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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool that enables management and employees to work together to address fraud, abuse, and other misconduct whether in our workplace or by others outside of LIPA.

By creating open channels of communication, LIPA seeks to promote a positive work environment and a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential, anonymous report via either the telephone or the Internet.

What types of situations should I report?

The EthicsPoint system allows anyone to report any violation of the LIPA Code of Ethics and Conduct or other concern you may have about possible fraud.

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

If you're a member of the public who has learned about or has observed something that you believe violates our code of conduct or may be an act of fraud and abuse against LIPA and its customers, we want to know about it.

If you're a LIPA employee, it's your duty under the Code of Ethics and Conduct to report misconduct you may have observed. Ideally, you should bring concerns to your direct supervisor or other member of our management team. We recognize, however, that sometimes circumstances may leave you uncomfortable reporting an issue in this manner. It is for those circumstances that EthicsPoint has been created. LIPA would rather you report anonymously than keep the information to yourself. 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.

Does LIPA management really want me to report?

We certainly do. In fact, we *need* you to report. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on LIPA and its mission to serve our customers.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server. Reports are available only to specific individuals who are authorized to follow-up on the information provided in a report while at the same time keeping the reports, whether filed anonymously or not, in the utmost confidence to protect the confidentiality of whistleblowers and the public at-large.

Reporting Security & Confidentiality

It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with. Won't this log identify me as the report originator?

The host of LIPA's Speak Up site does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

For LIPA employees, who may feel uncomfortable making a report on your work PC, you have the option of using a PC outside your work environment 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 protects 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.

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 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 to identify yourself, if you wish.

Tips & Best Practices

I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?

LIPA is a not-for-profit public power utility. All unethical conduct, at any level, ultimately hurts customers, employees and our community. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and to report it. And if you are a LIPA employee, it is your duty to speak up.

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

File a report. EthicPoint has been created to 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 bad behavior go unchecked.

What if a 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 ensure 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 company has further questions for me concerning my report?

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique, randomized number called a "Report Key" 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 add more detail or answer questions posed by a LIPA ethics and compliance representative. We strongly suggest that you return to the site in the time specified to answer LIPA questions. This allows us to have an "anonymous dialogue" with you where situations are not only identified but can also be resolved.

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, continuing under the umbrella of anonymity.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.

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. 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 EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.