

LEAVE NO DOUBT | FREQUENTLY ASKED QUESTIONS

ETHICS HELPLINE | FREQUENTLY ASKED QUESTIONS

REPORTING | GENERAL

REPORTING | SECURITY & CONFIDENTIALITY

TIPS & BEST PRACTICES

Leave No Doubt

Frequently Asked Questions

What is the "Leave No Doubt" campaign?

Leave No Doubt is a campaign promoting enhancements to the reporting features within the Ethics Helpline, which now allows for vehicle safety, emissions or regulatory compliance issues to be reported, anonymously if desired.

Why do we need a vehicle specific reporting feature?

The enhancements to the existing Ethics Helpline provide a consistent source of relevant information for the Vehicle Safety & Regulatory Compliance office to thoroughly review and investigate issues, which can now be reported anonymously by employees, contractors, suppliers and dealers.

How are vehicle specific questions different from the Ethics Helpline Code of Conduct questions?

The Vehicle specific questions focus on existing vehicles, pre-production vehicles or even individual part design related issues.

Ethics

Frequently Asked Questions

What is NAVEX Global?

NAVEX Global is an independent third party service provider that has been retained by FCA US to administer the "FCA Ethics Helpline" and case management application.

What is the difference between NAVEX Global, Inc. and EthicsPoint?

EthicsPoint is the name of the helpline services and case management application owned and operated by NAVEX Global, Inc.

Reporting

General

What type of situations should I report?

While not all potential issues are listed here, some examples of issues or concerns which may be appropriate to report through the Ethics Helpline are:

- Vehicle design issues which may result in unintended threat to safety, cyber security, or regulatory compliance
- New or on-going development changes which may result in functional or operational issues
- Unusual wear or parts breakage
- Emissions compliance or regulatory issues
- Testing methodology or applicable processes

Things to report through other means?

General quality, warranty and recalls should be addressed through your dealer, such as:

- Squeaky seats
- Fit and finish issues (e.g., Seat stitching, paint defects, misaligned trim panels)
- General customer satisfaction concerns (non-safety or compliance related)
- Recall repairs

If I have a vehicle safety, emissions or regulatory compliance issue, where do I report it first?

The system is not a substitute for emergency services, roadside assistance, the customer call center, or repair assistance with your vehicle.

Before deciding to use the Leave No Doubt system, please consider first bringing your concern to your supervisor, Human Resources or your union representative (if applicable) and if you do not feel comfortable with other options, if you still feel that your issue has not been addressed, or if you'd like to anonymously report your issues, please report it to the Ethics Helpline.

May a report be filed either via the internet or the telephone?

Yes, reports can be filed online at www.ethicshelpline.FCAgroup.com or by phone by calling 1-800-543-1391 (United States or Canada), or 001-855-422-0189 (Mexico).

Why is it important to report a concern?

Vehicle safety and compliance issues are important for us to know immediately because consumers put their trust in our products.

Does FCA US want me to report?

We encourage employees, contractors, suppliers and dealers to report issues through the Ethics Helpline or through the previously mentioned options.

What happens once these issues are entered?

All reported issues are routed to the FCA US Vehicle Safety & Regulatory Compliance investigations team for review and potential further investigation. All issues will be treated

confidentially and you may remain anonymous. A case number will be assigned to each entry so that you may check back periodically for any feedback.

Who can access the reported issues?

Reported issues are only accessible by specific individuals within FCA US who are responsible for evaluating the reports, determining next steps, and offering feedback when necessary.

Is the system just an example of someone watching over me?

The reporting system is managed by a third party so that it remains independent and only accessible by authorized personnel.

Reporting

Security and Confidentiality

It is my understanding that any concern I send from a company computer generates a server log that shows every website my PC connects with; won't this log identify me as a report originator?

NAVEX Global does not generate or maintain any internal connection logs with IP addresses; no information linking your PC to NAVEX Global is available when you access the "Ethics Helpline." In fact, NAVEX Global is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside of the work environment through the NAVEX Global secure website.

Can I file a concern from home and remain anonymous?

No matter where a report is generated, it will remain protected, confidential and anonymous. An Internet portal never identifies a reporter by screen name and the NAVEX Global system strips away identifying information, such as an IP address, so that anonymity is maintained. Plus, NAVEX Global is contractually committed not to pursue a reporter's identity.

I am concerned the information I provide NAVEX Global will ultimately reveal my identity. How can you assure me that will not happen?

The NAVEX Global system is designed to protect your anonymity. In fact, NAVEX is contractually committed not to pursue a reporter's identity. To further ensure your anonymity, you—as a reporting party—should not reveal any identifying details as part of your report.

Is the telephone toll-free helpline confidential and anonymous?

Yes. A reporter will be asked to provide the same information that would be provided in an internet report. The representative will type your responses directly into NAVEX Global's secure environment. Telephone generated reports have the same security and confidentiality measures applied to them during delivery as internet generated reports.

Does it help if I identify myself?

Investigating an issue may be easier if we have information such as your contact information, but is not necessary. There are times additional information, beyond what is requested in the report, will aid an investigation and having your direct contact information may aid the investigation.

How can I monitor the progress of my concern if I choose to remain anonymous?

Upon submission of your report, a case number will be generated and the system will request you create a report password. These are required to log in to your case and monitor the progress.

What if I lose my report key or password?

In order to maintain the highest level of confidentiality, you will be asked to file a new report if you lose either your report key or your password. You should mention that your new report relates to one filed earlier.

Tips

And Best Practices

I am not sure if what I have observed or heard will in fact result in a vehicle safety, emissions or regulatory compliance issue. What should I do?

File a report. The investigators will determine whether the issue is relevant to vehicle safety, emissions or regulatory compliance.

What if my boss or other managers are involved in my issue or concern, will they get the report?

The system and report distribution protocol are designed so implicated parties are not notified. Cases will be managed without names or other identifying information.

What if I remember something important about the issue after I file the report?

With the report key and your password, you can return to the system again, either by internet or telephone to access the original report. At that point, you can add more details.

What if you have questions for me concerning my report?

The system provides functionality that enables investigators to post questions for you, even if you report anonymously. When you receive your report key, you will be provided with the amount of time we expect for the report to be processed. When that time has passed, we strongly suggest you check back to see if any questions have been posted. Providing the opportunity for such dialogue aids in investigating matters.

Are these follow-ups to reports as secure as the first one?

All correspondence is held in the same strict confidence as the initial report, continuing under the umbrella of anonymity, if you so choose.

Can I still file a report if I don't have access to the internet?

You can file a report via the Ethics Helpline from any computer that can access the internet. If you do not have access to, or are uncomfortable using a computer, you can call the Ethics Helpline, which is available 24 hours a day, 365 days a year.