



## **Audit Complaint Procedure**

### **Reporting Complaints on Accounting, Internal Accounting Controls and**

#### **Auditing Matters**

##### **Policy**

New Jersey Resources Corporation and its subsidiaries ("NJR" or the "Company") are committed to conducting business with integrity and in an ethical manner. This procedure provides employees and the public with a means to notify the Audit Committee of the Board of Directors of the Company of complaints regarding accounting, internal accounting controls and auditing matters. While the Company's Code of Conduct includes a procedure for employees to report allegations of wrongdoing, this procedure provides further instruction on how to report, on a confidential, anonymous basis, concerns regarding questionable accounting or auditing matters to the Audit Committee. Consistent with the Company's Code of Conduct, any employee who reports any such concerns will not be punished or retaliated against in any way.

##### **Procedure**

###### **Reporting Complaints**

You may report allegations of wrongdoing as outlined in the Company's Code of Conduct as well as any complaints concerning accounting, internal accounting controls and auditing matters by calling Ethicspoint, Inc., a toll-free hotline service, at 1-866-384-4277. Ethicspoint is an independent company, which is not affiliated with NJR, whose trained, professional personnel will take your call 24 hours a day, seven days a week, 365 days a year. You may also send a complaint by e-mail to [www.ethicspoint.com](http://www.ethicspoint.com). No matter the method of communication, if you decide the complaint should be treated on an anonymous, confidential basis, your request will be honored. While you will not be asked to identify yourself, you will be assigned a unique "Report Key" and asked to create your own password. Once your report is received you will be advised of a date to check back with Ethicspoint to find out what action has been taken on your the complaint. The Report Key and password are required in order for you to check the status of your complaint and to respond to any questions that may come up during the investigation.

###### **Reviewing the Complaint**

All complaints received by Ethicspoint, Inc. will be forwarded to the Company's General Counsel, the Vice President, Internal Audit, the Lead Director and Chair of the Audit Committee. Thereafter, the General Counsel and the Vice President-Internal Audit will review all complaints received with the Chair of the Audit Committee.

###### **Conducting the Investigation**

Complaints involving the Company's accounting, internal controls, or auditing matters, will be promptly investigated by one or more of the General Counsel, Vice President-Internal Audit, Chief Financial Officer and Vice President of Corporate Services, (the "Team"), as the Audit Committee Chair or Representative (referred to below) deems appropriate.

The Team shall conduct an investigation and promptly notify the Audit Committee Chair, or another Audit Committee designated representative (each an "Audit Committee Representative") of the results. If necessary, the Audit Committee Chair or Representative may authorize the use of independent experts to assist in the investigation. Depending on the nature of the complaint, the Audit Committee Chair or Representative may convene a special meeting of the full Committee.

In the event a complaint raises concerns or allegations of a material nature requiring immediate

attention, the Team will take appropriate and necessary steps to attempt to prevent re-occurrence of the complained-of conduct and to complete the investigation as soon as possible.

**Reporting to the Audit Committee**

A report on all complaints received involving the Company's accounting, internal accounting controls, and auditing matters, including questionable accounting or auditing matters shall be presented to the Audit Committee at every meeting of the committee. The report shall include the results of investigations and actions taken, if any.

**Retaining Complaints**

All complaints involving the Company's accounting, internal accounting controls, or auditing matters, including questionable accounting or auditing matters will be retained by Ethicspoint for a period of three years.

**Procedure Assessment**

The Audit Committee shall evaluate this procedure annually and make revisions and amendments as necessary.

**Employee Training**

Employees will be reminded annually of the procedure during Code of Conduct training.

**Questions**

Any questions regarding this procedure should be addressed to the General Counsel at 1415 Wyckoff Road, Wall, New Jersey 07719, by calling 732-938-1489 or by e-mail at [mdugan@njresources.com](mailto:mdugan@njresources.com).

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