



Item # 10

DATE July 1, 2020
TO GCTD Board of Directors
FROM Debbie Williams, Human Resources Director *DW*
Steve Brown, General Manager
SUBJECT **Consider Approval of Lighthouse Reporting Services**

I. EXECUTIVE SUMMARY

Senior Management has engaged Lighthouse Services to provide an anonymous ethics and compliance hotline for all employees of GCTD to report anonymously. The purpose of the service is to ensure that any employee wishing to submit a report anonymously can do so without the fear of retribution and including whistleblower protections. The cost of the Lighthouse Services will be \$249.00 per year.

Employees are encouraged to use the hotline service in cases where their anonymity is desired. This is in addition to GCTD's standard practices for all reports or issues not requiring anonymity.

Reports may cover but are not limited to the following topics:

Ethical violations	Wrongful Discharge
Unsafe Working Conditions	Internal Controls
Quality of Service	Vandalism and Sabotage
Sexual Harassment	Theft
Discrimination	Conduct Violations
Alcohol and Substance Abuse	Threats
Fraud	Bribery and Kickbacks
Conflict of Interest	Improper Conduct
Theft and Embezzlement	Violation of Company Policy
Violation of the Law	Misuse of Company Property
Falsification of Contract, Reports or Records	

The information provided may be the basis of an internal and/or external investigation into the issue that was reported, and the anonymity will be protected to the extent possible by law. Reports are submitted by Lighthouse to GCTD's designee for investigation according to policy.

GOLD COAST TRANSIT DISTRICT

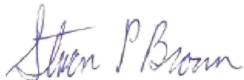
Lighthouse Services toll free number and other methods of reporting are available 24 hours a day, 7 days a week for use by employees and staff.

- **Website:** www.lighthouse-services.com/gctd

- **Telephone:**
 - English speaking USA and Canada: 866-860-0008 (not available from Mexico)
 - Spanish speaking North America: 800-216-1288 (from Mexico user must dial 01-800-681-5340)

- **E-mail:** reports@lighthouse-services.com (must include company name with report)
- **Fax:** (215) 619-3885 (must include company name with report)

General Manager's Concurrence



Steven P. Brown



Gold Coast Transit District provides a reporting hotline for employees to anonymously report any of the following incidents:

- Ethical Violations
- Improper Conduct
- Discrimination
- Internal Controls
- Wrongful Discharge
- Conflict of Interest
- Fraud
- Vandalism & Sabotage
- Violation of the Law
- Falsification of Contracts
- Unsafe Working Conditions
- Conduct Violations
- Threats
- Bribery & Kickbacks
- Quality of Service
- Alcohol & Substance Abuse
- Theft & Embezzlement
- Misuse of Company Property
- Violation of Company Policy
- Falsification of Reports or Records

Regular business issues and matters not requiring anonymity should be directed to the employee's supervisor or HR department.

ANONYMOUS REPORTING HOTLINE

All calls are confidential and the identity of the caller will remain anonymous.

call: **866-860-0008**

or visit: **www.lighthouse-services.com/gctd**

A service provided by **Lighthouse Services, LLC**
www.lighthouse-services.com



Confidentiality Commitment

Lighthouse is an independent provider that assists your company to identify improper activity. We are committed to protecting the identity of all persons who use our secure reporting system. Reports are submitted by Lighthouse to the company's designee, and may or may not be investigated at the sole discretion of the company. Although we will not disclose your identity without your express permission, it is possible that your identity may be discovered during an investigation of the matter reported because of information you have provided.



Gold Coast Transit District provides a reporting hotline for employees to anonymously report any of the following incidents:

- Ethical Violations
- Unsafe Working Conditions
- Quality of Service
- Discrimination
- Alcohol and Substance Abuse
- Fraud
- Conflict of Interest
- Theft and Embezzlement
- Violation of the Law
- Falsification of Contracts
- Wrongful Discharge
- Internal Controls
- Vandalism and Sabotage
- Improper Conduct
- Conduct Violations
- Threats
- Bribery and Kickbacks
- Misuse of Company Property
- Violation of Company Policy
- Falsification of Reports or Records

Regular business issues and matters not requiring anonymity should be directed to the employee's supervisor or HR department.

call: **866-860-0008**

or visit: **www.lighthouse-services.com/gctd**

ANONYMOUS REPORTING HOTLINE

A service provided by Lighthouse Services, LLC

Lighthouse is an independent provider that assists your company to identify improper activity. We are committed to protecting the identity of all persons who use our secure reporting system. Reports are submitted by Lighthouse to the company's designee, and may or may not be investigated at the sole discretion of the company. Although we will not disclose your identity without your express permission, it is possible that your identity may be discovered during an investigation of the matter reported because of information you have provided.