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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a confidential hotline managed by a third party that enables Red Cross employees, volunteers, vendors, suppliers, and the public to ask questions, seek guidance and report concerns about matters that are identified within the Red Cross or matters that are related to the Red Cross.

Why do we need a system like EthicsPoint?

The Red Cross places the utmost importance on acting with integrity. Our Code of Business Ethics and Conduct details the responsibilities, behaviors and practices that guide our decisions, enabling the Red Cross to fulfill its mission in the right way. As part of this commitment, we want you to speak up if you become aware of possible violations of the Code, Red Cross policies and laws.

Reporting – General

May I report using either the Internet or the telephone?

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

What types of situations should I report?

Use the hotline to ask questions, seek guidance and/or report concerns about matters that are identified within the Red Cross or matters that are related to the Red Cross. This includes matters such as suspected fraud, waste, abuse, misappropriation, illegal or unethical conduct, violations of safety standards or violations of Code or any Red Cross policy or matters involving the collection, manufacturing, processing, distribution or utilization of blood or blood products.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server and sent to the Office of Ethics & Compliance. All reports are reviewed by OEC to determine the appropriate action to be taken such as: providing information and guidance, assigning to the appropriate business unit for handling or conducting an investigation.

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?

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

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 to identify yourself, if you wish.

Tips & Best Practices

I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?

The Red Cross promotes ethical behavior. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and those that rely on our services to report it.

I am not sure if 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. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

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 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 the appropriate Red Cross representative. We strongly suggest that you return to the site in the time specified to answer questions.

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, 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.