



JCCC Ethics Report Line Administered by EthicsPoint Frequently Asked Questions

Q: What is JCCC Ethics Report Line?

JCCC Ethics Report Line is a comprehensive and confidential reporting tool to assist management and employees to work together to address fraud, abuse, and misconduct in the workplace, all while cultivating a positive work environment.

Q. Why have we decided to deploy the JCCC Ethics Report Line reporting system?

- 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 can be our most useful tool in reducing losses due to fraud and abuse.

Q. What kind of reports does JCCC expect to receive?

While we believe we have no serious problems, it is not unrealistic to expect reports of ethical violations relating to accounting and finance and other incidents of misconduct such as theft, sexual harassment, discrimination, or collusion. We want to encourage reports on the violation categories we have defined, and we welcome feedback for enhancing these services moving forward.

Q. Doesn't this create an opportunity for our employees to file frivolous or unfounded reports?

The JCCC Ethics Report Line system has a direct follow-up feature that provides us the ability to qualify reports that may appear to be unfounded. According to EthicsPoint, less than 20% of all reports fall into this category and most are quickly identified as being unfounded.

Q: Can a reporter choose to be identified, if so desired?

Yes. When filing a report, the system will ask if the reporter wishes to be identified for possible follow-up. The company distribution protocol will remain in effect to ensure that implicated parties are never made aware of the reporter's identity.

Q. May I report using either the Internet or the telephone?

Yes. By giving you choices, JCCC Ethics Report Line helps ensure that employees can file a report anonymously and in the manner most comfortable or convenient to them.

Q. Does management really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on at JCCC - 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 JCCC and its people.

Q. 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 if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment.

Q. What type of situations should I report?



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JCCC Ethics Report Line is a communications tool providing an avenue for sharing information of any kind.

Q. If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

You certainly can, but there are several good reasons why you should use JCCC Ethics Report Line as well. First, JCCC Ethics Report Line ensures that your report gets to the appropriate people. That may or may not happen if you simply report something to your manager, especially when dealing with issues not under his/her control. More importantly, reports can be filed anonymously and all report information is secure and held in the strictest confidence.

Q. It is my understanding that any report I send from a company 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?

JCCC Ethics Report Line does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to JCCC Ethics Report Line is available.

According to EthicsPoint, fewer than 12% of reports generated during business hours. This shows that most people prefer to report from the comfort of their home after hours and on the weekend.

Q. 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. Plus, EthicsPoint is contractually committed not to pursue a reporter's identity.

Q. I am concerned that the information I provide JCCC Ethics Report Line will ultimately reveal my identity. How can you assure me that will not happen?

The JCCC Ethics Report Line system is designed to protect your anonymity. However, 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..."

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

The JCCC Ethics Report 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 this 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.

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



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

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

File a report. JCCC Ethics Report 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.

Q. Where do these reports go? Who can access them?

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

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

The JCCC Ethics Report Line system and report distribution are designed so that implicated parties are not notified or granted access to reports they have been named in.

Q. What if I remember something important about the incident after I filed the report? Or what if the company has further questions for me concerning my report?

When you file a report at the JCCC Ethics Report, you receive a unique user name and are asked to choose a password. You can return to the JCCC Ethics Report Line system again either by Internet or telephone and access the original report to 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 company questions. You and the company now have entered into an "anonymous dialogue" where situations are not only identified but can be resolved, no matter how complex.

Q. Are these follow-ups on reports as secure as the first one?

All JCCC Ethics Report Line correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Q. 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 don't have access or are uncomfortable using a computer, you can call your JCCC Ethics Report Line toll-free hotline 1-800-779-8076 which is available 24 hours a day, 365 days a year.



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Q. 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.