English (United States)

New Balance Ethics and Compliance Hotline

Ask a Question

If you have an ethics or compliance question or an inquiry regarding a company policy, you can ask anonymously and confidentially.

Example Question:

Can I accept a gift from a vendor our organization is considering doing business with?

ASK A QUESTION

Report an Incident or Concern

SpeakUpNB is a voluntary, confidential web and phone-based intake system operated by Convercent, an independent service provider that allows you to report an incident about workplace issues like harassment, theft, workplace violence, substance abuse, unsafe conditions and financial and auditing concerns. In certain countries, the hotline can only be used to report suspected violations of a more limited number of matters. If your concern pertains to a matter that, under local law, may not be accepted through SpeakUpNB, you will need to contact either your manager, local HR representative or the Legal Department to report the matter.

Click the button below to get started with your report and we'll ask you a few questions about the incident.

Select your location. *

Select one

Where did the incident occur? *

Select one

GET STARTED

Check Status

You can check the status of your report or question using the access number and password you created when you submitted the report or question.

Access Number

Password

Forgot your password?

CHECK STATUS

Call Us

If you would prefer to speak to someone confidentially, call us and one of our representatives would be happy to assist you.

1-888-241-5237

If you are dialing internationally choose your location from the list below for the international number assigned to your country. If your country is not listed click here for additional instructions.

Select your location

SHOW INSTRUCTIONS

Please note this is not an emergency service. Contact your local authorities if this is a life threatening issue.

Other Channels of Reporting

All New Balance Associates: As a reminder, New Balance maintains an open door policy for all ethics and compliance related questions or concerns. This helpline is one reporting option, but you may still contact any of the following:

- Your manager
- Your local Human Resources representative
- The e-Reporting site for loss prevention/security matters in North America

Code of Business Ethics & Conduct Policy

New Balance's Code of Business Ethics & Conduct helps to guide our business decisions and reinforces our Company's commitment to our core values – integrity, teamwork, total customer satisfaction. To learn more, you can access the policy here.

Privacy Policy Notice

Use of this Service is entirely voluntary and any information you supply will be treated confidentially, meaning that access to the information within New Balance will only be granted on a strictly need to know basis. We will not disclose your identity to your line management without your prior consent, nor any individual(s) you may name in the report when using the Service. We encourage you to identify yourself by your name in order for us to follow up with any questions we may have. If you do not want to provide your name, you have the right to be anonymous (where this is legally permitted in your jurisdiction). However, you may become identifiable based on the information you supply or any investigation into the facts by New Balance. Where this is the case, your information will be handled in accordance with our Privacy Policy.

To find out more, click **HERE** to read New Balance's full privacy policy.

Contact Support
Customer Support Portal
Get help submitting a report

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