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## About the Trust Line

### What is the Trust Line?

The Trust Line is a comprehensive and confidential reporting tool created by NAVEX Global to assist management and employees to work together in addressing fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

### Why do we need a system like the Trust Line?

- We believe that our students, employees, and other community members, are our most important assets. By creating open channels of communication, we can promote a positive work environment and essentially foster a culture of integrity and ethical decision-making.
- The Trust Line has been established to help you navigate any questions or concerns you may have in a way that is impartial and puts you first. When you reach out to this safe and risk free reporting line you can expect to receive clear and confidential guidance about any inquiry. It is not intended to discourage any of our community members from addressing their concerns with their direct supervisor, Student Affairs, Human Resources, or any of our other units.

### How is the Trust Line Managed?

- Our Institutions have hired a third party, NAVEX Global, to accept calls, inquiries, and reports through the use of their premier confidential reporting system, the Trust Line. This tool is managed solely by NAVEX Global in order to assist the Office of Institutional Compliance and the UNT System Administration, UNT, and UNT Dallas communities in working together to address fraud, waste, abuse, and other misconduct in the workplace, all while cultivating a positive environment.

### Who can use the Trust Line?

- The Trust Line is publicly available on the UNT System Administration, UNT, and UNT Dallas websites, and therefore compliance issues, potential misconduct, concerns, and questions may be filed by anyone. However, it is generally intended for those connected to UNT System Administration, UNT, or UNT Dallas.

### What if someone files a false allegation against me?

- An individual who knowingly makes a false report of suspected misconduct or who provides false information during a compliance investigation is subject to disciplinary action, including termination of employment, termination of authority to act on behalf of the Institution, or termination of business relationship or affiliation.

# Reporting – General

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

Yes. With the Trust Line, you have the ability to file a confidential, anonymous report via either the telephone or the Internet. You may also file a report using your smart device.

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

The Trust Line is designed for anyone to report any violation of our stated Standards of Conduct, or other concern you may have.

## **If I am aware of a violation, shouldn't I just report it to my manager or human resources and let them deal with it?**

When you observe some behavior that you believe violates our Standards of Conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct supervisor, or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with NAVEX Global. We would rather you report anonymously than keep the information to yourself.

## **Why should I report what I know? What's 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 of compliance violations. By working together, we can maintain a healthy and productive environment. Organizational misconduct can threaten the livelihood of an entire Institution.

## **Does management really want me to report?**

We certainly do. In fact, we need you to report any compliance violations you are aware of. You know what is going on in our Institutions - 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 the Institution and our people. Also, offering positive input may help identify issues that can improve our Institutional culture and performance.

## **Where do these reports go? Who can access them?**

Reports are entered directly into the Trust Line secure server to prevent any possible breach in security. The Trust Line makes these reports available to one of our Compliance Officers who are charged with evaluating the report, based on the type of violation and location of the incident. Each of our Compliance Officers has completed training in keeping these reports in the utmost confidence.

**Isn't this system just an example of someone watching over me?**

The Trust Line system concentrates on being a positive aspect of our overall philosophy, and allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and the Trust Line is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

# Reporting Security & Confidentiality

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

The Trust Line does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to the Trust Line is available. In fact, the Trust line 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, the public library, etc.) through the Trust Line 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 Trust Line system strips away Internet addresses so that anonymity is totally maintained. Plus, the Trust Line is contractually committed not to pursue a reporter's identity.

**I am concerned that the information I provide the Trust Line will ultimately reveal my identity. How can you assure me that will not happen?**

The Trust Line system is designed to protect your anonymity. However, if you wish to remain anonymous, 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 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 Trust Line Web 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 unethical conduct, but it doesn't affect me. Why should I bother reporting it?**

Our Institutions choose to promote ethical behavior. All unethical conduct, at any level, ultimately hurts our Institutions and all employees, including you. You only have to consider what happened in recent organizational scandals to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy organization. So, if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself, your coworkers, and other community members to report it.

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

File a report. The Trust Line 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.

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

The Trust Line 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?**

When you file a report at the Trust Line Web site or through the Trust Line Call Center, you receive a unique report key (user ID) and are asked to choose a password. You can return to the Trust Line system again either by Internet or telephone and access the original report to add more detail.

### **What if there are further questions for me concerning my report?**

Your unique report key (user ID) and password allows you to return to the Trust Line system either by Internet or telephone and access the original report to answer questions posed by one of our representatives that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer any raised questions.

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

All Trust Line correspondences 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 Trust Line 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 to or are uncomfortable using a computer, you can call the Trust Line toll-free hotline, which is available 24 hours a day, 365 days a year.