

Trust in our workplace continues to improve

Ninety percent of ES³ employees indicated they would feel free of reprisal for reporting suspected wrongdoing within the company, according to this year's internal audit of the ethics program.

Auditors surveyed a diverse sampling of employees at fourteen sector locations through a variety of collection methods, including face-to-face interviews and e-mail solicitations. Questions centered on employee awareness of, and trust in, the company's ethics program.

Employees indicating trust in the Ethics reporting process:



12% increase 98-99

17% increase 99-00

Source: Ethics audit surveys, 1998-2000.

The results are extremely favorable, especially when compared to the national average—approximately 67%—reported in the Ethics Resource Center 2000 *National Business Ethics Survey: How Employees Perceive Ethics at Work*.

“We want to encourage employees to ask questions and report concerns early on, so situations with the potential to negatively impact our business are identified and corrected quickly,” explains Donna Davis, Director of ES³ Ethics and Business Conduct. “This theme is consistently applied in our business operations,” adds Davis.

To facilitate this action, employees have been provided a lot of latitude for making reports. They can talk directly with their management, contact the Ethics *OpenLine* at (410) 765-1919 or toll-free at (800) 247-4952, mail a report (hard copy or e-mail), or meet directly with a Business Conduct Officer.

The audit process also revealed improved awareness of the Standards of Business Conduct and ethics reporting channels—the *OpenLine*. Each sector headquarters, as well as the corporate office, maintains an ethics *OpenLine* for anyone, including customers and suppliers, to seek guidance or report a violation.

Reports to the *OpenLine* can also be anonymous. When an anonymous call is received, the caller is given a case reference number to enable follow-up. The *OpenLine* phone numbers are not traceable, and employees are assured **no reprisal!** According to audit reports, employees trust the ethics system and it's working!



Ethics Director Donna Davis manages the sector's *OpenLine* for questions and reports.