FAQs for Radius Global Infrastructure, Inc. and its subsidiaries (collectively, the "Company") regarding the *EthicsPoint* reporting system.

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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 problems in the workplace while cultivating a positive work environment.

## Why do we need a system like EthicsPoint?

• Our employees are our most important asset. By creating open channels of communication and an effective reporting system we aim to promote a positive work environment, maximize productivity, and foster a culture of integrity and ethical decision-making.

# Reporting - General

#### May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential and even an anonymous report via either the telephone or the Internet.

### What types of situations should I report?

The EthicsPoint system enables you to report any violation of our stated Code of Conduct and other Company policies or other concern you may have.

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

When you observe some behavior that you believe violates our Code of Conduct or other Company policies, we expect you to report it and, yes, you may always raise any concerns directly with your manager, human resources or some other member of the management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with NAVEX Global. We would rather you report anonymously than keep the information to yourself.

## 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 letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment and avoid or eliminate conduct that can threaten the Company's success.

### Does management really want me to report?

Yes. In fact, we *need* you to report. You know what is going on in the Company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can <u>minimize</u> the potential negative impact on the Company and our people. Also, offering positive input may help identify issues that can improve corporate culture and performance.

#### Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server. 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. Each of these report recipients has had training in keeping these reports in the utmost confidence.

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

No. EthicsPoint is a positive aspect of our overall philosophy that allows us to ensure a safe, secure and ethical workplace. 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.

# **Reporting Security & Confidentiality**

It is my understanding that any report I send from a Company computer generates a server log that shows every website with which my PC connects. Won't this log identify me as the report originator?

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

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 or at a friend's house) through the EthicsPoint secure website. Many people choose this option, as NAVEX Global's data shows that fewer than 12% of reports are generated during business hours. In addition, you also have the option to file a report anonymously by telephone (see below).

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

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 EthicsPoint system protects 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, you would want to avoid using phrase such as "From my cube next to Jan Smith..." or "In my 33 years...".

Further, the Company strictly prohibits any adverse action being taken against those employees making good faith reports of potential misconduct, regardless of the results of such reporting.

#### 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 EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

### 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?

Our Company promotes ethical behavior. All unethical conduct, at any level, ultimately hurts the Company and its employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a lapse in ethics can have on an otherwise healthy company. If you know of any incidents of misconduct or ethical violations, consider it in your interest 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. NAVEX Global can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out is not improper than let possible unethical or inappropriate behavior go unchecked.

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

The EthicsPoint system and report distribution ensure that implicated parties are not notified or granted access to reports in which they have been named. Those parties would likely become aware of any inquiry as a result of being questioned by members of the management team investigating the report, but they would not be informed there was a tipster, let alone the identity of that tipster before any remedial actions are taken. Further, the Company strictly prohibits any adverse action being taken against those employees making good faith reports of potential misconduct, regardless of the results of such reporting.

# 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 at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report 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 on reports as secure as the first one?

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

## 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.

## Will I be kept apprised of the status of the Company's investigation into my report?

Not necessarily. Unless you are directly affected by the behavior at issue, you may not know the extent of any action the Company takes or decisions it makes involving the personnel that is subject to your report. This is to protect the confidentiality of other affected employees and the reporting process in general.

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

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.