

EthicsPoint FAQ

What is EthicsPoint?

EthicsPoint is an online and phone based service which allows all employees and external parties to raise concerns and make reports in confidence. This service is managed independently by NAVEX Global on Navex's own platform.

Why do we need EthicsPoint?

Our most important asset is our employees. EthicsPoint creates an open channel of communication which promotes a positive co-working environment. Through the introduction of EthicsPoint, we have an effective process which reinforces our commitment to integrity (our Core Value) and conducting business ethically.

Who manages EthicsPoint?

All reports are managed within Group Legal & Compliance by our Global Compliance Manager. Each report is individually reviewed and an appropriate investigation sponsor and investigator is assigned. Where a standalone process exists e.g. SHE or HR, the relevant process should be followed unless the reporter is not satisfied with the previous outcome. Investigations are independently reviewed and there is oversight from the Global Compliance Manager throughout the process. Where a report concerns a matter previously reported through a separate process, the Global Compliance Manager will ensure an independent investigator is assigned to the report who was not involved in the previous process.

What can I report?

The EthicsPoint system is designed for employees to report any breaches related to our Code of Conduct, or related concerns individuals may have.

Who can I report?

Reports can be made on any individual, regardless of role, location or leadership level.

How can I report?

Reports can be made online through the EthicsPoint system or via the hotline number provided. Once a report has been made, you will be provided with a ticket which can be used to login and track the status of the report. Please click here to access EthicsPoint.

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 breach and location of the incident. Each of these report recipients have received training in keeping these reports confidential. Reporters in Europe can choose to keep reports locally and not have it reported to Group Legal and Compliance.

What if my managers are involved in a breach?

EthicsPoint system and the assignment of cases in the system are designed so that implicated parties are not notified or granted access to reports in which they have been named.

Can I remain anonymous?

Yes, where this is legally possible. you have the option to not disclose your personal details. We do however strongly uphold the principles in our non-retaliation policy and ensure no individual raising a concern will face any follow up retaliation.

