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About Your Voice, Didion’s Ethics and Compliance Helpline

What is Your Voice

Your Voice, Didion’s Ethics and Compliance Helpline, is a comprehensive and confidential third party reporting tool that enables Didion managers and team members to work together to address fraud, abuse, and other misconduct in the workplace while cultivating a positive work environment.

Why do we need a system like Your Voice?

- Didion’s team members are our most important asset. By creating another option to give constructive feedback, we continue to reinforce and promote a positive work environment and maximize productivity.
- An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.
- We want to hear about your issues, concerns and ideas. This platform is another way we are demonstrating that you always have a way to make sure your voice is heard.

Will this reporting system replace the “5-minute feedback” survey we have today?

No. This new system is in addition to the 5-minute feedback survey.

What type of feedback should be on the “5-minute feedback” survey vs the Your Voice tool?

The 5-minute survey is a set of focused questions sent out to team members the results of which are then shared with leadership in the company. Action plans or “registers” from those survey results are created to address each and every improvement idea brought forward. The survey results and action plans are shared broadly with team members. The focus of the feedback survey is helping Didion become a better place to work. While it is also anonymous, it is required that you identify your department, so we know which leaders need to follow up on issues raised.

Your Voice is different in that individuals have the opportunity to submit a report through the **Your Voice** tool based upon an individual’s questions or concerns that they want to bring to the attention of Company, and not in response to a set of Company-issued requests for feedback. The **Your Voice** tool is

set up so that you can submit a report or concern anonymously, if you prefer, or you may choose to use your name.

Reporting – General

May I report using either the Internet or the telephone?

Yes. **Your Voice** enables you to file a confidential, anonymous report via either the telephone or the Internet.

What types of situations should I report?

The **Your Voice** system allows team members to report any violation of our stated Code of Conduct, or any other concerns you may have. It also allows you the option to offer positive input, ideas or suggestions may help identify opportunities that can improve our company culture and performance.

If I see a violation, shouldn't I just report it to my Manager or Human Development and let them deal with it?

When you observe behavior that you believe violates the Didion Code of Conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for these such circumstances that we have established this reporting resource. The tool is set up so that you can report anonymously, if you prefer, or you may choose to use your name. Either way, we want to hear about it. We would rather you at least report anonymously instead of keeping 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.

Does management really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on Didion and our people. Also, offering positive input, ideas or suggestions may help identify issues that can improve our company culture and performance.

Where do these reports go? Who can access them?

Reports made by individuals are entered directly on the **Your Voice** secure server. These reports are made available only to specific individuals within Didion who are charged with evaluating the report, based on the type of violation and location of the incident. This includes the Vice President of Ethics and Compliance and, depending on the issue, other key designated leaders. 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. **Your Voice** is a positive aspect of Didion's overall philosophy that allows us to ensure a safe, secure and ethical workplace. This system has been established for use by our entire organization. With this platform, you are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in our workplace and we believe 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 that my PC connects with. Won't this log identify me as the report originator?

No. This reporting platform does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to **Your Voice** 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 **Your Voice** secure website.

You may also connect with **Your Voice, Didion's Ethics and Compliance helpline** by phone at toll free 1- 844-594-7048.

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

Yes. 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 **Your Voice** system strips away Internet addresses so that anonymity is totally maintained.

I am concerned that the information I provide Your Voice will ultimately reveal my identity. How can you assure me that will not happen?

The **Your Voice** 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, "From my cube next to Jan Smith..." or "In my 33 years...".

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 **Your Voice** 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?

Didion strongly promotes ethical behavior throughout our organization. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. If you know of any incidents of misconduct or ethical violations, please consider it your duty to yourself and your coworkers 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. This platform can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical 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?

No. The **Your Voice** system and report distribution ensures 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 **Your Voice** Web site or through the **Your Voice** Call Center, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the **Your Voice** 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 Didion 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 **Your Voice** 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. Don't forget to mention in the new report that it is related to a report or question that you previously submitted.

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

You can file a **Your Voice** 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 **Your Voice** toll-free hotline, which is available 24 hours a day, 365 days a year. That number is 1- 844-594-7048.