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# **About the Terex Helpline**

## **What is the Terex Helpline?**

The Terex Helpline is a confidential reporting system to help management and team members work together to address fraud, abuse, and other misconduct in the workplace and maintain a positive work environment. The Terex Helpline system is administered for us by EthicsPoint, an independent third party.

## **Why do we need a system like the Terex Helpline?**

- We believe that by creating several open channels of communication for our team members, we are promoting a positive work environment and maximizing productivity.
- As a publicly traded company, we are required by law to have a confidential reporting system to bring accounting and auditing fraud issues directly to the Audit Committee of our Board of Directors.
- We think that an effective reporting system, such as the Terex Helpline, helps promote a culture of integrity and ethical decision-making at Terex.

# **Reporting or Asking Questions– General**

## **May I report or ask a question using the Mobile app, the Internet or the telephone?**

Yes. You can file a confidential report using the mobile app, by telephone or through the Internet. At your option, you can remain anonymous.

## **What types of situations should I report?**

You are urged to report any violation of the Terex Code of Ethics and Conduct, other Terex policies, or any other concerns or questions you may have to your manager, your business practices advocate, Human Resources, another member of management, any member of the Terex Ethics & Compliance team, or to the Terex Helpline.

### **If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?**

When you observe some behavior that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with EthicsPoint. We would rather you tell us than keep the information to yourself.

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

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. And, corporate misconduct can threaten the very livelihood of our company.

### **Does management really want me to report?**

We certainly do. In fact, we need you to report. You know what is going on in our Company -- both good and bad. You may have initial knowledge of an activity that could be or become a cause for concern.

Your reporting can minimize the potential negative impact on the Company and our team members. Also, offering positive input may help identify issues that can improve corporate culture and performance.

### **Where do these reports go? Who can access them?**

Reports are entered directly on the EthicsPoint secure server. EthicsPoint makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence. Your report will never be sent to your manager.

### **Isn't this system just an example of someone watching over me?**

No. EthicsPoint is a positive aspect of our overall philosophy that allows us to ensure a safe, secure and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

# Reporting Security & Confidentiality

**It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with. Won't this log identify me as the report originator?**

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café or at a friend's house) through the EthicsPoint secure website. Many people choose this option, as NAVEX's data shows that fewer than 12% of reports are generated during business hours.

**Can I file a report from home and still remain anonymous?**

A report from home, a neighbor's computer, any Internet portal or a report via the mobile app will remain secure and anonymous. An Internet portal never identifies a visitor by screen name, and the EthicsPoint system strips away identifying information so that anonymity is maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

**I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?**

The EthicsPoint system protects your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years...".

**Is the Terex Helpline toll-free phone number confidential and anonymous too?**

Yes. You will be asked to provide the same information that you would provide in an Internet or mobile report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

**What if I want to be identified with my report?**

There is a section in the report to identify yourself, if you wish. If you choose to identify yourself, the Company will make every reasonable effort to keep your name confidential during the investigation. Many investigations can be more quickly and effectively completed when the reporter is identified, because it allows the Company to follow up directly with the reporter. This is sometimes especially helpful if additional information is required to do a complete investigation.

### **What if I face retaliation?**

Terex strictly forbids any retaliation against any team member for reporting a concern in good faith. If you believe you have faced retaliation of any kind, please report it so that the Company can investigate.

## **Tips & Best Practices**

### **I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?**

Our company promotes ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a lapse in ethics can have on an otherwise healthy company. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

### **I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?**

File a report. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

### **What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?**

The Terex Helpline distribution protocols are designed so that implicated parties are not notified about, or granted access to, reports in which they have been named.

### **What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?**

When you file a report at the EthicsPoint Web site, through the mobile app, or through the EthicsPoint Call Center, you will receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the EthicsPoint system again either by Internet, mobile app or telephone and access the original report to add more detail or answer questions posed by a company representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

### **Are these follow-ups on reports as secure as the first one?**

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

### **What if I lose my Report Key or forget the Password I created?**

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.

### **Can I still file a report if I don't have access to the Internet?**

You can file an EthicsPoint report from any mobile app or computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.

Still have a question or concern that wasn't answered in our Frequently Asked Questions? You can always reach out to any member of the [Terex Ethics & Compliance team](#) for more information.