



EthicsPoint Frequently Asked Questions

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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX Global that enables management and employees to work together to address fraud, abuse, and other misconduct in the workplace while cultivating a positive work environment.

Why do we need EthicsPoint?

Our employees are our most important asset. By creating open channels of communication, we promote a positive work environment and maximize productivity.

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

The ability to submit an anonymous report is an important aspect of Acuren's compliance system, which supports our Code of Conduct and Respectful Work Place policy. This function allows Acuren to ensure a safe, secure and ethical workplace that puts integrity and people first. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

Reporting

May I report using either the Internet or the telephone?

Yes. You can file a confidential, anonymous report via either the telephone or the Internet.

1- 833-706-0061 (USA and Canada) or 0800-048-8581 (UK) or <http://acuren.ethicspoint.com/>

What types of situations should I report?

EthicsPoint allows employees to report any violation of our stated Code of Conduct and any other concern you may have regarding unethical behavior or practices.

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

Ideally, you should bring concerns to your direct manager, Human Resources, or any member of our Management or Executive Team. However, we recognize there may be circumstances when you are more comfortable filing an anonymous report, so EthicsPoint provides an anonymous reporting option. When you observe behavior that you believe violates our Code of Conduct, we expect you to report it, either to HR or management, or anonymously via EthicsPoint.

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

We all have the right to work in a positive environment, and with that right comes the responsibility of acting in an ethical manner and speaking up if someone is not acting appropriately. This is about acting with integrity always, putting people first, and taking pride in our work so we can all grow together. By working together, we can maintain a healthy, respectable, and productive work environment.

Does management really want me to report?

We certainly do. In fact, we *need* you to report. You might have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on our people and the company.

Where do these reports go? Who can access them?

Reports are kept confidential and only shared on a need-to-know basis. They are entered directly into EthicsPoint's third-party secure server. The system makes these reports available only to specific individuals within the company who are responsible for evaluating the report based on the type of violation alleged.

Security & Confidentiality

Don't company computers generate server logs that show every website that my PC connects with? Won't this log identify me as the report originator?

NAVEX Global does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

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

If you feel uncomfortable making a report on your work PC or mobile device, you have the option of reporting through the EthicsPoint secure website using a PC outside our work environment (such as one located at home, a library, or a friend's house).

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained.

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

The system protects your anonymity. However, if you wish to remain anonymous, you need to ensure that what you write in the body of the report does not reveal your identity. Including language like, "From my cube next to Jan Smith..." or "In my 33 years in this position..." could compromise your anonymity.

Is the telephone hotline confidential and anonymous too?

Yes.

What if I want to be identified with my report?

There is a section in the report to identify yourself, if you wish.

Tips & Best Practices

I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?

It does affect you. All unethical conduct, at any level, ultimately puts all employees and the company at risk. All employees are expected to live up to Acuren's core values: people first, integrity always, pride in our work, and growth together. Ignoring unethical behavior does not align with company values, or with the responsibility you hold as a member of this company. If you know of any incidents of misconduct or ethics violations, it is your duty to report it.

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?

File a report. The system will guide you through the process and can help you prepare your report. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

What if my boss or other managers are involved in a violation? Will they get the report?

The system ensures that implicated parties are not notified or granted access to reports in which they have been named.

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 a report, you receive a unique, randomized number called a "Report Key" and you are asked to choose a password. You can access the original report by phone or internet to add more detail or answer questions posed by a company representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

Are these follow-ups as secure as the initial report?

All correspondence is held in the same strict confidence as the initial report.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.

Can I still file a report if I don't have internet access?

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.