

TOP 10 FREQUENTLY ASKED QUESTIONS ABOUT THE XYLEM HELPLINE

1. Question: Will I face retaliation for calling the Xylem Ombudsperson or EthicsPoint Helpline?

Answer: Xylem has zero tolerance for retaliation. In fact, retaliation is a violation of our Code of Conduct and could result in disciplinary action, including termination. If you feel you've been mistreated because you raised a concern, please report it so it can be properly investigated and managed.

2. Question: If my claim is substantiated, will those involved be disciplined?

Answer: More than 50 percent of substantiated cases result in discipline in some way. Regardless of position or grade level, there are real consequences for wrongdoing, up to and including termination.

3. Question: Will I hear about the progress or outcome of my claim?

Answer: Xylem cannot discuss case specifics or disclose disciplinary action with anyone other than the employees involved. However, if you make a report to the EthicsPoint Helpline – even anonymously – you will be provided with a password. This way, you can receive updates or provide additional information that may be necessary for proper investigation of your concern.

4. Question: Is the Helpline really anonymous or can the company trace my call?

Answer: If you want to report your concern anonymously, there is no way for Xylem to trace your call. EthicsPoint, the outside vendor who manages the system, does not use caller ID and does not record the calls. Xylem is interested in resolving a potential issue, not trying to determine who might have reported it.

5. Question: Will my concern be seen by the right people?

Answer: All allegations are first reviewed by the appropriate Xylem Ethics & Compliance Review Board (ECRB) at the Value Center or HQs level which is staffed by senior leaders from each Value Center. When necessary the ECRB works with subject matter experts in HR, Audit, Legal or Security to conduct a proper investigation. Many employment-related issues can be best addressed by HR.

6. Question: If I call the Helpline, will my claim be ignored?

Answer: Under Xylem Corporate Policy 40-13, it is required that all claims are formally reviewed to determine a course of action. Not all claims require an investigation, but Xylem addresses every call and reports all claims activity to senior management.

7. Question: Is it right to raise concerns about co-workers?

Answer: Speaking up is always the right thing to do but is never easy to raise concerns about possible misconduct; sometimes it takes real courage. Remember, people involved in possible misconduct are harming themselves, their colleagues and the Company.

8. Question: Is the Xylem Helpline only for “show” and operated because of regulatory requirements?

Answer: Xylem has had some form of an ombudsperson program for years and added the 24-hour EthicsPoint Helpline in all global languages to provide even more opportunity to raise a concern. The EthicsPoint Helpline and our Ombudsperson network are now an important part of ongoing corporate governance.

9. Question: If the wrongdoing doesn't affect me, should I get involved?

Answer: Get involved. Looking the other way is not a good idea for anybody. In the Code of Conduct training, you acknowledged your commitment to act responsibly by reporting action that appears inconsistent with the Code. Asking questions and raising concerns protects you and the Company.

10. Question: If I raise a concern, will my manager or co-workers find out that I called the Helpline?

Answer: Whether your claim is anonymous or not, every effort is made to maintain the confidentiality of your report. To assist in this effort, don't discuss your report with others.