

## What is IN TOUCH?

IN TOUCH is a unique communication system that is designed to make it as convenient and comfortable as possible for you to send your comments and concerns about our workplace Code of Conduct directly to *QIVLIQ* senior management on a confidential basis.

## How is IN TOUCH convenient?

IN TOUCH is convenient because all you need to do to file a report is dial a toll-free number to IN TOUCH's automated system. Once connected, you simply record whatever it is you want to communicate. You can dial this number from any phone in America 24 hours a day, 7 days a week.

## How is IN TOUCH comfortable?

IN TOUCH is designed to eliminate any concerns you might have about saying what's really on your mind. Your recorded message is transcribed into typed form and the recording is erased so no one at our company will hear your voice. Unless you choose to identify yourself, there is no way of knowing who left a message. This assures that anything you say can be completely confidential and anonymous.

## When should you use In Touch?

We always prefer that you address any questions, concerns or issues directly with your manager or with a member of the Human Resources staff. However, if you're not comfortable doing that, or you are not satisfied with the response you've received as a result of doing so, that's when you should consider using In Touch.

## What Should In Touch NOT be used for?

In Touch is not intended to replace existing compliance policies or established grievance procedures.

## How do you use In Touch?

In Touch is extremely simple to use.

1. Dial 1-888-4-QIVLIQ (1-888-474-8547.)
2. Write down your assigned five-digit case number and remember where you put it.
3. Record a message of any length and then hang up.
4. Phone back in five business days to receive an update or response from management.
5. You may also email In Touch at [4qivliqhelp@getintouch.com](mailto:4qivliqhelp@getintouch.com) and unless you indicate otherwise, your name and email address will be removed from the message.
6. And you may also use the website by going to [www.getintouch.com](http://www.getintouch.com) and click on "Provide Feedback To Your Company." Select QIVLIQ from the drop down menu and enter access code 4QIVLIQ.

## Tips for using IN TOUCH:

**Important Notice:** Recording a message via *In Touch* does not constitute "legal notice" to *QIVLIQ*.

- Pause to consider, is this a broad issue or should you be talking to your manager?
- Jot down the major point you would like to make before you call.
- If you want your message directed to a specific individual, say so at the start of the message.
- Decide whether or not you want to identify yourself at the start of the message. And if you want to be contacted, indicate the best way to reach you either at work or at home.
- To assist with follow-up, provide as much information as possible. It would be particularly helpful to identify your business unit and/or your location.
- Remember that it will take at least one business day for your report to be forwarded to *QIVLIQ*. It may take additional time to route, research and respond to your comment or concern.