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## About Quanta Services' Ethics Helpline

### What is the Ethics Helpline?

Quanta Services' Ethics Helpline is a comprehensive and confidential reporting tool to assist the management and employees of Quanta Services and its Operating Units in working together to address fraud, abuse, harassment, and other misconduct in the workplace, all while cultivating a positive work environment.

### Why do we need a system like the Ethics Helpline?

- 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.
- Publicly traded companies are required by law to maintain a tool to allow for employees and others to anonymously report certain issues to company management and the board of directors.
- An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.

# Reporting – General

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

Yes. With Quanta's Ethics Helpline, you have the ability to file a confidential, anonymous report via either the telephone or through the Ethics Helpline web-based platform

## What type of situations should I report?

The Ethics Helpline is designed for employees to report any violation of the requirements and expectations in our Code of Ethics and Business Conduct, or any other concern you have.

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

When you observe some behavior that concerns you, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, another member of your management team, or your local human resources representative. We recognize, however, that there may be a situation when you are not comfortable reporting the issue to these individuals. It is in such a situation that we encourage you to report your concern through the Ethics Helpline.

## Why should I report what I know?

We all have the right to work in a positive environment and with that right comes the responsibility to act in an ethical manner. We all have the responsibility to keep each other accountable. In addition, Quanta's Code of Ethics and Business Conduct requires you to report a violation of the Code if you know of it. By working together, we can maintain a healthy and productive work environment.

## Does management really want me to report my concern?

We certainly do. In fact, our Code of Ethics and Business Conduct requires you to report Code violations that you see. 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. When you report your concern, it minimizes the potential negative impact on Quanta, its Operating Units, and all our people, and improves our culture and performance.

## Where do these reports go? Who can access them?

Reports are entered directly on the Quanta Ethics Helpline secure server to prevent any possible breach in security. These reports are sent to specific individuals within the corporate Legal Compliance & Ethics and Internal Audit departments. These individuals are charged with evaluating the report, and conducting an objective, independent inquiry to determine if the report is true.

## Reporting Security & Confidentiality

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

Our Ethics Helpline system does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to the Ethics Helpline is available.

If you feel uncomfortable making a report on your work computer, you have the option of using a computer outside our work environment. The Ethics Helpline's secure website is generally available to the public, and accessing it does not require you to be using a device connected to the company's network.

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

When you report a concern to the Ethics Helpline, either over the phone or through the web platform, you always have the option to remain anonymous. As part of the intake process for the report, you will be asked to specify whether you wish to remain anonymous or not. When you choose to report anonymously, no employee of Quanta or an Operating Unit will be able to ascertain your identity if you choose to remain anonymous.

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

The Ethics Helpline system is designed to protect your anonymity if you choose to report anonymously. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, stating "From my cube next to Jan Smith..." or "In my 33 years...".

**Can I make an anonymous report through the the Ethics Helpline phone line too?**

Yes. When make a report through the Ethics Helpline phone line, you will be asked if you wish to make your report anonymously. You will be asked to provide the same information that you would provide if you were reporting through the web-based platform. An interviewer will type your responses into the Ethics Helpline system, and a report will be generated and sent to specific individuals within the corporate Legal Compliance & Ethics and Internal Audit departments. Whether you choose to report over the phone or through the web-based platform, the report that is generated has the same security and confidentiality measures applied to them during delivery.

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

We encourage you to identify yourself and provide your contact information when you make a report. This way, if the Quanta employee who is tasked with reviewing your report has additional

questions, we can contact you. If you choose to identify yourself, the reviewing employee will take all precaution to ensure that your report and your identity remain confidential to the greatest extent possible.

## Tips & Best Practices

### **I am aware of some unethical conduct, but it doesn't affect me. Why should I report it?**

At Quanta, we promote ethical behavior. 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. If you know of any incidents of misconduct or ethical violations, you have an obligation under our Code of Ethics and Business Conduct 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?**

If you suspect that there may be unethical behavior going on, you should report it, either to your supervisor, your local Human Resources representative, or to the Ethics Helpline. We prefer that you report a situation that turns out to be harmless than to let possible unethical behavior go unchecked because you weren't sure.

### **What if my boss or other managers are involved in a violation? Won't they get the report? What if they retaliate against me?**

The Ethics Helpline is designed so that implicated parties are not notified or granted access to reports in which they have been named. The reports that are generated by the Ethics Helpline go to certain trained individuals in the corporate Legal Compliance & Ethics and Internal Audit functions, and they are not distributed to your managers or supervisors. Quanta has a "no retaliation" policy, such that it is against company policy for any employee to retaliate against another employee who has made a good faith report of suspected misconduct. A "good faith report" means that you report all the information that you honestly believe to be true.

### **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 make a report, you receive a unique report key and are asked to choose a password. You can return to the Ethics Helpline 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. Depending on the type of information you provide, company representatives may respond to you requesting additional information. You will only know if there is a request for additional information if you log back into the system and check to see if there are any questions. Therefore, we strongly request that

you return to the site to check the status and answer any questions posed by company representatives.

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

All Ethics Helpline correspondences are held in the same confidence as the initial report.

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

You can file an Ethics Helpline 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 Ethics Helpline toll-free hotline, which is available 24 hours a day, 365 days a year.