

[About EthicsPoint](#)

[Reporting – General](#)

[Reporting Security & Confidentiality](#)

[Tips & Best Practices](#)

About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX that – consistent with the Concacaf mission to develop, promote and manage football with integrity, transparency, and passion – enables the broader Concacaf community (players, referees, officials, employees and members of the public) to work together to report and address any form or knowledge of potential match manipulation or sports integrity-related misconduct.

Reporting – General

May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to when it is safe to do so file with Concacaf a confidential, anonymous report via either the telephone or the internet (available in English, Spanish, French, and Dutch).

What types of situations should I report?

The EthicsPoint system allows stakeholders within the broader Concacaf community to confidentially and anonymously report suspected match-fixing and integrity-related misconduct. Emergency situations should be reported to local law enforcement.

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

We all have the right to work and play in a positive football 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 – and following Concacaf's commitment to upholding principles of fair play and transparency, and integrity in the game – we can maintain a healthy and productive environment and uphold the obligation of the whole community to adhere to these values.

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 specific individuals within Concacaf who are charged with evaluating the report, based on the type of violation and location of the incident.

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 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 or personal PC, you have the option of using a PC outside your work or personal environment through the EthicsPoint secure website.

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 you do not accidentally include information that may reveal your identity in the body of the report.

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 website. 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 not sure if what I have observed or heard is a violation of Concacaf regulations or involves sports integrity-related misconduct, 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.

What if my boss, coach, 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 website 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 details or answer questions posed by a Concacaf representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and Concacaf have now entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

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. You can file from home. Many public locations 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.