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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX that enables management and employees 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 EthicsPoint?

- Our employees are our most important asset. By creating open channels of communication, we 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.

Reporting – General

May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential, anonymous report via either the telephone or the Internet. This hotline is not for customer service or support issues. For those issues, please [Contact Customer Care](#).

I think I have observed, experienced or was informed of conduct that I believe is inconsistent with Adobe’s policies and/or local laws. Can I report it?

Anyone can report a concern for themselves or on the behalf of someone else. This includes any regular employee, Adobe-paid temporary employee, contingent worker (agency temporary, independent contractor, vendor), and intern, or even someone external to Adobe. If you have a concern that you honestly believe is inconsistent with Adobe’s policies and/or local laws, please report it as obligated under our Code of Business Conduct. This ensures the matter is reviewed and addressed appropriately.

If you’re nervous about reporting a concern or are not sure if you should, be assured that Adobe’s Non-Retaliation Policy prohibits retaliation against anyone who reports a suspected violation that they reasonably believe to be true, and individuals are free to raise concerns and/or participate in an investigation without fear of reprisal. Adobe reviews and takes every concern seriously, so when in doubt, speak up if you believe something isn’t right so Adobe can help determine the best path forward.

What if I believe someone else has already reported this concern?

Please still report your concern. Sometimes concerns are not reported because individuals think someone else will say something. Even if the issue has already been reported, your perspective and insights are valuable.

Is there a timeline for me to report a concern?

Please report your concerns immediately. This allows our investigations team to gather information in a timely matter. However, there is no expiration to when you can report a past or ongoing issue.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server. NAVEX makes these 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. Each of these report recipients has had training in keeping these reports in the utmost confidence.

I reported something. What now? Is an investigation always opened?

Each concern regarding conduct that is potentially inconsistent with Adobe policies and/or local laws is taken seriously by Adobe and reviewed with the highest level of care by a team of neutral, trained professionals. One of these team members will generally schedule a call with you to better understand what you experienced or observed, walk you through the investigative process, and get more information about your report (specific date, witness names, documentation, etc.). If there is a complaint or allegation where more information is needed to evaluate and address the issue(s), an investigation will be opened.

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?

NAVEX does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint 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 EthicsPoint secure website. Many people choose this option, as NAVEX data shows that fewer than 12% of reports are generated during business hours.

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

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 EthicsPoint system strips away Internet addresses so that anonymity is totally maintained.

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 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 EthicsPoint 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

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 Web site or through the EthicsPoint Call Center, you receive a unique, randomized number called a “Report Key” and are asked to choose a password. You can return to the EthicsPoint 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 the company 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 EthicsPoint 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. 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?

You can file an EthicsPoint 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 EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.