would have to reiterate my alert

Yes, I wish to set up a secured postbox.

Note the case sensitivity!

Pseudonym/user name:

Password:

Password verification:

Set up postbox

I create an exchange box by completing the Set up postbox
Warning: if I do not install this box, I will not be able to communicate securely with the controller of my alert

No, I do not wish to set up a postbox.

End

6 – END OF MY ALERT



[Close window](#)

Thank you for your report and for setting up a mailbox.

Help us!

Check your mailbox regularly to see if you have received feedback from your examiner.

[To my mailbox](#) [End](#)

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Either I click on "End" or I go to my mailbox to see the history or add complements to my alert

HOW TO FOLLOW MY ALERT ?

1 – HOME PAGE



- Select country - English OK

If you would like to send your **first** report, please click here:

Submit a report or ask for advice/ exercise your rights

If you have already set up a postbox, you may login here:

Login

I go to the home page and log in to view messages received from the controller of my alert

- Why using an external whistleblowing system?
- Who can submit a report?
- What can I report?
- How do I submit a report?
- How can I track my report?
- How do I ask for advice?
- How do you exercise your personal data rights?
- Notes on data privacy

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It is not designed to be used for common questions relating to the area of human resources which are managed by your entity's management team.

To help you in your process, the GECD provides employees with a whistleblowing guide.

To find out more, you can consult the Ethics and Compliance page on the EDF.fr website.

2 – OBTAINING CONSENT AND SECURITY QUERY



Close window

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I authorise the collection, processing and use of personal data that I have entered into the whistleblowing system in compliance with data protection rules. I have understood the instructions relating to the technical precautions put in place by this whistleblowing system which guarantees that my personal data is secure and by entering the character sequence displayed in the following confirmation message, I agree to them.

Obtaining consent and security query

In order to protect the system from automatic assaults, you must fill in the displayed characters in the text field to the right.

The displayed characters are not part of your report and will not be required again during the process.

Characters:



Submit the characters here:

Continue

To access my secure exchange box, I enter the characters listed above

I click on "continue" to continue

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3 - LOGIN TO SECURED POSTBOX



Close window

Login to secured postbox

Please enter your login data:

Pseudonym/user name

Password

I enter my username and password created at the entry of my alert

I click on "continue" to continue

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4 – VIEW THE CONTENTS OF MY SECURED POSTBOX



My secured postbox

[Refresh](#) | [Logout](#)

You are in your secured postbox.

You can read your examiner's feedback here, respond and/or expand on it. In this way you can actively participate in solving your case. After each new login to your postbox you have the possibility to submit a new report.

Only you have access to your secured postbox and will continue to remain unknown to the recipient in all further communications as long as you do not voluntarily disclose any personal information.

An overview of your report is maintained. Reports, however, are able to be read and printed in the postbox for 42 days only. Please note that this also applies to your examiner's feedback once you have read it for the first time.

Do not forget to logout when exiting your postbox.

I find the reference of my alert

[Send a new report](#)

Reference: e5f5	
To: Direction Ethique et Conformité EDF SA, Paris la Défense	
Subject: Fraud	
My report	2018-07-13
My addition	2018-07-13
	Send addition

The history of the exchanges with the DECG or the person in charge of treatment is visible in my box in chronological order. I also find all the additional information I have provided

I can complete my alert and add files

HOW TO ASK FOR ADVICE OR EXERCISE MY PERSONAL DATA RIGHTS ?

1 – HOME PAGE



I select the country where I am

I select the language in which I want to communicate

- Select country - English

I click on the button request advice / or exercise your rights

If you would like to send your **first** report, please click here:

If you have already set up a postbox, you may login here:

- [Why using an external whistleblowing system?](#)
- [Who can submit a report?](#)
- [What can I report?](#)
- [How do I submit a report?](#)
- [How can I track my report?](#)
- [How do I ask for advice?](#)
- [How do you exercise your personal data rights?](#)
- [Notes on data privacy](#)

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2 – OBTAINING CONSENT AND SECURITY QUERY



Close window

If I click on "Close window", my request will not be saved

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Obtaining consent and security query

In order to protect the system from automatic assaults, you must fill in the displayed characters in the text field to the right.

The displayed characters are not part of your report and will not be required again during the process.

Characters:



Submit the characters here:

hF3FHL

Entering characters confirms my agreement to collect data and secure the connection

Continue

I click on "continue" to continue

3 – THEMATIC "ASK FOR ADVICE / EXERCISE YOUR PERSONAL DATA RIGHTS"



Back

Close window

Please select from the following list the category that best indicates the focus of your report and click on "Continue".

If you wish to report on a topic that is not included in the listed categories, your report may be rejected.

Please make your selection on the left side.
For examples and an exact explanation of the categories click on "i".

- | | | |
|----------------------------------|--|----------|
| <input type="radio"/> | Corruption | i |
| <input type="radio"/> | Conflicts of interest | i |
| <input type="radio"/> | Fraud | i |
| <input type="radio"/> | Financial crimes | i |
| <input type="radio"/> | Violations of competition law | i |
| <input type="radio"/> | International sanctions and controls of international trade | i |
| <input type="radio"/> | Harassment - discrimination | i |
| <input type="radio"/> | Rights and protection of persons | i |
| <input type="radio"/> | Serious environmental damage | i |
| <input type="radio"/> | Protection of personal data | i |
| <input checked="" type="radio"/> | Ask for advice/exercise your personal data rights | i |

I select a request for advice / to exercise my personal data rights

Continue

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4 – DESCRIPTION OF THE REQUEST



[Back](#) [Close window](#)

Report to be sent to: **Direction Ethique et Conformité EDF SA, Paris la Défense**
Category: **Ask for advice/exercise your personal data rights**

The whistleblowing system guarantees all security and confidentiality conditions. That is why in order to facilitate the investigation of your file and to respond to our requests in the context of processing your enquiry, we recommend that you identify yourself. Nevertheless, you can remain anonymous if you wish by clicking here: * Required field

Last name:
First name:
Company/Subsidiary/Entity:

Please describe your enquiry in as much detail as possible:*

You still have **4096** characters at your disposal.

What is your relationship with the EDF group?*

Attachment: You can attach a file of up to 10 MB.
 Aucun fichier sélectionné.

If you want to send more than one file, create your secured postbox at the end of this process. There you can send more attachments as an addition.

I describe my request as precisely as possible

I can attach a file here

The alert device guarantees all the conditions of security and confidentiality. That is why, in order to facilitate the instruction of my request it is recommended to identify me.

However, if I wish to remain anonymous, I check this box. DECG may request the waiver of anonymity if further processing of the application is made impossible by this anonymity

I indicate here my relationship with the company (employee, temporary, trainee, external, etc.)

I click on "send" to validate my request

I can cancel my request

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5 – SETTING UP A SECURED POSTBOX



Close window

Thank you for your report.

Your report has been designated with the following reference number: **e5f3**

Once my alert is registered, a file number is assigned to me

This number is your proof that you have filed the report.

You can now print your report.

Print

I print my alert if I wish

Help us to solve the case! Set up your own, secured postbox.

This postbox allows you to communicate with the examiner. You can receive comments on the case's processing status and answer additional questions concerning your report.

Please note: This is your only opportunity to set up a postbox for this report.

Choose a pseudonym or a user name with at least five but no more than 15 characters. Your password must contain at least five characters. We recommend passwords of at least ten characters and with at least one special character (for example ; _ % & :). Note the case sensitivity for pseudonym/user name and password.

Remember your access information. You will always need it to log into your postbox. Your access information is known only to you and cannot be recovered should you lose it. You should keep your access information in a safe place.

I keep my file number, my logins users and password. If I lose them, they can not be regenerated because I am the only one to know them. I will have to pick up my alert

Yes, I wish to set up a secured postbox.

Note the case sensitivity!

Pseudonym/user name:

Password:

Password verification:

Set up postbox

I create an exchange box by completing the Set up postbox
Warning: if I do not install this box, I will not be able to communicate securely with the controller of my alert

No, I do not wish to set up a postbox.

End

5 – END OF MY REQUEST



[Close window](#)

Thank you for your report and for setting up a postbox.

Help us!

Check your postbox regularly to see if you have received feedback from your examiner.

[To my postbox](#)

[End](#)

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Either I click on "finish" or I go to my exchange box to see the history or add to my request

THANK YOU