

## FAQS FROM ETHICSPPOINT

**About EthicsPoint**  
**Reporting – General**  
**Reporting Security & Confidentiality**  
**Tips & Best Practices**

### About EthicsPoint

#### **What is EthicsPoint?**

EthicsPoint is a comprehensive and confidential reporting tool to assist management and employees to work together to address misconduct in the workplace.

#### **Why use a system like EthicsPoint?**

- To provide another open channel of communication.
- To augment efforts to foster a culture of ethical decision-making.

### Reporting – General

#### **May I report using either the Internet or the telephone?**

Yes. With EthicsPoint, you have the ability to file a report via either the telephone or the Internet.

#### **What type of situations should I report?**

The EthicsPoint system is designed for employees to report theft, fraud, questionable accounting or auditing matters, bribery, money laundering, questionable banking practices, embezzlement, falsification of documents, sabotage, vandalism, violence or threat of violence, and any other misconduct that may violate your organization's policies, standards, or Code of Conduct.

#### **If I know of a violation, shouldn't I just report it to my manager, security, or Human Resources and let them deal with it?**

You may bring any concerns forward to your direct manager, Human Resources, or other member of our management team. However, there may be circumstances when you are not comfortable reporting the issue through one of these channels. It is for such circumstances that your organization has partnered with EthicsPoint.

#### **Why should I report what I know?**

You have the responsibility to maintain the highest ethical standards in the course of employment and that includes letting the appropriate people know if someone is not acting in an ethical manner.

#### **Does management really want me to report?**

Certainly. In fact, your organization *needs* you to report. You know what is going on in your organization. You may have initial knowledge of an activity that may be cause for concern that others do not.

#### **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 confidentially provides these reports only to nominated individuals within your organization who are charged with evaluating their content, based on the type of violation and location of the incident. Each of these report recipients will keep these reports confidential to the extent practicable in the course of their review and, if necessary, investigation.

## Reporting Security & Confidentiality

**It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with, and won't this log identify me as a report originator?**

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, EthicsPoint is contractually committed not to pursue a reporter's identity. If you feel uncomfortable making a report on your work PC, you have the option of using the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.

**I am still 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, if you so choose. If you wish to remain anonymous, on your end, you need to ensure that the body of the report does not inadvertently reveal your identity. For example, "From my cube next to John Smith..." or "In my 33 years in X department..."

**Is the telephone toll-free hot line confidential and anonymous (if I want it to be) too?**

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

**What if I want to be identified with my report?**

There is a section in the report for identifying yourself, if you wish.

## Tips & Best Practices

**I am not sure if what I have observed or heard is a violation of company policy, or involves misconduct, but it just does not seem right to me. What should I do?**

File a report. EthicsPoint can help you prepare and file your report so it can be properly understood. It is better to report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

**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 at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name 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 representative of your organization and add further information that may help resolve open issues. We strongly suggest that you return to the site in the time specified to answer your organization's questions.

**Are these follow-ups on reports as secure as the initial report?**

All EthicsPoint correspondences are held in the same strict confidence as the initial report.

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

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.