

ETHICS HELPLINE FREQUENTLY ASKED QUESTIONS (FAQS)

WHAT IS THE ETHICS HELPLINE?

The Ethics Helpline is a confidential, 24-hours-a-day, 365-days-a-year service that one can use to raise concerns, ask questions, or report problems. The Ethics Helpline is administered by a third party, NAVEX Global, to help maintain confidentiality and, when requested, anonymity.

WHO IS NAVEX GLOBAL?

NAVEX Global is a third-party, independent reporting service that operates the Ethics Helpline on behalf of Rush Enterprises. When you contact the Ethics Helpline, you do not have to give your name, and your call or IP address will not be recorded.

HOW DO I CONTACT THE ETHICS HELPLINE?

There are two ways to contact the Ethics Helpline:

- Via telephone: 844-825-9484.
- Via the web: RushEthics.com.

WHEN SHOULD I USE THE ETHICS HELPLINE?

You should use the Ethics Helpline in the following circumstances:

- If you believe that issues are not being resolved, either through the existing managerial chain of command or other reporting options.
- If you do not feel comfortable reporting through normal channels.
- If you would like confidential assistance on questions and/or issues.
- If you wish to remain anonymous when filing a report.

WHAT TYPE OF ISSUES SHOULD BE REPORTED?

Potential violations of the law, regulations, policy, or the Rush Driving Principles that you believe are not being handled properly should be reported. Such potential violations could include, but are not limited to: discrimination, harassment, retaliation, conflicts of interest, inappropriate behavior, unfair employment practices, substance abuse, threats and physical violence, bribery, insider information, fraud, theft, falsification of documents, accounting irregularities, securities fraud, and antitrust matters.

IS THE ETHICS HELPLINE FOR EMERGENCIES?

The Ethics Helpline is **not intended for emergency use**. If you need emergency assistance or believe a crime is in progress, call 911 (or your local equivalent) immediately.

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WHAT HAPPENS WHEN I CONTACT THE ETHICS HELPLINE?

A customized web intake form or a professional interview specialist will document your concerns and relay the information to the designated Rush Enterprises official for review, possible investigation, and follow up. Reports are handled promptly and are treated as confidential and privileged to the extent possible.

After this interaction, you will receive a unique report ID number, a personal identification number (PIN) and a follow-up date (14 days from the date of your report). You may return to the NAVEX system and add more information to help resolve open matters at any time. On the follow-up date, you will be provided with a brief message and may be asked questions submitted by those reviewing your report to help them resolve it.

WHAT IF I ONLY SUSPECT SOMETHING IS WRONG?

You should report your concern. Many issues are discovered through tips from honest people who are not sure of all the facts. This type of good-faith reporting is encouraged as well as acceptable, keeping in mind that the intent of the report is to bring the issue to light, not to be malicious or hurtful.

CAN I USE THE ETHICS HELPLINE TO ASK A QUESTION?

Yes. Your question will be logged and relayed to the designated Rush Enterprises official for answering.

CAN I REPORT A CONCERN EVEN IF I AM NOT EMPLOYED BY RUSH ENTERPRISES?

Yes. Individuals who are not employees of the Company may use the Ethic Helpline.

WHAT IF I REMEMBER SOMETHING IMPORTANT ABOUT THE INCIDENT AFTER I FILED THE REPORT?

You may add information to your report at any time by returning to the online web form or by calling back in and providing your report number and PIN. We strongly suggest that you return to the site 14 days after filing a report or asking a question to answer any questions submitted by those reviewing the report or question. This will help to expedite a resolution to your report or answer your question. All follow-up correspondence is held in the same strict confidence as the initial report or question.

WHAT IF I STILL HAVE QUESTIONS ABOUT THE ETHICS HELPLINE?

If you have questions or concerns about the Ethics Helpline, you may contact the Company's Chief Compliance Officer at EthicsandCompliance@RushEnterprises.com or call 830-302-5200.