

Helpline Frequently Asked Questions

What is the Helpline?

The General Dynamics Helpline is an ethics and compliance reporting service provided by the company that permits anyone—employees, customers, vendors, suppliers, or members of the general public—to ask questions, report concerns, or follow up on matters on which they have already reported.

Who operates the Helpline?

The Helpline is operated by EthicsPoint, an independent third-party contractor. EthicsPoint's independence from General Dynamics is designed to give employees an added level of comfort and security that their reports will remain confidential.

Why do we have a Helpline?

General Dynamics has high ethical standards for conducting our business. If you believe someone has violated our standards, we want you to tell us so that we can investigate and, if necessary, correct any problems.

Like many large companies, General Dynamics provides the Helpline as an optional service for employees to ask questions or report concerns about issues related to our Standards of Business Ethics and Conduct. Although most questions and concerns can be easily and promptly resolved by discussing them with your manager, the Helpline provides an additional way to get help should you feel uncomfortable asking questions or expressing concerns to management. The Helpline is not intended to replace conversations between employees and their managers, but rather to provide an additional resource to employees.

When should I use the Helpline?

You should use the Helpline whenever you have an ethics or compliance issue that you would prefer to take to a third party rather than to your manager or someone else you work with directly. Your decision to use the Helpline is entirely voluntary.

How do I use the Helpline?

The Helpline has two methods of intake. The first is by toll-free telephone number, which is staffed 24 hours a day, seven days a week, every day of the year. When you call, a professionally trained EthicsPoint intake specialist will guide you through a series of questions designed to identify the relevant details of your report or question.

If you wish to give your name and contact information, the intake specialist will note that information as well. You may choose to remain anonymous and not reveal your

identity. EthicsPoint will make no effort to trace the call or take steps to learn your identity. If you choose to identify yourself when you contact the Helpline, General Dynamics will make every reasonable effort to hold your name in confidence during the investigation or follow up.

At the conclusion of the call, the intake specialist will summarize the information you have submitted and make any changes necessary to ensure that you are satisfied with the accuracy of your report or inquiry.

General Dynamics has established toll-free numbers in every country in which the company has employees. Multilingual operators are available so that callers can make reports or ask questions in their native tongue.

The second option is to use the web intake portal system. This intake portal is available anywhere that you have access to the Internet. The intake portal asks you for the same types of relevant details about your question or concern as the telephone-based system. Again, you may choose to remain anonymous, and EthicsPoint will make no attempt to track your web address or otherwise identify you.

The web intake system also has a chat function, which allows you to carry on a live chat session, facilitated through EthicsPoint, with General Dynamic's personnel, while still retaining your anonymity.

Like the telephone-based system, the web intake portal system is available 24 hours a day, seven days a week, every day of the year. You may access it from any computer that has an internet connection.

Can I get in trouble for using the Helpline?

No. The Helpline is provided for your use and protection. General Dynamics strictly forbids retaliation of any kind against those who have chosen to use the Helpline to make good faith reports about ethics concerns.

What if this is an emergency?

Concerns about an immediate threat of physical harm or damage to property should not be reported to EthicsPoint. If you require emergency assistance, you should immediately contact 911 or your local emergency services.

What happens when I file a report?

Whether made by telephone or by the web, all intake reports are reviewed promptly by a professionally trained EthicsPoint intake specialist. The reports are then sent to the General Dynamics Business Unit Ethics Office that corresponds to the business unit from which the report originated.

The appropriate parties within General Dynamics are notified so that they can begin to investigate and resolve your issue or concern. A prompt and thorough investigation will be conducted. Appropriate remedial action will be taken to address violations of law, regulations, the Standards of Business Ethics and Conduct, or our policies. Those responsible for following up on your matter are professionals who are trained to handle the issue with the greatest possible discretion.

All reports are entered into a comprehensive database for record keeping and case management purposes. If you have documents, recordings, photos, or video, you may also send these to EthicsPoint, and they will become part of the report case file. Information about other persons' racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, and health or other personal characteristics should only be reported where this is absolutely necessary for the purpose of the incident reported.

May I enter a partial report and return to complete it later?

No, because the EthicsPoint web intake portal will “time out” if you remain inactive for a period of several minutes, you should choose a time and place where you can use the system to complete your report in one sitting.

What happens when I file an inquiry?

When you file an inquiry—that is, ask a question about a policy or procedure—your matter will be directed to the most appropriate resource at General Dynamics.

Is the Helpline secure?

Yes, reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. Only a very select number of General Dynamic's personnel have access to these reports. The goal of the Helpline is to facilitate the free flow of information by providing a safe and secure way for employees to express their questions and concerns.

May I remain anonymous?

In all countries except those that prohibit anonymous reporting, you may choose to remain anonymous. Although it may be easier in many cases to resolve your issue by having you identify yourself, you are not required to do so. If you choose to remain anonymous, no effort will be made by either EthicsPoint or General Dynamics to identify you.

If I remain anonymous, how will I receive information on the status of my case?

Should you choose to report anonymously, you will be given a report key and

password. Make sure to record these, and keep them in a safe place. Thereafter, you may use your report key and password to re-contact EthicsPoint to check on the status of your matter, provide more information, or answer follow-up questions from those who are investigating the matter.

If I remain anonymous, how can investigators contact me for follow up?

When you are given your report key and password, you will be able to follow up with EthicsPoint either by telephone or through the web. If an investigator wishes to contact you regarding your matter, the investigator can leave you a message or ask you a question. For example, if you have filed an anonymous report about improper expense reporting in your department, but have forgotten to name the department, the investigator may leave you a message asking you for more information to help them conduct their investigation.