



The Dover Hotline Frequently Asked Questions (FAQs)

- What is NAVEX Global and what is EthicsPoint?**
NAVEX Global is an industry-leading provider of compliance solutions, including the EthicsPoint system. EthicsPoint is a comprehensive and confidential reporting tool that assists management and employees in working together to address suspected misconduct and cultivate an ethical, positive work environment.
- Where do these reports go? Who can access them?**
Reports are entered directly to a NAVEX Global secure server to prevent any possible breach in security. NAVEX Global only makes these reports available to the Dover Law and Compliance Department, who are charged with evaluating the report, based on the type of violation and location of the incident.
- May I remain anonymous when making a report online?**
Yes. You may report anonymously where local law permits. There will be no effort to trace any report submitted via the Hotline. Please keep in mind that the more information you provide, the easier it will be for Dover to investigate and appropriately respond to your report.
- Is accessing the hotline by phone also confidential and anonymous?**
Yes. You may report anonymously where local law permits. Caller ID is never used, and there will be no effort to trace any call made to the Hotline. When making a report by phone, you will be asked to provide the same information you would provide in an online report; the NAVEX Global interviewer will type your responses directly into NAVEX Global's secure environment. Phone-based reports have the same security and confidentiality measures applied to them as online reports.
- What if I want to be identified with my report?**
There is a section in the report where you may identify yourself, if you wish.
- Can I follow-up on my report or add details if I remember something important?**
When you file a report, either using the web or phone, you receive a unique "report key" and are asked to select a password. With the report key and your password, you can return to the EthicsPoint system again, either by web or phone, and access the original report. At that point, you can follow-up on your report or add more details.
- What if Dover has questions for me concerning my report?**
NAVEX Global provides functionality that enables Dover to post questions to you, even if you report anonymously. Generally, reports are processed within three business days. Once this time has passed, we strongly suggest you check to see if any questions have been posted.
- What should I do if the phone number listed for the hotline in my country is not working?**
If the phone number listed for your country is not functioning, please make your report online at www.thedoverhotline.com. Please indicate in the report that the phone number did not work.
- What should I do if the country I am in is not listed on the website?**
If your country, city, or operating company is not listed in the menus on the website, please select the "other/not listed" option. Be sure to provide adequate information on your location so that we can properly address your report.

Also, if you are located in any of the countries below, you may use the local phone number provided to make a report.

| Country | Phone | At the prompt, dial |
|------------|---------------|---------------------|
| Austria | 0-800-200-288 | 800-495-1775 |
| Finland | 0800-9-16082 | N/A |
| Luxembourg | 800-201-11 | 800-495-1775 |
| Norway | 800-190-11 | 800-495-1775 |
| Portugal | 800-800-128 | 800-495-1775 |
| Turkey | 0811-288-0001 | 800-495-1775 |

If there is no phone service for your country, please make your report online at www.thedoverhotline.com.