

## Common Questions

### Overview

#### What is the Blue Origin Hotline?

The Blue Origin Hotline is a comprehensive and anonymous reporting tool created by Navex Global that enables Blue Origin to effectively address fraud, abuse, and other misconduct in the workplace.

#### Why do we need a system like this?

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 an open-door culture based on honesty, integrity, and mutual respect.

#### Who is Navex Global?

Blue has partnered with Navex Global to manage the reporting system for us. Their system has been thoroughly vetted and is currently used by over 13,000 customers both domestically and abroad.

Navex Global is the worldwide leader in integrated risk and compliance management software and services that help organizations manage risk, address complex regulatory requirements, build corporate ESG programs, and foster ethical workplace cultures. When you call to submit a report, a Navex Global Communications Specialist will gather all the details to initiate an investigation.

### Reporting

#### How do I make a report?

You may file a report by phone, via the Blue Origin Hotline website or mobile website via QR code.

Whatever method you choose, know that Blue handles all reports with the utmost discretion, and reports remain confidential to the extent possible consistent with the law and Blue's need to appropriately address the matter.

#### What types of situations should I report?

The Blue Origin Hotline system allows reporting on any violation(s) of our stated Mission Success Policy, or any other concern you may have, including asking questions.

#### If I see a violation, shouldn't I just report it to my manager?

When you observe some behavior that you believe violates our Mission Success Policy, we encourage you to report it. We want you to feel comfortable bringing your concerns directly to your manager, HR, or Security, if necessary.

We recognize, however, that there may be circumstances when you are not comfortable reporting an issue in this manner. For this reason, we have partnered with Navex Global as we would rather you report anonymously than keep the information to yourself.

#### Why should I report what I know?

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 right people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment.

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

Reports are entered directly on the Navex secure server. Navex Global makes these reports available only to specific individuals within Blue Origin 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.

## Security & Confidentiality

### If I send a report from a company computer, can I be identified in any way?

Navex Global does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer is available.

If you feel uncomfortable making a report on your work computer, you have the option of using a computer outside our work environment through the secure website. Many people choose this option, as Navex Global's data shows that fewer than 12% of reports are generated during business hours.

### Can I file a report from home and 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 Navex system strips away internet addresses so that anonymity is totally maintained.

### Is the telephone toll-free hotline 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 Blue Hotline website. These reports have the same security and confidentiality as internet-based reports.

### What if I want to be identified with my report?

If desired, you can opt to identify yourself when filing a report.

### I'm worried about making a complaint of misconduct under our policies. Am I protected from retaliation?

Blue Origin policies such as our Human Resources' Equal Employment Opportunity and Anti-discrimination Policy and Ethics Policy strictly prohibit any form of retaliatory behavior against anyone who in good-faith raises concerns under the Policies or participates in an investigation of such concerns under the Policies.

## Tips & Best Practices

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

All unethical conduct, at any level, ultimately hurts the company, including you. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

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**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 would rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

**What if my manager or other managers are involved in a violation?**

The system and report distribution ensure 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 at the website or through the 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. We strongly suggest that you return to the site in the time specified to answer company questions. Once you file a report, you and Blue enter into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

**Are these follow-up dialogues on reports as secure as the initial report?**

All 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.

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

If you do not have access to the internet or are uncomfortable using a computer, you can call the toll-free hotline, which is available 24 hours a day, 365 days a year.