

# FAQs Ethics and Compliance Help Center

## **What is the Ethics and Compliance Help Center? What is EthicsPoint?**

The Ethics and Compliance Help Center is a comprehensive and confidential reporting tool to enable any concerned individual to voice their concerns or [report](#) suspected criminal or illegal activity, unethical behavior or misconduct. All reports of violations are taken seriously, treated confidentially and investigated promptly.

EthicsPoint is an independent company that provides secure, confidential telephone and web-based systems to use by those who wish to [report](#) a concern regarding business conduct. Premier is one of many companies that contracts with EthicsPoint for this service in the belief that potential reporters will be more comfortable reporting a concern if they knew they will be reporting to a professional, third party. In addition to providing service 24 hours a day, seven days a week, EthicsPoint offers translation services that allow telephone and web reports to be made in dozens of languages.

## **What happens when I contact the Ethics and Compliance Help Center website?**

When you log on, a series of prompts will instruct you how to accomplish your task. When filing a [report](#), you will be asked to provide the most detailed information possible about the incident. You may choose to remain anonymous when submitting your question or [report](#), however, doing so may limit a full investigation of the matter. Your report will be forwarded to the Chief Ethics & Compliance Officer and Senior Director of Corporate Compliance to evaluate the report.

When submitting your question or [report](#), you will be provided a Report Key and asked to create a personal password. You will need this information to access the “Follow-up on a Report” section of the website to check the status of the matter you reported. We ask you to follow up on your inquiry or report within three to five business days. You may return to the Ethics and Compliance Help Center again through the website or telephone to add more detail or answer questions posed by Premier.

Continued follow up on a matter is particularly important for anonymous reports, where we have no other means to communicate with you, the reporter. All Ethics and Compliance Help Center correspondence is held in the same strict confidence as the initial report.

## **What happens when I call the Ethics and Compliance Help Center Helpline?**

The Helpline is administered by a third-party, EthicsPoint, Inc. When you place a call to the Helpline telephone number, the EthicsPoint call center specialist will capture your question or report, asking you to provide detailed information. You may choose to remain anonymous when speaking with the call center specialist, however, doing so may limit a full investigation of the matter. You should be prepared, if you are willing, to provide the names of witnesses and potential victims of the alleged unethical conduct to increase the success of an investigation into your complaint. Your report will be forwarded to the Chief Ethics & Compliance Officer and Senior Director of Corporate Compliance to evaluate the report.

The call center specialist will provide you with a Report Key and ask you to create a password for you to access the “Follow-up on a Report” section of the Ethics and Compliance Help Center website, and check the status of the matter you reported within three to five business days.

Continued follow up on a matter is particularly important for anonymous reports, where we have no other means to communicate with you, the reporter. All Ethics and Compliance Help Center correspondence is held in the same strict confidence as the initial report.

**What if this is an emergency?**

Concerns about an immediate threat of physical harm or damage to property should not be reported to the Ethics and Compliance Help Center. If you require emergency assistance, please contact your local emergency services or call 911.

**Should I [report](#) my concern through the Ethics and Compliance Help Center, my manager or the human resources department?**

When you observe behavior that you believe is inappropriate, we expect you to speak up and [report](#) it. Ideally, you should bring any concerns forward to your manager, the Chief Ethics & Compliance Officer or human resources department, whichever is appropriate.

If you are uncomfortable reporting your concern, if you do not know whom to contact, if you believe your concern has not been satisfactorily addressed, or if you wish to remain anonymous unless restricted by local privacy laws, please proceed with the filing of a [report](#) through the Ethics and Compliance Help Center.

**How can I [report](#) my concern to the Ethics and Compliance Help Center?**

If you wish to report business conduct concern involving Premier, you may complete a [report](#) on this website, or you may speak with an EthicsPoint call center specialist, which answers calls to the Helpline. Regardless of which option you select, you will have the option to remain anonymous, if you so choose.

- Web-based form: To make a report from this website, [click here](#).
- Ethics and Compliance Helpline (operated by EthicsPoint): **866.294.3701**

**Should I identify myself?**

Premier handles inquiries and investigations with sensitivity and the utmost discretion. The substance of your inquiry and your identity (if you choose to provide your name) is disclosed on a strict need-to-know basis, to the extent deemed necessary by Premier to conduct a proper investigation and to respond appropriately. To defer the potential for actual or perceived retaliation, confidentiality is maintained to the full extent legally possible and balanced with the need to ensure a thorough investigation. Many investigations can be more quickly and efficiently completed when the reporter is identified because it allows Premier's investigator to follow up directly with the reporter.

**May I [report](#) my concern anonymously?**

You may also [report](#) your concern anonymously by using either the web-based form or the Ethics and Compliance Helpline, which is operated by EthicsPoint. If you choose to make your [report](#) anonymously, you will be provided with a Report Key and asked to create a password. You will need to retain these to return to the report you previously submitted. When you check back, you can monitor the progress of your concern and add additional information, if necessary. This will also allow Premier to ask follow-up questions, while protecting your anonymity.

**How can I monitor progress on my concern?**

At the end of your telephone call or web-based [report](#), EthicsPoint will provide you with a Report Key and ask you to create a password. You will be asked to telephone Premier's Ethics and Compliance Helpline, operated by EthicsPoint, or visit the Ethics and Compliance Help Center three to five business days after you make your initial report. At that time, you can monitor progress on your report and learn whether any additional information is needed from you to address your concern.

**What should I do if I lose my Report Key or password?**

Because of the high level of confidentiality that is maintained for reports, if you lose your Report Key or password, you will be required to file a new [report](#). You can mention in the new [report](#) that this matter relates to another report you submitted earlier.

**What if I face retaliation?**

Premier prohibits any employee from being subject to harassment, disciplinary or retaliatory action by the company, or any of its employees or agents as a result of the workforce member's good faith submission of their compliance concern or issue regarding potential violations of laws, regulations or company policies. You will not be penalized for contacting the Corporate Compliance department, the Ethics and Compliance Help Center or any other source in good faith whether or not the matter reported ultimately proves to be a violation. "Good faith" means you believe the information you are providing in support of a compliance concern is true based on the existing information.

If you believe you have faced retaliation of any kind, please [report](#) it so that Premier can investigate. Premier will take disciplinary action up to and including termination of employment against any employee who is involved in retaliation.

**Does management really want me to [report](#)?**

They certainly do. In fact, they need you to [report](#). You may have knowledge of an activity that may be cause for concern. Your willingness to report may minimize the potential negative impact on the company and our members, and, most importantly, help to alleviate a difficulty you might be facing. Also, offering input may help identify issues that can improve corporate culture and Premier's overall performance. Each employee has an obligation to promptly speak up if he or she has a question, concern, or need to [report](#) a possible violation of our Code of Conduct, company policies, or suspected criminal or illegal activity. Please do not assume that someone else is going to raise the concern. Unless you speak up, Premier may not have the chance to investigate and address the situation.

**Is there another option to submit my concerns?**

You may also submit concerns regarding accounting, internal controls, financial reporting, auditing or other ethical matters to Premier's Audit and Compliance Committee Chair, c/o Chief Ethics & Compliance Officer, 13034 Ballantyne Corporate Place, Charlotte, NC 28277.

**EthicsPoint is NOT a 911 or Emergency Service:**

Do not use this website to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities or call 911.