



# EthicsPoint

## FAQs

### What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool to report illegal, unethical or improper conduct at Telstra. It is part of an independent service provided by NAVEX Global.

### Why do we need a system like EthicsPoint for Telstra?

Acting ethically and with integrity is core to what we stand for so we encourage you (including people external to Telstra) to act if you have concerns about illegal, unethical or improper conduct at Telstra.

The tools available through EthicsPoint will assist our people to find their courage to speak up, and help foster a culture of integrity and ethical decision-making across the organisation.

We use this independent service to support our people in raising concerns they may not be comfortable raising internally.

### Can I report using either the Internet or the telephone?

Yes. With EthicsPoint, you have the ability to file a confidential, anonymous report via either the [telephone](#) or the [Internet](#).

### What type of situations should I report?

The EthicsPoint system is designed for anyone to report any illegal, unethical or improper conduct, including a violation of the [Telstra Values](#) or [Code of Conduct](#).

### If I see illegal, unethical or improper conduct, 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 manager or the person concerned as a first step in dealing with any concerns. We recognise however, that there may be circumstances when you are not comfortable reporting conduct in this manner. It is for these instances that we have made reporting tools available through EthicsPoint so you can raise concerns through an independent process, and do so anonymously if you wish. We would rather you report anonymously than not raise an issue which concerns you.

### Why should I report what I have observed?

We want our people to work in a positive and ethical environment. Corporate misconduct can threaten the livelihood of an entire company, with the potential to damage Telstra's reputation. If you have concerns about any illegal, unethical, or improper conduct, we encourage you to raise these concerns. By working together and Finding our Courage to raise concerns, we can maintain a positive and ethical culture at Telstra.



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

Yes. We do. You may have initial knowledge of an activity that may be cause for concern. By reporting on issues that concern you, you can help minimise the potential negative impact on the company and our people in the future. We will not tolerate reprisal action against anyone who has used this service in good faith. Naturally we do not expect this service to be used for making reports in bad faith (ie vexatious, untruthful etc).

## **Where do these reports go? Who can access them?**

Reports are entered directly on the EthicsPoint secure server. EthicsPoint makes these reports available only to a small number of specialists at Telstra (and where necessary consultants external to Telstra) who are responsible for evaluating and investigating reports, based on the nature of the incident. Each of these people has had training in managing confidentiality in reporting. Their work is overseen by the Telstra Group Whistleblowing Committee, made up of a small group of senior executives. In addition, in appropriate circumstances, it may be necessary to involve law enforcement agencies in an investigation.

## **How does the EthicsPoint system assist me?**

The EthicsPoint system is anonymous and specifically designed for the reporting and management of whistleblower concerns. The tool is intended to help you report concerns regarding illegal, unethical or improper conduct through questions designed to gather information to enable investigation.

## **It is my understanding that any report I send from a work device generates a server log that shows every web-site that my device connects with. 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 device to EthicsPoint is available. In fact, our service provider, NAVEX Global, is contractually committed to maintain confidentiality.

If you feel uncomfortable making a report on your work device, you have the option of using a device outside of your work environment through the [EthicsPoint secure website](#). Alternatively you can make a report by telephone on the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.

## **Can I file a report from my home device or a public device and still remain anonymous?**

The EthicsPoint system ensures that internet addresses are not accessed, so that anonymity is maintained. In addition, our service provider, NAVEX Global is contractually committed by Telstra to maintain confidentiality.

## **I am 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. However, you - as a reporting party - need to also ensure that the body of the report does not reveal your identity by accident. For example, "From my desk next to Jan Smith..." or "In my 33 years..."



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## **Is the telephone toll-free hot line confidential and anonymous 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 computer-disclosures. You will not be asked to identify yourself.

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

There is a section in the report for identifying yourself, if you wish. You may also offer details using the telephone service, but that is entirely your choice.

## **I am not sure if what I have observed or heard is a violation of company policy, or involves illegal, unethical or improper conduct, but it does not look right to me. What should I do?**

Please raise your concerns, even if you are not sure. We encourage you to raise concerns with your manager, his/her manager, or the person concerned in the first instance. But if you're not comfortable doing this or are unable to do so, you can raise your concerns anonymously through the EthicsPoint service.

## **What if my boss or other managers are involved in illegal, unethical or improper conduct? Won't they get the report and start a cover-up?**

Issues raised through the system are investigated independently and this is overseen by the Group Whistleblowing Committee, a small group of senior executives.

Telstra policy makes it clear that all Whistleblowing reports will be treated confidentially to the maximum extent possible. In the course of the report being investigated it may be necessary to reveal its substance (on a confidential basis) to other people such as employees, contractors or external consultants involved in the investigation process or, in appropriate circumstances, law enforcement agencies.

We will not tolerate reprisal action against anyone who has made a Whistleblowing report in good faith.

## **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 Centre, 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 from an investigator and add further information that will help resolve open issues.

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

All EthicsPoint correspondence is held in the same strict confidence as the initial report and are anonymous.

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

You can file an EthicsPoint report from any device that can access the Internet. You may also call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.