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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX Global that enables Major League Soccer (“MLS” or the “League”) and all individuals associated with the League to work together to address any potential misconduct within the League, while cultivating a positive environment.

MLS has partnered with EthicsPoint to provide an effective reporting system which supports its commitment to the integrity and safety of **the League and all individuals associated with the League**. Specifically, EthicsPoint allows individuals to easily, confidentially, and anonymously (if they so choose) report any suspected, anticipated, or known violations of the policy.

Why do we need a system like EthicsPoint?

MLS is strongly committed to the integrity and safety of its games, clubs, players, coaches, employees and all other individuals associated with the League. To that end, everyone associated with MLS must conduct themselves in accordance with the law and League policies, as well as the highest standards of integrity and safety.

An effective reporting system, such as EthicsPoint, is essential to the integrity and safety commitment of the League.

Reporting – General

May I report either online or the telephone?

Yes. EthicsPoint enables you to file a confidential, anonymous report online (on either a web- or mobile-based browser), or by telephone.

What types of situations should I report?

The EthicsPoint system allows individuals to report any conduct which potentially violates the law or League policies, as well as any other conduct which you would like to bring to the League's attention. Examples of conduct that individuals may report using the EthicsPoint system include, but are not limited to:

- Gambling
- Security
- Code of Conduct
- Ethics
- League Policies
- Athlete Protection/SafeSport
- Other conduct which you would like to bring to the League's attention

Why should I report what I know? Am I required to report what I know?

Working together to report any potential misconduct helps support a collective effort to protect and maintain the integrity and safety of our League, our game, and all individuals associated with the League. Reporting potential misconduct also helps ensure that everyone associated with MLS conducts themselves in accordance with the highest standards of integrity and safety.

Certain MLS policies may include a duty to report any known, suspected, or anticipated conduct which may violate the policy. Please review League policies for more information. If a League policy includes a duty to report, the EthicsPoint system allows individuals to satisfy any reporting obligation by reporting any suspected, known, or anticipated violations of the policy confidentially and anonymously.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server. NAVEX Global makes these reports available only to specific officers within MLS who are responsible for evaluating each report.

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

EthicsPoint is a positive aspect of MLS' overall commitment to the safety and integrity of our League, our game, and all individuals associated with the League. Using EthicsPoint allows MLS to ensure a safe, secure, and ethical game. Individuals are encouraged to use EthicsPoint to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical and this is a great tool to enhance that communication.

MLS has carefully chosen the best reporting tool to support the League's commitment while maintaining a positive reporting environment.

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?

NAVEX Global does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

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 a library or at a friend's house) through the EthicsPoint secure website. Many people choose this option, as NAVEX Global's data shows that fewer than 12% of reports are generated during business hours. You can also file a report on your mobile device.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, your mobile device, 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. 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 EthicsPoint 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 misconduct, but it doesn't affect me. Why should I bother reporting it?

Any misconduct, at any level, by anyone associated with the League ultimately damages the integrity and safety of MLS games, Clubs, players, coaches, employees, and anyone else associated with MLS, including yourself. A lapse in safety or ethics can have serious detrimental impact on any professional sports league, including MLS. If you know of, suspect, or anticipate any incidents of misconduct or ethical violations, you are encouraged to report it.

Certain MLS policies may include a duty to report any known, suspected, or anticipated conduct which may violate the policy. Please review League policies for more information. If a League policy includes a duty to report, the EthicsPoint system allows individuals to satisfy any reporting obligation by reporting any suspected, known, or anticipated violations of the policy confidentially and anonymously.

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

File a report. NAVEX Global can help you prepare and file your report so it can be properly understood. MLS would rather you report a situation that turns out to be harmless than let suspected, possibly unethical or unsafe behavior go unchecked because you were not sure.

What if my coach or manager is 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 want to follow-up on the status of a report, what if remember something important about the incident after I file the report, or what if MLS has further questions for me concerning my report?

When you file a report with EthicsPoint online (either by a web- or mobile-based browser) or on the telephone through the EthicsPoint Call Center, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. After you file a report, write down your report key and password and keep them in a safe place.

You can return to the EthicsPoint system again either by Internet or telephone and access the original report to follow-up on the status, add more detail, or answer questions posed by an MLS representative. MLS strongly suggests that you return to the site on a regular basis answer any questions. Any dialogue between you and MLS regarding a report remains anonymous (if you so choose). This will not only help MLS identify instances of misconduct but will also help resolve them, no matter how complex.

Are any follow-ups on reports as secure and anonymous as the initial report I filed?

Yes. All EthicsPoint correspondences between you and MLS 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?

We ask anyone who makes a report to please write down your report key and password and keep them in a safe place to prevent this from happening.

However, in the event you do lose your report key or forget the password you created, to ensure that security and confidentiality is maintained, you should 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 or mobile device that can access the Internet. If you don't have access to or are uncomfortable using a computer or mobile device, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.