

When should I use the Helpline?

As a reminder, your immediate manager, your Local Compliance Manager, or local and regional management can address most employee concerns. In addition, anyone has the right to directly contact Corporate Compliance. Lastly, if you prefer anonymity or simply prefer to report via a third party, you may use the Helpline's phone, web or text reporting options. Employees, customers, vendors, growers, and other partners should feel free to use the Helpline to speak up.

What types of issues should I report?

The following should be reported: bribery and corruption, accounting, theft or misuse of company assets, and other suspected violations of law, Code of Conduct, or policies. Employment matters should be addressed by HR or local management.

How is the phone call answered?

When you dial the number you will be greeted in the local language, in English or in both. The operator will ask which company you are calling about. No matter which location you call from, you can request a translator in any one of over 300 languages.

How can I find out the outcome?

When you contact the Helpline, you will be provided with a confidential method for calling back or accessing your online report to receive an update on the status or outcome of the investigation. You may also contact Corporate Compliance directly.

Can I report matters anonymously?

You may submit concerns anonymously where allowed by law. You can choose to be identified to the third party, Convercent, but remain anonymous to Pyxus, or you can choose to be totally anonymous.

What happens when I use the Helpline?

All Helpline calls, web reports or text reports are answered by a third party, Convercent, that will collect information about your concerns and send a report to Pyxus Corporate Compliance. We will investigate all matters reported.

Can I be retaliated against for speaking up?

Those who in good faith seek advice, raise concerns, or assist in an investigation will not be retaliated against, even if their concerns are proven unsubstantiated. All instances of suspected retaliation should be reported to Corporate Compliance or through the Helpline immediately.

What will happen after I speak up?

After receiving the report from Convercent, Corporate Compliance will determine the appropriate investigative steps and may contact the reporter for additional information.

The **Helpline** offers reporting options via a third party, Convercent, that are available **24/7 everyday**.

Helpline Phone Numbers

Argentina 0800.333.0095	Macedonia 0800.93894
Brazil 0.800.892.2299	Malawi 0800.026.9803
Bulgaria (use Macedonia or Web)	Myanmar (use Thailand or Web)
Canada 1.800.235.6302	Russia 8.800.100.9615
China 400.120.3062	Singapore 800.852.3912
England 0.808.1289.1053	Switzerland 0800.838.835
France 0805.080339	Tanzania 0800.780.005
Germany 0800.181.2396	Thailand 1.800.012.657
Guatemala +502.23784832	Turkey 00.800.113.0803
Hong Kong 800.906.069	Uganda +256.206300115
India 000.800.100.4175	United States 1.800.461.9330
Indonesia +62.21.297.589.86	Vietnam 122.80.390
Jordan 0800.22656	Zambia +1.720.514.4400
Kenya 0800.221312	Zimbabwe +263.86.4404.1046

Helpline Web Reporting

www.pyxusintl.com/compliance/helpline

Helpline SMS Text Reporting

1.252.512.5428 (US/Canada only)

Helpline WhatsApp Reporting

coming soon (Global)

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