



APLL Employee Hotline – Frequent Asked Questions (FAQ)

APLL Employee Hotline – General

1. What is the “APLL Employee Hotline”?

APLL Employee Hotline is a reporting tool to allow the company and employees to work together to address fraud, misconduct, and other ethical violations while cultivating a positive work environment.

2. Who is the governing body of the “APLL Employee Hotline”?

The APL Logistics Ethics Committee is the governing body of the APLL Employee Hotline.

3. What is APL Logistics Ethics Committee?

The APL Logistics Committee is a committee constituted and appointed by the APL Logistics CEO to primarily identify ethics compliance requirement and provide framework to encourage provision of information and feedback on ethics incidents or concerns.

4. What do we need a system like APLL Employee Hotline?

- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

1. Does Management really want me to report?

We certainly do. In fact, we need you to report. You know what is going on in our company, both good and bad. Your reporting can minimize the potential negative impact on the company, our people and our customers.

2. May I report using either the Internet or the telephone?

Yes. With APLL Employee Hotline, you are able to file a confidential, anonymous report via either the telephone or the Internet.

3. What type of situations should I report?

APLL Employee Hotline is designed for employees to report any violation of our stated Code of Conduct, or other concern you may have.

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

When you observe some behaviour that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of our management team. 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.



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

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company.

6. 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 APLL who are charged with evaluating the report, based on the type of violation and location of the incident.

7. Isn't this system just an example of someone watching over me?

APLL Employee Hotline concentrates on being a positive aspect of our overall philosophy, and allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

Reporting – Security & Confidentiality

1. I am concerned that the information I provide will ultimately reveal my identity. How can you assure me that will not happen?

The company encourages you to provide your contact information when submitting a report. Doing so allows the company to work more closely with you in addressing your concern. However, should you prefer the report anonymously, the APLL Employee Hotline is designed to protect your anonymity. It is important to realize, however, that in some cases revealing your identity may become unavoidable, for example, if you were to be required to testify in court or file a police report. Some countries limit the ability of a reporter to make certain claims anonymously. If you have questions about anonymity you can contact Legal or Human Resources.

2. It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?

APLL Employee Hotline does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to APLL Employee Hotline is available. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café, at a friend's house, etc.) through APLL Employee Hotline secure website. Many people choose this option, as data shows that fewer than 12% of reports are generated during business hours.



3. Can I file a report from home and still remain anonymous?

A report from home, a neighbour's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the APLL Employee Hotline system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

4. 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 APLL Employee Hotline website. These reports have the same security and confidentiality measures applied to them during delivery.

5. What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Reporting – Tips & Best Practices

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

APL Logistics chooses to promote ethical behaviour. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your co-workers to report it.

2. I am not sure if 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?

File a report. APLL Employee Hotline can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behaviour go unchecked because you weren't sure.

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

APLL Employee Hotline and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

4. 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 APLL Employee Hotline website or through the APLL Employee Hotline Call Center, you receive a unique user name and are asked to choose a password. You can return to the APLL Employee Hotline system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.



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

All follow-up correspondences are held in the same strict confidence as the initial report.

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

You can file a report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the APLL Employee Hotline, which is toll-free, available 24 hours a day, 365 days a year.