



Frequently Asked Questions

About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX to assist Mercy in addressing non-discrimination concerns.

Reporting – General

May I report using either the Internet or the telephone?

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

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server. NAVEX makes these reports available only to the Mercy Compliance Department who are charged with evaluating the report, based on the type of concern and location of the incident. Every effort will be made to keep the reports confidential. In some instances, details in the report may need to be disclosed to limited individuals to properly investigate and/or resolve the concern.

Reporting Security & Confidentiality

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.

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 for identifying yourself, if you wish. It is often helpful to the investigation to provide your contact information for follow up questions, but it is not required.

Tips & Best Practices

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

File a report. NAVEX 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 I remember something important about the incident after I file the report? Or what if Mercy 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 company representative.

We strongly suggest that you return to the site in the time specified to answer follow-up questions. You and Mercy now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex. You may also provide additional information by logging into your report.

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

How do I know my concern has been reviewed and if any action was taken as a result of my report?

In all cases, the report will be investigated to the extent of the information provided. The Compliance Department may partner with other departments for an investigation such as Human Resources. Once the investigation is completed, the Compliance Department will post a response on EthicsPoint. Some investigations will take longer than others. In order to honor confidentiality for all parties the response may be brief. You can access the response by using your Report Key and password.