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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting system created by NAVEX Global. It is designed to assist us in working together - to report, correct and prevent fraud, abuse and misconduct in our workplace.

Why do we need a system like EthicsPoint?

- Employees are our most important asset. By creating open channels of communication, we promote a positive work environment and ensure that we adhere to our standards of conducting work in accordance with our ethical responsibilities.
- An effective reporting system supports our other efforts to ensure a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With EthicsPoint, you can file a confidential, anonymous report via the telephone or the Internet.

What type of situations should I report?

You should report any violation of our Standard Practice Guides (SPGs), the Michigan Medicine Code of Conduct, or any other concern you may have that suggests we may not be doing our work in accordance with our ethical obligations.

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

If you observe behavior that you think violates our Standard Practice Guides (SPGs) or the Michigan Medicine Code of Conduct, you must report it. Bringing concerns to your direct manager or other member of our management team is appropriate. If there are circumstances when you are not comfortable reporting a concern in this manner, you can report your concerns via EthicsPoint, anonymously if you wish. It is imperative that if you see something, you should say something.

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

You have the right to work in a positive environment in which work is conducted in an ethical manner. If your work environment is not positive, or you are concerned unethical behavior is occurring, then it is your duty to report that behavior. Working together enables us to maintain a healthy and productive environment. Unethical conduct damages our work environment, our reputation and the entire well-being of our university and health system.

Does management really want me to report?

Yes. In fact, we *need* you to report and you are *expected* to report. You know what is going on - both good and bad. You may have the first knowledge of an activity that may be cause for concern. Your reporting may minimize the potential negative impact of this conduct.

Where do these reports go? Who can access them?

Reports go directly to the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals who are charged with reviewing, addressing and correcting any reported inappropriate conduct. Those who investigate these reports know the importance of conducting confidential, thorough and responsive investigations.

Reporting Security & Confidentiality

It is my understanding that any report I send from a University computer generates a server log that shows every website that my PC connects with; 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. In fact, EthicsPoint is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC 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 totally maintained.

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, if you wish to remain anonymous, you need to ensure that the body of the report does not reveal your identity by accident.

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 protections.

What if I want to be identified with my report?

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

Tips & Best Practices

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

Unethical conduct, at any level, hurts all of us. In a worst case scenario, unethical behavior jeopardizes the organization in its entirety and that impacts all of us and our jobs. If you know of incidents of misconduct or ethical violations, it is your duty to yourself and your coworkers to report it.

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

File a report. EthicsPoint can help you write and file your report so what you have heard or observed can be properly understood and investigated. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

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 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 at the EthicsPoint website 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 so you can add more detail or answer questions posed by an organization representative. We encourage you to return to the site in the time specified to answer questions that may be posed back to you. These back-and-forth exchanges are completely confidential.

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

All EthicsPoint correspondences are held in the same strict confidence as the initial report.

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

Yes, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.