

## About Security Incidents

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### Reporting Security & Confidentiality

## About Security Incidents

What is a Security Incident?

- A security incident is an event that may indicate that an organization's systems or data have been compromised or that measures put in place to protect them have failed. Attempts from unauthorized source to access systems, data or unplanned disruption to a service or denial of a service.

Examples of security incidents:

- Attempts from unauthorized sources to access systems or data.
- Unplanned disruption to a service or denial of a service.
- Unauthorized processing or storage of data.
- Unauthorized changes to system hardware, firmware, or software.

## Reporting – General

May I report a security incident 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 security situations should I report?

- The EthicsPoint system is designed for you to report any security violation you may have.

If I see a security incident, should I report it and will it be anonymous?

- When you observe some behavior or activity that you believe to be a violation, we expect you to report it. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with EthicsPoint. We would rather you report anonymously than keep the information to yourself.

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

- Security is everyone responsibility and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if something is not appropriate. By working together, we can maintain a healthy and productive environment.

# Reporting Security & Confidentiality

Does the Company really want me to report a security incident?

- 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 makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.