

CDSPI Ethics Hotline

Our Commitment

CDSPI is committed to conducting its business to the highest standards of honesty, integrity, fairness and professionalism.

To help us deliver on this commitment CDSPI's Ethics Hotline provides a confidential and anonymous reporting system for anyone external or internal to CDSPI to submit concerns about conduct that may be unethical, illegal or fraudulent, without fear of repercussions.

Ethics Hotline

CDSPI's Ethics Hotline is hosted by an external service provider (Whistleblower Security Inc.) and is available 24 hours a day, 365 days of the year in multiple languages. Reports can be filed using one of the options below:

- Ethics Reporting hotline at @ 1-866-921-6714 (24/7/365)
- Fax to: 1-604-926-5668
- Mail to: PO Box 91880, West Vancouver, BC V7V 4S4
- Email: cdspi@integritycounts.ca
- Website: www.integritycounts.ca/org/cdspi

What To Report

The Ethics Hotline is available to report concerns regarding unethical, illegal or fraudulent matters. Topics that can be reported include (but are not limited to):

- Bribery, corruption or conflict of interest
- Discrimination, harassment, diversity, equity and inclusion issues
- Fraudulent or inaccurate accounting, auditing or financial reporting
- Intimidation and retaliation (whistleblower protection)
- Manipulation or falsification of data
- Theft, embezzlement or fraud
- Violations of laws or regulation, or of our policies or procedures

What Not To Report

The Ethics Hotline, does not replace existing communication channels that clients and other stakeholders have traditionally used to contact CDSPI for concerns relating to their accounts, products, service or general inquiries. For example, the Ethics Hotline should not be used for:

- Client inquiries
- Customer service complaints
- Product and services inquiries (insurance, investments, financial advice)

Our Commitment Against Retaliation:

CDSPI strictly prohibits any form of retaliation or adverse action against anyone for raising or helping to resolve an integrity concern.