

A QUICK GUIDE

If you see something that isn't right,
raise your voice. Here's how.

DCF

Raise your voice ...

At DOF we conduct our business ethically and with integrity, safeguarding people and maintaining the highest principles, wherever we do business.

Our Code-of-Business-Conduct is built on our core values to guide behaviour and ensure we safeguard each other and our business into the future.

We rely on one another to uphold a culture of legal and regulatory compliance as the foundation for honest, ethical business. If you become aware of any behaviour that conflicts with our values, we want you to raise your concerns. If you see any unacceptable conduct or any suspected or potential breaches of law or company policies, you should report it immediately.

You can report concerns without fear of intimidation or reprisal using multiple channels that maintain confidentiality and protect the rights of both the reporter and the potential subject of a report.

If you see something unacceptable raise your voice.



1. Report it immediately to your supervisor or any other senior member of your business unit or the human resources manager or a member of the legal department.

2. Go to the Ethics Helpline reporting website via links available from either the DOF intranet or the external company website.



The Ethics Helpline is hosted and staffed by an independent third-party provider, who screens all reports for potential conflicts of interest. Reports are then forwarded to DOF for investigation team to be assigned.

A link to the helpline can be found from the DOF intranet and on our external website - 24 hours a day, 7 days a week and is available in multiple languages.

Reports can be made by phone or online. You have the option to remain anonymous.

… if you see something unacceptable



If you feel a concern has not been adequately addressed or you feel the parties above may not be impartial, you can address external authorities, directly.

Unacceptable conduct is any of the following:

- Dishonest, fraudulent or corrupt acts
- Illegal acts, such as theft, drug sale or use, violence, harassment or intimidation, criminal damage to property or other breaches of state or federal law
- Unethical acts such as dishonestly altering company records or data, adopting questionable accounting practices or willfully breaching DOF's policies
- Behaviours potentially damaging to DOF or a DOF person, such as unsafe work practices or substantial wasting company resources
- Any act that may cause financial loss to DOF or damage its reputation or be otherwise detrimental to DOF's interests
- Any other kind of serious impropriety

Think the RITE way

Our non-retaliation policy strictly prohibits acts of retaliation or harassment against any person who has raised a concern in good faith, or anyone who participates in an investigation. This means you may raise concerns without fear of your employment being negatively affected. Our policy against retaliation protects anyone who makes a report in good faith, even if you are found later to be mistaken.



If you see any unacceptable conduct or any suspected or potential breaches of law or company policies, you should report it immediately. DOF encourages you to report your concerns to your supervisor or senior member of your business unit, if you are not comfortable raising your concerns directly, you can use the third party hosted Ethics Helpline.

The helpline is hosted and staffed by an independent third-party provider, who screens all reports for potential conflicts of interest. Reports are then forwarded to DOF for investigation team to be assigned. It is available via link from DOF intranet, and on our external website - 24 hours a day, 7 days a week and in multiple languages. Anonymous reporting is available where local law allows, helpline staff will always alert you if there is a conflict with local laws or special reporting rules apply.

Once you are on the Ethics Helpline page you can chose to:

REPORT online

Where you will be directed to fill out a form. The form will ask certain questions. You will be asked if you want to report open or become anonymous. You will be given a case number so that you can follow progress.

REPORT by telephone

In practice, very similar to reporting online however, you will be supported by ethics helpline staff to fill out the form.

FOLLOW UP report

This is the tool used by the investigation team to communicate with the reporter as well as report back.

You can also use the Ethics Helpline to ask a question about the Code of Business Conduct.

For more information, contact your local Human Resources manager

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