

Q: What is EthicsPoint?

EthicsPoint is a comprehensive and confidential Internet and telephone-based reporting tool that helps College Board, its employees, and its stakeholders work together to address fraud, abuse, misconduct or workplace violations.

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

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

Q. Why does the College Board need a system like EthicsPoint?

The College Board chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the College Board, its employees, and constituents. A seemingly harmless lapse in ethics can have disastrous effects on an otherwise healthy organization. If you know of any incidents of misconduct or ethical violations, we hope that you will be motivated to report them. With open channels of communication that allow for anonymous reporting, you can participate in improving the College Board by helping it to maintain a safe and ethical work environment and ensuring continued ethical behavior in its operations.

Q. What type of situations should I report?

EthicsPoint is a communications tool providing an avenue to report suspected illegal, unethical, or otherwise fraudulent conduct. The purpose of the mechanism is to enable staff, members, students and their families, business partners and the general public to communicate (anonymously, if they wish) concerns or irregularities about accounting, auditing or internal control processes. Other types of issues that may be communicated relate to confidentiality, fraud & theft, harassment & inappropriate behaviors, misuse of company resources, workplace violence, inappropriate business dealings and unsafe work conditions. For matters relating to customer service, test day irregularities, test scores, accommodations, or IT issues, please direct your inquiry instead to the appropriate channel listed at the following link: <https://about.collegeboard.org/contact-us?navId=gf-contact>.

Q. If I see a violation, can't I just report it to College Board management?

Yes, you certainly should report such instances to someone directly at the College Board, if possible. Before filing a report with EthicsPoint, we strongly encourage you to consider whether you can raise your concern directly with someone at the College Board.



Q. Can I file a report from any computer and remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous if you so choose. 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 to 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 inadvertently.

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 designated individuals within the College Board who are charged with evaluating that type of report. Each of these report recipients has had training in keeping these reports confidential. Reports may be shared with our internal or external auditors, but in such circumstances, anonymous reports will remain anonymous. EthicsPoint and the College Board work together to ensure that no report is ever shared with implicated parties. There are protocols for appropriately handling even those reports implicating high-level employees.

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 website or through the EthicsPoint Call Center, you receive a unique username 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 a company representative and add further information or to answer questions posed by a College Board representative. We strongly suggest that you return to the site in 5-6 business days to check for any questions from the College Board that would help resolve any open issues. You and the College Board now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

Q. Will College Board respond to me about the outcome of my report?

While College Board reviews every report received, not all reports will receive a response from College Board. College Board may respond by requesting additional information, but for confidentiality purposes it cannot share the outcome of such internal review.



Q. 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.

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 computers with Internet access. If you don't have access or are uncomfortable using a computer, you can call your EthicsPoint toll-free hotline 888-259-8593 which is available 24 hours a day, 365 days a year.

Q. 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 website. These reports have the same security and confidentiality measures applied to them during delivery.