

Frequently Asked Questions.

What is the Speak Up line (formally named EthicsPoint)?

The Speak Up line (EthicsPoint) is a confidential reporting tool created by NAVEX to allow employees or external parties working with ICL, to report a concern or violation of our [Code of Conduct](#), our policies, or the law. The tool is also used by the investigators to document the investigation and communicate with the reporter in case of questions or information requests.

Why do we need a system like the Speak Up line?

At ICL, we care about what you have to say. We foster a Speak Up culture and welcome hearing from anyone. ICL wants to offer its employees and external parties we work with, different ways of reporting a concern, including the Speak Up line (online and phone). The Speak Up line also provides the possibility to raise a concern anonymously.

I am not an ICL employee (anymore). Can I use the Speak Up line?

Yes. The Speak Up line is available to anyone who works or has worked or is engaged in any other way with ICL.

You can file a report about a past incident, even if it occurred some time ago.

How can I use the Speak Up Line?

You can use the Speak Up line through your phone or with any device online using the app or web application.

If you wish, you can raise a concern anonymously.

When can I use the Speak Up Line?

You can use the Speak Up line when you want to raise a concern or report conduct that you believe may violate our [Code of Conduct](#), our policies, or the law.

The Speak Up line should not be used in emergencies.

Do I need to report it to my manager first?

No, you do not need to report it to your manager first.

We encourage you to Speak Up in the way you feel most comfortable with.

This is why ICL offers different reporting channels, such as your manager, Human Resources, the Compliance Department and or the Speak Up line.

Use the channel that you believe is the best option for you and that you feel most comfortable with.

Why should I report something?

We encourage you to take ownership of ethical behavior and to Speak Up when you have a concern. It is your responsibility to ask questions and raise concerns if ethical issues arise.

It is better to report a situation that turns out to be harmless, than for a possible unethical behavior or situation to continue and go unchecked.

Speaking Up! allows ICL to address issues and right the wrong, helping ICL to become a better, more positive, and inclusive place to work.

I am aware of an issue or concern that does not involve or affect me. Should I report it?

Yes. We want to hear from you, even if you do not have all the facts or you are not fully sure. We want to learn of any issue or concern you may have seen, know of, or experienced.

By reporting an issue or concern, and allowing ICL to become aware of it and address it, you are contributing to making ICL a better, more positive, and inclusive place to work.

Where does my report go? Who can access them?

Reports are entered directly on the NAVEX EthicsPoint secure server. NAVEX makes the reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident.

In ICL, the reports are first reviewed by designated investigators within the Compliance Department under full confidentiality. To investigate the concern, the investigator may need to involve other people on a strict need-to-know basis.

What if my manager or another senior person is involved in a reported concern? Won't they get the report?

The Speak Up platform and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

If I choose to report my concern anonymously, is my report truly anonymous?

An anonymous report is truly anonymous.

The Speak Up Line platform does not generate or maintain any internal connection logs with IP addresses, so there is no information linking the device you have used, to the report.

Will my report still be confidential and anonymous if I use the toll-free phone number?

Yes.

You will be asked to provide the same information that you would provide if filing a report online. The interviewer will type your responses into the Speak Up online report form. These reports have the same security and confidentiality measures applied to them as the reports filed online.

I am afraid of retaliation

ICL encourages you to Speak Up and in turn, we are committed to protecting your rights and the rights of those, who report a concern or issue in good faith.

ICL also complies with the EU Whistleblower Directive, providing extensive protection to anyone who files a concern or report.

ICL has a strict non-retaliation policy and does not permit any retaliation against a person who reported in good faith.

What if I remember something important about the incident after I file the report? Or what if the investigator has further questions for me concerning my report?

When you file a report using the Speak Up Line you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the Speak Up line platform online or by phone and access the original report to add more detail or answer questions from the investigator.

We suggest checking back into your report after a couple of days to see if there are possible follow-up questions needed to progress the investigation.

The communication via the Speak Up platform remains fully anonymous and confidential.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality are maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report 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?

Yes. You can file a report by calling the toll-free Speak Up line phone number of the country you are in.
