HELP- File a Report

ALIAS^{TM} Reporting Mechanism is a communication channel between an organization and its employees, citizens, suppliers, customers and other involved parties. Different designations can be used to describe the communications received by **A**LIAS^{TM} such as: report, denunciation, complaint, irregularity or opportunity, etc. No matter which designation is used, **A**LIAS^{TM} Reporting Mechanism always aims for the continuous improvement of the organizational environment.

All communications are disclosed only to one or more [*agent](s) that have been identified by the organization. The reporting mechanism is available 24/7.

In case you need direct assistance, or you are in a life-threatening situation, please contact your local emergency services or the local authorities.

1. Confidentiality

The use of **A**LIAS^{TM} as an external reporting mechanism ensure you can transmit your report anonymously.

ALIAS^{TM} only transmits the reported information. No additional information that can help to identify you is transmitted.

If you wish, you can indicate your identity and contact information. If necessary, the organization's *agent can use the provided information to contact you directly to ask further information or clarify certain aspects. Disclosing your identity is optional and your report will be analyzed whether you decide to identify yourself or to remain anonymous.

If you prefer to remain anonymous, **A**LIAS^{TM} Reporting Mechanism acts as a confidential communication channel between you and the *agent responsible for handling your report. You can view your report, as well as receive and answer questions from the organization's *agent while remaining anonymous.

ALIAS^{TM} Reporting Mechanism is hosted on a platform that uses encryption to protect the details of each report from undesired modifications. The data is stored in a certified data center that complies with all accepted good practices in security.

> ***Important***: *If you want to file a complaint about a tendering or awarding process under way in regard to a public contract, using the form available specially for this purpose, some restrictions apply, as expressed in Section 5 of this document.*
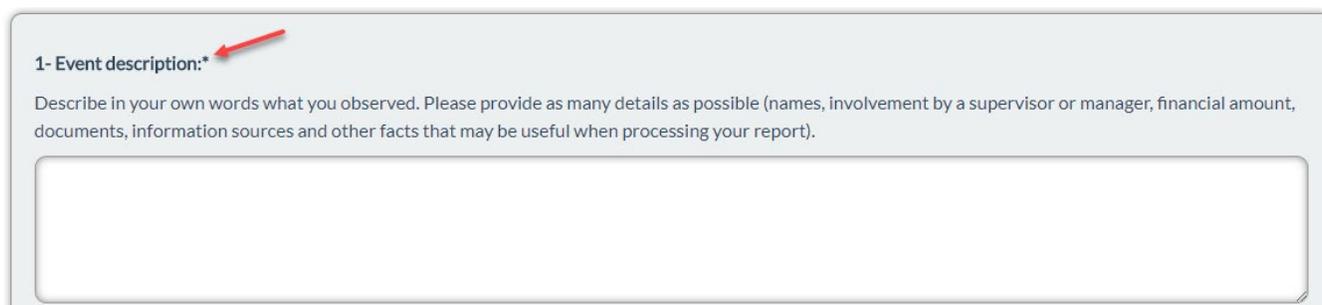
2. Create a report

With **A**LIAS^{TM} Reporting Mechanism you can file a report from any computer or mobile device.

To start filling out your report, go to **A**LIAS^{TM} Reporting Mechanism's website, using the address provided to you by the organization, then click on the hyperlink mentioning to file your report or on the hyperlink corresponding to the subject of your report, depending on the configuration of the page.

The questions asked in the reporting form may vary from one organization to another or based on the subject the report relates to. For example, a reporting form related to harassment will not include the same questions as a reporting form related to fraud.

Enter as many details as possible in the corresponding field for each question[1].

Only questions marked with an asterisk (*) are mandatory, all other questions are optional.

Although some questions are optional, they will contribute greatly to analyze the report. We suggest that you take the time to read them to determine if you wish to respond.

2.1 Example of useful information to include in your report

Providing as much detail as possible helps with the analysis and validation of your report. It is the responsibility of the author of a report to provide the correct information to the multiple-choice questions as these will help forward the information to the right person within the organization offering **A**LIAS^{TM} Reporting Mechanism. Examples of useful information are presented below.

- Detailed description of the facts related to the incident that happened or is happening.

- Details of the place where the incident occurred: department, branch, division, city, etc.

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[1] Please note that the questions in your form may be different from the examples used in the "Help – File a report" document, they are presented here for information only.

- How you found out about the incident: you may have witnessed it firsthand, a colleague might have told you about it or you might have seen suspicious facts or evidence in documents or electronic files, etc.

- Frequency of the incident: it can be an isolated incident, or it can have occurred several times.

- Date(s), hour(s) or timeframe during which the incident happened. If the incident happened several times, you can add the names of the people present and the location for each occurrence.

- The names and surnames of all people informed about the incident or who actively participated to it, the name of their organization, their title or function, their connection to you (i.e. superior, colleague, high management, etc.), and their role in the context of the incident.

- If there was an intervention to resolve the problem, you can provide the actions undertaken to try to solve the problem, any attempt at making the people concerned aware of the situation, or if the incident was reported to the people in charge.

2.2 "Choose Files" button

You can provide additional documents by mail or you can upload them directly in the online reporting form. Examples of documents include diagrams, images or photographs, PDF, Word or Excel files, etc.

To upload your documents, drag the file anywhere on the form to automatically add it.

You can also click on the "Choose Files" button. The following disclaimer will appear if you choose the latter:
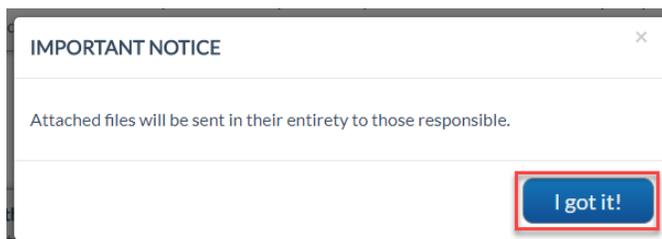
The disclaimer informs you that a complete copy of the attached files will be available to the organization's *agent.

To continue, select "I got it!". The following dialog window will appear allowing you to select one or more files on your device or network.
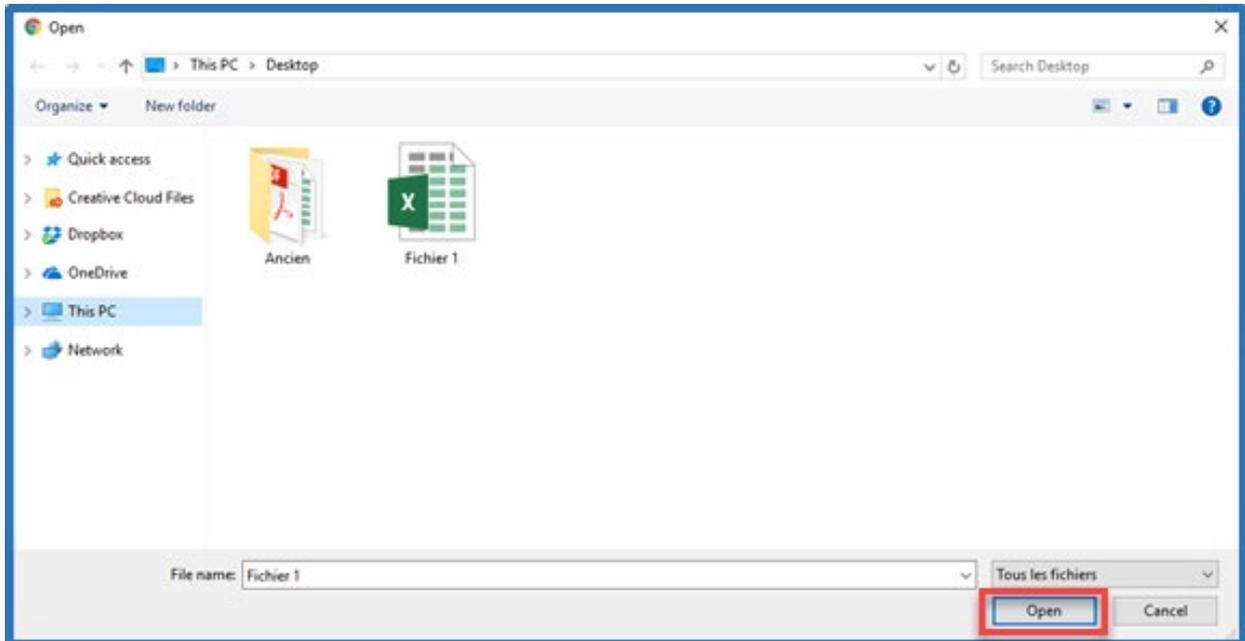
Once you have selected the files, click the "Open" button to attach them. If you click on "Cancel", you will return to your report without adding files.

If you wish to remain anonymous, make sure the attached files contain no reference to your identity.

The file names will appear in the report below the "Choose Files" button.
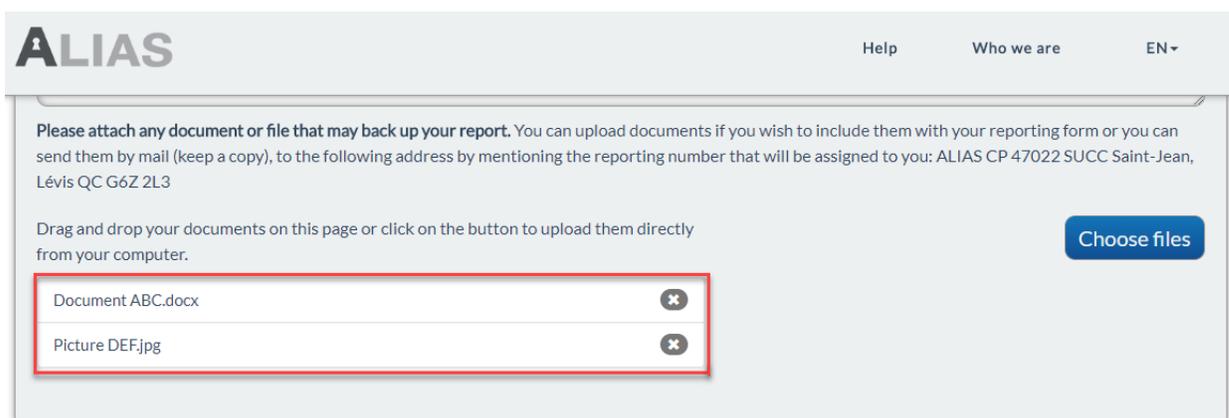
To delete already attached files from the form, simply click the "X" next to the file name. The files will immediately disappear.

If you choose to send your documents by mail, make sure to indicate your username that will be generated once you submit your report. We suggest that you send your password in a separate mailing to: ALIAS, CP 47022 SUCC Saint-Jean, Lévis, QC, G6Z 2L3.

2.3 Your contact information (optional)

Your report can be completely anonymous. You can identify yourself and transmit contact information only if you wish to do so. If necessary, the organization's *agent can contact you with the provided contact information to ask for further clarifications or information.

Your contact information (optional)

Full name	Email
Full name	example@mail.com
Phone number 1	**Phone number 2**
Phone number 1	Phone number 2
Best time to call you	**Best time to call you**
Ex.: AM, PM between 13h and 21h	Ex.: AM, PM between 13h and 21h

> **Important**: If you want to file a complaint about a tendering or awarding process under way in regard to a public contract, using the form available specially for this purpose, some restrictions apply, as expressed in Section 5 of this document.

2.4 Session timeout

For security and confidentiality purposes, the following message will appear on the screen after a certain time of inactivity on the website: "Your session will expire soon". You will have to answer "Stay connected" within the prescribed period to stay logged in. Otherwise, you will be logged out automatically and the information you entered on the form will not be saved or transmitted.

2.5 Create your password[2]

Before you submit your report, the system will automatically generate a password that will allow you to view your report later:

Password *	Confirm your password *
784*XB#kPfr!	

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[2] If you want to file a complaint about a tendering or awarding process under way in regard to a public contract, using the form available specially for this purpose, no username or password will be provided to you. For more information on this form, please read Section 5 of this document.

You can change this password before sending your report. If you choose to change it, your password must contain between 12 and 30 characters, including at least one uppercase letter, one lowercase letter, one number and one special character.

Confirm your password in the right-sided field.

2.6 Submitting your report and confirmation of report sent[2]

When you have finished entering the information, click on the "Submit" button at the bottom of the page.

The system will generate a username that will be displayed on the confirmation page below. Your password will also be displayed.

Keep your username and password in a secure location so you can log in later to ALIAS™ Reporting Mechanism to track your report status, add new information or files, and answer

questions sent to you by the organization's *agent. Do not disclose to anyone your username and password. **If you lose your username or password, you will have to redo your report to communicate with an *agent as the password cannot be reset.**

Once you are done, click on the button "Close and return to home page".

3. Consult your report[3]

We recommend you check your report regularly until its analysis is completed. The organization's *agent could add questions using the reporting mechanism's messaging system. If you choose to remain anonymous, you can answer these questions while remaining anonymous. If you consider it useful, you can add messages or files later in the process.

To consult your report, you must use the username and password generated when you submitted it. On ALIAS™ Reporting Mechanism's home page, enter the username and password in the corresponding fields then click on "View".

Please note that if you have lost your username or password, you will have to redo your report to communicate with an *agent as the password cannot be reset.

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[3] If you filed a complaint about a tendering or awarding process under way in regard to a public contract, using the form available specially for this purpose, you will not be able to consult your report afterwards. For more information on this form, please read Section 5 of this document.

4. Other ways to file a report

You can also submit a report using one of the following methods:

By phone

Call the phone number provided by your organization, if applicable.

By mail

Send your report and, if desired, documents to the following address:

> **ALIAS**
> **PO Box 47022 STN St-Jean**
> **Lévis, QC, G6Z 2L3**

Make sure to include the name of the organisation targeted by your report in the letter's header, it is necessary to process your report.

5. Specific features – Complaint concerning a public contract

Organizations can offer to the individuals interested about a tendering or awarding process under way in regard to a public contract, to file a complaint in a specific form tailored to this need.

If the organization provides this form, you can access it using a specific link on ALIAS™ Reporting Mechanism's home page.

As an example, here is an extract of a home page:

This form includes specific characteristics:

- This form is available online only and cannot be filed on the phone of by mail.
- The identification and the contact information of the complainant are mandatory.
- No username or password are provided once the complaint is submitted.

- A copy of the completed form is available on the confirmation page. You must promptly submit a copy of the complaint to the Autorité des marches publics (AMP) at the following address: formulaire.plainte@amp.gouv.qc.ca[4].
- You can withdraw your complaint by using the corresponding form available on **A**LIAS™ Reporting Mechanism's home page.

6. ALIAS™ Support

In the event of a technical problem or an incident related to information security, please contact **A**LIAS™ support team:

- By phone: 418-834-0505
- By email: infoalias@alias-solution.com

7. Lexicon

Agent

An agent refers to one or multiple people responsible for handling the organizations' reports.

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[4] Please consult the following website to obtain more details regarding the role of the Autorité des Marchés publics: https://amp.quebec/en/file-complaint/complaint-public-body/