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# Frequently Asked Questions

## Why does Guidehouse have an ethics hotline?

Our employees are our most important asset. The Hotline provides our employees with a means to confidentially, and, if desired and in compliance with local laws, anonymously, report an activity that may involve unethical or illegal behavior. The Hotline allows employees who do not feel comfortable using any of the usual channels of communication concern (e.g., human resources, their supervisor or partner) to raise a concern.

## Why do we use a third-party vendor?

The Guidehouse Ethics Hotline is operated by an independent external organization, NAVEX, which provides confidential and, if so desired, anonymous hotline reporting solutions for organizations worldwide. Using a third-party provider allows for anonymous reporting and allows employees to submit reports 365 days a year, 24/7, and from any location.

## Who can contact the ethics hotline?

Guidehouse employees or external parties (clients, vendors, or others) can contact the Hotline either via telephone or via the internet.

## How does the Hotline work?

### *By website*

If you submit a report via the Guidehouse Hotline, the site will prompt you to provide the information that is required to investigate a concern.

You will be given the option to either remain anonymous or to provide your name and contact details. Please note in some locations anonymity is not available because of local laws/regulations.

Once you have completed your report, you will be provided with a Report Key and asked to create a password. You can return to the site any time after submitting your report for an update, using your Report Key and password to access the report. A member of the Guidehouse Ethics & Compliance team will acknowledge your report and may also have follow-up questions in order to investigate the matter further. This correspondence can be done through the site to preserve anonymity if so requested.

### *By Telephone*

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Your call will be answered by a qualified NAVEX call center specialist. During the call, you will be asked whether or not you wish to remain anonymous (in some locations anonymity is not available because of local laws/regulations.) You will be given the option to have your identity and contact information made available to Guidehouse or to remain anonymous.

NAVEX will ask you for relevant information. At the end of the call, you will be given a Report Key and you will be asked to create a password. If you want to call back later, the Report Key and password will enable NAVEX to access information about your report.

Whether you submit your report by website or phone, details of the report will be sent to Guidehouse Ethics & Compliance for follow up.

## **How will I know what happens as a result of my report?**

Depending on the complexity of the case, some investigations may take time to complete. In some cases, you may be asked for more details about the case in order for us to investigate the matter further. If you chose to give your name and contact information, you may be contacted by appropriate personnel at the location where the report arose.

For confidentiality reasons, details of the investigation or outcome may not be shared with you.

## **If I call the Hotline, will my call be recorded?**

No. However, in order to create a report, Hotline staff will take notes of your call.

## **Can I make a report to the ethics hotline anonymously? If I identify myself, will my identity be kept confidential?**

You do not have to identify yourself when you make a report to the Hotline, although we do encourage you to do so. We may be able to do a better job of investigating your concern if you let us know who you are and how to reach you. If you do provide your name or other identifying information, your identity will be treated as confidential to the greatest extent possible while allowing us to conduct an investigation.

## **Is it possible that my hotline call can be traced back to me by using 'Caller ID'?**

No. Caller identification is disabled for all incoming calls.

## **Who responds to the reports that are logged with the ethics hotline?**

Reports are routed to designated personnel within Guidehouse Ethics & Compliance.

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## **What happens if the recipient of the report is the subject of the concern?**

The NAVEX system checks the name reported against the names of those in the report distribution and flags any possible conflicts. Where this occurs, the person named in the report will be removed from the recipient list for the specific report.

## **Can I get into trouble for submitting a report to the Hotline? Do I need proof that someone is doing something wrong before making a report?**

We encourage you to report any legitimate, good-faith concerns, even if you do not have proof of wrong-doing. Of course, making intentionally false allegations through any channel is a serious legal matter.

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