



How-to-guide

Epiq Integrity Hotline

How to submit a report as an employee

People. Partnership. Performance.



Agenda

1

What is the Epiq Hotline

2

Epiq webpage, contents, and languages

3

How to 'Report an incident'

4

Hotline phone option

5

How to check the status of your issue



What is the Epiq Integrity Hotline?

Epiq is partnering with Convercent, a OneTrust company, to provide you a safe, secure space where you can speak up about concerns or issues in the workplace.

We recognize that it can sometimes take a lot of courage to report these kind of things, and you can be rest assured that any information you provide is stored privately and securely and will be treated with sensitivity and respect.

Convercent/OneTrust is our 24-hour incident reporting service.

- Confidential and anonymous
- Easy to file and track the status of a report
- Reports are immediately distributed to designated individuals within our company



Multiple Ways to Report



1. Submit your concern from Epiq webpage.
Intranet:
<https://epiqsystems3.sharepoint.com/sites/EpiCenter/SitePages/Growing-with-integrity---Epiq-Hotline.aspx>
External site:
<https://www.epiqglobal.com/en-us/integrityhotline>



2. Call a safe and secure hotline phone number and speak to someone who will record details for you (or text your concern if you are located in North America).

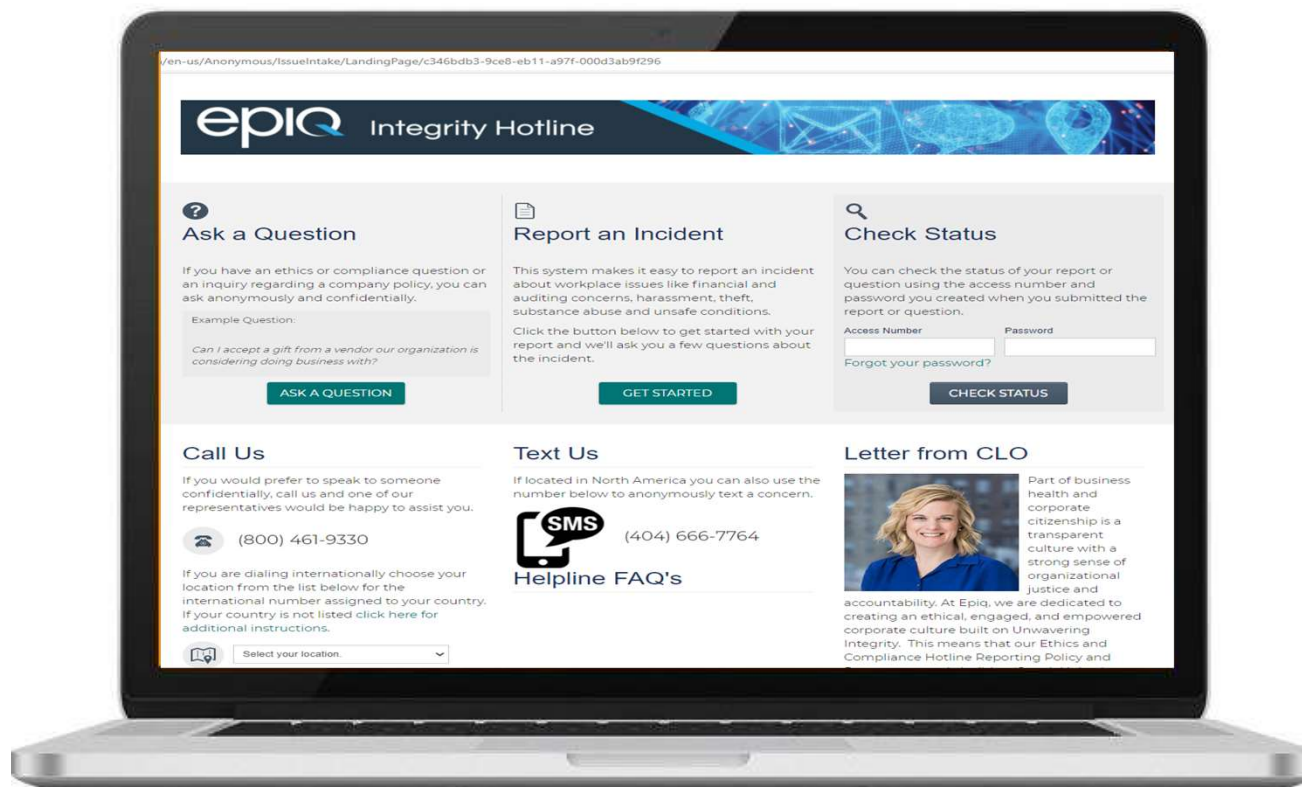


3. Speak to someone directly within the Epiq Compliance team who can report it on your behalf.

Your concerns matter to us and we want to make your workplace a better place.
The phone number and web page can be used 24 hours a day, 365 days a year.



Epiq Webpage



www.epiqglobal.com/en-us/integrityhotline



Language Selection

In the top right corner of the web page, there is a language selection, that will allow you to choose from 58 languages.

Select from the list and the web pages will be translated to the requested language.

English (United States) ▼		
Afrikaans (Suid-Afrika)	italiano (Italia)	Монгол хэл (Монгол улс)
Bahasa Indonesia (Indonesia)	Kiswahili (Kenya)	русский (Россия)
Bahasa Melayu (Malaysia)	latviešu (Latvija)	српски (Србија и Црна Гора (Бивша))
čeština (Česká republika)	lietuvių (Lietuva)	українська (Україна)
dansk (Danmark)	magyar (Magyarország)	עברית (ישראל)
Deutsch (Deutschland)	Nederlands (Nederland)	اُردو (پاکستان)
eesti (Eesti)	norsk, bokmål (Norge)	العربية (المملكة العربية السعودية)
English (United Kingdom)	polski (Polska)	العربية (المملكة المغربية)
English (United States)	português (Brasil)	हिंदी (भारत)
español (Argentina)	português (Portugal)	தமிழ் (இந்தியா)
español (Colombia)	română (România)	தெலுగు (భారత దేశం)
español (España, alfabetización internacional)	slovenčina (Slovenská republika)	ไทย (ไทย)
español (México)	suomi (Suomi)	සිංහල (ශ්‍රී ලංකා)
Filipino (Pilipinas)	svenska (Sverige)	한국어 (대한민국)
français (Canada)	Tiếng Việt (Việt Nam)	中文 (中华人民共和国)
français (France)	Türkçe (Türkiye)	中文 (香港特別行政區)
hrvatski (Hrvatska)	Ελληνικά (Ελλάδα)	日本語 (日本)
isiXhosa (uMzantsi Afrika)	Български (България)	
isiZulu (iNingizimu Afrika)	македонски јазик (Македонија)	

Reporting an Incident

Hotline and Case Manager



Reporting an Incident - Webpage



Ask a Question

If you have an ethics or compliance question or an inquiry regarding a company policy, you can ask anonymously and confidentially.

Example Question:

Can I accept a gift from a vendor our organization is considering doing business with?

ASK A QUESTION

Report an Incident

This system makes it easy to report an incident about workplace issues like financial and auditing concerns, harassment, theft, substance abuse and unsafe conditions.

Click the button below to get started with your report and we'll ask you a few questions about the incident.

GET STARTED

Check Status

You can check the status of your report or question using the access number and password you created when you submitted the report or question.

Access Number Password

CHECK STATUS

Call Us

If you would prefer to speak to someone confidentially, call us and one of our representatives would be happy to assist you.

 (800) 461-9330

If you are dialing internationally choose your location from the list below for the international number assigned to your country. If your country is not listed click here for additional instructions.

 Select your location.

SHOW INSTRUCTIONS

Text Us

If located in North America you can also use the number below to anonymously text a concern.

 (404) 666-7764

Helpline FAQ's

What service does the Convercent hotline offer?

The Convercent hotline is a 24-hour issue reporting service for those that would like to speak to someone confidentially about a workplace concern or issue that has occurred. A Convercent hotline agent assists the reporting

Letter from CLO



Part of business health and corporate citizenship is a transparent culture with a strong sense of organizational justice and

accountability. At Epiq, we are dedicated to creating an ethical, engaged, and empowered corporate culture built on Unwavering Integrity. This means that our Ethics and Compliance Hotline Reporting Policy and Program not only builds a 'Speak Up' culture but also raises awareness around acting with

Before Getting Started

☒ You understand and acknowledge that

This service is not an emergency hotline or a substitute for contacting law enforcement.

The information you submit via this service may not be reviewed immediately.

If you are facing a life-threatening emergency or believe you are facing the threat of imminent bodily harm, please contact your local police or emergency responders immediately.

GET STARTED WITH YOUR REPORT

[Cancel, I do not want to make a report](#)



Reporting Details

Tell us **what happened**, **who was involved**, **where** and **when** the issue occurred. If you have any files or photos, you can upload those here too. The more details we have initially, the better we can help!

Select incident location

AU-Canberra
AUS-Canberra-33-35 Ainslie Avenue

33-35 Ainslie Place, 1st Floor, Manpower House Canberra, ACT. 2600, AU

AU-Melbourne
AUS-Melbourne-Level 4, 190 Queen Street

190 Queen Street, Level 4 Melbourne, VIC. 3000, AU

AU-Perth
AUS-Perth-533 Hay Street

533 Hay Street, Kings New Office Tower, 1st Floor Perth, WA. 6000, AU

AU-Sydney
AUS-Sydney-105 Pitt Street

105 Pitt Street, Level 2, Suite 204 Sydney, NSW. 2000, AU

BEL-Brussels
BEL-Brussels-Square de Meeus 37

37 Square de Meeus, 4F Bruxelles Brussels, BRU. 1000, BE

CANCEL

SELECT LOCATION

Choose a category — 2 Tell us what happened — 3 Review your report — 4 Done

Tell Us What Happened

1 Issue Details and Involved Parties

Description *

65,536 characters remaining

Who was involved?

Add

3 Photos or File Uploads

To attach files drag and drop here or select files below


Choose File No file chosen

2 Issue Date and Location

Please indicate where the issue occurred *

☒ Company Location
[Click here to select a company location from a list](#)

☐ Other Location
Enter an address, location name or other relevant location information



Please indicate when the issue occurred *

☒ I know the specific date and time
Date Time

☐ I will provide a general timeframe
Enter a general timeframe (e.g. 'last week')

Tell Us About Yourself

Share your name and contact information with Epiq and Convercent. However, if you are not comfortable with that you have other options.

- **Remain anonymous toward the organization:**
Provide your name and contact information to Convercent, but not to Epiq. Convercent may contact you confidentially to gather additional information about the report, yet will not reveal your identity at any time to the organization.
- **Remain completely anonymous.**

You will also indicate your relationship to Epiq.

The screenshot shows a web form titled "Tell Us About Yourself" with a purple arrow pointing to the first step: "Share your name and contact information". The form fields include:

- Name (required, indicated by a red asterisk)
- Email
- ☐ I would like to receive emails when the issue is updated.
- Phone and Mobile (separate input fields)
- Preferred Contact Method (dropdown menu with "Email" selected)

Below the form, there are two radio button options, both with purple arrows pointing to them:

- ☐ Remain anonymous toward the organization
- ☐ Remain completely anonymous

At the bottom, there is a section titled "Your Relationship to the Organization:" with three radio button options:

- ☐ I am currently an employee
- ☐ I am a former employee
- ☐ Non employee (this includes contractor, student, supplier, partner, member, etc.)

The form has a "Back" button on the bottom left and a "Next" button on the bottom right.

Opt-In to Email Updates

We want to keep you up-to-date on the status of your report. Whether you provide your information to us, Convercent, or remain completely anonymous you can opt-in to receive email updates. You will get an email notifying you to log into Convercent so you can easily keep track of new messages.

Your anonymity preference applies here as well. If you choose to remain completely anonymous and opt-in, your email address will **not** be shared with Epiq or Convercent staff. Your email will **only** be used by the system to notify you of an update.

The image displays three variations of the 'Tell Us About Yourself' form, illustrating different user preferences for sharing information and receiving email updates. Each form is titled 'Tell Us About Yourself' and includes a progress indicator (1, 2, 3, 4).

- Top Left Form:** Shows the 'Share your name and contact information' option selected (1). The 'I would like to receive emails when the issue is updated.' checkbox is checked (2). The form includes fields for Name, Email, Phone, Mobile, and Preferred Contact Method (Email).
- Top Right Form:** Shows the 'Remain anonymous toward the organization' option selected (1). The 'I would like to receive emails when the issue is updated.' checkbox is checked (2). The form includes fields for Name, Email, Phone, Mobile, and Preferred Contact Method (Email).
- Bottom Form:** Shows the 'Remain completely anonymous' option selected (1). The 'I would like to receive emails when the issue is updated.' checkbox is checked (2). The form includes an 'Email Address' field. A note below the field states: 'Note: Your email address will not be shared with your organization or Convercent staff, it will only be used by the system to send you emails. We recommend that you do not use your work email address.'

Submit Your Report

The last step of submitting your report is to create a password and security question. You will receive an access code so you can view messages from us about your case, reply, and check the status of your report.

3

Done

Create Password and Submit

After you submit a report we'll create your confidential access number. You will need this access number and the password you create below to communicate with the organization, view messages and check the status of your report.

Your password must contain at least six characters including one uppercase letter, one lowercase letter and one number. It may not contain common words (e.g. Password) or profanity.

Enter a password *

Confirm your password *

Please enter a security question and answer. We'll use this question to help you reset your account or to speak with a member of the Convercent call center, so please be sure to choose a question that only you know the answer to and an answer that you'll remember.

Security question *

Security answer *

CREATE A PASSWORD AND SUBMIT REPORT

Reporting an Incident – Phone (Global) or Text (North America)

If you would rather speak to someone over the phone, you can call the Convercent hotline number at (800) 461-9330 (if in the US or Canada).

If dialing internationally you will select your location to receive instructions/phone numbers.

The screenshot shows the Epiq Integrity Hotline website. The header features the Epiq logo and the text "Integrity Hotline" next to a blue graphic of a globe and network lines. The main content area is divided into three columns: "Ask a Question", "Report an Incident", and "Check Status". Each column has a brief description and a button. Below these is a section with three options: "Call Us", "Text Us", and "Letter from CLO". The "Call Us" and "Text Us" sections are highlighted with a red border. The "Call Us" section includes a phone icon, the number (800) 461-9330, and a dropdown menu to "Select your location". The "Text Us" section includes an SMS icon, the number (404) 666-7764, and a link to "Helpline FAQ's". The "Letter from CLO" section features a photo of a woman and text about business health and corporate citizenship.

epiq Integrity Hotline

Ask a Question
If you have an ethics or compliance question or an inquiry regarding a company policy, you can ask anonymously and confidentially.
Example Question:
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GET STARTED

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You can check the status of your report or question using the access number and password you created when you submitted the report or question.
Access Number: Password:
Forgot your password?
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Helpline FAQ's

Letter from CLO

Part of business health and corporate citizenship is a transparent culture with a strong sense of organizational justice and accountability. At Epiq, we are dedicated to creating an ethical, engaged, and empowered corporate culture built on Unwavering Integrity. This means that our Ethics and Compliance Hotline Reporting Policy and





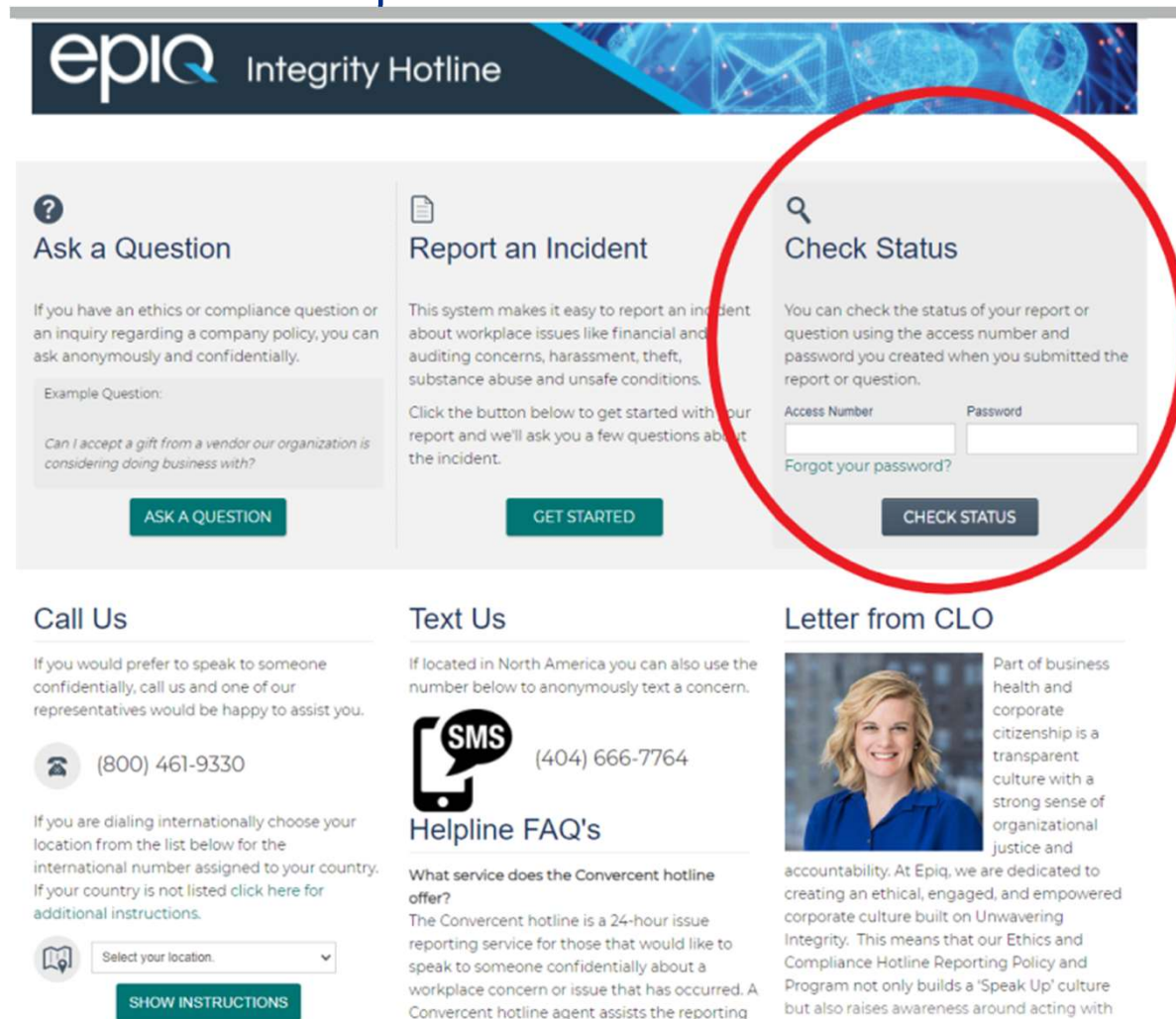
Check Status

Hotline and Case Manager



Checking the Status of Your Report

You can check the status of the report you submitted by going to the **Have you already made a report?** section. Enter the password you made and your access number and click **Check Status**.



The screenshot shows the Epiq Integrity Hotline website. The header features the Epiq logo and the text "Integrity Hotline". Below the header, there are three main sections: "Ask a Question", "Report an Incident", and "Check Status". The "Check Status" section is circled in red. It contains a search icon, the title "Check Status", and a description: "You can check the status of your report or question using the access number and password you created when you submitted the report or question." Below this description are two input fields labeled "Access Number" and "Password", and a "Forgot your password?" link. A "CHECK STATUS" button is at the bottom of this section. Below the main sections, there are three more sections: "Call Us", "Text Us", and "Letter from CLO". The "Call Us" section includes a phone icon, the number (800) 461-9330, and a "SHOW INSTRUCTIONS" button. The "Text Us" section includes an SMS icon, the number (404) 666-7764, and a "Helpline FAQ's" link. The "Letter from CLO" section includes a photo of a woman and text about business health and corporate citizenship.

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Viewing Report

Once you access the case, you can read the information you submitted as well as see any messages from us.

Contact Information	
Submitted By Jill Wilson	Email Address jill.wilson@gmail.com
Preferred Contact Method Email	

Issue Details	
Organization Name Convercent University	Status Closed as of 8/20/2018 10:52 AM GMT
Initially Reported Involved Parties Peter Smith Jack Wilson Jill Wilson	Incident Location London Office
Issue Types Code of Ethics Violation	Date of Incident 8/10/2018
Description of the Incident I saw Jack going up the hill to collect a bucket of water - when he got to the top - he slipped on a really poorly maintained floor. He really hit his head hard on the floor as he fell, and was quite dazed for a while. I've mentioned this floor to my boss several times and nothing is being done about it - it is now dangerous for people.	Time of Incident 12:10 PM
	Your Disclosure Level Share my name and contact information
	Your Relationship to this Organization I am currently an employee

Messages		Start a new message thread
Reporting Party 10:00 am today	Communications with reporting party - This thread was created automatically for you to communicate with the organization.	1 reply 10:22 am today

What Happens Next?

- Once your report is submitted, it is routed to designated individuals within Epiq to review and take appropriate action.
- If you provided your details to us or Convercent/OneTrust, we would communicate with you as needed.





Thank you!

Let us know if you have any questions.

People. Partnership. Performance.
epiqglobal.com