

Commonly Asked Questions

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Why has Hollister Incorporated contracted with NAVEX Global for reporting of concerns?

Hollister has contracted with NAVEX Global to provide an independent, secure, and confidential telephone and web-based Helpline for use by Associates who wish to report a concern regarding knowledge or suspicion of illegal or unethical conduct or violations of the Hollister Code of Conduct, company policies, or procedures. In addition to providing service 24 hours a day, NAVEX Global offers translation services that allow both telephone and web reports to be made in multiple languages. (Please note: confidential or anonymous reporting may be prohibited in some countries.)

What is NAVEX Global's role?

NAVEX Global's principal responsibilities are to:

- Provide confidential telephone and web-based options for reporting concerns about knowledge or suspicion of illegal or unethical conduct or violations of the Hollister Code of Conduct, company policies, or procedures;
- Protect the identity of reporters who wish to remain anonymous, where local law permits;
- Transmit information about the concern to Hollister to enable an appropriate investigation;
- Serve as an intermediary for anonymous reporting, where permissible;
- Relay follow-up questions and answers to anonymous reporters, as well as information about the resolution of the case.

It is not NAVEX Global's role to take action to address the concern. Rather, its role is to transmit the concern to Hollister.

Should I report my concern through NAVEX Global, my manager, or Human Resources?

If your matter involves harassment, discrimination, employee relations, payroll, hiring, recruitment, substance abuse, benefits or other HR matters, contact your Human Resource business partner.

As with all matters of a sensitive nature, you can discuss any concern regarding knowledge or suspicion of illegal or unethical conduct or violations of the Hollister Code of Conduct, company policies, or procedures with your manager, any member of the management team, the Legal or Compliance team, or a Human Resource business partner. If you are uncomfortable with discussing your concern in the manner described above, if you feel that your concern has not been resolved, or if you prefer confidentiality and anonymity, you should use the Helpline.

How can I report my concern to the Helpline?

If you wish to report a concern about knowledge or suspicion of illegal or unethical conduct or violations of the Hollister Code of Conduct, company policies, or procedures, you may complete a Helpline report on this website, or you may speak with a specialist in NAVEX Global's call center. Regardless of which option you select, you will have the option to remain anonymous, where local law permits.

Should I identify myself when reporting a concern?

Hollister strives to preserve the anonymity and confidentiality of individuals who submit allegations through the Helpline; however, some identities may become apparent during the course of the investigation.

You will be invited to disclose your identity, which shall be kept confidential and revealed only to the extent necessary to conduct the investigation, except in cases of malicious intent from your side. No attempt will be made to determine your identity through electronic means; however, providing your contact information may help expedite the investigation.

May I report my concern anonymously?

You may report your concern anonymously through the web-based form or the Helpline, where local law permits. At the end of your telephone call or web-based report, you will receive a report key and be asked to create a record ID.

Please retain your report key and record ID to monitor the progress on your concern or to provide additional information, if necessary. This process also allows investigators to ask follow-up questions to anonymous reporters, even though they do not know the identity of such reporters.

How does NAVEX Global maintain confidentiality?

NAVEX Global does not trace phone calls or use Caller Identification. Website reports come through a secure Internet portal, which does not trace or show user screen names. Further, NAVEX Global does not generate or maintain internal connection logs containing Internet Protocol (IP) addresses.

No information links your computer to NAVEX Global if you choose to make a report online.

How can I monitor progress on my concern?

At the end of your telephone call or web-based Helpline report, NAVEX Global will provide a report key and ask you to create a record ID. You will be asked to call back or visit the Helpline website 7-10 business days after your initial report. At that time, you can monitor progress on your report and learn whether any additional information is needed from you to address your concern.

What should I do if I lose my Report Key or Record ID?

Because of the high level of confidentiality that is maintained for reports, if you lose your report key or record ID, you will be required to file a new report. You may mention in the new report that this matter relates to a report you submitted earlier.

How does Hollister investigate concerns?

NAVEX Global notifies Hollister when a concern is received. Hollister will then commence an appropriate investigation, using internal or external resources with expertise in conducting investigations, as appropriate.

The information in your report is shared with appropriate investigation team members, and the concern is investigated promptly and discreetly. You may monitor the status of the investigation by contacting the Helpline, or by clicking the Follow Up link on the website.

Where do these reports go? Who can access them?

Helpline reports are entered directly on the NAVEX Global secure server to prevent any possible breach in security. NAVEX Global makes these reports available only to specific individuals within Hollister who are charged with evaluating and investigating such allegations.

What if I face retaliation?

Threats or acts of retaliation against individuals who make a good faith report of suspected misconduct or provide information in connection with a report by another Associate are prohibited.

Disciplinary action, up to and including termination of employment, will be taken against any Associate who retaliates against others who reported such violations in good faith.

Does management really want me to report?

Hollister management wants, encourages, and expects you to report any known or suspected illegal or unethical conduct or violations of the Hollister Code of Conduct, company policies, or procedures. In fact, the Hollister Code of Conduct requires that each Associate immediately report violations of the Code of Conduct or any company policy or procedure.