

## Frequently asked questions

<p><b>1. In what situation should I use the platform's <i>Signaler une situation de discrimination et de harcèlement</i> [Report discrimination or harassment]?</b></p>	<p>I am experiencing or witnessing harassment (psychological or sexual) or discrimination, namely:</p> <ul style="list-style-type: none"><li>• distressing behavior in the form of repeated hostile or unwanted conduct, words, actions or gestures. Such conduct is an offence to the victim's dignity or psychological or physical integrity and results in a harmful work environment for them.</li><li>• a single serious vexatious, hostile or unwanted behavior that offends the dignity or psychological or physical integrity of the victim and results in a harmful work environment and a lasting harmful effect for them.</li><li>• a situation where there is intentionally or unintentionally a distinction, exclusion or preference for any of the following reasons: race, color, sex, pregnancy, sexual orientation, gender identity or expression, marital status, age (except as provided for by law), religion, political convictions, language, ethnic or national origin, social condition, disability or the use of a means to remedy that disability, that has the effect of destroying or compromising one of the victim's rights.</li></ul> <p>The alleged misconduct must occur in the workplace and involve one or more Hydro-Québec employees. An individual from outside the company can also use the service in situations involving Hydro-Québec employees in the performance of their duties.</p>
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<p><b>2. In what situation should I use the platform's <i>Signaler toute inconduite (autre que la discrimination ou le harcèlement) [Report Misconduct (other than discrimination or harassment)]</i> form?</b></p>	<p>Any person, including a citizen or an employee of a supplier or partner, can disclose any conduct that is contrary to the <i>Code of Ethics</i> for Hydro-Québec employees, the <i>Code of Ethics and Rules of Professional Conduct for members of the Board of Directors, Executives of Hydro-Québec and its wholly owned subsidiaries</i>, the <i>Code of Conduct</i> for Hydro-Québec's suppliers, or any other wrongdoing pertaining to Hydro-Québec's activities. Here are some examples:</p> <ul style="list-style-type: none"> <li>• conflict of interest or collusion</li> <li>• fraud</li> <li>• any act of corruption</li> <li>• theft of property, time, resources, etc.</li> <li>• an act or omission that causes serious harm to the health or safety of an individual or the environment</li> </ul>
<p><b>3. In what situation should I use the platform's <i>Demander un accompagnement ou une médiation [Request support or mediation]</i> form?</b></p>	<p>1) I am an employee of Hydro-Québec</p> <p>and</p> <p>2) I am experiencing a difficult situation at work, for example:</p> <ul style="list-style-type: none"> <li>• I feel wronged further to an interpretation or the application of an internal process.</li> <li>• I am experiencing tension or conflict with my manager or a co-worker.</li> <li>• I feel that I am experiencing incivility, abuse of power, or discrimination, and I want to defuse the situation.</li> </ul> <p>Please note: Requests pertaining to the interpretation or application of a provision of the collective agreements, a suspension, or a break in employment are not admissible.</p>

<p><b>4. If I make a report, can I really remain anonymous?</b></p>	<p>I can choose from among three levels of anonymity when making my written statement (website) or oral statement (phone call).</p> <ul style="list-style-type: none"> <li>a. <b>Completely anonymous:</b> A report can be made strictly anonymously; my identity will not be disclosed to Hydro-Québec or to <i>IntegrityCounts</i> (agency mandated by Hydro-Québec to receive reports).</li> <li>b. <b>Anonymous for Hydro-Québec:</b> A report can be anonymous to Hydro-Québec. In that case, only <i>IntegrityCounts</i> representatives will know my identity and contact me.</li> <li>c. <b>Contact information provided:</b> If I opt to provide my contact information, a person in charge of Hydro-Québec’s reporting service will contact me to acknowledge receipt and to gather additional information, if required.</li> </ul> <p>I am free to choose the anonymity level that I am comfortable with. However, providing contact information makes it easier to conduct an investigation and validate the information. Even if I provide my contact information (choice b. or choice c.), my report will remain confidential and my identity will be protected, unless required or ordered by a legislative act or a court of law.</p>
<p><b>5. Is it possible to report a breach by a supplier?</b></p>	<p>Yes. Any alleged violation of Hydro-Québec’s <a href="https://www.hydroquebec.com/data/fournisseurs/pdf/code-of-conduct.pdf">Supplier Code of Conduct</a> (<a href="https://www.hydroquebec.com/data/fournisseurs/pdf/code-of-conduct.pdf">https://www.hydroquebec.com/data/fournisseurs/pdf/code-of-conduct.pdf</a>) and procurement rules can be submitted to the reporting service.</p>

<p><b>6. For reporting purposes, what information will I be asked for?</b></p>	<p>To the extent possible, you will be required to provide the following information:</p> <ul style="list-style-type: none"> <li>• a detailed description of the situation, listing the facts observed</li> <li>• the names of the individuals involved</li> <li>• any evidence that you have (dates, times, names of the individuals and witnesses, locations, etc.)</li> </ul>
<p><b>7. What will happen to my report, my discrimination or harassment complaint, or my request for support or mediation after submitting it?</b></p>	<p>Depending on the nature of your report or request, your case will be sent for processing by a member of Hydro-Québec’s Office of Integrity and Ethics. In the event of a conflict of interest or apparent conflict of interest, the case will be sent to the internal audit team.</p> <p>At any time, you can check the status of your case on the <i>IntegrityCounts</i> platform, even if you used the phone service to submit your case.</p>
<p><b>8. Why use the reporting mechanism instead of directly contacting my supervisor?</b></p>	<p>Ideally, you should bring all your concerns to the attention of your first- or second-level supervisor. However, in some circumstances, such as a conflict of interest or harassment that might involve your supervisor, that is not possible or desired.</p> <p>That’s why Hydro-Québec has chosen to do business with Whistleblower Security Inc. and use the <i>IntegrityCounts</i> system that enables anonymous reporting. It is better to submit an anonymous report than to withhold information.</p>
<p><b>9. What is <i>IntegrityCounts</i>?</b></p>	<p><i>IntegrityCounts</i> is a reporting system managed by WhistleBlower Security Inc. Since it is an independent system, anyone can anonymously and confidentially report a breach of ethics, such as a case of harassment.</p>

**10. Is Hydro-Québec committed to protecting me from any form of retaliation?**

Hydro-Québec provides protection from retaliation to anyone who makes a report or a service request in **good faith**, in other words with no vexatious or malicious intent, or in a non-abusive manner. In accordance with the *Act to facilitate the disclosure of wrongdoings relating to public bodies* and the *Code of Ethics* for Hydro-Québec employees, these individuals and those involved in the investigation will not be subject to any retaliation, either by demotion, dismissal, threats or disciplinary action.

In addition, anyone who retaliates or attempts to retaliate against a person who made a report is subject to disciplinary action up to and including termination of employment.