




HOW DOES CLEARVIEW CONNECTS™ PROTECT MY ANONYMITY?

REPORTING GUIDE

SPEAK UP BE HEARD

YOUR VOICE MATTERS

SUBMIT A REPORT:

-  GO TO [CLEARVIEWCONNECTS.COM](https://clearviewconnects.com)
-  CALL 1 888 985 4646 AND SPEAK WITH A CLEARVIEW AGENT OR LEAVE A VOICEMAIL REPORT.
-  SEND YOUR REPORT TO:
P.O. BOX 11017, TORONTO, ONTARIO M1E 1N0

- **If you use our online system:**
Your report is automatically encrypted, and your IP address is not tracked.
- **If you call the Hotline and speak to a ClearView agent:**
The call is not recorded, and caller ID is not used. The report is entered into the ClearView system using your exact words.
- **If you call the Hotline and leave a voicemail report:**
Your message is entered into the ClearView system by ClearView exactly as you left it, and then your voicemail message is deleted. Caller ID is not used.
- **If you send your report by mail:**
Anonymous handwritten reports are transcribed into the system, and all typewritten reports are scanned and uploaded. Once entered into the ClearView system, all original hard copies are destroyed. Only ClearView personnel can access the P.O. Box.
- **In all cases:**
The report data stays on ClearView's secure servers - in Canada.

SPEAK UP WITH CONFIDENCE.
REPORT WRONGDOING OR UNETHICAL CONDUCT. ASK QUESTIONS SAFELY AND SECURELY. SHARE YOUR IDEAS AND SUGGESTIONS. REMAIN ANONYMOUS.



WHAT IS CLEARVIEW CONNECTS™?

ClearView Connects™ is an ethics reporting/whistleblowing solution that provides a secure, anonymous and confidential way for you to raise concerns or report unethical workplace behaviour to the Royal Canadian Mint (RCM).

HOW DOES CLEARVIEW CONNECTS™ WORK?

There are several ways that you can submit a report – choose the one that's most comfortable for you: use ClearView's online system, speak with a ClearView agent, leave a voicemail report or mail a hard copy report. You decide whether to provide your name and contact information in your report, and if you don't, ClearView will protect your anonymity. Once you submit a report, the data is stored on ClearView's highly secure servers in Canada. ClearView is committed to the highest standards of data security and privacy protection.

The ClearView system will immediately notify RCM's Reviewers that a report has been submitted. Reviewers, who are employees that work at RCM, are chosen because they are best qualified to investigate and resolve reports.

ClearView Connects™ makes it possible for you to communicate with RCM's Reviewers while remaining anonymous. If you submit your report through the ClearView web-based system or by speaking to a ClearView agent, you will receive a system-generated login ID and password. This will allow you to access the report you submitted to review the status of your report, add comments, ask your Reviewer questions or even attach documents. It is important to check the status of your report regularly, because your Reviewer may ask you follow-up questions and will inform you about how the report is being addressed.

WHAT KINDS OF ISSUES SHOULD I REPORT?

You should report any misconduct or unethical behaviour that could harm the Royal Canadian Mint, its reputation, its employees or others. This may include:

- Fraudulent or inaccurate financial reporting
- Manipulation or falsification of data
- Health, safety and environment concerns
- Violations of law, regulations, policy or procedure
- Bribery or kickbacks
- Unethical conduct
- Conflict of interest
- Harm to people or property
- Theft, embezzlement or fraud
- Improper gifts or gratuities
- Insider trading
- Personnel management
- Product safety

The Royal Canadian Mint's Code of Conduct will help you identify the types of issues to report using ClearView Connects™. Please consult your Code of Conduct for more information.