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How to Report a Serious Incident Using the FaceUp Whistleblower Platform

🔔 **Click on this link to report a case Report a Case**

Purpose

This document provides a formal guide for employees and stakeholders of Neat to report high-level incidents anonymously or with identification through the FaceUp platform.

Step-by-Step Guide

1. What is FaceUp?

FaceUp is an anonymous whistleblowing platform used by Neat to ensure safe and confidential reporting of serious incidents.

https://www.faceup.com/en/about-us

2. What Should Be Reported?

Report incidents such as:

- Bribery, theft, fraud, corruption
- Harassment, discrimination, violence
- Human rights or environmental violations
- Supply chain abuses or unethical behavior

Do not use FaceUp for:

- Office supplies or comfort issues

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- Technical problems (e.g., coffee machine, meeting room use)
- Administrative requests (e.g., visa letters)

3. How to Submit a Report

Step 1: Access the Reporting Portal dedicated to neat.
Visit Neat's dedicated FaceUp portal.

Report and incident:

🔔 **Click on this link to report a case Report a Case**

Step 2: Click "Create a Case"
Choose a category for your concern or select "Other" if you're unsure.

Step 3: Fill Out the Report
Provide a detailed description of the incident.
Upload evidence (photos, files, or voice messages).
Note: Voice recordings are distorted for anonymity.

Step 4: Select Case Recipients
The default reviewers are:

- Laila Semenza
- Erwin Hasselbrinck
- Yassine Elfarri
- Talia Hamilton
- Justin Chi
- Jean Bays

You may remove any recipient by hovering over their name and deleting them.

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Whistleblowing Channel – Neatframe Ltd

Do you suspect unethical behavior in our organization or want to send us any feedback? Use our whistleblowing channel.

Our company values ethical behavior and mutual respect. In case you witness unethical behavior that is difficult to discuss personally, we have established a whistleblowing channel. Through this channel, you can safely and anonymously send cases of illegal or unethical behavior, improvement suggestions, questions, or any feedback.

All cases are handled by designated persons in our organization. Information sent through the whistleblowing channel is completely secure and anonymous (if you choose) and there is no risk of retaliation.

How to send a case correctly?
- Always send true information
- Be as specific as possible - describe the situation and individuals involved in detail

Stay in touch
We would be happy if you stay in touch with us. We may ask for more information and also inform you of the resolution of your case. So, safely save the key to your case, which will be displayed after sending the case. You can return to the case at any time with this key.

[+ Create a case]   [☑ Check a case]

✅ All communication is anonymous and encrypted. Learn more about anonymity

Privacy Policy   System powered by FaceUp

Category *
Suspicion of theft, corruption or embezzlement ⌄

Case recipients * ⊙
🧑 EH TH

More information * ⊙
Please provide as much detail as possible...

🎤 Record a voice message

Attachments
🖼️
Select a file or drag and drop it
Upload up to 20 files (maximum 50 MB each)

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Step 5: Choose Anonymity
Check the "Submit anonymously" box if you prefer not to disclose your identity.

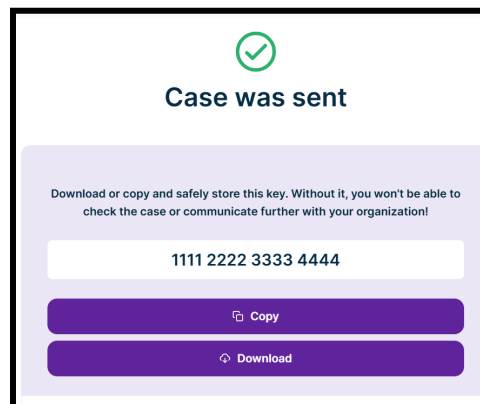**Step 6: Submit and Save Your Key**
Click "Submit".
You will receive a 16-digit key.

Important:
Keep this key secure—it is the only way to:

- Check progress.
- Respond to follow-ups.
- Maintain communication while staying anonymous.

4. How to Check Case Status

1. Return to the reporting portal.
 Link: (Insert link here again)
 2. Click "Check a Case"
 3. Enter your 16-digit case key

5. Frequently Asked Questions (FAQs)

Can I use FaceUp in another language?
Yes! The platform supports 113 languages and automatic translation in the chat.

Who reviews the cases?
The Environment Health & Safety team at Neat:
Laila Semenza

- Erwin Hasselbrinck
- Yassine Elfarri
- Talia Hamilton
- Justin Chi
- Jean Bays

What if my case involves a reviewer?
You can remove any recipient before submitting.

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Is FaceUp really anonymous?

Yes:

- GDPR compliant
- End-to-end encrypted
- Two-factor authentication (2FA)
- ISO 27001 certified
- No cookie or tracking with advanced encryption and secure data protocols from start to finish

6. Still Have Questions?

Contact:

- Laila Semenza – People Business Partner
- Erwin Hasselbrinck – Senior Sustainability Manager