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## About TC Share-It!

### What is TC Share-It!?

TC Share-It! is an inclusive and confidential reporting tool created by NAVEX Global to assist Travis County and its employees work together in addressing fraud, waste, abuse, and other forms of misconduct in the workplace, all while cultivating a positive and effective work environment.

### Why do we need a system like TC Share-It!?

- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- An effective reporting system will enhance our efforts to foster a culture of integrity and ethical decision-making.
- Travis County's goal is to ensure that it;
  - Provides fair treatment in accordance with applicable legislative and judicial mandates
  - Encourages executive managers, department heads, supervisors and employees to treat each other with respect, dignity, and fairness
  - Motivates employees to work towards the goals of Travis County by providing optimum working environments and relationships, and opportunities for achievement, recognition and growth

## Reporting – General

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

Yes. With TC Share-It! you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

### **What type of situations should I report?**

The TC Share-It! site allows you, as the employee, to report violations of the Travis County Code, stated policies or other concerns that you they may have. You are encouraged to utilize the system to seek guidance on ethical dilemmas, to provide positive suggestions, or to communicate a concern. Effective communication is critical in today's workforce. TC Share-It! will act as a great tool to enhance that communication.

### **If I see a violation, should 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 [County Code](#) or any of Travis County's or your department's stated policies we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of our management team. We recognize, however, that there may be instances when you are not comfortable reporting the issue in this manner. For this reason, we have collaborated with NAVEX Global, EthicsPoint system to bring you the TC Share-It! site. We would rather that you report anonymously than to keep the information to yourself.

### **Why should I report what I know? What is in it for me?**

We all have the right to work in a positive 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. Ultimately, workplace misconduct can threaten the livelihood of the entire organization.

### **Does Travis County really want me to report?**

We certainly do. In fact, we *need* you to report. Employees know what is going on in their organization - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can help to minimize the potential negative impact that questionable activities have on the organization and its employees. In addition, offering positive input may help to identify issues that can improve the organization's culture and performance.

### **Who receives the reports? Who can access them?**

Reports are entered directly on the NAVEX EthicsPoint secure server to prevent any possible breach in security. The NAVEX EthicsPoint system makes these reports available only to specific individuals within Travis County who are charged with evaluating the reports, based on the type of violation and the location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

## Reporting Security & Confidentiality

**It is my understanding that any report I send from a Travis County computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?**

TC Share-It! does not generate or maintain any internal connection logs with IP addresses therefore no information linking your PC to TC Share-It! is available. If you feel uncomfortable making a report on your Travis County device, you have the option of using a device outside your work environment (such as one located at an Internet café, at a friend's house, etc.) through the TC Share-It! secure website. Many people choose this option, as data shows that fewer than 12% of reports are generated during business hours.

**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 TC Share-It! (NAVEX EthicsPoint system) site removes internet addresses so that total anonymity is always maintained.

**I am concerned that the information I provide TC Share-It! will ultimately reveal my identity. How can you assure me that will not happen?**

The TC Share-It! site, powered by the NAVEX EthicsPoint system, is designed to protect the anonymity of its users. However, if you wish to remain anonymous, you, as a reporting party, need to ensure that the body of the report does not accidentally reveal your identity. For example, "From my cube next to Jan Smith" or "In my 33 years".

**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 TC Share-It! 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, if you wish.

## Tips & Best Practices

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

Travis County chooses to promote ethical behavior and policy compliance. All inappropriate conduct, at any level, ultimately hurts the organization and its 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.

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

File a report. TC Share-It! can help you prepare and file your report so that it can be properly understood. We would rather that you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you were not sure.

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

The TC Share-It! site (the NAVEX 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 TC Share-It! site or through the TC Share-It! Call Center, you receive a unique report key and are asked to choose a password. You can return to the TC Share-It! site again either by internet or telephone and access the original report to add more details or answer questions posed by a company 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 the organization's questions. You and the organization now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

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

All correspondence conducted on the TC Share-It! site or through the call center are 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?**

You can file a 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 do not have access to or are uncomfortable using a computer, you can call the TC Share-It! toll-free hotline, which is available 24 hours a day, 365 days a year.