

ETHICS HOTLINE

If you have concerns or questions about general employment issues, please contact your supervisor or Talent Arts.

If you have questions about the following, please feel free to contact any member of leadership or the Ethics Hotline. Please remember that all incidents of abuse or neglect of residents should be reported immediately, as criminal incidents must be reported to the state by a supervisor within 2 hours if there is injury, or 24 hours otherwise.

- May lead to incorrect financial reporting;
- Are unlawful;
- Are not in line with company policy, including the Code of Business Conduct; or
- Otherwise amount to serious improper conduct.

Retaliation of individuals submitting hotline reports will not be tolerated and should be reported to Talent Arts or another member of management immediately.

Confidentiality

Every effort will be made to protect the reporter's identity by our hotline vendor. Please note that the information provided in a hotline report may be the basis of an internal and/or external investigation by our company into the issue being reported. It is possible that as a result of the information provided in a report the reporter's identity may become known to us during the course of our investigation.

Anonymous Allegations

The policy allows employees to remain anonymous at their option. Concerns expressed anonymously will be investigated, but consideration will be given to:

- The seriousness of the issue raised;
- The credibility of the concern; and
- The likelihood of confirming the allegation from attributable sources.

Malicious Allegations

Malicious allegations may result in disciplinary action.

Reporting

The whistleblowing procedure is intended to be used for serious and sensitive issues. Serious concerns relating to financial reporting, unethical or illegal conduct, should be reported in either of the following ways:

- Website: www.lighthouse-services.com/arboracres
- English speaking: (833) 940-0006
- Spanish speaking: (800) 216-1288
- E-mail: reports@lighthouse-services.com (must include company name with report)
- Fax alternative for written documents: (215) 689-3885 (must include company name with report)

Whether reported directly to Arbor Acres personnel or through the hotline, the individual submitting a report will be given the opportunity to receive follow-up on their concern:

- * Acknowledging that the concern was received;
- * Indicating how the matter will be dealt with;
- * Giving an estimate of the time that it will take for a final response;
- * Telling them whether initial inquiries have been made;
- * Telling them whether further investigations will follow, and if not, why not.