



common questions

What happens when I call the Chevron Hotline?

24 hours a day, 7 days a week, a Contact Center Representative of NAVEX Global will answer your call and create a Hotline report based on the information you provide. They may ask you questions about your report to ensure they understand the information you are reporting. Please provide as much detail as you know to assist the investigation including names, dates, locations, and any supporting documentation. Before ending the call, the Contact Center Representative will read the transcribed report to you and ask if it is correct. If the report did not capture the information you provided, you may correct that information. When you have confirmed the report is correct, the representative will give you a unique report identification number and a password of your choosing. You must use the report identification number and the password you chose if you want to check on the status of your report or if you wish to add more information to your report. If a translator is needed, the Contact Center Representative will obtain a translator to speak to you.

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

May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you have the ability to file a report via either the telephone or the Internet.

Can I send my report via email or by letter?

Chevron prefers that you submit your report online or call the Hotline. When you file a report online, you may type your concern and upload any documents as an attachment. By filing your report online or by calling the Hotline, you will receive a report identification number and select your password. This will allow you to check the status of your report or submit additional information.

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 EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name and are asked to choose a password. You can return to the EthicsPoint 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.

I do not have my Hotline report identification number and password. What do I do?

You must have both the report identification number and password to check the status of your report. If you do not have the report identification number and password, you will have to file a new Hotline report. You will receive a new report identification number and select a new password. If this happens, you may mention in your new report that you filed a previous report.

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?

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment through the EthicsPoint secure website.

I would like more information about Chevron. May I file a Hotline report?

For all general inquiries about Chevron please visit our website at www.chevron.com or [contact us](#).