

Investigation Process

What happens when you raise a concern through Keenova's Ethics Hotline?

1. Raise your concern

You may use any of our Speak Up channels to raise concern or ask a question, including talking to any member of management. Reports will only be shared on a need-to-know basis, subject to applicable laws and regulations. You may choose to raise concerns anonymously to the extent permitted by law.

2. Conduct Initial Assessment

We typically review reports within 24-48 hours, and we will direct your question or concern to the appropriate department, depending on the nature of the situation.

3. Conduct Investigation

We follow an objective process to review and respond to all reports. You may be contacted by an investigator for more information and are expected to cooperate fully. Be sure to check your case using the report key, in case the investigator requests additional information.

4. Report Case Outcome

Upon completion of an investigation, corrective action, if appropriate, is taken. Where possible, we will provide updates. However, to protect privacy, you may not learn the specific outcome of the concern you reported.

Depending on the complexity of allegations, investigations may take time. Some matters may take as little as one week, whereas more complex cases could take up to several months. Please check back on the status of the case using your report key to know the outcome of your case.