

The Ethics Hotline Program for Retail Co-ops Frequently Asked Questions (FAQ)

Q. Why would a Co-op want to participate in an Ethics Hotline?

A. Having an Ethics Hotline shows employees that their input is important and that they have a meaningful role to play in the success of their Co-op. It also provides all employees of the Co-op a safe manner in which to report wrong doing by employees or management of the Co-op, or other persons.

Q. Are these kinds of hotlines used elsewhere?

A. Yes, many companies have similar programs in place.

Q. How much does the program cost?

A. MNP LLP, an independent third-party, will set up an account for each participating Co-op and will bill based on time spent fielding calls and conducting initial vetting of calls. The cost is \$300 per hour. If no calls are received, the Co-op will not be billed at all. There are also no set-up or initial costs to the Co-op.

Q. What does MNP LLP do with the calls received?

A. MNP LLP will collect as much detail as possible from the caller. They will then relay the information received onto the General Manager of the relevant Co-op, or their designate.

Q. What role does FCL play in this program?

A. FCL is simply passing along the information on this program to all Retail Co-ops. It is then up to each Co-op to decide whether they wish to participate, and if so, each Co-op contacts and deals directly with MNP LLP.

Q. Will persons wishing to contact the Ethics Hotline be able to text or email, in addition to calling?

A. The program offers a toll free phone number, text capability, and also accepts emails.

- Q. How long after a call or text is received will it be before the information is relayed to the relevant Co-op?**
- A. MNP LLP will endeavour to relay calls or texts to the appropriate co-op within 24 to 48 hours of receiving the contact. During this time, MNP LLP will review the initial information, follow-up with the caller (as necessary), and will complete an initial assessment.**