

About the Integrity Helpline Frequently Asked Questions

What is the Integrity Helpline?

The Integrity Helpline is a tool that helps make the process easier for people to raise concerns regarding actions that may violate the Code of Conduct or an associated policy. The Integrity Helpline uses a system, called EthicsPoint, created and operated by an independent third-party provider, called NAVEX. The tool, both the phone and web version, is available 24 hours a day, 365 days a year.

May I report using either the Internet or the telephone?

Yes. With the Integrity Helpline, you can raise a concern via either the telephone or the Internet.

May I remain anonymous?

Yes, if you request to remain anonymous when making your report, we will respect your request to the fullest extent we can. For example, if you request to remain anonymous, but the law in your jurisdiction doesn't allow that, we will inform you when you start the report submission process. We understand and respect the desire of some people to remain anonymous, but we encourage you to consider leaving your name and contact information so that a member of the investigation team can reach out to you for any additional information needed in the investigation process.

What if I have no concerns about providing my name and contact information with my report?

There is a section in the report where you can identify yourself.

Will the Integrity Helpline track the phone number I call from or my IP address or email address?

No. EthicsPoint does not log or track your phone number, IP address, or email address when you make a report. Only if you choose to provide your name and/or contact details will such information be included in your report.

I am concerned that the information I provide to the Integrity Helpline will reveal my identity even if I choose to submit anonymously. How can you assure me that will not happen?

EthicsPoint is designed to protect your anonymity. If you wish to remain anonymous and such option is available under your respective jurisdiction, you need to ensure that the substance of your report does not contain any information or reference that may reveal your identity unintentionally. For example, "From my desk immediately to the right of Jan Smith's..." or "In my 33 years working as a maintenance supervisor at the X facility...."

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

When you observe behavior that you believe violates our Code of Conduct or an associated policy, you must report it. There are several means available to speak up. These include your manager, Human Resources, Legal Department, the Integrity Group, or any other member of our management team. The most important thing is that you speak up and enable the Integrity Group, either directly or indirectly, to receive the information to evaluate the situation and ensure appropriate action is taken based on

whatever the facts demonstrate. We recognize that there may be unique circumstances when you want to raise a concern but want to remain anonymous. The ability to be anonymous is one of the features in EthicsPoint. However, the Integrity Helpline is not just for raising concerns anonymously. It is a user-friendly, efficient way to provide the Integrity Group with the information needed to evaluate your concern.

Why should I report what I know? What's in it for me?

We all have an interest in working in an environment with a strong culture of safety and integrity. As employees of Nutrien, we are obligated to maintain and strengthen this culture and our collective commitment to doing business the right way. In order to fulfill this commitment to each other and to enable you to work somewhere that makes you proud, we need you to let the appropriate people know if misconduct is occurring. As stated in the Code of Conduct, you are required to report any good faith concerns about potential violations, where permitted by local law. By reporting your concerns, we can address issues whatever they are and wherever they exist. This benefits you and your colleagues.

What happens to my report?

Reports are entered directly on the EthicsPoint server to protect the information from a cybersecurity breach. The system only provides access to specific individuals within the Integrity Group who are responsible for evaluating the report, based on the type of concern and location of the incident. The Integrity Group assigns investigation tasks to specially trained individuals in other parts of the company who fully understand and are committed to keeping the information confidential and following all our investigation principles. You are also protected from retaliation for reports made in good faith – Nutrien has zero tolerance for retaliation against someone who participates in an investigation.

I am not sure if what I have observed or heard is a violation of company policy or involves conduct that lacks integrity, but it just does not look right to me. What should I do?

We'd rather you report a situation that turns out to be harmless than let possible misconduct go unchecked because you weren't sure. When you feel that something doesn't look right, it's a concern and we expect employees raise concerns to the fullest extent possible.

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

Confidentiality is a fundamental characteristic of our investigation process. The Integrity Group only involves and informs people who need to know and only at the time they need to know it. Of course, at some point, the investigation team interviews the people who are named in the report. But, as we have seen at least outside of Nutrien, a cover-up only makes the situation worse for the people involved and, at times, could be the conduct that gets people in the most trouble compared to the underlying concern. The investigation team is trained and equipped to determine if information has been tampered with or if people have colluded with each other to align their "story." Your responsibility is to speak up and the Integrity Group will ensure the process respects the investigation principles. For example, access to reports stored in EthicsPoint is only provided to specific individuals within the Integrity Group who are responsible for evaluating the report, based on the type of concern and location of the incident.

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 Integrity Helpline, whether on the phone or through the website, 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 member of the Integrity Group. We strongly suggest that you periodically check the status of your case.

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

All correspondences using the Integrity Helpline are held in the same strict confidence and using the same security as your initial report.

What happens to my report after I file it?

The appropriate member or members of the Integrity Group will evaluate your report and determine the appropriate process of evaluation. Cases are assigned to specific trained internal or external investigators. If you choose, or are required by local law, to leave your name, you will be contacted by the investigator for an interview. The investigation team will review any relevant records and interview relevant individuals to gather the necessary facts. Once the investigation is complete, the investigator will submit his or her report to the appropriate member or members of the Integrity Group so that appropriate actions can be taken based on the outcome. Based on the nature of the concerns you raised and the outcomes of the investigation, a member of the Integrity Group will share the results with you. There may be restrictions, such as privacy laws, that limit what can be shared, but it is important that you understand the outcome to the extent that it enables you to have confidence in the process.

How do I find out the status of my report?

When you file a report, you'll be given a report key number so that you can follow up on your report through EthicsPoint. The Integrity Group will communicate with you through EthicsPoint, if you chose to remain anonymous, and/or through other methods, such as email, if you provided your name and contact information.