

Reporting – General

Reporting Security & Confidentiality

Tips & Best Practices

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential whistleblower reporting tool hosted by NAVEX that allows employees to report improper conduct directly or anonymously.

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May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential report via either the telephone or the Internet. You will have the option to identify yourself or report anonymously.

What types of situations should I report?

The Company encourages individuals to raise questions and report instances of suspected improper practices or violations of the Company's policies or the law, including illegal or improper conduct by the Company itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies.

If I see a violation, should I report it to my manager, security, or human resources?

When you observe behavior that you believe violates our Code of Conduct or is otherwise unethical, we expect you to report it. You may report to your manager, People Partner, or other member of our management team. If you are not comfortable reporting the issue through those channels, we ask that you please report through the EthicsPoint company hotline.

Does management really want me to report?

Yes. You may have knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our people.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server and are accessible only by specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident.

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If I make a report from my company computer, will Ancestry be able to identify me as the report originator?

NAVEX does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to EthicsPoint is available. The EthicsPoint system also strips out internet addresses so they will not be visible.

Can I file a report and remain anonymous?

Yes. You may report anonymously.

Is the telephone toll-free hotline 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 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?

You can, and we encourage you to, identify yourself to ensure we can conduct a thorough investigation into your concerns.

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I am aware of some individuals acting unethically, but it doesn't affect me. Should I report it?

Ancestry promotes fair and ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees. If you know of any incidents of misconduct or ethical violations, we expect you to report it.

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. The EthicsPoint system will guide you through the reporting process. We would rather you report a situation that turns out to be harmless than let unethical behavior go unchecked.

What if my boss or other managers are involved in a violation?

The EthicsPoint system and report distribution ensure that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or if the company has further questions for me concerning my report?

When you file a report through the EthicsPoint website or call center, you receive a unique, randomized number called a “Report Key” and are asked to choose a password. You can return to the EthicsPoint system and access the original report to add more detail or answer questions posed by a company representative. You and the company can engage in an anonymous dialogue to discuss your report and resolve issues.

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

Yes. All EthicsPoint correspondence is held in the same strict confidence as the initial report.

What if I lose my Report Key or forget the password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Please mention in the new report that it is related to a report or question you previously submitted.

Can I still file a report if I don’t have access to the Internet?

Yes. If you do not have access to the internet, you can call the EthicsPoint toll-free hotline, to make a report.