

Nufarm Integrity Helpline Frequently Asked Questions

About the Nufarm Integrity Helpline and NAVEX Global.

Why has Nufarm appointed NAVEX Global to run their Integrity Helpline?

The Integrity Helpline is a comprehensive and confidential reporting tool created by NAVEX Global to assist management and employees to work together in addressing fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

What is Navex Global? What do they do?

NAVEX Global is an independent third party service provider that has been engaged by Nufarm to administer the “Integrity Helpline” and case management system.

NAVEX Global enable the transmission of concerns through the helpline to Nufarm, it is not their role to investigate or take action to address the reported concern.

Why does Nufarm need a system like this?

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.

An effective reporting system will enhance our other efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

What if this is an emergency?

If you are concerned about an immediate threat of physical harm or damage to property, you should contact your local emergency services and **not** the Integrity Helpline.

May I report using either the Internet or the telephone?

Yes. With the Integrity Helpline, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of concerns should I report?

The Integrity Helpline system is designed for employees to report any violation of our stated Code of Conduct.

In Europe the laws largely limit reports to incidents relating to financial, accounting and auditing matters. Other countries allow broader reporting. You will be advised as to whether the report you wish to file may be accepted by the Helpline. If it cannot be accepted you will be asked to report it directly to your direct manager or a representative from HR, Legal or Nufarm management.

When should I use the Integrity Helpline?

Ideally, if you are comfortable, concerns should be raised directly with your direct manager, someone in HR or legal or another member of the Nufarm management team. This can often be the most effective way of addressing a concern as quickly as possible. We recognize, however, that there may be circumstances when you are not comfortable reporting the concern in this manner. It is for such instances that the Integrity Helpline was created.

Why is it important to report a concern?

The Nufarm Code of Conduct requires that our employees speak up and report conduct that is believed to violate our Code or the law. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company.

Do management really want me to report a concern?

Absolutely! In fact, we need and require you to report conduct known or suspected with reasonable grounds to be illegal, unethical, or otherwise violate our Code of Conduct. You may have knowledge of an activity that may be cause for concern. Your reporting can minimise the potential negative impact on the company and our people and offer us an opportunity to be better.

Where do these reports go? Who can access them?

Reports are entered directly on the NAVEX Global secure server to prevent any possible breach in security. NAVEX Global 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. These individuals have received training in maintaining the confidentiality of any reports that have been made. Information will only be shared with those who have a need to know it, in order to conduct an appropriate investigation.

Is it possible to make a report anonymously?

This may be possible in some countries, however, this is prohibited by law in others. If legally permitted, you can make an anonymous report through the Integrity Helpline, using either the web-based form or the telephone helpline.

Is it possible to follow up if I report anonymously?

Yes it is. Once you have completed your anonymous submission, you will be given a report key. At this stage, you will be asked to create a password which you will need to follow up on your report. Please check back to monitor the progress and add any additional information. This will allow you to answer any follow-up questions from the Nufarm Team without compromising your identity if you have chosen to remain anonymous.

Does it help if I identify myself?

Investigating a report is usually faster and more efficient when the Nufarm Team is able to follow up on the issue directly with the person reporting the matter. If you have identified yourself, reasonable efforts will be made to respect your confidentiality. Nufarm will not tolerate any form of retaliation for reporting a concern where there was reasonable grounds to.

What if I am worried about retaliation?

Nufarm will not tolerate any adverse actions being taken against employees who has reasonable grounds to report a concern. If you feel you have been adversely affected due to raising a concern, please report it so it can be investigated appropriately.

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

You can file a report from any computer that can access the Internet. If you don't have access to or are uncomfortable using a computer, you can call the toll-free hotline, which is available 24 hours a day, 365 days a year. This service is available in multiple languages, please state your language to request an interpreter. This may take a few minutes.

Is the telephone toll-free hot line 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 NAVEX Global site. These reports have the same security and confidentiality measures applied to them during delivery.

What should I do if the telephone number is not working?

If the telephone number listed above is not functioning, please make your report online through the web intake site. Please indicate in the report that the telephone number did not work.

Reporting Security & Confidentiality

How can I trust that my identity will be confidential if I report through the Integrity Helpline?

NAVEX Global does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to NAVEX Global is available. In fact, NAVEX Global is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café, at a friend's house, etc.) through the Nufarm Integrity Helpline secure website.

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

The NAVEX Global system is designed to protect your anonymity. 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, "From my cube next to Jan Smith..." or "In my 33 years..."