

## Q&A on Business Conduct Hotline Service

### What happens when I raise a business conduct concern or ask a question?

When you raise a concern/question through the Hotline Service by phone or online via a dedicated website, your concern is directed to NAVEX Global (NAVEX), an independent third party provider that provides a secure and confidential service dedicated to CSL.

When you contact NAVEX, you will be asked a series of questions that are designed to obtain as much relevant information as possible. You can choose to remain anonymous.

The information you provide is stored on a secure basis by NAVEX. NAVEX will direct your inquiry to a nominated CSL representative who will determine the next step. Depending on the nature of the question or issue raised; that representative might be able to respond directly or may need to refer the matter for further investigation. Irrespective of whether the issue is referred to someone else in the Group to be assessed or investigated, NAVEX can be contacted via telephone or via the online web service for details on the situation.

### What are the hours of service?

NAVEX offers a secure and confidential service 24 hours a day/7 days a week.

### What do I do if English is not my first language?

If you are not able to communicate in English, NAVEX will engage a translation service to assist in receiving your concern/question and providing you with a response.

### Can I raise a concern anonymously?

Yes. However if you want to receive a response to your concern/question you will need to contact NAVEX again or CSL directly. For instances raised anonymously, any personal details provided by you will not be provided to CSL.

### How can I be sure my information will be confidential?

NAVEX requires that all information is treated with the highest degree of confidentiality. NAVEX does not trace phone calls or use caller Identification. In addition, it does not generate or maintain internal connection logs containing Internet protocol (IP) addresses, so there is no information linking your computer to NAVEX.

When you raise a concern, your identity and the information you provide is only shared on a 'need-to-know' basis in order to address the concern, as required by law, or otherwise with your consent.

### How can I be sure I will not be retaliated against?

CSL prohibits any form of punishment, disciplinary or retaliatory action being taken against anyone for raising or helping to address a genuine business conduct concern. Retaliation is grounds for discipline, including dismissal. If you are especially concerned about retaliation you should express this when you raise your issue and this will be highlighted in the report made to CSL. CSL places a high priority on protecting those who report issues. You can choose to remain anonymous to protect yourself but you should be aware that this may limit the effectiveness of an investigation.