

## Realize Significant Value with a Multiple Sources of Intake and a Robust Incident Management System

**192,337 DOLLARS**  
**TOTAL SAVED PER YEAR**

Through process efficiencies  
and risk mitigation

**11,964 HOURS**  
**SAVED THROUGH PROCESS EFFICIENCIES**

Your hotline and incident management system administrators could save this much time with a centralized system by streamlining receipt and investigation of reports.

**14x** Return on Investment with NAVEX Global's EthicsPoint<sup>®</sup>  
Hotline and Incident Management System

**YOUR ORGANIZATION'S REPORT VOLUME IS**  
**1 REPORTS**  
**PER 100 EMPLOYEES**

According to NAVEX Global's 2018 Ethics & Compliance Hotline Benchmark Report, organizations received a median volume of 1.4 reports per 100 employees.

Organizations who are not receiving reports are missing valuable pieces of business intelligence. Every time an employee submits a report to say "I'm not sure this is okay," you have an opportunity to uncover and proactively address the potential ethics and compliance risk.

**YOUR RISK PROFILE IS**  
**Medium**

According to your employee count, report volume and current incident management practices.

Reduce risk with effective intake methods and a robust incident management system today.

In addition to the time and money saved by your organization, implementing an effective automated intake and incident management system provides uncalculated benefits to your organization. Minimize the risk of litigation and liability, ultimately protecting your PEOPLE, REPUTATION and BOTTOM LINE.

**REQUEST PRICING FOR ETHICSPPOINT<sup>®</sup>**  
Hotline and Incident Management Software

## THE BUSINESS CASE FOR A HOTLINE AND INCIDENT MANAGEMENT SYSTEM

Nearly every compliance mandate has provisions to respond to reports of wrongdoing in a clear and consistent manner. Without a central system in place, effectively managing and analyzing reported issues is nearly impossible. Organizations also face significant risk when employees do not feel confident that they are able to safely and securely raise their concerns.

### AN EFFECTIVE PROGRAM HAS:

- **Tone is Set from the Top:** Executives and leaders set the tone for their organization, reassuring employees that their reported concerns will be taken seriously and retaliation will never be tolerated
- **Multiple forms of intake:** Employees need to have options to report their concerns in the way that is comfortable to them, including web intake sites, face-to-face conversations with managers, or calling to speak to a professional who has been specially trained for the complexity and sensitivity around ethics and compliance reporting
- **A Centralized incident management program** to investigate, resolve, and analyze all reported incidents, informing the organization on potential risk areas and opportunities to improve training and policies
- **Accessible awareness programs** empowering employees to identify potential areas of misconduct and how to report it

## CAPTURE MORE OF YOUR EMPLOYEES CONCERNS

Best practice methods for handling employee issues include a centralized incident management database that can track all of your reports regardless of intake method – from hotline calls to web-based forms to walk-in conversations – to show a more complete picture of the misconduct within an organization. It also allows an organization to build and utilize a more decisive and consistent investigative process as warranted by each report, regardless of its origin. This empowers managers and organizations to build and maintain their open door culture, providing a more holistic picture of the organization's risks, and allowing better and more informed decisions be made.

## FOUNDATIONAL COMPLIANCE

An effective solution provides a SOX-compliant hotline that reflects the importance of your organization's ethics and compliance program. Intake methods include call centers that are staffed with professional, multi-lingual communication specialists, and web-based report forms.

## PROFESSIONAL INCIDENT MANAGEMENT

The growing complexities and distribution of today's workforces require a robust incident management solution— one that empowers you to address employee concerns and incidents in a consistent and well documented manner. Centralize and streamline your incident management program to mitigate organizational risk and reduce administrative workload.

## BENCHMARKING

Benchmarking your ethics and compliance program is a crucial means of determining the health of your organization's program. NAVEX Global's annual hotline and incident management benchmark report provides a selection of benchmarking metrics to measure key areas, including:

- Number of received reports per 100 employees
- Tracking the case closure / resolved rate for your company
- Anonymous reporting
- Substantiation rates
- Retaliation numbers



Dig deeper into your benchmarking with GRC Insights, providing reliable assessments of your program relative to your industry peers. The reports benchmark your incident management data against industry-specific peers to allow your organization to determine which program initiatives are moving the needle in reducing risk and strengthening corporate culture.

A robust intake and incident management system is crucial to a healthy organizational culture, this is only one part of having an effective Ethics and Compliance program. Please contact NAVEX Global to find out more.

## NAVEX Global Ecosystem

