LIME ACCESS

Digitalization and hosting of business systems

LimeBook **SYG**

Whistleblowing Application

LimeBook SYG is an application for anonymous reporting and handling of legal violations, compliant with whistleblower protection regulations and GDPR. It enables organizations to securely receive reports, analyze them, and conduct actions in line with procedures, fostering transparency and an ethical culture.

limebook

EN ISO/IEC 27001:2023



LIME ACCESS

We digitize business processes using our proprietary web application, LimeBook, which provides secure data hosting, cloud storage, and controlled access to business information and documentation.

The application combines the advantages of custom-built solutions with the simplicity and fast deployment of off-the-shelf products.

Users of the LimeBook application value both the flexibility of customization and the scalability of the solution, as well as support during process mapping, digital implementation, and ongoing technical support.

The benefits we deliver include:

- streamlined workflows and information flow,
- increased operational efficiency,
- cost reduction and time savings,
- improved team collaboration,
- effective data management.

We are proud to be a boutique provider. This allows us to offer you something that often disappears with market leaders: a **genuine relationship** and the assurance that your business **truly matters to us.**

By choosing us, you can be **confident** that you won't be overshadowed by other projects.

We are here to **support your growth** with the **utmost care**.





LimeBook SYG in the hands of your team means:

- a secure and anonymous channel for reporting violations,
- compliance with whistleblower protection regulations and GDPR,
- full control over the report handling process,
- timely fulfillment of legal obligations,
- efficient routing of cases to the appropriate individuals,
- building a culture of ethics and trust.

Key features of LimeBook SYG

ANONYMOUS AND SECURE REPORTING OF VIOLATIONS

Problem:
Lack of trust in reporting channels and fear of identity disclosure and consequences.

Solution:

- anonymous reporting without providing personal data,
- secure access (QR / link),
- compliance with GDPR and whistleblower protection regulations,
- full confidentiality of data.

👉 **Result:** a higher number of reports and better use of employee knowledge.

TWO-WAY COMMUNICATION WITH THE WHISTLEBLOWER

Problem:
Lack of ability to clarify reports.

Solution:

- confidential / anonymous dialogue with the whistleblower,
- asking follow-up questions,
- providing feedback,
- handling verbal reports and their transcription.

👉 **Result:** more accurate reports and faster implementation of appropriate actions.

Key features of LimeBook SYG

CLASSIFICATION AND ROUTING OF REPORTS

Problem:
Chaotic handling of reports and lack of assignment to the appropriate departments / individuals.

Solution:

- definition of violation categories (e.g., corruption, finance, OHS),
- automatic classification and filtering,
- routing reports to the appropriate units / individuals.

👉 **Result:** efficient and structured handling of reports.

WORKFLOW AND PROCESS MANAGEMENT

Problem:
Lack of control over case progression and the risk of missing critical stages.

Solution:

- multi-step, configurable workflow,
- assignment of roles and responsibilities,
- process continuity control (substitutions),
- status monitoring.

👉 **Result:** full control over the process and compliance with procedures.

Key features of LimeBook SYG

NOTIFICATIONS AND COMPLIANCE WITH DEADLINES

Problem:
Risk of missing statutory deadlines and lack of visibility into statuses.

Solution:

- automatic notifications about reports and status changes,
- deadline tracking (receipt, handling, data retention),
- monitoring of legal obligation fulfillment,
- escalation of delayed tasks.

👉 **Result:** timely fulfillment of obligations and reduced legal risk.

REPORTING AND ANALYTICS

Problem:
Lack of data on the scale and nature of violations and their handling time.

Solution:

- reports on the number and categories of reports,
- analysis of handling time,
- trend monitoring.

👉 **Result:** better risk management and data-driven decision-making.

Key features of LimeBook SYG

COMPLIANCE AND INTEGRATION WITH POLICIES

Problem:
Lack of alignment between reports and ethical policies and procedures.

Solution:

- integration with codes of ethics and anti-corruption policies,
- support for compliance processes,
- compliance with legal regulations.

👉 **Result:** strengthened transparency and ethical culture within the organization.



Direct beneficiaries of LimeBook SYG

- **Compliance / Legal Department** – handling reports in accordance with regulations and overseeing compliance.
- **Internal audit / control** – a source of data for identifying irregularities and monitoring processes.
- **OHS Department** – ability to report violations related to workplace safety.
- **Employees / whistleblowers** – a secure, anonymous channel for reporting violations.
- **Operations / Production Department** – process optimization and increased efficiency.
- **HR Department** – support in handling reports related to employee and ethical violations.
- **Board of Directors / Management Team** – access to information on risks and support for strategic decision-making.

👉 **Common denominator:** increased transparency and effective risk management within the organization.



Business value of LimeBook SYG

Challenge:
Lack of trust in reporting channels, risk of whistleblower exposure, and difficulties in meeting legal requirements and managing reports.

LimeBook SYG value:

- anonymous and secure reporting of violations,
- two-way communication with the whistleblower,
- classification and automatic routing of reports,
- multi-step workflow and process control,
- monitoring of statutory deadlines,
- reporting and data analysis.

👉 **Result:**

- earlier detection of irregularities,
- reduced legal and reputational risk,
- compliance with regulations,
- greater organizational transparency,
- data-driven decision-making.

With LimeBook SYG, we deliver:

NUMBER OF SUPPORTED PROCESSES	1	Whistleblower handling process.
MEMORY	1 GB	For multimedia.
NUMBER OF EMAILS / NOTIFICATIONS	unlimited	Within system notifications.
NUMBER OF SMS	500	Within system notifications.
NUMBER OF USERS	unlimited	With standard permissions.
NUMBER OF PERMISSION GROUPS	4 groups	Standard permissions.
LOCATIONS	1	Areas of the organization
APPLICATION LANGUAGE VERSIONS	PL, EN	Additional language versions on request.

Customization and exploitation support

PROCESS ANALYSIS AND MAPPING

A necessary stage of a properly conducted digitalization process. It enables:

- precise definition of the digitalization objectives,
- identification of areas requiring optimization,
- preparation of a process map that serves as the basis for system implementation.

SYSTEM IMPLEMENTATION

A key phase consisting of:

- system launch,
- process testing,
- training for key users,
- preparation of user manuals,
- handover of the system for production use.

ONGOING TECHNICAL SUPPORT

Its scope includes:

- technical support for day-to-day system usage,
- resolution of any issues and failures,
- optimization of currently supported processes.

OPTIMIZATION AND DEVELOPMENT

It is the implementation of the continuous improvement approach, delivered through regular system updates with particular focus on:

- cybersecurity,
- UX/UI functionality,
- adding new system features.

Key features of the LimeBook SYG system / service

CLOUD-HOSTED

Guaranteed reliability and data security through environment isolation, continuous updates, and infrastructure managed by specialists—without the need for in-house investments or server maintenance.

SUBSCRIPTION-BASED BILLING

Predictable fixed monthly costs make budget planning easier without the risk of unexpected expenses. No upfront investment in hardware, software, or licenses is required, resulting in a low barrier to entry.

CUSTOMIZATION

Our approach maps your physical processes into a digital environment. Our bespoke configuration translates complex business logic into user-centric solutions, delivering an individualized foundation for scalable automation in your operational area core.

COMPLIANT WITH ISO/IEC 27001:2023

LimeBook SYG operates based on processes and mechanisms that support full data control—from collection and processing to archiving. The system ensures data consistency, integrity, and availability, aligning with the core principles of ISO/IEC 27001:2023.

MODULAR ARCHITECTURE

LimeBook SYG can operate independently or be integrated with other systems, creating a cohesive and scalable solution tailored to the company’s specific needs.

SCALABLE

By using the system, you incur only the necessary costs, and when needed, LimeBook grows with you in line with demand for:

- additional types of processes,
- additional locations,
- higher volumes of operations.

Lime Access Sp. z o.o.

ul. Marii Curie-Skłodowskiej 12, 50-381 Wrocław, Poland

VAT ID: 8952188392 | REGON: 369501390 | KRS: 0000729157

Share capital: PLN 81,050

Feel free to contact us

info@limeaccess.com

www.limeaccess.com