

ADIENT INTEGRITY HELPLINE FAQ'S

Q: What is the Integrity Helpline?

The Integrity Helpline is a comprehensive and confidential reporting tool managed by an independent outside vendor that assists Adient's Compliance team, employees, former employees, suppliers, customers, and any third party in working together to identify and address violations of Adient's Ethics Policy and applicable law.

Q: How can I make a report to the Integrity Helpline?

Reports can be made via internet (<http://adient.ethicspoint.com>), telephone (see website for phone numbers by country) or mobile intake (see QR Code below).



Q: Does management really want me to contact the Integrity Helpline?

Yes. Adient needs you to speak up. Adient supports a speak up culture. If you are aware of or suspect an activity that causes concern, your report can minimize the potential negative impacts on Adient and its employees. Also, reporting a concern or problem may help Adient identify issues that can improve corporate culture and performance and minimize risk to Adient.

Q: Why should I report what I know?

If you are an Adient employee, it is your duty under Adient's Ethics Policy to report possible violations of Adient's Ethics Policy and applicable law. If you are a supplier, Adient's General Terms and Conditions of Purchase and Global Supplier Standards Manual requires you to report all possible violations of Adient's Ethics Policy or applicable law of which you are aware.

At Adient, we all have the right to work in a positive and safe environment, and with that comes the responsibility of acting with integrity and letting the appropriate people know if someone is engaged in misconduct or acting in a manner inconsistent with our Ethics Policy. By working together, we can maintain a safe, healthy and productive work environment. Unethical behavior and misconduct can threaten and/or harm individuals, business partners and the entire company.

Q: What type of situations should I report?

Any possible violations of Adient's Ethics Policy or applicable law should be reported to Adient's Integrity Helpline.

Q: If I see a possible violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

We encourage you to talk to your supervisor, HR representative or the Legal department about any questions you have. However, if you prefer and feel more comfortable, you can file a report to the Integrity Helpline either using your name or anonymously.

Q: Is the Integrity Helpline anonymous?

You can decide either to identify yourself when making a report or report anonymously. If you choose to report anonymously the following helps protect your anonymity:

- Reports placed with the Integrity Helpline (managed by an independent outside vendor) are protected by the latest encryption technology.
- The Integrity Helpline does **not** track or capture usernames, computer IP addresses (no cookies), location or phone numbers to further protect the reporter's identity.
- Report access requires that the reporter enters unique login information.

- The Integrity Helpline does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to the Integrity Helpline is available.

Q: Can a reporter choose to be identified, if so desired?

Yes. When a report is filed, the system or (if the report is made telephonically, the operator) will ask if the reporter wishes to be identified or remain anonymous. Choosing to remain anonymous is solely at the discretion of the reporter.

Q: Are there any data privacy concerns in my country?

Our third-party provider that operates the Integrity Helpline guarantees compliance with applicable privacy laws. Adient's Compliance experts are authorized to have access to the Integrity Helpline, following the requirements of applicable privacy laws.

Q: Does the system generate a log that shows where the complaint was submitted?

No. The Integrity Helpline does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to the Integrity Helpline is available.

Q: What kind of information do I need to provide?

When making a report to the Adient Integrity Helpline, reporters are encouraged to disclose as much information as known to you about a possible violation and their identity. Reports can be made anonymously; however, Adient strongly encourages reporters to provide contact details or email address so that the reporter can be contacted if further information is needed to complete the investigation.

Adient will take all reasonable steps to ensure confidentiality throughout the reporting process, so people filing reports should not fear that their identity or issue will be improperly disclosed or abused. Adient will not tolerate retaliation for asking questions or making good faith reports of possible violations of the Ethics Policy or applicable law.

When making a report, please be aware that the information you provide or the allegations that you make could result in decisions that affect employees of Adient and other third parties involved in the matter. We therefore kindly ask you to provide as much information as you have to the best of your knowledge.

Q: What if I remember something important about the incident after I filed the report? Or what if the Company has further questions for me concerning my report?

When you file a report with the Integrity Helpline website or call the Integrity Helpline, you receive a report key and are asked to choose a password. Using the unique report key and password, you can return to the Integrity Helpline, either by internet or telephone, access the original report, and answer questions posed by a company representative or add further information that will help resolve or clarify open issues. Adient strongly suggests that you return to the site three to four (3-4) business days after making your report to answer any questions the investigator may have sent you. You and the investigator now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

Q: Will I be contacted by the investigator?

If you have disclosed your identity, the investigator may reach out to you directly.

If you have reported anonymously, the investigator can send requests for additional information or clarification through the Integrity Helpline. Because your identity and contact information is unknown it is important for you to maintain the report key and the password and monitor your complaint for follow-up from the investigator.

Q: I am concerned that the information I provide to the Integrity Helpline will ultimately reveal my identity. How can you assure me that will not happen?

The Integrity Helpline is designed to protect your anonymity if you choose to remain anonymous. However, you as a reporting party need to keep in mind that your report may indirectly reveal information about yourself, for example,

“From my cube next to Jan Smith...” or “In my 33 years with the company...” If you file your complaint anonymously, Adient will continue to treat your report as anonymous, and you will remain protected by Adient’s anti-retaliation policy.

Q: Isn’t this system just an example of someone watching over me?

No. The Integrity Helpline helps Adient maintain a safe, secure, and ethical workplace. You are encouraged to seek guidance on integrity issues, provide positive suggestions, and communicate concerns. Effective communication is important in our workplace, and this is a great tool to enhance that communication.

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

Adient’s Ethics Policy requires each employee to report any possible violations of Adient’s Ethics Policy or applicable law. Adient promotes integrity in all our business conduct, and Integrity is one of Adient’s Driving Forward Behaviors for its employees. All unethical or unlawful conduct, at any level, ultimately hurts the company and all employees, including you. If you believe there are any incidents of misconduct, legal or ethical violations, it is your duty to report it. We are relying on you.

Q: I am not sure 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?

You should raise your concern. Adient expects you to report possible violations of the Ethics Policy or applicable law. The Integrity Helpline can help you prepare and file your report so it can be properly understood and investigated. We would rather you report a situation that turns out to be harmless than let improper behavior go unchecked because you were not sure.

Q: Where do these reports go? Who can access them?

Reports to the Integrity Helpline are entered directly on our third party vendor’s secure server to prevent any possible breach of security. Our third party vendor makes these reports available only to specific individuals within Adient who are charged with evaluating the type of violation of the incident. Each of these report recipients has been trained to keep these reports confidential.

Q: What happens after I file a report?

Once a report has been received, the receipt is documented internally, and the reporter receives confirmation of receipt within one business day.

Legal Compliance then triages the report and assigns it to the appropriate trained investigator.

Adient investigates all good faith reports.

Q: What if my boss or other managers are involved in a potential violation? Won't they get the report and start a cover-up?

The Integrity Helpline system and report distribution process are designed so that implicated parties are not notified or granted access to reports they have been named in. Independent investigators will be assigned to the report.

Q: Are these follow-ups on reports as secure as the first one?

Yes. All correspondence is held in the same strict confidence as the initial report, continuing under the umbrella of anonymity, if you choose not to be identified.

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

Yes. You can file a report from any computer that can access the Internet. If you don't have access or are uncomfortable using a computer, you can call your Integrity Helpline [toll-free number for your country](#) which is available 24 hours a day, 365 days a year.

Q: How is the investigation of my report performed?

The investigation is conducted by trained investigators, who follow Adient's investigation protocols and act independently. The investigation typically includes reviewing applicable laws, internal policies, standards, contracts, and other relevant information provided by the reporter, as well as interviewing individuals who may have information, including the reporter, if he/she disclosed their identity and/or any witnesses who have been identified by the reporter.

After the fact finding is complete, the investigator draws conclusions based on all the relevant facts and circumstances.

Q: What happens if the investigation finds violations occurred?

If the investigation reveals there have been violations of Adient policies or applicable laws, appropriate remedial actions will be taken.

Q: How long will it take for my report to be investigated?

The time required for handling depends on the individual investigation. However, we strive to carry out all steps of the process as quickly as possible and usually investigations are completed within 45-60 days.

Q: Will I be informed when the investigation of my report has been completed?

Yes. If you disclose your identity, you will be informed when the investigation has been completed. If you report anonymously, follow-up will be sent when the investigation has been completed but you will have to login to the Integrity Helpline with your unique report key and password. Specific details related to the outcome will not be provided in any case.

Q: Is the telephone toll-free reporting option confidential?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report, and an operator interviewer will enter your responses into the Integrity Helpline system. These reports have the same security and confidentiality measures applied to them as to the internet-based reports. You can decide whether to identify yourself when making a report by telephone or to report anonymously.

Q: What if this is an emergency?

Concerns involving an immediate threat of physical harm or damage to property should not be reported to the Integrity Helpline. In circumstances where you require emergency assistance, please contact your local emergency services.