



## Questions and Answers about EthicsPoint

### Q. What is EthicsPoint?

EthicsPoint is a comprehensive and anonymous Internet and telephone based reporting tool that assists management and employees to work together to address fraud, abuse, misconduct, and other violations in the workplace, while helping to cultivate a positive work environment.

### Q. May I report using either the Internet or the telephone?

Yes you may. By giving you choices, EthicsPoint helps ensure that employees can file a report anonymously and in the manner most comfortable or convenient to them.

### Q. Does MBI leadership really want me to report?

Yes. You know what is going on at MBI - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on MBI and it's ministry.

### Q. If I see a violation, shouldn't I just report it to my manager, public safety, or human resources and let them deal with it?

For many day-to-day issues you can certainly continue reporting concerns to your immediate supervisor. However, there are several good reasons why you should use EthicsPoint as well. First, EthicsPoint ensures that your report gets to the appropriate people. That may or may not happen if you simply report something to your manager, especially when dealing with issues not under his/her control. More importantly, reports can be filed anonymously and all report information is secure and held in the strictest confidence.

### Q. It is my understanding that any report I send from a company computer generates a server log that shows every web-site with which my PC connects. Won't 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 PC to EthicsPoint is available.

With fewer than 12% of reports generated during business hours, most people prefer to report from the comfort of their home after hours and on the weekend.

### Q. 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 totally maintained. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

### Q. I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?

The EthicsPoint system is designed to protect your anonymity. However, 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...".

**Q. Isn't this a program that will make everyone suspicious of everyone else?**

Absolutely not - the EthicsPoint system concentrates on being a positive aspect of the overall organizational culture, and allows employees to partner with management to assure a safe, secure and ethical workplace. We encourage you to use the system to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is the lifeblood of any organization and EthicsPoint is a great way to enhance that communication.

**Q. I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?**

All unethical conduct, at any level, ultimately hurts the Institute and all employees, including you. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

**Q. I am not sure what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?**

File a report. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you reported a situation that turned out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

**Q. 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 MBI who are charged with evaluating the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence. The EthicsPoint system and staff are trained and committed to ensure that no report is ever shared with implicated parties, their peers, or subordinates.

**Q. What if my boss 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 no report is ever released to implicated parties. For example, if the President or COO is implicated, the original EthicsPoint report is available only to other specified parties, who are charged with follow-up of such reports. This will help to eliminate cover-ups by any implicated individual.

**Q. What if I remember something important about the incident after I filed the report? Or what if the company has further questions for me concerning my report?**

When you file a report at the EthicsPoint Web site or via an international toll-free number, 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 answer questions posed by an MBI representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer MBI's questions. You and MBI now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

**Q. Are these follow-on reports as secure as the first one?**

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

**Q. What if I want to be identified with my report?**

There is a section in the report for identifying yourself, if you wish.

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

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don't have access or are uncomfortable using a computer, you can call your EthicsPoint toll-free hotline 1- 866-ETHICSP which is available 24 hours a day, 365 days a year.

**Q. Is the telephone toll-free hot line 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.