



Questions & Answers about Kerry's Voice a Concern Ethics Hotline

About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool to assist management and employees to work together to address fraud, abuse, and other misconduct in the workplace, and assisting to cultivate a positive work environment.

Why do we need Voice a Concern Hotline?

- We believe that our employees deserve an ethical workplace and that together we can ensure Kerry's continued reputation for good business conduct. By creating open channels of communication, we can promote a positive work environment and maximise productivity.
- Publicly traded companies are required by law to have an anonymous reporting vehicle to address accounting and auditing fraud directly to the audit committee.
- An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making.
- As recent history shows, corporate misconduct can threaten the livelihood of an entire company.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

The Voice a Concern Ethics Hotline is designed for employees to report any violation of our Code of Conduct and Group Policies, or other concern you may have.

You are also encouraged to use the Voice a Concern Hotline to seek guidance on ethical dilemmas or provide positive suggestions.

If I see a violation, shouldn't I just report it to someone such as my supervisor/manager, security, human resources or internal audit?

When you observe behaviour that you believe violates our Code of Conduct, we expect you to report it. Ideally, you should bring any concerns forward to your Supervisor/Manager, Human Resources Business Partner or Internal Audit. We recognise, 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 the Voice a Concern Ethics Hotline. We would rather you report anonymously than keep the information to yourself.



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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 may be cause for concern. Your reporting can minimise the potential negative impact on the company and our people. 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 to prevent any possible breach in security. 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. Report investigators keep reports in confidence to the extent allowed by law.

Reporting Security & Confidentiality

It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a 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. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

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, at a friend's house, etc.) through the EthicsPoint secure website. Many people choose this option, as EthicsPoint's data shows that fewer than 12% of reports are generated during business hours.

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..."

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

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



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Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based 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 for identifying yourself, if you wish.

Tips & Best Practices

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. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behaviour go unchecked because you weren't sure.

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

The EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important after I file the report?

When you file a report in the Voice a Concern Hotline on-line or by phone, you receive a unique user name and are asked to choose a password. You can call or log in again and access the original report to add more detail or answer questions posted by the investigator. You and the assigned investigator now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

Your ongoing "anonymous dialogue" is held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.