

CPI'S OPEN DOOR AND CONFIDENTIAL LINE POLICIES

Open Door Policy

CPI believes all employees have the right to voice problems, concerns, or suggestions regarding their workplace. Every employee is encouraged to bring any question, complaint, concern, or idea he or she may have to his or her manager. While we may not be able to correct every problem, or implement every suggestion, it is our sincere desire to listen to employees and to respond appropriately to their concerns. By keeping our doors open, we hope to prevent issues or frustrations from diminishing your enthusiasm for your job or for CPI.

Most of the time your immediate manager is the person best qualified to solve a workplace issue. If you feel an issue is not being addressed in an appropriate manner, we encourage you to contact the following individuals, in this order, to address your concerns:

- Immediate Manager
- Human Resources
- Executive Leadership Team

If you feel uncomfortable following this progression, you may contact anyone at any stage. You also may contact the Vice President of Human Resources at (414) 865-2308 or at hr@crisisprevention.com.

There will be no retaliation against any employee because he or she uses this Open Door Policy. We are all on the same team, and by working together we can continue to improve our ability to provide excellent service to our customers.

CPI's Confidential Line

CPI's Confidential Line and its Whistleblower Email are available to employees 24 hours a day, 365 days per year.

The number for CPI's Confidential Line is: 1 (866) 972-9413. Its Whistleblower Email address is whistleblower@crisisprevention.com.

CPI anticipates that employees will use this Confidential Line and Whistleblower Email to report serious ethical issues. Examples of serious ethical issues are:

- Theft or misappropriation of company resources;
- Violations of CPI's Code of Ethics and Business Conduct; or
- Violations of laws or regulations.

CPI believes most other workplace concerns can be resolved using CPI's Open Door Policy. However, when that is not possible, these concerns also can be raised using CPI's Confidential Line or its Whistleblower Email.

All complaints to CPI's Confidential Line or Whistleblower Email will be investigated. To conduct a full investigation, it may be necessary for you to provide your name and contact information. CPI will try to maintain the confidentiality of any complaint reported on its Confidential Line or Whistleblower Email, however, that may not always be possible. Based on its investigation, CPI will take any appropriate corrective or remedial action.

There will be no retaliation against any employee because he or she uses CPI's Confidential Line or Whistleblower Email, or because an employee participates in an investigation into a complaint or concern reported on that Confidential Line or Whistleblower Email. Any employee who believes he or she has experienced retaliation may report that belief to their manager, to Human Resources, to CPI's General Counsel, or may report that belief on CPI's Confidential Line or Whistleblower Email. All complaints of retaliation will be investigated. Any employee engaging in retaliation will be subject to appropriate corrective action, up to and including discharge.

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