



OpenBark/EthicsPoint Frequently Asked Questions

Chewy is committed to conducting our business with honesty and integrity and in compliance with our [Code of Conduct and Ethics](#) and [Open Door](#) policies and applicable laws. Chewy has contracted with EthicsPoint, an external, third party provider of phone and web-based hotline services, to operate the [OpenBark Hotline](#). EthicsPoint is a safe and confidential reporting channel for team members to report concerns about fraud, abuse, and other suspected misconduct in the workplace.

Why does Chewy need a system like EthicsPoint?

- We believe that our team members are our most important asset. By creating open channels of communication through our [Open Door policy](#), we can promote a positive work environment.
- Effective reporting systems support our other efforts to foster a culture of integrity and ethical decision making.

May I report using either the Internet or the telephone to submit a report?

Yes. You can file a report in the manner most comfortable or convenient for you, including directly online at <https://chewy.ethicspoint.com> or via telephone at +1 (833) 381-BARK (2275). Representatives are available currently in English, Spanish, and French.

Can I file a report from home and remain anonymous?

The EthicsPoint system strips away IP addresses to maintain anonymity for those who want it. Additionally, EthicsPoint is contractually committed not to pursue a reporter's identity if they do not wish to disclose it.

What if I want to be identified with my report?

You may identify yourself in the reporting process if you wish.

What type of situations should I report?

The system is designed for you to report any concern you may have about believed questionable behaviors, or any suspected violations of our policies, procedures, and their implementation.

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

Under our [Open Door Policy](#), you are encouraged to raise concerns with your manager, the Legal Department, the Human Resources Department, or any member of the leadership team. We recognize, however, that there may be circumstances when you prefer not to do so and would rather you report anonymously than keep the information to yourself. EthicsPoint will ensure that your report gets to the appropriate people quickly and anonymously.

Why should I report what I know?

We all strive to work in a positive environment, and with that comes the responsibility of letting the appropriate people know if you believe someone is not acting appropriately or ethically.



I am not sure if what I have observed or heard is a violation of Chewy policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. We would rather you report a situation that turns out to be harmless than let any possible unethical behavior go unchecked.

Does management really want me to report?

Yes! In fact, we *need* you to report. You know what is going on within Chewy. Your reporting can minimize any potential negative impact on Chewy and contribute to improved culture and performances.

Where do these reports go? Who can access them?

EthicsPoint enters the reports directly on their server to prevent any possible breach in security and makes these reports available only to specific individuals within Chewy who are charged with evaluating the report, while maintaining the utmost confidentiality.

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

When you file a report either through the EthicsPoint website or call center, you receive a unique username and are asked to choose a password. You can return to the system again, either by Internet or telephone, to access the original report and answer questions posed by a Chewy representative, or simply to add further information that will help resolve open issues.

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

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

What does Chewy do to protect me from retaliation if I file a report?

Any team member who in good faith raises a concern or reports misconduct is doing the right thing and will not be subject to discipline or retaliation. Chewy will take appropriate action against any individual engaging in retaliatory conduct. If you feel you have been subject to retaliation because you filed a report, you should contact the OpenBark hotline (either online at <https://chewy.ethicspoint.com> or via telephone at +1 (833) 381-BARK (2275)). If you observe, or are asked to participate in, retaliation, you must also immediately report it. Consequences for retaliation can involve all levels of discipline, including termination.