Whistleblowing Policy

Version 1.0 · Effective date: 19 October 2026 · Approved by: Mourad Ben Chedli, Director

1. Purpose

Altis CHR Solutions SRL, trading as Arabic AI Voice ("the Company"), wants anyone who sees wrongdoing in connection with our activities to be able to report it safely. This policy explains how to report a concern, how we handle it and how we protect the person who reports it. It follows the principles of EU Directive 2019/1937 on the protection of persons who report breaches.

2. Who can report

Anyone: our director, employees, field coordinators, transcribers, reviewers and other contractors; contributors (speakers); clients, suppliers and partners; and their staff.

3. What can be reported

- breaches of the law or of our Code of Conduct;
- bribery, corruption, fraud or falsified records;
- recording without valid consent, recording of minors, or use of recordings beyond what contributors agreed to;
- fabricated, synthetic or altered data delivered as genuine;
- misuse, loss or leak of personal data;
- unfair or unpaid work, harassment, discrimination or unsafe conditions;
- sanctions breaches;
- retaliation against someone who raised a concern.

4. How to report

Channel	Details
Email (main channel)	ethics@arabicaivoice.com, read only by the Director
Letter	Altis CHR Solutions SRL, for the attention of the Director, "Confidential – Whistleblowing", [STREET ADDRESS], 1080 Molenbeek-Saint-Jean, Brussels, Belgium
Meeting or call	On request, by phone, video call or in person, within a reasonable time

Reports can be made in **Arabic, French or English**.

Anonymous reports are accepted, by letter or from an email address that does not identify the sender. They are handled in the same way, although we may be less able to investigate or give feedback.

A report should include as much as possible of: what happened, when and where, who was involved, and any evidence. Reporters should not investigate on their own.

5. How we handle a report

1. **Acknowledgement** within 7 days of receipt.
2. **Assessment and investigation**, carried out impartially. If the report concerns the Director, it is handled by an independent external adviser appointed for the purpose, and the reporter may also use the external channels in section 7.
3. **Feedback** to the reporter on the action taken within 3 months of the acknowledgement.
4. **Action**: corrective measures, and reporting to the competent authorities where required.

6. Confidentiality and protection

- The identity of the reporter, and of anyone named in the report, is kept confidential and shared only with those who need it to handle the report, unless the law requires otherwise.
- **No retaliation**: anyone who reports a concern in good faith is protected against dismissal, termination of contract, loss of work or payment, harassment or any other disadvantage, even if the concern turns out to be unfounded. Retaliation is itself a serious breach of our Code of Conduct.
- Knowingly false reports made to harm someone are not protected.

7. External reporting

Reporters may also contact the competent authorities directly, including the Belgian Federal Ombudsman (federal coordinator for whistleblower reports), the Belgian Data Protection Authority for data protection concerns, or the competent authority in their own country (for example the INPDP in Tunisia for personal data).

8. Records and data protection

Each report is recorded in a confidential register (date, subject, actions, outcome). Personal data in reports is processed only to handle the report, in line with the GDPR and our Privacy Policy, and is kept no longer than necessary.

9. Communication and review

This policy is given to everyone who works for us, referred to in our Code of Conduct, and summarised for contributors in their language. The Director reviews it at least once a year.