

## Common Questions

### What is the Progressive AlertLine and why does Progressive maintain it?

The Progressive Alertline consists of a 24/7/365 toll-free telephone line and website. You may use either to report a concern relating to a possible violation of our [Core Values](#), [Code of Business Conduct and Ethics](#) or [workplace policies](#), or violations of law—anonymously, if you prefer. When you report an incident in good faith, you'll be protected from retaliation—and you help to ensure an open and safe workplace environment.

### Who operates the Progressive Alertline?

The Progressive Alertline is run by NAVEX Global, Inc., a third-party vendor that specializes in ethics and compliance services. All reports are stored in a database outside of the Progressive environment to ensure complete confidentiality. Also, to ensure anonymity, the NAVEX call center does not use any recording devices, simulated electronic voice greetings, or Caller ID screening. Their principal responsibilities are to:

- Provide telephone and web-based options through which people can report a concern about possible violation of our [Core Values](#), [Code of Business Conduct and Ethics](#) or [workplace policies](#), or violations of law.
- Protect the identity of those who wish to remain anonymous.
- Send information about the concern to Progressive so it can be addressed effectively.
- Enable Progressive to communicate with those who report anonymously by acting as an intermediary. They help to relay follow-up questions and answers as well as information about the resolution of the case.

Please note that it is not the role of NAVEX to address the concern itself.

### How do I submit a report?

Contact the Progressive Alertline via the 24/7/365 toll-free telephone line or website. Regardless of which option you choose, your report will be investigated and receive a thorough follow up.

### On which topics can I file a report?

You can file a report about any work-related issue or concern that is inconsistent with our [Core Values](#), [Code of Business Conduct and Ethics](#) or [workplace policies](#), and/or are violations of law. This may include:

Diversity, Equal Opportunity, and Respect in the Workplace concerns, such as:

- Unfair employment practices
- Allegations of workplace or sexual harassment, or discrimination

- Claims of retaliation
- General Concern

Environment, Health and Safety concerns, such as:

- Alcohol or Substance Abuse
- Environmental Protection
- Threats and Physical Violence
- Workplace Health or Safety Violation

Financial and Business Integrity concerns, such as:

- Actual and potential conflicts of interest
- Corporate Policy or Conduct Violation
- Regulatory issues and concerns
- Antitrust or Unfair Trading Violation
- Improper Gifts & Entertainment
- Insurance fraud
- Unlawful or improper payments

Misuse or Misappropriation of Corporate Assets or Information concerns, such as:

- Use of company assets or resources for inappropriate reasons
- Theft, embezzlement, or diversion of company assets
- Misappropriating proprietary information
- Management of company records
- Misuse or misappropriation of confidential information

### **What should I include in my report?**

Please provide as much detail as possible in your report, including who was involved, what happened, when it happened, where it happened, as well as how you know this information. Follow up often for any request for additional information that may be required to conduct an effective investigation.

**Do I have to reveal my identity?**

No, you can submit reports to the Progressive Alertline anonymously. Keep in mind, the more information you can provide supports us in conducting a more thorough investigation of the report.

**Will my call be recorded by an answering machine? Will my voice be identified?**

No. The Progressive Alertline is staffed by a number of trained third party communications specialists who capture the reports. The call center does not utilize recording devices or simulated electronic voice greetings. Incoming calls are not subject to Caller ID screening.

**I made a call/submitted a report through the website and received an alphanumeric report key and created a password. What are these used for?**

You are strongly encouraged to call back or update your report if you have any additional information about the incident; observe additional incidents; or wish to check on the progress or resolution of your report. Using the report key and password system also protects your anonymity.

Please make sure you keep your key and password safe. It is the only way you can check on the progress of the investigation relating to your report. If you want to follow up on your report, you can either call the telephone line and provide your personal report key and password, or you can enter the number into the applicable page on the Alertline website.

**What if I remember something important about the incident after I filed the report? What if Progressive has further questions for me about my report?**

When you file a report on the Alertline, you're given a unique report key and will be asked to create a password number. Keep these safe because you'll need these if you want to return and access your original report, either by phone or the website. This is how you can add more details and/or respond to questions posed by a Progressive investigator. We strongly encourage you to return to the site within ten business days to see if there are questions for you to answer and/or to check the status of the report.

**Why are there two options to follow up on a report?**

Progressive upgraded the Alertline to a new platform on November 17, 2022. Therefore, the Alertline Follow Up web page has two submission portals, one for Alertline reports submitted before November 17, 2022, and one for reports submitted on or after November 17, 2022.

The upgrade did not affect any functionality of the Alertline, including the ability to remain anonymous.

**I thought that any report sent from a company computer generates a server log, which shows every website to which my PC has connected. Won't this reveal my identity?**

NAVEX does not generate or maintain any internal connection logs with IP addresses. That means there is no information available to them that identifies your PC. If you feel uncomfortable reporting an incident from your work PC, you can use one outside the work environment to report a concern.

**Are there other ways to report a concern? What is the ['Open Door' Policy](#)?**

The Progressive 'Open Door' Policy is another way to report many common workplace concerns. In general, consider using the 'Open Door' Policy to report concerns that relate to working relationships with co-workers or managers, career development concerns, or any concern that you believe requires action on our part but is not a suspected violation of our [Core Values](#), [Code of Business Conduct and Ethics](#) or [workplace policies](#), or a violation of the law. The 'Open Door' Policy allows you to raise such concerns directly with your supervisor or manager, any other Progressive manager, any member of our Human Resources staff or our Ethics and Compliance Officer.