



**Q: What is EthicsPoint?**

EthicsPoint is a comprehensive and confidential Internet and telephone-based reporting tool that helps the College Board and its employees work together to address fraud, abuse, misconduct, or other violations in the workplace, all while cultivating 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 College Board employees can file a report anonymously and, in the manner, most comfortable or convenient to them.

**Q. Why do we need a system like EthicsPoint?**

College Board chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the organization and its employees, including you. If you know of any incidents of misconduct or ethical violations, we hope that you will report them. We believe that you are our most important asset. By creating open channels of communication to allow for anonymous reporting, you can participate in improving College Board and helping to maintain a safe and ethical work environment.

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

We all have the right to work in a safe and ethical environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of the entire company and the job security of its employees.

**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, and unsafe work conditions.

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

Yes, you certainly should report such instances in this way or to someone else directly at College Board. The EthicsPoint is not intended to replace or supersede normal managerial and Human Resources communication channels. Before filing a report with EthicsPoint, we strongly encourage you to consider whether you can raise your concern directly with someone at College Board. Employees are responsible for alerting management of suspected illegal, unethical, or otherwise fraudulent conduct and should report these or other questionable activities to their supervisor and/or the Human Resources and Legal Departments. We have established the EthicsPoint for your use if you know of such problems and have been unable to resolve them with management, or if you strongly believe that management will be unresponsive or retaliate against you for making such a report and therefore you want to file a report anonymously and confidentially.

**Q. It is my understanding that any report I send from a College Board computer generates a server log that shows every Website that my PC connects with, and 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.

**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 (if you wish). 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, for example, "From my cube next to Jan Smith..." or "In my 33 years..."

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

You should first consider reporting it to your manager, Legal, Human Resources or through one of the other available internal channels. If you feel that for whatever reason you cannot raise your concern with someone directly at College Board, you should file a report. EthicsPoint can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns 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 designated individuals within College Board who are charged with evaluating that type of report. Each of these report recipients has had training in keeping these reports confidential. EthicsPoint and 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 College Board that would help resolve any open issues. You and College Board 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-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 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 Website. These reports have the same security and confidentiality measures applied to them during delivery.