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About NAVEX Global

What is NAVEX Global's role?

NAVEX Global's principal responsibilities are:

- Provide confidential telephone and web-based options for reporting concerns about knowledge or suspicion of illegal or unethical conduct or violations of business conduct policies
- Protect the identity of reporters who wish to remain anonymous, where local law permits
- Provide translation services for individuals reporting in languages other than English
- Transmit information about the concern to Stryker to enable an appropriate investigation
- Enable communication between a reporter and Stryker by serving as an intermediary which can relay follow-up questions, as well as information about the resolution of the case

*It is not NAVEX Global's role to take action to address the concern, only to transmit the concern to Stryker

Why does Stryker have an Ethics Hotline?

We believe that you are our most important asset in ensuring that we are in compliance with all applicable laws and regulations. We want to provide you with the ability to contact us 24 hours a day, seven days a week in your local language. Violation of laws, compliance requirements, and company policies is unacceptable at any level of our company. Your input is imperative to help us protect our company's reputation and financial strength.

General reporting information

As an employee, should I report my concern through NAVEX Global, my manager, Compliance or a Human Resources representative?

First, consider whether you are comfortable raising your concern directly to an internal resource, such as to your manager, your manager's supervisor, or to someone else in your department. If you are uncomfortable reporting your concern, do not know whom to contact, or believe your concern has not been satisfactorily addressed, please proceed with filing a report through NAVEX Global.

How can I report my concern to NAVEX Global?

If you wish to report a business conduct concern, you may complete a report on this website, or you may speak with a specialist in NAVEX Global's Contact Center, which answers calls to a specially-designated Hotline maintained for Stryker. Regardless of which option you select, so long as permitted by local laws, you will have the option to remain anonymous if you so choose. The website can be viewed in your local language by selecting the appropriate link at the top of the page. The number you should use to contact the Hotline can vary by country. In most cases, the company offers a telephone number you can call with no cost to you. Note the Hotline may initially be answered in English. The specialist who answers your call will arrange for fluency in your native language if you would prefer to report your concern in a language other than English. Contact Center Specialists are available 24 hours a day 365 days a year.

Does management really want me to report?

We certainly do. In fact, you are individually responsible for promptly reporting any real or perceived violations of the law or departure from our policies. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our people. You also may help identify issues that can improve our corporate culture and performance.

Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment. You are accountable for acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we ensure that we maintain a healthy and productive environment and achieve our results with integrity.

Security & confidentiality

How does NAVEX Global maintain confidentiality?

NAVEX Global does not trace phone calls or use functionality such as Caller ID. In addition, NAVEX Global does not generate or maintain Internet connection logs containing Internet Protocol (IP) addresses; no information linking you or your computer to NAVEX Global would be available if you choose to make a report. Reports from a computer would come through a secure Internet portal that does not trace or pass along any other information, such as user screen names or the like.

Where do these reports go? Who can access them?

Reports are entered directly on NAVEX Global's secure servers to prevent any possible breach in security. NAVEX Global makes these reports available only to specific individuals within Stryker who are charged with evaluating the type of violation and location of the incident and ensuring that an appropriate investigation is conducted. Individuals receiving these reports have had training in keeping these reports in the utmost confidence.

May I report my concern anonymously?

You may report your concern anonymously through the web-based form or by telephone, where local law permits. At the end of your telephone call or web-based report, you will receive a report key and be asked to create a password.

Please retain your report key and password to monitor the progress on your concern or provide additional information, if necessary. This process also allows investigators to ask follow-up questions to anonymous reporters.

Stryker will make its reasonable efforts to keep your identity anonymous, should any legal claims be raised against or involving Stryker. However, in the event of governmental investigation of your complaint or pursuant to judicial procedural rules, we may be required to disclose your identity.

Tips & best practices

How does Stryker investigate concerns?

NAVEX Global notifies designated representatives within the company when a concern is received. As appropriate, the company then commences an appropriate investigation, using internal or external resources with expertise in conducting investigations. The information in your report is shared with appropriate investigation team members, and the concern is investigated promptly and discreetly.

Should I identify myself?

Stryker strives to preserve the anonymity and confidentiality of individuals who submit allegations through the Hotline; however, some identities may become apparent during the course of the investigation.

You will be invited to disclose your identity, which shall be kept confidential and revealed only to the persons in charge of the investigation, except in cases of malicious intent from your side. No attempt will be made to determine your identity through electronic means; however, providing your contact information may help expedite the investigation.

What if I face retaliation?

Stryker strictly forbids any retaliation against any person who reports a concern. Complaints made in good faith will not expose you to any sanctions, regardless of whether the underlying facts prove to be correct or result in any corrective action. If you believe you have faced retaliation of any kind, please report it so that the company can investigate.

How can I monitor progress on my concern?

At the end of your report, you will be provided with a report key and asked to create a password. With those two pieces of identification, you can follow up on the report by visiting the NAVEX Global Internet portal or contacting the Hotline. You may need to wait several days after you make your initial report, at which point you can monitor progress on your report and learn whether any additional information is needed from you to address your concern.

What if I remember something important after I file the report? Or what if Stryker has further questions for me?

You can return to the Ethics Hotline system again either by Internet or telephone and access the original report to add further information that would help resolve the open issues or answer questions posed by our company representative.

What should I do if I lose my Report Key or password?

Because of the high level of confidentiality that is maintained for reports, if you lose your report key or password, you will be required to file a new report. You can mention in the new report that this matter relates to another report you supplied earlier.

What if I have an emergency?

Concerns about an immediate threat of physical harm or damage to property should not be reported to NAVEX Global. If you require emergency assistance, please contact your local emergency services.