

## Ethicspoint FAQs

### **What is EthicsPoint?**

It is an independent and confidential reporting tool for wrongdoing. Using EthicsPoint will help us limit the consequences of a wrongdoing and the potential impact this could have on our employees, customers, and shareholders. We are partnering with EthicsPoint as they are a trusted, global expert whose solutions are part of the largest ethics and compliance community in the world.

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

We have high ethical standards and clear expectations around the behaviour of our people, which we expect everyone to uphold. However, when things go wrong, mistakes happen or wrongdoing occurs, it's important the relevant people are informed about it quickly so we can take action to put things right. We all need to be vigilant and to speak up if we have concerns we wish to raise. It is also critical there are appropriate channels in place to support this.

### **Who deals with the information I provide? The company or EthicsPoint?**

EthicsPoint, the external provider, will collect the information from you and then will pass this to us for investigation. EthicsPoint are not responsible for taking any action to obtain additional information relating to your concern or for investigating. So, whether you raise your concern over the telephone or through the website, all reports will come back to us to be investigated.

Note: It is very important to note that EthicsPoint will not share any information about your identity if you specify you want this to be anonymous.

### **Do I have to provide my personal details?**

No. EthicsPoint enables you to raise a concern without disclosing your personal details. If you raise your concern over the telephone, the call handler will ask for your personal details, but it is your choice whether you provide them. If you raise your concern in writing via EthicsPoint, you can simply select that you don't wish to disclose your details. IP addresses are not traceable so you can be assured your concern will remain completely confidential if you wish to remain anonymous.

### **If I remain anonymous, how can I provide further information or receive updates on what's happening?**

When you report a concern, you will create your own unique identifier to access EthicsPoint. Any updates available can be viewed online and further information added or requested by the person dealing with your concern. The amount of update information will depend on the nature of the concern raised and the action taken.

### **If I report my concern through EthicsPoint, who can access this information?**

EthicsPoint makes these reports available only to specific individuals within the company who are responsible for investigating the report based on the information you provide. The report is always passed back to us for the appropriate action to be taken.

### **Can I file a report from home?**

Yes. EthicsPoint is provided by an independent external supplier so if you wish to submit your information through the online form, you can do this from any device that gives you access to the internet.

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

There is a section in the report for identifying yourself.

### **If I raise a concern using the online form and wish to remain anonymous, how can I be sure I can't be traced?**

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your device to EthicsPoint is available. In fact, they are contractually committed not to pursue a reporter's identity. If you feel uncomfortable making a report on your work device, you have the option raising your concern on a personal device.

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

If you wish to remain anonymous, you also need to ensure that the content of your report does not reveal your identity by accident. For example, "From my desk next to Jan Smith..." or "In my 33 years..."

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

Yes. You will be asked to provide the same information that you would provide in an online report and a call handler will enter your responses into the EthicsPoint website. These reports have the same security and confidentiality measures applied to them and are passed directly to us to take the appropriate action.

**How is the information I provide kept secure?**

When you submit your concern, a report key will be generated, and you will be asked to provide a password. These are the details you will need to access your report. It is important that you keep a record of these as they cannot be retrieved from the system or reset if you lose them.

**What if I remember something important about the incident after I raise my concern?**

If you have raised your concern through EthicsPoint, you will need to use the report key and password you created when you logged your concern. This will enable you to return to EthicsPoint again either by Internet or telephone and access your original report to add more detail.

**What if the company has further questions for me concerning my report?**

If you have raised your concern through EthicsPoint, you will need to use the report key and password you created when you logged your concern. This will enable you to return to EthicsPoint again either by Internet or telephone and access your original report. Here you can also answer questions posed by the individual investigating your concern.

Note: If you have chosen to remain anonymous, the only way the company can gather more information will be through EthicsPoint. So, it is important you return to EthicsPoint on a fortnightly basis to answer any further questions the investigator may have.

**Are these follow-ups on reports as secure as when I first raise my concern?**

Yes. All EthicsPoint correspondence and online dialogue are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

**Can I still raise a concern or update / access a report if I don't have access to the Internet?**

Yes. You can call the EthicsPoint toll-free telephone line for your country. The line is available 24 hours a day, 365 days a year.

**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 or feel right to me. What should I do?**

Raise your concern. We'd rather you report a situation that turns out to be harmless than let possible unethical behaviour go unchecked because you were unsure.

**What if my manager or other managers are involved in a wrongdoing? Won't they get to see the report and start a cover-up?**

Raising your concern through EthicsPoint ensures that any implicated parties are not notified or granted access to reports in which they have been named.

**What happens if I raise a concern and I am mistaken, and wrongdoing is not taking place?**

That doesn't matter. The important thing is that you have raised your concern. It may not always be clear if a wrongdoing has occurred so raising your concern to bring it to the business's attention is the right thing to do. We appreciate this takes courage.