

[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 that enables internal and external stakeholders to work together to address fraud, abuse, community or environmental impacts, or other misconduct in the workplace while ensuring a positive impact on communities.

Why has HSA Group partnered with EthicsPoint?

HSA Group is committed to ensuring the safety and wellbeing of its employees, partners and the communities in which it operates. By partnering with a third-party provider for its complaint reporting procedure, HSA Group ensures that its stakeholders have access to a fair and transparent complaints process at all times.

Does HSA Group and EthicsPoint share data?

In order to provide an effective reporting process, it is necessary for HSA Group and EthicsPoint to share data relating to concerns on a regular basis. Where stakeholders choose to report concerns anonymously, EthicsPoint ensures that all personal information and identifiers are removed from reports, giving our stakeholders confidence that their voice is being heard, no matter the situation.

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 hotline or online.

What types of situations should I report?

The EthicsPoint system allows our internal and external stakeholders, including our partners, suppliers and communities in which we operate, to report any suspected violations of our policies or standards, or other concern they may have related to the company's operations, such as social or environmental impacts, workplace conditions or business integrity.

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 responsible for evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in treating these reports with the utmost confidence.

Once processed, the information will be sent to us by EthicsPoint on a totally confidential and anonymous basis, if requested.

Reporting Security & Confidentiality

Can I file a report and still remain anonymous?

A report made through the online portal will remain secure and anonymous. The portal never identifies a visitor by screen name and the EthicsPoint system strips away IP addresses so that anonymity is totally maintained. Furthermore, EthicsPoint provides an anonymous hotline, should you wish to submit your report over the phone.

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 further protect your identity, we encourage you - as a reporting party - to omit personal details from the body of the report. For example, "From my desk 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 online report and an interviewer will input the information you provide into the EthicsPoint online portal. The same security and confidentiality measures are applied to the reports over the phone as those made via online portal.

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

I am not sure if what I have observed or heard involves unethical conduct, but it just does not look right to me. What should I do?

We encourage you to report any suspected violations or concerns. NAVEX can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behaviour go unchecked.

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 online portal or through the EthicsPoint hotline, you receive a unique, randomised number called a "Report Key" and are asked to choose a password. You can return to the EthicsPoint system again either by accessing the online portal or via telephone to review the original report to add more detail or answer questions posed by a company representative. We strongly suggest that you return to the portal in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where issues are not only raised, 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 treated with the same strict confidence as the initial report, safeguarding the reporter's 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. Please mention in the new report that your submission 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. 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.

