

Is every employee able to report an issue through the Sadara Ethics & Compliance webpage hotline?

Definitely! Any employee who observes or suspects a threat, issue or illegal action which violates any relevant law, regulation, company policy, or Code of Conduct can make a report. Even people outside of Sadara can submit a report. The Sadara Ethics & Compliance page is open to the public as well as employees.

What kinds of things should I report on the Sadara Ethics & Compliance webpage hotline?

Any violation of Law, regulation, approved Company policy or the Code of Ethics & Business Conduct can be reported via the Ethics Hotline.

Who is operating the Sadara Ethics & Compliance webpage hotline?

The Sadara Ethics & Compliance webpage is operated outside of Sadara's server by an independent third party in the US. The Incident reporting system is designed to securely receive, file and track the progress of investigations of incidents reported by any person in or out of Sadara. The third party provides the software tool to act as a secure interface between the reporter and the Office of Ethics & Compliance; but the OEC manages the reports and investigations.

Can I choose to remain anonymous while reporting an issue?

Yes, employees can provide as much or little information as they choose but must realize that the ability to do a thorough investigation of their matter is sometimes dependent upon more details.

If I decide to give my name how can I be sure that my name will remain confidential?

The Office of Ethics & Compliance ensures the confidentiality of your data- this is one of the crucial rules on which the Sadara Ethics & Compliance Program system is based.

How long will it take to fill out a report?

It shouldn't take you longer than 10 to 15 minutes. The first time you use the system, it may take a few minutes longer as you familiarize yourself with the process. After that, if you are clear in your mind about what you are reporting and when it happened, it shouldn't take longer than 10 minutes. Remember to report the event(s) in an organized, chronological order; what happened first, when and where it happened, who was involved, who witnessed the event, are there documents available to substantiate the report, who may have additional information, what happened next...

Who will be responsible for the matter I reported?

All reports received are viewed by the Office of Ethics & Compliance (“OEC”). The OEC then designates the appropriate person or persons from the Corporate Ethics & Compliance Committee, HR, Finance, Internal Auditing, IT Security or Security that will conduct the investigation, and then makes sure the solution is implemented and informs the person reporting a case about the actions taken.

My concern is very urgent and requires immediate investigation or attention of a specific individual- what is the best way to emphasize this?

If you chose to report the issue on line, be sure to state that this is an urgent item so that we may address your concern with the proper attention. Your other option is to go to the Office of Ethics & Compliance and speak directly with the Chief Compliance Officer. The Office of Ethics & Compliance has an open door policy. All discussions with the Chief Compliance Officer are confidential, and if you wish to remain anonymous, your name will not be shared.

Will my manager or VP handle or be involved in investigation?

No, the investigation will be handled by the Office of Ethics & Compliance, with any additional designated person or department as needed, i.e.: HR, Legal, Internal Audit, Finance, and Security, etc. While management will be informed about an investigation being run in the department, the policy is that any individual or individuals named in a report will not be handling the investigation.

If I choose to give my name will I be also involved in the investigation?

You may be only asked to provide more details that allow us to better investigate the reported issue. Other actions will be taken only by a designated person or department.

How long I should wait for the answer/ solution?

Please note that Sadara may not receive information on the reported issue for at least one business day. It may take additional time to research and respond. After six business days you may call or access the webpage and check the status. Always keep the number of your case and remember your password to access the case again. The OEC may also post additional questions to you through the web page so be sure to check back.

Will I be informed about the solution to the issue reported?

Yes, the status of a report will be communicated to you through the website and once there is a solution known and/or implemented, you will receive such information. The OEC may also post additional questions to you throughout the investigations through the web page, so be sure to check back regularly.

Is it possible, that somebody will lose his/her job because of a reported case?

If somebody reports a violation of law, regulation, company policy or the Code of Conduct, there will be a careful investigation. If the investigation proves there has been a violation, this may result in counseling, retraining, disciplinary actions or even termination – dependent upon the type and severity of the violation.

What if I make a report or someone thinks I made a report and then I get into trouble? What should I do?

You should report any retaliation against you or if you observe retaliation against others. Reporting concerns or issues in good faith is a protected activity and Sadara has a strict 'No Retaliation' policy against anyone who asks a question, makes a report or cooperates with an investigation. Regardless of the outcome of an initial claim or report, a report of retaliation is a new, separate and serious issue.

What if someone lies and intentionally makes a false report?

Every report is carefully investigated and only reports that have been substantiated will result in action from Sadara. Intentionally making a false report is illegal and is grounds for immediate termination and could result in criminal or civil litigation.

What if I made a report and it was investigated, but the actions taken by Sadara did not resolve the issue?

If Sadara's actions failed to resolve the issue or failed to prevent it from happening again, you will need to report that immediately in order to allow Sadara to take any additional steps to resolve the problem. We cannot promise that we'll always get it right, but with your support and patience, we can promise that we'll keep trying until we do.

What if the incident happened a long time ago? Should I still report it?

Yes, you should always report a violation even if it happened a long time ago. It may be that due to the amount of time that passed, Sadara may not be able to take any action on that particular issue. However, having the information on record with the OEC will help us to identify patterns of serious problems if a similar report is made regarding the same type of issue or the same individuals.