External Reporting Standard (Whistleblower Hotline)

We encourage individuals to follow our Problem-Solving Procedure for concerns that can be dealt with in-house. However, should any individual need to make a report securely and confidentially, external reporting can also be undertaken using our External Hotline.

- Subject Matter: Anyone who believes that they have witnessed or experienced a violation of PCI's policies or suspects fraudulent behavior by an employee (at any level of the organization), supplier or contractor, can report it via the External Hotline. This can be done anonymously if the caller requests.
- Reporting Procedures: Calls can be made from any location at any time. Callers can choose to give their name or remain anonymous if they wish. All calls are documented and reported back to management, as appropriate.
- Investigation Procedures: Management will initiate an investigation into the matter and ensure proper resolution to the matter. If the reporter has not expressed the desire to remain anonymous, PCI will ensure that they remain informed about the process and outcome.
- No Retaliation: No officer, affiliate, or employee of the company who in good faith reports a breach or wrongdoing will suffer harassment, retaliation, discipline, or adverse employment consequence.

Ethical Violations	Alcohol and Substance Abuse	Violation of the Law
Unsafe working Conditions	Fraud	Falsification of Documents
Quality of Service	Conflict of Interest	Wrongful Discharge
Discrimination	Theft and Embezzlement	Internal Controls
Vandalism and Sabotage	Conduct Violations	Bribery and Kickbacks
Improper Conduct	Threats	Misuse of Company Property
Violation of Company Policy	Human Rights	Anti-Compete Violation

Reporting is available 24/7 and can be made via these channels:

By Phone: 855-400-6002; for Spanish - 800-216-1288
By email: standard-reports@mitratech.com
or go to: https://report.syntrio.com/pcinternational

Confidentiality will be maintained to the extent practical and permitted by law. Investigations will be conducted as confidentially as possible and related information will only be shared with others on a need-to-know basis. The investigation will be completed, and a determination made / communicated to the reporter as soon as practical.

Regular business issues and matters not requiring anonymity should be directed to the respective PCI contact, supervisor, or Human Resources Department.