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## **About the Trust Line**

### **What is The Trust Line?**

The Trust Line is a comprehensive and confidential reporting tool that NAVEX Global created for Schreiber to help leaders and partners work together in addressing fraud, abuse and other misconduct in the workplace, all while cultivating a positive work environment.

### **Why does Schreiber need a system like the Trust Line?**

Partners are Schreiber's most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.

Although Schreiber is not required by law like public companies to have an anonymous ethics hotline, we believe implementing an effective reporting system like the Trust Line will help foster a culture of integrity and ethical decision making.

## **Reporting – General**

### **May I report using either the Internet or the telephone?**

Ideally, you should share your concerns directly with leadership or Human Resources. But if that's not possible, you don't feel comfortable doing so or you want to remain anonymous, you may use the Trust Line. You have the ability to file a confidential, anonymous (if you choose) report using either the telephone or website.

### **What type of situations should I report?**

The Trust Line is designed for partners if you have a concern or need to report a violation of our Code of Conduct.

### **If I have a concern, shouldn't I report it to my leader, security or HR?**

Ideally, you should share your concerns directly with a leader or Human Resources. But if that's not possible, you don't feel comfortable doing so or you want to remain anonymous, you may use the Trust Line. We would rather you report anonymously than keep the information to yourself.

### **Why should I report what I know?**

We all have the right to work in a positive environment. With that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. Every partner plays an important role in helping Schreiber maintain its integrity. By working together, we can maintain a healthy and productive environment.

### **Does leadership really want me to report concerns?**

Yes. If you see something that violates Schreiber's policies or standards, we want to hear about it. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our partners. Also, offering positive input may help identify issues that can improve corporate culture and performance.

### **Where do the reports go, and who can access them?**

Reports are entered directly on the Trust Line secure server to prevent any possible breach in security. NAVEX Global makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of concern and location. Each of these report recipients has been trained to keep these reports confidential.

### **Is this system an example of someone watching over me?**

The Trust Line allows us to ensure a safe, secure and ethical workplace. You're encouraged to seek guidance on ethical dilemmas or communicate a concern. Effective communication is critical in today's workplace, and this is a great tool to enhance that communication. We believe we have carefully chosen the best reporting tool to meet our needs.

## **Reporting Security & Confidentiality**

### **If I make a report from a company computer, will the server log identify me as the originator of the report?**

The Trust Line does not generate or maintain any internal connection logs with IP addresses. No information linking your PC to the Trust Line is available. In fact, NAVEX Global is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work computer, you have the option of using a computer outside of work (at an Internet café, at a friend's house, etc.) through the Trust Line secure website. Many people choose this option, as NAVEX Global's data shows that fewer than 12% of reports are generated during business hours.

### **Can I file a report from home and remain anonymous?**

A report from home, a neighbor's computer or any Internet portal will remain secure and anonymous, if you choose. An Internet portal never identifies a visitor by screen name and the Trust Line system strips away Internet addresses so that anonymity is totally maintained. Plus, NAVEX Global is contractually committed not to pursue a reporter's identity.

### **How can I be assured that the Trust Line will not reveal my identity?**

The Trust Line system is designed to protect your anonymity. However, if you wish to remain anonymous, the reporting party needs to ensure the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years..."

### **Is the telephone 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 Trust Line website. These reports have the same security and confidentiality measures applied to them during delivery.

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

There is a section in the report to identify yourself, if you choose.

## **Tips and Best Practices**

### **Why should I report unethical conduct if it doesn't affect me?**

Every partner plays an important role in helping Schreiber maintain its integrity. Unethical conduct, at any level, ultimately hurts the company and all partners, including you. Consider recent company scandals in the news to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. If you know of any incidents of misconduct or ethical violations, it's your duty to yourself and your coworkers to report it.

### **What should I do if I'm not sure if what I observed is a violation of company policy?**

File a report. The Trust Line 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 behavior go unchecked because you weren't sure.

### **If my leader or other leadership is involved in a violation, will they know if I report it?**

The Trust Line and report distribution are designed so that named parties are not notified or granted access to reports.

### **How do I know if my report has been received?**

When you file a report through the Trust Line website or telephone, you'll receive a personalized Report Key and are asked to choose a password. You can return to the Trust Line again either online or via telephone and access the original report to add more detail or answer questions from a company representative.

### **What if the company has further questions for me concerning the report?**

After you create a report, you'll receive a personalized Report Key and will be asked to choose a password. A company representative may ask questions within the report to add further information that will help resolve open issues. You're encouraged to return to your report (online or via phone) in the time specified to answer questions. You and the Trust Line have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex. All follow-up correspondences through the Trust Line will be held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

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

If you don't have access to or are uncomfortable using a computer, you can call the Trust Line toll-free line, which is available 24 hours a day, 365 days a year.

