

# NORCAL Group Corporate Compliance Program Making a Report

## What is EthicsPoint Reporting System?

The EthicsPoint Reporting System provides individuals at all levels in the organization with the appropriate tools and information for reporting, investigating, and resolving issues.

## What to Report

Situations, events or actions by individuals or groups that you believe carry a negative impact on the NORCAL Group’s well-being or are detrimental to morale, productivity, or personal safety. Frivolous or unfounded reports do not help foster a positive workplace.

If you are uncertain if a situation violates company policy, is illegal or constitutes harassment or discrimination, please use EthicsPoint to obtain clarification. We would much rather have you ask than let potential problems go unchecked. **EthicsPoint should not be used for immediate threats to life or property. These types of reports should be directed to 911.**

## How to File a Report

EthicsPoint is designed to maintain your confidentiality and anonymity, if you so choose. The following instructions will guide you through the processes available to submit a report:

### **Step 1: Access EthicsPoint to report:**

Use any **one** of these three convenient channels of communication:

NORCAL Group Network	Public Internet	Toll-Free Phone
Click on the EthicsPoint link from NORCAL Group home page. Click on any of the EthicsPoint logo's and you will automatically be connected to Ethics Point's secure site. Click on "File a new report".	From any computer having Internet access (home, public library, neighbor, etc.), go to <a href="http://www.ethicspoint.com">www.ethicspoint.com</a> and click on "File a new report"	Call your EthicsPoint toll-free hotline at 1-888-664-9042. An intake specialist will assist you with entering your report into the EthicsPoint system.

### **Step 2: Complete a Report:**

Following the on-screen or intake specialist’s instructions, please thoroughly complete a report.

1. Identify the name of the organization.
2. Specify what kind of report you’d like to make from the available choices.
3. Please read or listen to the anonymity information very carefully. It helps ensure that you do not compromise your identity during the reporting process.
4. You will now complete the report, providing information about the incident, including:
  - a. Who: persons engaged in the incident, including titles;
  - b. What: what specifically occurred;

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- c. Where: the location of the incident; and
  - d. When: the time and duration of the incident.
5. Next, you will be asked to create a password. The EthicsPoint system will generate an identification code called a “Report Key.” Write them both down and keep them in a safe place. You will need them to follow-up later, or if you ever want to review or amend your report.

***NOTE: This is also the only way anyone from the Company can contact you should additional information be needed, unless you identify yourself when making a report.***

***Step 3: Follow-Up:***

Ten business days after you complete your report, please return to the EthicsPoint system to see if the company has any follow-up questions or requests.

1. Reconnect with the EthicsPoint system using any of the three channels of communication: **NORCAL Group Intranet, Public Internet, or Toll-Free Phone.**
2. This time, click on (or ask to perform) “Follow-up an existing report.”
3. Provide your Report Key and Password.
4. You can now elect to review report details, respond to questions, and add information.
  - a. To review your report, just click “Review Report Details” or ask the intake specialist.
  - b. You will be told if your company has entered questions about your report. Answer the questions verbally or by typing in the question boxes and click “Submit.”
  - c. You can add information to the report verbally or by using the “Submit New Information” box.
5. If you have agreed to participate in an EthicsChat, click “Join a Chat” at the specified time. Type your comments into the field at the bottom of the window and click “Submit.”

An EthicsChat is a real-time communication between you and a company representative to clarify details and answer questions. Like the rest of the EthicsPoint system, it is confidential and anonymous.