# CONDUCT & ETHICS:

## INFORMS ANONYMOUS REPORTING HOTLINE

Effective October 2019, INFORMS launched an anonymous conduct and ethics hotline, which ensures that anyone wishing to submit a report anonymously or otherwise can do so. We have arranged to have a third-party, OperationsInc, conduct any investigations required.

**The hotline is run by Lighthouse Services. Reports may cover but are not limited to the following topics:**

- Bullying
- Ethical violations
- Discrimination
- Harassment
- Sexual harassment
- Threat of violence
- Other improper conduct

**Our hotline toll free number and other methods of reporting are available 24/7.**



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



**Toll Free Telephone:**
- English speaking USA & Canada: 855-650-0005
- Spanish speaking USA & Canada: 800-216-1288
- Spanish speaking Mexico: 01-800-681-5340
- French speaking Canada: 855-725-0002



**Email:** reports@lighthouse-services.com (must include INFORMS' name with report)
**Fax:** 215-689-3885 (must include INFORMS' name with report)



**Links:**
INFORMS Code of Conduct: www.informs.org/Code-of-Conduct
INFORMS Ethics Guidelines: www.informs.org/Ethics

If you believe you have been a victim of harassment or discrimination, or you have witnessed such behavior or any behavior against our policies, please consider reporting. The information you provide will help us identify and stop future occurrences.

We hope this will advance our efforts to provide a professional, ethical, and safe environment for all involved in INFORMS activities (including subdivision activities). Subdivision officers and meeting organizers are encouraged to share details about the Code of Conduct and the reporting process for violations as part of pre-event communications ahead of conferences and meetings. If you have any questions, or have suggestions to better our system or processes, please email Elena Gerstmann (egerstmann@informs.org) or Gina Lloyd (gina.lloyd@informs.org).