



March 2018

Dear Guadalupe Centers Employee,

I'm sending you this letter to introduce a very important new program. It's called In Touch® and it's designed to encourage you to report any concerns you might have about the way we are conducting our business or to identify any workplace behavior that you believe violates our organization's code of conduct.

What's most important to know about In Touch® is that it's available for you to use 24-hours a day and if you prefer, you can have anything you communicate over this system be completely confidential and anonymous. That's because the independent company that has donated this service free of charge for use by the not-for-profit community operates the In Touch® program and there's no way for anyone working for Guadalupe Centers to identify who might have called and left a message.

Using In Touch® is extremely easy. Anytime you have something to report, you simply dial toll-free from any phone to **1-877-767-7781**. You will need to have a pencil and paper handy so you can write down a five-digit case number that you will be assigned by the automated system. It's important that you write this number down and store it where you can find it. This case number is the only way that Guadalupe Centers will be able to request additional information, respond to concerns and provide updates to your case. All activity and updates are conducted via the case number.

After you have been assigned your number, you will be asked to record a message of any length. You will need to include the name of our organization and location in your recorded message. When you've finished providing what you have to say, just hang-up. Within one business day, the independent company providing the In Touch® service will transcribe the message you left and then it will be deleted from their system. That way, unless you elect to leave your name, anything you have to say can be completely **confidential** and **anonymous**.

As you will be reminded by In Touch® after you leave a message, you should call back in three to four business days and be prepared to enter your five digit case number. When you do that, you will receive a message from Guadalupe Centers regarding the status of your case.

You also can submit a message via web. Just send it to **[www.intouchwebsite.com/GuadalupeCenters](http://www.intouchwebsite.com/GuadalupeCenters)**.

Although we always prefer that you first try to resolve any questions or concerns with your supervisor or a Human Resources representative, there may be times when you're not comfortable doing that or you're not satisfied with the outcome. That's when you should consider using In Touch®.

Guadalupe Centers' management is committed to providing a safe, respectful and ethical working environment. If at any time you don't feel that's the case, we encourage you to use In Touch® and let us know. In addition, we want to assure you that there will never be any retaliation against any individual for reporting a workplace related concern.

Sincerely,

Alfonso Zárate  
Chief Operations Officer