

# SPEAK UP HELPLINE

## Frequently Asked Questions

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### ❖ How do I contact the Firefly Speak Up Helpline?

- Call: 833-416-6259 toll-free to speak to a call specialist
- Visit: <https://firefly.ethicspoint.com>
- Access: QR Code via Mobile Phone



### ❖ When is the Firefly Speak Up Helpline available?

The telephone, mobile and web-based service is available 24 hours a day, 7 days a week.

### ❖ What is the Firefly Speak Up Helpline?

It is a confidential, third-party service that has been established to encourage Firefly employees and interested individuals to ask questions, seek guidance, and voice concerns when unsure about a situation or behavior, including violations of Firefly policies and laws.

### ❖ What is Navex / EthicsPoint's role?

Navex / EthicsPoint, is an independent third-party company contracted by Firefly Aerospace Inc. to operate the Firefly Speak Up Helpline. Navex / EthicsPoint's role is to:

- Act as the intermediary to receive concerns and questions;
- Forward concerns and questions to Firefly for handling and investigation, as appropriate;
- Provide translation services for individuals who do not speak English;
- Protect the identity of individuals who choose to remain anonymous; and
- Enable Firefly to communicate with individuals, especially those who choose to be anonymous.

### ❖ Why should I use the Firefly Speak Up Helpline?

We encourage you to first discuss your concerns with your supervisor or any member of management, Human Resources, Legal or the Chief Ethics and Compliance Officer. However, if you feel uncomfortable discussing something in person or if you believe your concern has not been satisfactorily addressed, we encourage you to use the Firefly Speak Up Helpline. The Firefly Speak Up Helpline is not meant to replace communication with your management.

### ❖ May I ask a question or voice a concern anonymously?

Yes. If you choose to remain anonymous, do not identify yourself or provide contact information or other information that inadvertently identifies you. Firefly will make no attempt to identify an anonymous individual.

### ❖ How does Navex / EthicsPoint ensure an individual's anonymity?

Navex / EthicsPoint does not trace, audio record or use caller identification for telephone calls. In addition, Navex / EthicsPoint does not generate or maintain internal connection logs containing Internet Protocol (IP) addresses and an internet portal never identifies a visitor by screen name, so there is no information linking your computer to Navex / EthicsPoint.

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### ❖ Should I identify myself?

Preferably yes. If you choose to identify yourself, Firefly will keep your name confidential to the fullest extent reasonably possible. Many investigations can be completed more effectively when the individual is identified because it allows Firefly to follow up directly with the individual.

### ❖ What types of concerns and questions should I report?

You should ask questions, seek guidance, and voice concerns about Firefly's Code of Business Conduct, policies, applicable laws, business operations, and management practices.

### ❖ What if there is an emergency?

Concerns about an immediate threat of physical harm to people or property should not be reported to the Firefly Speak Up Helpline. Contact 911 or your local emergency services.

### ❖ How does Firefly investigate concerns?

Firefly thoroughly and promptly conducts an objective fact-finding investigation, using resources with investigative expertise. Firefly keeps concerns and related individuals confidential to the extent reasonably possible and releases details only on a "need to know" basis.

### ❖ How can I provide additional information or receive a response?

You will be provided with a **report key** and asked to create a **passcode**. Save your report key and passcode to provide additional information or receive questions or feedback. Firefly intends to respond to all questions and concerns, while maintaining the confidentiality and privacy of those involved. If you identify yourself, Firefly will likely respond to you directly. If a concern is subject to litigation, government investigation or otherwise legally protected, Firefly may not be able to provide a response.

### ❖ What should I do if I lose my report key and passcode?

If you lose your report key or passcode, you will be required to re-submit your question or concern. In your new report, you can mention that you lost your prior report key and passcode.

### ❖ What should I do if I believe that retaliation has occurred?

Firefly never tolerates retaliation against any individual who, in good faith, voices a concern or participates in an investigation. "Good faith" means you truly believe that misconduct may have occurred. If you believe that retaliation has occurred, you should immediately contact your Human Resources representative or the Firefly Speak Up Helpline.

### ❖ Who can use the Firefly Speak Up Helpline?

The Firefly Speak Up Helpline is available to Firefly employees, temporary workers, independent contractors, suppliers, customers, investors, and any other interested individual.

### ❖ Questions: Contact the Chief Ethics and Compliance Officer