

FAQs about the Compliance Assurance Reporting System (CARS)

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The Basics about CARS

What is CARS?

CARS is a reporting tool. It enables you to tell us anything concerning Cruise—its business practices, its product, and the conduct of its employees and partners—that you think might be illegal, unethical, unsafe, or a violation of our policies. And CARS can be used by anyone: Cruise’s employees, former employees, vendors, suppliers, customers, contractors and others. CARS is hosted by a third-party called NAVEX. So, if you want to report a concern anonymously, you can be confident that your report will only be sent to us on a confidential and anonymous basis.

Why do we need a system like CARS?

One of Cruise’s core Behaviors is to #BeHumble. We constantly strive to make ourselves better, including when it comes to meeting our legal obligations and living up to the high standards we set for ourselves. CARS helps us do that. By enabling open and honest communication, including about the ways that we might’ve fallen short, CARS lets us hear about concerns early on, so we can address them promptly and #StayFocused on achieving our mission.

When, How and Why to Report via CARS

How can I submit a CARS report?

You decide how you want to report. You can either submit a form via this website (getcruise.com/hotline) or you can call the 24/7/365 hotline (1-833-887-2277). Either way, you can report anonymously. The way you report will not impact how we treat the information you provide.

What type of situations should I report?

CARS can be used to report anything concerning Cruise—its business practices, its product, and the conduct of its employees and partners—that you think might be illegal, unethical, unsafe, or a violation of our policies.



These are things like workplace misconduct, theft, financial impropriety, safety issues, and possible violations of privacy, export controls, and environmental laws. In short, you should report any concerns you have that Cruise and its people are not living up to our legal obligations, policies, or values. We would rather you report a concern and it end up being nothing than the alternative.

If I see a violation, shouldn't I just report it to my manager, Security, or Human Resources and let them deal with it?

You can do that, too. If you see some behavior that you believe violates the law, our values, or our policies, we expect you to report it. Ideally, you'd bring any concern to your direct manager, to a team like HR or Security or Facilities or Legal, or to another member of our leadership. But we also understand that there are situations when you might prefer to report on-line or over the phone—perhaps because you'd like to report anonymously, or just because it's more convenient or less awkward. CARS gives you an additional option, so that you always have some way to report that you're comfortable with.

Why should I report what I know? What's in it for me?

You should report what you know because, for one, it's the right thing to do. Working together means looking out for each other and speaking up to get help if there's a concern. Beyond that, all of us have a stake in getting this right. Cruise's long-term success hinges not just on our being innovators in technology, and on our being pioneers in new business models, but also on our being leaders in safety, security, responsibility, and integrity. We need customers to trust us with their safety and that of their loved ones. We need civil society groups to have faith in us as a reliable partner. And we need governments to have confidence in us as a positive force in the communities where we operate.

Does management really want me to report?

Yes. Yes. YES. A thousand times yes. We do. In fact, we need you to report. To #StayFocused on achieving our mission, we need to hear about concerns early on, so we can minimize the potential negative impact on the company and its people. But, especially as we grow, no single person or small group can know everything that is happening at our company. That's why we want everyone—our employees, former employees, vendors, suppliers, customers, contractors and others—to work as one team and tell us when we've fallen short. It's the only way we'll make ourselves better.

Where do these reports go? Who can access them?

When you submit a CARS report, you provide information to the third-party provider Navex that operates this website and the 24/7/365 hotline (1-833-887-2277). From there, your report gets input to a secure server that's only available to specific Cruise employees. Those Cruise employees evaluate the report based on the facts provided. For example, a report about harassment would likely get routed to HR for review, while a report about a workplace safety issue would go to our Facilities team. Every Cruise employee who can access CARS reports



has had training in keeping them confidential. Furthermore, only people who need to see the specific kind of report are given access to view it.

Isn't this system just an example of someone watching over me?

Who's the "someone" you refer to? One of Cruise's core Behaviors is to #StayStafe. It states in part: "we act with integrity and do what's right, even when nobody's looking." But if any of us falls short, it impacts all of us. We should all be looking out for each other and for the people our company touches. CARS helps us do that.

Reporting Security & Confidentiality

It's my understanding that my Cruise computer generates a server log that shows every website it connects with. Won't this log identify me as a report originator?

Good question! No. CARS does not generate or maintain any internal connection logs with IP addresses, so there's no information linking your work computer to the CARS report. In fact, the third-party provider Navex is contractually committed not to pursue a reporter's identity. Even so, if you don't feel comfortable submitting a report from your work computer, you can always use the 24/7/365 hotline (1-833-887-2277) or another computer from outside Cruise's systems, like a personal computer, a friend's machine, or at the library.

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

Yes. Reports from any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the CARS system strips away Internet addresses. Plus, the third-party provider Navex is contractually committed not to pursue a reporter's identity. If you do decide to report anonymously, provide as much information as possible to aid our investigation, since we won't easily be able to follow-up with you.

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

The CARS system is designed to protect your anonymity. However, you (as a reporting party) need to be careful to ensure that the information you provide does not accidentally reveal your identity. For example, you would want to avoid circumstantial hints such as "From my desk next to Kelsey Bjelajac, I saw . . ." or "In my 4 years working with Eli Atkins in the garage . . .".

Is the hotline confidential and anonymous too?



Yes. Submitting a report via the 24/7/365 hotline (1-833-887-2277) is the same, in substance, as submitting a report on this website. You will be asked to provide the same information that you would provide on the web-based report form. It's just that the interviewer you speak to will type your responses into the CARS system. Reports made on the phone hotline have the same security and confidentiality measures applied to them as web-based reports.

What if I want to be identified with my report?

That's great! In the report, you'll have the opportunity to identify yourself. In fact, that can help us address your concern. We take all reports seriously, anonymous or not, and we'd rather you report anonymously than not report at all. However, reports made anonymously can be harder to investigate, since we can't easily seek follow-up.

Tips & Best Practices

I am aware of some individuals involved with unethical conduct, but it doesn't directly affect me. Why should I bother reporting it?

For one, you should report what you know because it's the right thing to do. Part of working together is looking out for each other and speaking up to get help if there's a concern. Beyond that, anything happening at Cruise does impact us all. We all have a real stake in getting this right. Cruise's long-term success hinges on our being leaders in safety, security, responsibility, and integrity. "We act with integrity and do what's right, even when nobody's looking." But if any of us falls short, it can impact all of us.

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?

Report your concern. You don't need to be sure that what you know amounts to a violation. If you're concerned, that says something. Report. We would rather you report a concern and it end up being nothing, than let possible unethical behavior go unreported. And there's no harm in raising your concern or asking the question. We'll support you when you speak up in good faith.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

CARS is setup so that the people involved in a report are not notified or granted access to the reports in which they have been named. That's true at the highest levels of the company.



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 submit a CARS report, you will receive a unique Report Key and be asked to choose a password. Please write the Report Key down and keep it in a safe place. You can use the Report Key, along with your chosen password, to return to your report in the CARS system (either by Internet or telephone) anytime. There, you can add more details and answer any follow-up questions posed by the person handling your report. We strongly suggest that, 3-5 business days after reporting your concern, you return to CARS so that you can respond to any follow-up.

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

Yes, all CARS correspondence is held in the same strict confidence as your initial report.

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

Yes. If you can't or don't feel comfortable submitting a report from a computer, you can always use the 24/7/365 hotline (1-833-887-2277).