



About EthicsPoint

What is the EthicsPoint Reporting System?

EthicsPoint is a comprehensive and confidential reporting tool to assist management and employees to work together to address fraud, abuse, and other misconduct in the workplace.

Why do we need a system like EthicsPoint?

To ensure we have a comprehensive and effective company-wide reporting system.

To provide an alternative reporting tool for situations where employees prefer to report anonymously.

Reporting—General

May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

Situations, events, or actions by individuals or groups that you believe violate International Medical Corps' Code of Conduct or its policies, and have a negative impact on the personal safety or well-being of our employees, beneficiaries, or the organization should be reported. Please remember, however, that frivolous or unfounded reports do not help foster a positive workplace. Individuals making allegations with reckless disregard for their truth or falsity may be subject to disciplinary action.

If you are uncertain as to whether a situation violates the organization's policy, is illegal, or constitutes harassment or discrimination, you should seek clarification from either a supervisor, HR, Internal Auditor, or through EthicsPoint. *However, EthicsPoint should not be used for immediate threats to life or property. These types of reports should be directed to your local emergency service.*

If I see a violation, shouldn't I just report it to my manager, security, or Human Resources and let them deal with it?

When you observe behavior that you believe violates our Code of Conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of our management team; however, we recognize that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with EthicsPoint.

Why should I report what I know? What's in it for me?

We are all responsible for complying with our Code of Conduct and letting the appropriate people know if someone is not acting in accordance with it. By working together, we can ensure organizational resources are used to fulfill and further our mission.



Does management really want me to report?

We certainly do. In fact, we *need* you to report. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the organization and our beneficiaries.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within the organization who are charged with evaluating the report, based on the type of violation and location of the incident. Each report recipient has had training in the necessity and importance of keeping these reports confidential.

Reporting Security & Confidentiality

It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with. Will this log identify me as a report originator?

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to EthicsPoint is available. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work computer, you have the option of using a computer outside our work environment (such as one located at an Internet café, at a friend's house, etc.) through the EthicsPoint secure website.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is fully maintained. Again, EthicsPoint is contractually committed not to pursue a reporter's identity.

I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can I be assured that will not happen?

The EthicsPoint system is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my office next to Jan Smith..." or "In my 33 years..."

Is the telephone toll-free hotline confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report for identifying yourself; this information is optional.



What if my supervisor or other managers are involved in a violation? Won't they get the report and start a cover-up?

The EthicsPoint system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the organization has further questions for me concerning my report?

When you file a report on the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique user name and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by an organization representative. We strongly suggest that you return to the site in the time specified to answer organization questions. You and the organization now have entered into an "anonymous dialogue" where situations are not only identified, but can be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondence is held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Can I still file a report if I don't have access to the Internet?

If you don't have Internet access or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline—which is available 24 hours a day, 365 days a year—at the number on the attached EthicsPoint Dialing Phone Options List. You can also find the number on the EthicsPoint web portal at www.internationalmedicalcorps.ethicspoint.com.

How to File a Report

EthicsPoint is designed to maintain your confidentiality and anonymity. The following step-by-step instructions will guide you through the processes available to submit a report:

Step 1: Access to EthicsPoint to Report

Use either of these two convenient channels of communication:

Public Internet	Toll-Free Hotline
From any computer having Internet access, go to www.internationalmedicalcorps.ethicspoint.com or www.ethicspoint.com and click on "File a new report."	Call your EthicsPoint toll-free hotline at the number on the attached EthicsPoint Dialing Phone Options List or on the EthicsPoint web portal at www.internationalmedicalcorps.ethicspoint.com . An intake specialist will assist you with entering your report into the EthicsPoint system.



Step 2: Complete a Report

Follow the on-screen or intake specialist's instructions to complete a report.

1. Choose a report category.
2. You can remain anonymous.
3. Complete the report, providing information about the incident, including:
 - a. *Who*: Persons engaged in the incident, including titles
 - b. *What*: Incident specifically occurred
 - c. *Where*: Location of the incident
 - d. *When*: Time and duration of the incident
4. Next, you will be asked to create a password. The EthicsPoint system will generate a unique code called a "Report Key." Write them both down and keep them in a safe place. You will need them to follow-up later, or if you ever want to review or amend your report.

Step 3: Follow-Up

5-7 business days after you complete your report, you can return to the EthicsPoint system to see if the organization has posted any follow-up questions or requests.

1. Reconnect with the EthicsPoint system using either of the two channels: **Internet or Toll-Free Hotline**.
2. Click on (or ask to perform) "Follow-up an existing report."
3. Provide your Report Key and Password.
4. You can now elect to review report details, respond to questions, and add information.
 - a. To review your report, click "Review Report Details" or ask the intake specialist.
 - b. You will be told if your organization has entered questions about your report. Answer the questions verbally or by typing in the question boxes and click "Submit."
 - c. You can add information to the report verbally or by using the "Submit New Information" box.
5. If you have agreed to participate in an EthicsChat*, click "Join a Chat" at the specified time. Type your comments into the field at the bottom of the window and click "Submit."
6. You may return regularly to review your report, answer questions, and add information.

**EthicsChat is a real-time communication between you and your organization's representative to clarify details and answer questions. Like the rest of the EthicsPoint system, it is confidential and anonymous.*