ConfidenceLine FAQ

**How can I access ConfidenceLine?**

You can access ConfidenceLine any time by calling 1-800-661-9675 or by visiting the online portal at <http://www.badgerinc.confidenceline.net/>

**Why has Badger introduced this hotline?**

ConfidenceLife provides anonymous ethics reporting for employees and allows for reporting to be done either through a fully manned call center or online.

**Why has Badger gone to a third party to provide this service?**

By using a third-party, confidentiality is assured as well as insuring accessibility across the organization. In addition, the third-party hotline is available 24/7, 365 days a year, for incoming calls and web reports. Reporting can be done in a variety of languages, including French and Spanish.

**Why was ConfidenceLine chosen as the provider of this hotline service?**

The ConfidenceLine program has provided anonymous ethics reporting services since 1992. They are considered both the pioneer and leader of ethics reporting.

**Who owns ConfidenceLine?**

ConfidenceLine is owned by Xpera, a Human Resources services company. They are Canada’s premier national provider of Risk Mitigation & Investigation Services.

**How secure is the information gathered by ConfidenceLine?**

ConfidenceLine recognizes the importance of ensuring the anonymity of the reporting party for safe disclosure purposes. The reporting party is not required to provide their name or contact information. All report information and data that is received by ConfidenceLine is stored and saved in a secure facility on secured servers within Canada.

**Who can make reports through ConfidenceLine?**

The ConfidenceLine service is open to all employees, stakeholders, vendors, and shareholders of Badger Daylighting.

**What are the regular reporting channels at Badger?** The normal reporting channels at Badger are to your supervisor or manager, the next level manager, or appropriate member of the Executive Team.

**What can I report through established channels or, if that is not possible, through ConfidenceLine?**

The majority of things that occur day to day are to be reported through normal channels (Supervisor or next level manager, Human Resources, Safety, etc.)

Events that might trigger the use of ConfidenceLine can cover various types of misconduct. Some examples are:

* An unlawful act whether civil or criminal;
* Breach of an existing Code of Business Conduct and Ethics;
* Breach of or failure to implement or comply with any approved policy of the Corporation;
* Knowingly breaching federal or provincial laws or regulations;
* Unprofessional conduct or conduct that is below recognized and established standards of practice;
* Questionable accounting or auditing practices;
* Dangerous practices likely to cause physical harm or damage to any person/property;
* Failure to rectify or take reasonable steps to report a matter likely to give rise to a significant and avoidable cost or loss to the Corporation;
* Abuse of power or authority for any unauthorized or ulterior purpose; and
* Unfair discrimination in the course of employment or provision of services.

**How is my anonymity preserved when I use ConfidenceLine?**

Absolutely no personal or identifying information will be shared with Badger unless you specifically request that you wish to disclose this information. The report and other supplied documents will be reviewed by a ConfidenceLine Administrator to screen out any personal information before sending the report to a Badger Designate to view.

**How are reports handled through ConfidenceLine?**

After you submit a report, a ConfidenceLine team member will review the report in order to screen out any identifying information. Once this screening has been completed, the Designate at Badger will be notified about the report, at which point they will be able to view and respond to the report. You are able to view or hear the response by calling the toll-free phone line or by logging into your account online. If you wish to reply to the message, you will be able to do that at this point as well. Ensure that you have your anonymous ID number if you are calling the hotline, or your assigned user name and password if you are logging back into the website.

**What should I expect when I make a report using the toll-free ConfidenceLine phone line at 1-800-661-9675?**

An experienced ConfidenceLine Call Agent will be available 24/7 to assist you. They will be able to document your report anonymously. Once the call has been finished, you will be provided with an ID number and a request to call back after 3-5 business days to receive an initial response to the report from Badger. Please note that ConfidenceLine will screen out any potential identifying information, unless you request to be identified. An e-mail notification will be sent to the designate at Badger, who will then view and respond to the report.

**What happens when I make a report using the online ConfidenceLine option?**

The E-Web Reporting system allows you to anonymously log on to ConfidenceLine from a secure website. Once you have submitted the report online, the report will be viewed first by a ConfidenceLine Administrator and then is sent over to the Badger Designate. Using your assigned username and password to log back into the website will allow you to view responses from the Badger Designate and you will also be able to communicate with them.

**What if I’m the person who is the subject of an investigation?** Keep in mind that the decision to conduct an investigation is not an accusation – it is a neutral fact finding process. You will be given opportunities for input during the investigation and you will be given an opportunity to respond to materials points of evidence tin the investigation report unless there are compelling reason not to do so.