

D-Quest Hotline

Basic Manual for Informants

MLform



I. Input and register a new report

- 1-1. Please access the URL below via internet.
https://ml.helpline.jp/****
(“****” varies depending on each company)
- 1-2. Enter the “common ID” and the “Password” (preliminarily provided) in the appropriate fields and click the “Start” button.

1-1

認証が必要

https://ml.helpline.jp にはユーザー名とパスワードが必要です。

1-2

ユーザー名:

パスワード:

ログイン キャンセル

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.

1-3. 【Checklist】

Please put a checkmark in the checkbox provided after you have checked the report doesn't contain the information prohibited to go outside country.

Due to change of corporate rules and laws and regulations of a country, there is a possibility that it would change without prior notice.


1-4. Click [Proceed to Step 2] after been checked.

Welcome to D-QUEST GROUP Global Hotline.

China, South Korea

English ▾

Step.1 > Step.2 > Confirmation



Welcome to D-QUEST GROUP Global Hotline.

Our daily corporate activities has been supported by our customers and many other people with their trust and expectations..
In order to meet their trust and expectations, we must keep continuing our daily effort to act properly and with legality

Please use the hotline to report any violation against our compliance, or when you know the fact that some misconduct which may lead to a violation.

The contents of the report will be treated confidentially and there will be no disadvantage to those who reported the case. The first report is received by our contracted outside hotline dedicated company and it is also acceptable to report under anonymous if you so desire..

1.The acts subject to report

The acts subject to report are limited to any violation of the company compliance or any acts which could become one against inter company regulations, company policy and guidelines, law and regulations.

The acts subject to report are bribery, cartel, child labor, forced labor, embezzlement, breach of trust, and leaking confidential information.
The acts not for subjects to report: Payroll and working condition, discontentments on personnel treatment.

2.Who can use this system?

Any regular employees and managers of overseas operating companies for ○○○.

3.Before use

Please read the below terms and check the box to indicate agreement.

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

Required	<input type="checkbox"/>	No false information or defamatory content.
Required	<input type="checkbox"/>	No content intended for illegal purposes.
Required	<input type="checkbox"/>	No information forbidden to take out of the country.
Required	<input type="checkbox"/>	It does not cover any discontentments on personnel matter.

1-3

1-4

Step.2 Next >

1-5. Please type in information as many as possible on the 【Screen for New Internal Report Registration】.

Please make sure to fill in the items required. There is a possibility that the information contains any personal information may not be delivered to a person in charge at the company.

1-6. The e-mail address that you have filed with us will be used by DQ to receive a reply from the company and it will not be shared to an operator of the company.

※ You will not be able to receive a reply from the company if you have filed a wrong e-mail address.

1-7. When you click [Send] button, it will go to a confirmation screen. When you click [Reset] button, all the information being typed in will be deleted and it returns to the start screen.

1-8. You could check your contents prior sending it by clicking [Return to Step 1] . You can go back to screen Step 2 without losing its' content by clicking [Proceed to Step 2].

The screenshot shows the 'Welcome to D-QUEST GROUP Global Hotline' page for 'China, South Korea'. The language is set to 'English'. A progress bar shows 'Step.1 > Step.2 > Confirmation', with 'Step.2' being the active step. The form is divided into two sections. The first section, titled 'Tell us about the contents of your report', includes an 'Obligator' field, a 'Time of Occurrence' dropdown menu (with 'Please select one' selected), and a 'Country' text input field. The second section includes an 'Obligator' field for 'E-mail address', which is highlighted with a red box and labeled '1-6'. Below this is a red note: 'We will contact you on the above e-mail address from here on.' The form also has fields for 'Name(Register with your real name)', 'Group company name(Register with your real name)', and 'Position(Register with your real name)'. At the bottom, there are buttons for '< Step.1 Prev' (circled in red and labeled '1-8'), 'Reset' (circled in red and labeled '1-7'), and 'Send' (circled in red and labeled '1-7').

- 1-9. Your report will be sent officially to a internal report operator at DQ where it will be screened and be forwarded to an internal report operator (receiver) at the company when you click [Send] button.

Welcome to D-QUEST GROUP Global Hotline.

China, South Korea

English ▾

Step.1 > Step.2 > Confirmation

Please check the entered details

item1	No false information or defamatory content.
item2	No content intended for illegal purposes.
item3	No information forbidden to take out of the country.
item4	It does not cover any discontentments on personnel matter.
Time of Occurrence	Within 1 day
Country	test
Involvement of Managers/Executive Officers	None
Contents of the report	1 Contents of the report
	2 Who was involved(Participant's name and affiliation (company,department))
	3 How did it happen
	4 When and how did you find out
	5 Is it likely to happen again
	6 Does anyone else know of this
Did you report to your supervisor?	test Yes, I reported it.
E-mail	test@test.test 1-9

1-10. When you click {Send] button, you will see 【Internal report remitted】screen.

Welcome to D-QUEST GROUP Global Hotline. 1-10

Thank you for your report.

If you have not received the confirmation email within 15-20 business days,
it is possible that System disturbance or Registration failure (email address)

In that case, please resend it to us using Report Form.

2. Check a reply from the [Company Operator]

The reply from the company operator who has received a report from a whistleblower will send a reply to the whistleblower through D Quest.

Be sure to check the reply from a receiver.

When you need to send a message to the reply from the receiver, please contact directly to the receiver.

All communications from this forward will be done through e-mail.

※ You will not receive a reply if you file a incorrect e-mail address.

※ **Be sure to check the reply from a receiver.**