



THE ETHICS CHANNEL  
AUTHOR'S MANUAL

Quick Guide





Welcome to the Ethics Channel's Author Manual.

This manual is a guide that will help you to report an irregularity on our platform.

In this manual you will learn how to report an irregularity in writing or orally and how to follow up on an irregularity report.

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**REPORT AN  
IRREGULARITY**

## CAISL - Carlucci American International School of Lisbon – The Ethics Channel

CAISL always seeks excellence in the work and it is governed by the principles of transparency, good practices and compliance with the law. Thus, CAISL provides the Ethics Channel that allows any person or collective entity related to CAISL to transmit, confidentially and anonymously upon request of the reporting person, any unlawful practice or alleged irregularity that occurred within the institution. In line with criteria designed to ensure impartiality, CAISL relies on the independent support of BDO Consulting in the management of each reported case.

### Content of the Communication of Irregularities

The communication must contain the necessary data for the analysis of the reported facts, namely:

- Clear and detailed explanation of the facts with the identification of the Company or Department where the irregularity occurred
- If you want, name and contact of the person reporting the situation and the correspondent relationship with CAISL, thus facilitating the analysis and monitoring of the complaint
- Identification of the people involved in the denounced fact or with knowledge of the same, when it occurred or if the fact still occurs
- Attach, whenever possible, documents or other information relevant to the assessment and resolution of the irregularity.

+ Create a new report

Follow up on existing report

# REPORT AN IRREGULARITY

CAISL provides a [link](#), through which you can access the irregularities reporting page.

On this page you can:

- Change language options
- Read terms and conditions of use or other relevant information that may be made available.
- Create a report
- Follow up on existing report.

[https://whistleblowersoftware.com/secure/CAISL\\_Ethics\\_Channel](https://whistleblowersoftware.com/secure/CAISL_Ethics_Channel)

English GB

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Follow up on existing report

## HOW TO CREATE AN IRREGULARITY REPORT

1. Access the online page, on any device, through the link provided on the website
2. Choose a language
3. Choose the button: “+ Create a new report”

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## Report an occurrence

 I want to report orally

Choose how you would like to report

### Report confidentially

You can choose to report confidentially. Your identity will only be known to those who handle your case in confidence, and your identity will appear anonymous and confidential to others in case processing.

[show more](#)

### Report anonymously

You can choose to report anonymously if you prefer not to provide your identity to anyone in the process.

[show more](#)

## HOW TO CREATE AN IRREGULARITY REPORT

### A. Written Report:

If you intend to create it in writing, proceed by filling in the information (see page 7)

### B. Audio Report:

If you want to create an audio report click on “I want to report orally” (see page 10)



# IRREGULARITY REPORT

Written Report

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## Report an occurrence

🗣️ I want to report orally

Choose how you would like to report

Report confidentially

You can choose to report confidentially. Your identity will only be known to those who handle your case in confidence, and your identity will appear anonymous and confidential to others in case processing.

show more

Report anonymously

You can choose to report anonymously if you prefer not to provide your identity to anyone in the process.

show more

## WRITTEN REPORT

Fill in the required information :

- Choose between reporting anonymously or confidentially (read the information provided in “show more”)

Name

Email (Optional)

Phone number (Optional)

Subject

Description

Select departments associated with the irregularity

## WRITTEN REPORT

**Subject:** Briefly describe the report.

**Description :** Describe the subject with all possible details.

**Department :** Insert the section of the school related to the subject of the report. Select CAISL only if for any reason you cannot identify the section of the school.

**Remark:** when reporting anonymously make sure you do not provide your personal information.

Categories

None selected

When did the case take place?

None selected

How did you find out about the irregularity?

Which people are involved or could know more about the case?


What is your relationship with the company?


None selected

Is Management aware of the situation?

None selected

Files

 Upload file  
Files up to 100Mb

 Submit

## WRITTEN REPORT

**Category** : select the appropriate category of the report.

**Files**: It is possible to upload different files format, as PDF, images, documents (doc/docx), or others.

At the end of the report, click **Submit** .



# IRREGULARITY REPORT

Audio Report

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## Report an occurrence

 I want to report in text format

### Sound recording

 Record audio


Select departments associated with the irregularity

None selected

### Categories

None selected

### Files

  
Upload file  
Files up to 100Mb

✓ Submit

## AUDIO REPORT

Remark: your voice will be distorted to guarantee your security and anonymity.

Click on “Record audio” to start recording. Then click on “Stop recording” when you are done, then “Confirm” to save the recording.

**Category** : select the appropriate category of the report.

**Files**: It is possible to upload different files format, as PDF, images, documents (doc/docx), or others.

At the end of the report, click **Submit** .



**PASSWORD**

## The report was submitted. Save the following password:

**IMPORTANT:** Save the password below and store it securely. Your report has been sent and the password gives you access to this report. Do not share the password with anyone.

Your unique password, that must be saved is:

91e7766f-d2dd-4fc0-8129-e6

 Copy

 Download

Email (Optional)

Email

This email will not be shown to anybody. The only use of the email is to notify you when relevant changes to your case are made, such as:

You received a message from your caseworker.  
The status of your case was updated.  
A new case worker was assigned to your case.

If you choose not to enter an email, please check your case regularly for updates and messages to help us resolve the issue.

The password will not be sent to your email. You must save the password from this page before you continue.

I have stored my password securely, so I can access the report and the replies in the future.

 Continue

## SAVE YOUR PASSWORD

After submitting a report of irregularity, do not forget to safely secure your “Password”.

### Why is the “Password” important?

- To access your report.
- To communicate, in the future, with the team in charge of the report process.
- To check the report status, as well as to check and add new messages.

### How to save the “Password”?

- Copy and paste to a secure document.
- Download to your device.



**FOLLOW UP A REPORT**

### Password required to access

When you created the occurrence you were given a unique password. Please paste the password into the input below.

Password

924acc7c-1900-4fa1-a36...

Cancel

Go to report

+ Create a new report


Follow up on existing report

## FOLLOW UP YOUR REPORT

1. Open the irregularity report page
2. Click "Follow up as existing report"
3. Insert the correspondent report "Password"
4. Select "Go to report"

## Report details

Occurrence details	
Date and time	2 Nov 2022, 09:12:37
Subject	Test Report
Description	Test Report Description.
When did the case take place?	8 Nov 2022
How did you find out about the irregularity?	I saw the incident
Which people are involved or could know more about the case?	Ms. Claire and Mr. Lawrence and student Joseph Scott
What is your relationship with the company?	Client
Is Management aware of the situation?	I don't know
State	New
Departments	Information Technology
Category	Consumer defense

Messages	🔒 Encrypted chat
 No responses No one has yet responded to this occurrence	


# FOLLOW UP YOUR REPORT


You may now access your report details.




Here you may:

- View the full report
- View the report status
- Include more information, by sending a new message or adding files

Messages Encrypted chat

  
No responses  
No one has yet responded to this occurrence

 Message  
This is a new message to be added to the report.

 Upload file  Record audio  Send message

Whistleblower Software is provided by Whistleblower Software ApS.

## ADD MORE INFORMATION

After submitting the irregularity report, it is possible to add more information sending a new message.

When you follow up the report, slide down the “Report details” up to the “ **Messages**” section, where you may send a new written or audio message or add files.

At the end, click “Send message”.

The information you sent will be associated to your initial report.



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