



Ethics Line FAQ's

Reporting Basics

Q: What is the best way to report a concern?

A: CoreCivic's Ethics & Compliance team always encourage you to speak with a leader or Human Resources representative at your location if you feel comfortable doing so. This is usually the fastest and most direct way to resolve an issue. However, if you are uncomfortable speaking with a leader or HR representative, you may call the Ethics Line, use the web form, or email ethics@corecivic.com.

Q: What kinds of issues should I report?

A: You can report any type of unethical conduct or other non-emergency, employment-related concern, such as instances of document falsification, sexual harassment, discrimination, wrongful use of force, inmate/resident abuse or other workplace concerns. Emergency situations should be immediately reported to the appropriate law enforcement services or to facility leadership if there is an imminent threat at the facility.

Q: How do I contact the Ethics Line to report a concern?

A: Go to www.corecivic.com/ethicsline or call 800-461-9330.

Q: I don't need to report a concern, but I have a general question – who can I contact?

A: Talking with a leader or HR representative at your location is a great first step. If neither are available, or you do not feel comfortable doing so, you can utilize the reporting phone number, website, or email ethics@corecivic.com. CoreCivic's Ethics & Compliance team manages this email inbox, and will work towards answering your question.

Q: What or who is Convercent?

A: Convercent is a third party vendor providing hotline services to CoreCivic. When you call the hotline or utilize the website, you are speaking with an operator at Convercent's call center or using Convercent's online reporting system. CoreCivic has no access to data such as phone numbers, IP addresses or other identifying information. Please keep in mind that Convercent's operators do not work in our industry and most likely do not know the jargon, processes or policies present in our industry.

Reporting and Investigation Process

Q: What happens when I call the Ethics Line or make a report online?

A: The Ethics and web reporting lines are managed by Convercent, a third party service provider that specializes in hotline reporting. Convercent will ask you a series of questions regarding your concern, and then compile a report to send to CoreCivic's Facility Support Center, where the Ethics & Compliance team will review your report.

Q: What happens when I make a report?

1 Contact the Ethics Line either by phone, or through the website.

2 If reporting by phone, your call is answered by a third party representative who specializes in hotline calls.

3 Whether reporting via phone or website, you will be asked for details on the incident, parties involved, location, and more. At this point, you can choose to be anonymous or share your identity.

4 The third party representative finalizes your report and shares it with CoreCivic's Ethics & Compliance team. You will be given a unique report number and PIN/password to access your report later.

5 CoreCivic's Ethics & Compliance team reviews your report. The Ethics & Compliance team may contact you for additional information and suggest options on how to address your report, which may include a formal investigation.

6 The allegation is reviewed and addressed appropriately, and you will be notified of the outcome of the report via notice in the third party system or conversation with CoreCivic's Ethics & Compliance team members.

Q: Will I be able to track progress or follow-up after I've made a report?

A: Yes. You will be asked to create a unique access number and password, which will allow you to view or edit your report through either the Ethics Line phone number or the website.

Privacy and Anonymity

Q: Do I have the option to remain anonymous?

A: Yes, you have options whether or not to disclose your identity when making a report. First, you can choose to share your name and contact information. This option is very helpful to the Ethics & Compliance team, as we are able to communicate with you more easily this way. Secondly, you can choose to remain completely anonymous, meaning that neither Convercent nor CoreCivic will know your identity.

Regardless of which option you choose, CoreCivic's Ethics & Compliance team is committed to protecting the anonymity and confidentiality of all Ethics Line reports. CoreCivic also has an anti-retaliation policy, which protects good faith reporters who contact Ethics & Compliance or the Ethics Line with concerns or reports.

Q: If I remain anonymous, can I still follow up on a report or add details to a report I've already made?

A: Yes. You will be asked to create a unique access number and password, which will allow you to view or edit your report through either the Ethics Line phone number or the website. Your access number and password is known only to you, and is not something Ethics & Compliance has the ability to view, reset, or look up should you not remember it. Also, the Ethics & Compliance team encourages you to routinely follow up on your report. Frequently, we will ask additional questions to better understand the incident or concern you have. By following up and providing more information, it allows us to fully review your report and help to address the concern appropriately. Being an active participant is important to having your concern resolved.

Q: Does CoreCivic or Convercent collect any other identifying information about me based on the computer that I am using to make a report?

A: Convercent, the third party who runs the Ethics Line and web reporting form, does not generate or maintain any connection logs with IP addresses, so we cannot connect your computer or location to your report.

Q: Does Convercent record calls to the Ethics Line?

A: Convercent does not record calls to the Ethics Line. Also, they do not keep a record of incoming phone numbers so neither Convercent nor CoreCivic can connect your phone number, name or location to your report.

Q: I am afraid of retaliation. Should I still report an incident or concern?

A: Yes. CoreCivic prohibits retaliation against any employee, inmate/detainee/resident, or other person who makes a report in good faith (providing all the information you have and believing it to be true). If you feel that you've been retaliated against for making a report or participating in an investigation, you can talk to a leader, HR or facility investigator at your location, submit a report online, or call the Ethics Line.