



Do you have a concern or issue to share with SHINE Medical Technologies?

SHINE is pleased to introduce a new communication tool, In Touch, which is designed for SHINE employees, partners, and the public. In Touch is operated by a company independent from SHINE. Contact In Touch 24 hours a day, 7 days a week with your suggestions, feedback, and matters you would like to report.



1-833 SHINE-11 (1-833-744-6311)



SHINE-11@GetInTouch.com



InTouchWebsite.com/SHINE-11

Unless you indicate otherwise, your name and email address will be removed from the message before it is sent to company management.

Use **INTOUCH** to confidentially report:

- ✓ Violations of SHINE's policies and procedures
- ✓ Violations of SHINE's Code of Conduct
- ✓ Violations of applicable laws, regulations, and/or industry codes
- ✓ Concerns about SHINE's accounting, internal controls, or auditing related matters
- ✓ Violations of U.S. federal health care program requirements
- ✓ Other general compliance concerns or issues



SHINE-11 Compliance Helpline

Call **INTOUCH**[®]

1. Dial Toll-Free **1-833-SHINE-11 (833-744-6311)** 24 hours a day, 7 days a week.
2. Write down the case number you are given.
3. A written summary of your call will be sent to the appropriate SHINE representative.
4. Your call can be anonymous. Leave your name and telephone number if you prefer someone from SHINE contact you directly.
5. To receive a response from SHINE management, call back after 5 business days and provide your case number.

What is In Touch?

In Touch is a unique communication system that is designed to make it as convenient as possible for you to send your concerns, questions, and comments directly to the SHINE Compliance Officer, Board, or General Counsel on a confidential basis.

Is In Touch confidential?

In Touch is designed to eliminate any concerns you might have about saying what's really on your mind. SHINE has signed a contract that states unless there is a threat or an illegal act, SHINE will not ask the independent company providing In Touch to trace any messages. Unless you choose to identify yourself, there is no way for SHINE to know who left a message. This arrangement ensures that anything you say is completely confidential and anonymous.

When should you use In Touch?

If you are an employee, SHINE always prefers that you address any questions, concerns, or issues directly with your manager or a member of the Human Resources staff. However, if you're not comfortable doing so, or you are not satisfied with the response you've received, then 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 an established open-door policy.



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Tips for using In Touch

Important Notice: Sending a message via In Touch does not constitute "legal notice" to SHINE Medical Technologies.

Pause to consider: is this matter 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 your concern requires immediate attention, say so at the start of your call. If you want your question or concern directed to a specific individual, you should indicate as such.

Decide whether or not you want to identify yourself. If you want to be contacted, indicate the best way to reach you.

To assist with follow-up, provide as much information as possible. It would be particularly helpful to identify your affiliation with SHINE.

Remember that it will take at least one business day for your question or concern to be forwarded to the company. It may take additional time to route, research, and respond to your question or concern.