

[About EthicsPoint](#)

[Reporting – General](#)

[Reporting Security & Confidentiality](#)

[Tips & Best Practices](#)

## About EthicsPoint

### What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX and used by Link Logistics Real Estate, LLC. ("the company"), to assist management and employees collaborate in addressing fraud, abuse, misconduct, and any other concerns employees have about the workplace.

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

- Our employees are our most important asset. By creating a confidential communication channel, we are providing employees with an additional conduit to raise their concerns.
- Though EthicsPoint allows for anonymous reporting, we encourage employees to self-identify if they prefer. Whether a complaint is made anonymously or not, and through the EthicsPoint portal or another channel, everyone is protected from retaliation, aligning with Link's non-retaliation policy.
- An effective reporting system augments our efforts to foster a culture of integrity and ethical decision-making.

# Reporting – General

## May I report using either the Internet or the telephone?

Yes. EthicsPoint provides the capability to file an anonymous and confidential report by telephone or the internet. If you wish to self-identify, you can do so in EthicsPoint. The non-retaliation policy applies to you regardless of how you report.

## What type of situations should I report?

You can use EthicsPoint to report any type of concern you'd like. While most employees report issues related to violations of the company's Code of Conduct and Employee Handbook, the platform is open to addressing any type of concern.

## If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

Yes! Link has an "open door" philosophy.

If you observe behavior that you believe violates our Code of Conduct or Employee Handbook, we encourage you to report it to a member of the management team, to your People & Culture Business Partner, or to the Employee Relations team for resolution. We understand that there may be instances where reporting in this manner is uncomfortable, which is why we've partnered with EthicsPoint to allow for anonymous reporting. Regardless of the reporting avenue, you are protected from retaliation.

## Why should I report what I know? What's in it for me?

Link Logistics believes that employees optimally perform when feel empowered in their careers. Empowerment includes feeling comfortable raising concerns without fear of retaliation. It's every employee's responsibility to promptly report any potential violations of policies and the Code of Conduct. Failing to raise concerns about unethical behavior can pose risks to the company and all employees. Reporting ensures that issues are addressed and resolved.

## Does management really want me to report?

Yes! If you observe unethical behavior, it is your duty to report it.

Your insights are valuable, and unless concerns are raised, issues may go unnoticed, potentially undermining the company's interests. All employee concerns, whether reported through EthicsPoint or in person, will be thoroughly reviewed and, if needed, investigated. Upon request, we'll keep you informed once the investigation is concluded.

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

Reports are entered directly on the EthicsPoint secure server. Once the complaint is submitted into EthicsPoint, it is routed to designated individuals within the company for review and, if required, investigation based on the violation type and incident location. Whether through EthicsPoint or another avenue, everyone handling complaints is trained to maintain strict confidentiality.

**Isn't this system just an example of someone watching over me?**

No! Link uses EthicsPoint to capture employee concerns and maintain a safe, secure, and ethical workplace. Link encourages you to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern via the open-door policy. Effective communication is critical in today's workplace, and this is a great tool to enhance that communication, since the reporting may be made anonymously.

We have carefully chosen to use the best reporting tool on the market to fulfill Link's compliance obligations while simultaneously promoting a positive reporting environment. Navex/EthicsPoint is used by more than 95% of Fortune 100 companies and has more than 12,000 clients world-wide.

## Reporting Security & Confidentiality

**It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?**

This system does not generate or maintain any internal connection logs with IP addresses. You can rest assured that any information connecting your device to EthicsPoint is not captured or copied. Your report will always remain anonymous, if you want it to be.

If you feel uncomfortable making a report on your work device, you can use a device outside of our work environment (such as one located at an Internet café, at a friend's house, etc.) to connect to the EthicsPoint secure website. Many people choose this option, as NAVEX's data shows that fewer than 12% of ALL reports are generated during business hours.

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

If you file a concern, your identity will remain secure and anonymous, if you want that. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips the internet protocol (IP) addresses so that you remain anonymous.

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

The EthicsPoint system is designed to protect your identity. Therefore, if you wish to remain anonymous, you - as a reporting party - need to ensure that what you include in the body of your report does not inadvertently reveal your identity. (For example, "From my cube next to Jan Smith...")

**Is the telephone toll-free hotline confidential and anonymous too?**

Yes! When you call the hotline, a Navex consultant will ask you to provide the same information that you would provide if you made an Internet-based report. The consultant will ask you the same questions that are in the Navex web portal and type your responses in EthicsPoint to be routed to the correct department for handling.

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

If you choose to identify yourself when raising a concern, there is a section in the report where you can do that, if you so wish.

## Tips & Best Practices

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

Ethical behavior is important to us all. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. The lessons learned from recent corporate scandals show us the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. If you are aware of any incidents of misconduct or ethical violations, it is your duty to yourself, your coworkers and Link Logistics to report them.

### **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. The system helps you prepare and file your report so it can be properly understood and routed to the correct people for handling. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure if there was any violation.

### **What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?**

The way EthicsPoint system ensures that all reports are distributed to a limited number of people whose job it is to review them. If a report implicates someone who typically would handle the concern you made, the system is designed so that implicated parties do not have 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 EthicsPoint website or to the EthicsPoint Call Center, you receive a unique, randomized number called a "Report Key" and you will be prompted to create a password. This password allows you to return to the EthicsPoint system by Internet or telephone to access your 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 because the reviewer may have questions for you that will help them understand and investigate your report. That confidential dialog allows the company to resolve even the most complex situations.

### **Are these follow-ups on reports as secure as the first one?**

All correspondence within the EthicsPoint system is held in the same strict confidence as the initial report. You will continue to remain anonymous, unless you decide you want to identify yourself.

**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. Please mention this in any new report you make 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?**

You can file an EthicsPoint report from any computer that accesses the Internet. You can file from home, work, public locations like the library, or anywhere Internet is available. If you don't have access to or are uncomfortable using a computer or smart device, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year and raise your concerns over the phone to a Navex consultant.