

Safe2Talk - Frequently Asked Questions

1. What is Safe2Talk?

Safe2Talk is a confidential channel through which you can ask questions and raise concerns about ethics, compliance, or Azule Energy's Code of Conduct.

Safe2Talk is administered by an independent company (NAVEX). Azule Energy uses NAVEX EthicsPoint case management application to support the administration of Safe2Talk. It is hosted on NAVEX secure servers and is not part of Azule Energy's website or Intranet.

2. What type of situations should I report?

The EthicsPoint system is designed for anyone to report any violation of our stated Code of Conduct, laws, legislation and Azule Energy's requirements.

When you observe some behavior that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other members of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with NAVEX. We would rather you report anonymously than keep the information to yourself.

3. May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you have the ability to report a confidential, anonymous report via either the telephone or the Internet.

4. Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the company who are charged with evaluating the report based on the type of violation.

5. 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 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...".

6. 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?

Read Azure Energy's code of conduct as a guide. As you report a concern, the EthicsPoint has some prompt areas that can help you prepare. We would rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

7. What if my line manager or other managers are involved in a violation? Won't they get the report and start a cover-up?

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

8. What if I remember something important about the incident after I report the concern? Or what if the company has further questions for me concerning my report?

When you report a concern at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name and are asked to choose a password. You can return to the EthicsPoint system again and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. 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.

9. Is the telephone call 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.

10. What if I want to be identified with my report?

There is a section in the report for identifying yourself if you wish.

11. Can I still report a concern if I do not have access to the Internet?

You can report a concern on EthicsPoint from any computer that can access the Internet. You can report from home. Many public locations, including the public library, have Internet computers. If you do not have access to or are uncomfortable using a computer, you can call the EthicsPoint from your phone, which is available 24 hours a day, 365 days a year.