



## CareSmart FAQs

### **How do I report a concern?**

We encourage you to follow our Open Door Policy and bring your concern forward to your manager. If your concern is about your manager, or you have previously discussed your concern with your manager and no action has been taken, you can reach out to your manager's manager or any other member of management. You can also reach out to your HR Manager at any time. You can find your HR Manager's contact information on the CareSmart poster in your work location.

### **What happens when I file a report?**

You may call CareSmart or access it through the internet. CareSmart is hosted by a third party, Navex/EthicsPoint, and uses its confidential call center or secure internet site to receive your reports. You may use CareSmart to file a report or follow up on a prior report. Whether you call or log on, you will be given instructions on how to complete your task. When filing a report, you will be asked to provide as much detailed information as possible. You may even attach documents.

You may choose to remain anonymous when submitting your question or report; however, keep in mind it is easier to conduct a more complete investigation if you identify yourself and those involved. Your report will be logged and routed to someone designated by PetSmart for follow up. If you have identified yourself when submitting your question or report, a PetSmart representative will contact you directly to discuss your concern.

When submitting your report, you will be given a unique report key and asked to create a personal password. You can use this information to submit a follow up report, should you choose to add additional information regarding the concern.

### **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 to specific individuals within PetSmart HR who are charged with evaluating the type of situation described. If your report mentions a specific individual within PetSmart, it will not be made available to that individual.

### **Do I have to identify myself?**

If you choose to identify yourself in reporting your concern, PetSmart will make every reasonable effort to hold your name in confidence during the investigation. Many investigations can be more quickly and effectively completed when the reporter is identified because it allows PetSmart to follow up directly with the reporter. However, you always have the option to submit your concern anonymously.

### **How does CareSmart maintain confidentiality?**

CareSmart and EthicsPoint do not trace phone calls or use Caller Identification. In addition, EthicsPoint does not generate or maintain internal connection logs containing Internet Protocol (IP) addresses, so no information linking your computer to EthicsPoint would be available if you choose to make a report online. Reports from your computer would come through a secure Internet portal which does not trace or show user screen names.



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### **What is the difference between reporting anonymously and confidentially?**

When you report anonymously, you do not tell CareSmart your name or any other identifying information about yourself. If you choose to make your report anonymously, you will be provided with a report key and asked to create a password. You will need to retain these to return to the report you previously submitted. When you check back, you can monitor the progress on your concern and add additional information, if necessary. This will also allow PetSmart to ask follow-up questions, while protecting your anonymity.

When you report confidentially, you provide CareSmart with your name and other contact information, which is then passed along to PetSmart HR. Many investigations can be more quickly and effectively completed when the reporter is identified because it allows PetSmart to follow up directly with the reporter to seek clarification and ask additional questions that may be helpful.

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

PetSmart strictly forbids any retaliation against any person who reports a concern. Complaints made in good faith will not expose you to any sanctions, regardless of whether the underlying facts prove to be correct or result in any corrective action. If you believe you have faced retaliation of any kind, please report it so that PetSmart can investigate.

### **I just filed a report and was issued a report key and password. What do I do with those?**

The report key and password are used in the event you file a follow up report to add additional information to your original report or just to follow up. Please save them in case you need to follow up.

### **What should I do if I lose my report or password?**

Because of the high level of security that is maintained for these reports, if you lose your report key or password, you will need to fill out a new report. You should mention in the new report that it is related to a report you previously filed.

### **I previously filed a report and would like to follow up. How do I do that?**

When you filed your original report, you were issued a report key and password. When you log into the website or call in to file a follow up report, you will provide the report key and password. If you lost your report key or password, you will need to fill out a new report. You should mention in the new report that it is related to a report you previously filed.

### **Can I save or print a copy of my report after I file it online?**

Yes. After you submit your report, you will be given the option to view and print a summary.

### **How do I access company Policies and Procedures (P&Ps)?**

A full list of all P&Ps is located on Fetch under the "P&P" library button (lower right hand side.)

### **What if this is an emergency?**

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

### **Who should I contact with additional questions?**

You can connect with the PetSmart CareSmart administrator via email at [CareSmart@ssg.petsmart.com](mailto:CareSmart@ssg.petsmart.com).