

## Ethics Hotline FAQ

- **How does the Ethics Hotline work?**

Camden has contracted with a third-party vendor, NAVEX, to administer the EthicsPoint Hotline. The hotline is available 24 hours a day every day of the year. Once a report is submitted, NAVEX will forward the report to designated personnel at Camden for investigation and resolution. If your report involves one of Camden's designated personnel, the report will be forwarded to an alternative designee.

- **Can I make a report anonymously?**

Yes. Because the Hotline is administered by a third party you can report a concern anonymously. The Hotline website is hosted on NAVEX servers, and the phone number is operated by NAVEX. Accordingly, a reporter's identity cannot be revealed through internet or telephone records. However, we cannot guarantee confidentiality or anonymity as the nature of the issue and/or related case details may reveal the identities of those involved. To increase anonymity, do not include details that will inadvertently reveal your identity (e.g., "from my cube next to Jane Doe" or "in my 33 years").

Investigations into reports may involve interviews with persons believed to have knowledge relevant to the report. Accordingly, anonymous reporters may be selected for a witness interview, but this does not mean the investigator knows your identity as the reporter. For example, if you file a report about misconduct occurring at your community, community team members, including you, may be interviewed to gather facts and information related to the misconduct. If this occurs, be assured you were selected for an interview without knowledge that you are the reporter.

- **What types of issues should I report?**

The hotline allows reporters to report either (1) Accounting, Auditing, and Antitrust concerns or (2) Workplace and HR related concerns.

- Examples of Accounting, Auditing, and Antitrust concerns include tax fraud; misstatement of revenues or assets; sharing competitively sensitive and/or non-public information; agreements on prices or price terms; bid rigging; the improper allocation or division of customers, sales territories, or prospective or current employees; inappropriate vendor/customer relations; misuse of confidential information; unfair competition; forging signatures on contracts; falsely inflating contract amounts; insider trading; and bribes or kickbacks.
- Examples of Workplace and HR related concerns include discrimination; harassment; retaliation; conflicts of interest; health or safety concerns; theft; inappropriate gifts and entertainment; wage and hour concerns; and other violations of company policy or the law.

- **How do I file a report?**

You can file a report through the Hotline website or phone. When filing a report, you will be asked to provide the most detailed information possible about the incident.

To file a complaint via the website:

- Identify the category of your report from the website homepage.
- Select “click here” under “Accounting, Auditing, and Antitrust Concerns.”
- Select the report type which best describes your concern.
- Fill out the report detailing your concern.
- Record the report key and password for your report – you will need this information to follow up on the status of your report.

To file a complaint via the phone:

- Call the hotline at 800-963-5834.
- Provide your report to the EthicsPoint specialist. Be sure to provide detailed information. The EthicsPoint specialist cannot provide you advice or resolve your issue over the phone.
- Indicate whether you wish to remain anonymous.
- Record the report key and password for your report – you will need this information to follow up on the status of your report.

- **What information is required to file a report?**

To increase the success of an investigation into your complaint, you should be prepared to provide specific details of your concern including who, what, when, where, why, how, and the names of witnesses/potential victims. You should also be prepared to upload all supporting documentation (e.g., emails, teams’ chats, text messages, audio recordings, video recordings, etc.). Providing insufficient information may limit a full investigation of the matter.

- **What happens after I file a report?**

Once you submit your report, you will be given a report key and asked to create a personal password. You will need this information to follow up on your report including to verify the accuracy of your report, check the status of your report, communicate with the investigator, and learn the outcome of your report. It is recommended you follow-up on your report within three business days. Your continued follow-up is important, especially for reports submitted anonymously, as the investigator may only be able to communicate with you via the hotline.

If you have identified yourself by name, someone from Camden may contact you directly to discuss your concern and ask additional questions. If you elected to remain anonymous, Camden may communicate with you through EthicsPoint.

- **What should I do if I lose my report key or password?**

Because of the secured access necessary for maintaining reports, if you lose your report key or password, you will be required to file a new report. You should mention in the new report which prior report you are referencing.