

Integrity Line FAQs

About McKesson's Integrity Line

Why do we have an Integrity Line?

- We believe that our employees are our most important asset. By offering you a place to raise concerns safely, without fear of retaliation concerns can be addressed before they become significant legal or financial risks for our company. Our Integrity Line enables you to Speak Up anonymously if you choose to do so.
- While we respect your choice to remain anonymous, keep in mind that sharing your identity will allow for timelier and more effective follow-up and feedback. Your identity can still be kept confidential.
- Publicly traded companies are required by law to have an anonymous reporting method to escalate potential accounting and auditing fraud directly to the audit committee.
- Federal and state regulators alike expect organizations to have a reporting system in place for employees to raise concerns. While we offer you several different Speak Up Channels, the Integrity Line offers you a way to raise concerns, anonymously if you so choose, 24 hours a day, 7 days a week.
- An effective reporting system aligns with our efforts to foster a culture of integrity and ethical decision making. Refer to the [CAE.01.02 Speak Up, Investigations, & Non-Retaliation](#) policy for additional information.

What are EthicsPoint and NAVEX?

EthicsPoint is our third-party integrity line management system. EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX to promote a collaborative approach addressing fraud, abuse, and other misconduct in the workplace, all while cultivating a psychologically safe and positive work environment.



What are the different ways I can speak up or seek help?

With the Integrity Line, you have the ability to file a confidential report via the website, phone line or mobile device. You may also report anonymously.

Are you more comfortable speaking to a live person? Perhaps someone you work with every day? Your People Leader, a member of the Compliance or Law Departments, or the HR Support Hub are all Speak Up Channels where you can share your concerns as well. These individuals or functions are uniquely trained on how to escalate your concerns to ensure they're investigated and resolved.

Contacting by Phone

1-877-MCK-4MCK
(US and CA)

1-877-625-4625

McKesson Integrity Website

[Click here to report a case](#)

HR Support Hub

[Click here to log a support case](#)



Use this QR code to
raise a concern to
the Integrity Line

What type of situations should I report?

The Integrity Line and our Speak Up Channels are in place for employees and other third parties to report potential violations of the McKesson Code of Conduct (Code), company policies, laws, or regulations.

Why should I report a concern?

If you observe behavior that appears to violate our Code, policies, or applicable laws, you are expected to report it. Speaking up is a responsibility shared by all employees, and our Code ensures that you can do so without fear of retaliation. Whenever possible, concerns should be raised through one of our designated Speak Up channels. The Integrity Line is available and offers the option to report anonymously.

Why should I report what I know?

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. Corporate misconduct can threaten the livelihood of an entire company.

Where do Integrity Line reports go? Who can access them?

Integrity Line reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. Our third-party vendor, NAVEX, makes these reports available only to specific individuals within the company who are responsible for evaluating the report, based on the type of violation and location of the incident. All authorized individuals are trained in management of the reports and maintaining confidentiality.

What can employees expect from McKesson?

Employees can expect a company process that respects and protects them, including:

- An opportunity to report confidentially and anonymously
- An opportunity to be heard and taken seriously
- A thorough review of the concern
- Opportunities for follow-up
- Fair and consistent remedial actions

What does McKesson expect from employees?

McKesson expects employees to provide information in good faith, even if you do not have all of the details at the time of the report. Employees should cooperate fully, should there be an internal investigation, and maintain confidentiality throughout the investigative process.



Reporting Security & Confidentiality

Can the company trace my call to the Integrity Line or report to the Integrity website?

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, NAVEX, the third-party vendor that maintains EthicsPoint, is contractually committed not to pursue a reporter's identity.

If you still feel uncomfortable making a report on your work computer, you have the option of using your Smartphone or a computer outside of our work environment (such as one located at an Internet café, at a friend's house, etc.) through the EthicsPoint secure website here: [EthicsPoint - McKesson Corporation](#).

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 is designed to protect your anonymity. However, if you wish to remain anonymous, you – as a reporting party – should ensure that you do not provide identifying details in your report. For example, “From my cube next to Jan Smith...” or “In my 33 years...”.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish. While we will always support and respect wanting to remain anonymous, sharing your identity helps us to more efficiently ask questions and provide feedback. Please provide your preferred method of contact when identifying yourself.

What if I am retaliated against for reporting a concern?

McKesson has a zero tolerance for retaliation against anyone who reports a concern or participates in an investigation.



Other Tips

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I report it?

McKesson promotes speaking up and fosters a culture of ethical behavior. All unethical conduct, at any level, ultimately hurts the company and employees, including you. Consider what happened in recent corporate scandals and you will quickly see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. If you know of any incidents of misconduct or ethical violations, it is your duty to yourself, your colleagues, and McKesson 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?

Raise the concern to a Speak Up Channel. File a report. We want you to provide information in good faith, even if you do not have all the details. 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 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 EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been identified.

If I file a report anonymously, 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 using the EthicsPoint Web site or through the EthicsPoint Integrity Line, you receive a unique username and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You can have 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.

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

You can file an EthicsPoint report from any 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. Additionally, you can report your concern through your mobile device by scanning the QR Code.