

# UCAR EthicsPoint Hotline FAQs

## 1. What is the UCAR EthicsPoint Hotline?

A confidential and independent reporting tool provided by EthicsPoint/NAVEX Global (an independent company), that provides an alternative means for employees or third parties to report concerns about the workplace or UCAR.

## 2. Why use a third party?

EthicsPoint affords you the opportunity to communicate and follow-up on your concerns anonymously or non-anonymously, as you so choose.

## 3. When should I use UCAR's EthicsPoint Hotline?

UCAR encourages you to report any policy concerns to your direct manager, any member of UCAR's management team, or HR whenever possible. We recognize, however, that there may be circumstances when you are not comfortable reporting concerns in this manner. In such instances, we have partnered with EthicsPoint which offers additional reporting options.

## 4. What types of situations should I report through the UCAR EthicsPoint Hotline?

The EthicsPoint system is designed for employees or third parties to report any suspected violation of UCAR Policies, Procedures or Guidelines. When you observe behavior that violates any of these or that just doesn't seem right, we encourage you to report it.

Types of reporting may include:

- Accounting and Finance Matters
- Business Integrity (e.g., Fraud, Theft, Waste, or Misuse of Resources)
- Compliance with UCAR's Legal, Regulatory or Contractual Obligations
- Conflicts of Interest
- Human Resources: Protected Class Discrimination or Harassment, Sexual Harassment, or Workplace Misconduct
- Privacy and Information Technology Matters
- Public, or Environmental, Health and Safety
- Research Misconduct
- Retaliation Against a Whistleblower
- Other Matters

An explanation of each Type is under the *Make a Report* tab.

## **5. How do I make a report through the UCAR EthicsPoint Hotline?**

There are two ways to file a report. Both options allow you to remain anonymous.

1. Online via the following link: [ucar.ethicspoint.com](http://ucar.ethicspoint.com). Online reports are interactive and maintained by EthicsPoint.
2. By telephone at 1-844-678-2671. EthicsPoint's trained professionals are available 24 hours a day, 7 days a week and will assist you through the reporting process.

When you file a report through the website or by phone you will receive a unique code called a "report key" and you will be asked to choose a password. **PLACE THESE IN A SECURE PLACE. If you choose to report anonymously, you will not be able to access or follow-up on your report if you lose your report key or password; you will have to create a new report.**

## **6. 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. Information received by EthicsPoint will be automatically forwarded to a designated UCAR representative within one business day. If anonymity is requested, UCAR will not receive any information about the reporter, other than what you provide. The report will be made available only to the specific individuals at UCAR who are charged with evaluating the report, based on the type of concern.

For information about how UCAR processes a complaint, see [Reporting a complaint - HR procedure FAQs](#).

## **7. What if I remember something important about the incident after I file the report? Or what if UCAR has follow-up questions concerning my report?**

After you file your report, you can return to the EthicsPoint system any time, either by Internet or telephone, and access your report by using your report key and password. You can add additional information to your report, check the status of your report and/or answer questions posed by a UCAR representative. All subsequent EthicsPoint correspondence is held in the same confidence as the initial report, and under the umbrella of anonymity, if so requested.

## **8. What if I lose my report key and/or password?**

If you filed an anonymous report, EthicsPoint has no contact information for you and therefore no way to reset your report key or password. You will need to create a new report.

If you provided your contact information, EthicsPoint can reset your password.

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

EthicsPoint does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available. The EthicsPoint system strips away Internet addresses so that anonymity is maintained. In addition, UCAR never has access to EthicsPoint servers or logs, and is not systematically tracking user connections to EthicsPoint. If you remain concerned, you can always use a non-UCAR device to make a complaint.

**10. How can I be sure I remain anonymous?**

If you wish to remain anonymous, when filing your report be sure not to provide any information that identifies you.

**11. If I make a complaint about a specific person, how can you assure me that they will not see the complaint or get the report?**

The EthicsPoint system and report distribution are designed so that named persons are not granted access to the complaint or the report.

**12. How will I know if the problem was addressed?**

When you follow-up on a report, you will see an indication as to whether your reported matter has been resolved. Due to confidentiality requirements, you will not necessarily be informed as to how the matter was resolved.

**13. I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I make a report?**

UCAR promotes ethical behavior and a positive work environment and we all have a responsibility to conduct ourselves in a professional and ethical manner. All unethical conduct, at any level, ultimately hurts the organization and all employees, including you. Therefore, if you are aware of any violations or misconduct, UCAR strongly encourages you to report it. By working together, we can achieve and maintain a positive work environment.

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

It is better to report a situation that turns out to be harmless than to let a possible problem go unchecked.

Staff members can discuss reporting or other options in confidence with the [Ombuds Office](#) or with the [Employee Assistance Program](#). Talking to these resources does not constitute making a complaint to UCAR.

**For additional information, see [UCAR Ethics & Integrity](#).**