



**ETHICSPPOINT**<sup>®</sup>  
Incident Management

## GIVE YOUR EMPLOYEES A VOICE & CREATE POSITIVE ORGANIZATIONAL CHANGE

Centralize Your Incident Reporting to Capture & Investigate with More Consistency

NAVEX<sup>®</sup>GLOBAL

# Best Practices to Strengthen Your Hotline & Incident Management Program

## Capture Reports from All Channels to Gain Insight into Key Risk Areas

Nearly every compliance mandate has provisions to respond to reports of wrongdoing in a clear and consistent manner. A strong incident management program goes beyond a simple intake program. With reports received from multiple channels and fed into a centralized program, organizations can have an accurate, holistic view on the risk and cultural health of the entire enterprise.



## 2018 NAVEX Global Hotline & Incident Management Benchmark Report

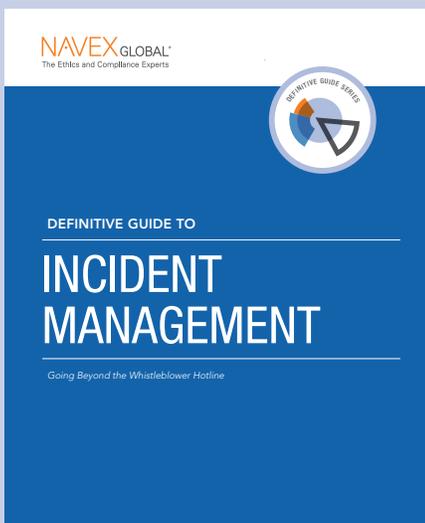
Effective hotline programs are receiving enough reports annually to gather valuable pieces of business intelligence to identify problem areas before they become significant risks.

Our seventh annual report provides benchmarking data from over 900,000 reports across industries, regions and company size.

[See how your program compares to organizations around the globe.](#)

## Incident Management Software that Invokes Positive Change

Collect issues through our world-class hotline services, web intake forms, face-to-face conversations and report forms. When all reports are managed in a central database, our robust analytics can provide insights into areas of potential risk. Apply the knowledge gained to enhance your training program, modify your policies and revise your code of conduct.



## Definitive Guide to Incident Management

Establishing an effective incident management program goes beyond a simple hotline solution. Providing an accessible and trusted process for employees to report unethical behavior encourages a speak-up culture, and effective investigation practices ensure consistent resolutions for all reported incidents. Establishing an effective reporting and investigation process is a key function for all compliance programs.

[This guide](#) gives organizations of all sizes insight on how to optimize their incident management program with real-world examples, helpful tips and research.

## Solve Key Business Challenges



### Go Beyond a Check the Box Solution

Give your employees a hotline solution that reflects your commitment to an ethical, speak-up culture



### Simplify Processes and Consistently Investigate All Reports

Build trust and encourage feedback by addressing employee concerns with a consistent, fair process



### Learn From Your Managers

Give your managers access to an open door report form to capture employee discussions about suspected misconduct



### Make Your Incident Management System Do More

Collect cross-departmental issues in a central database for a comprehensive look at your organizational risk



### Global Solution for Your Global Enterprise

Ensure your employees have access to report concerns from anywhere around the globe and in their familiar language

## ROI of a Robust Incident Management Program

Realize significant value with multiple sources of intake paired with a robust incident management program.

1. **Improve process** efficiencies
2. **Reduce time** in investigations and board-report preparations
3. **Provide multiple forms** of intake to encourage employees to speak up
4. **Mitigate costly penalties** with better insights into potential risk areas

*"Having a tool such as EthicsPoint helps the employee. It gives them the assurance that they know their voice can be heard and that they can do that either anonymously or with full disclosure."*

**Fernán Cepero**

Chief Human Resources Officer & Chief Diversity Officer  
WMCA of Greater Rochester

*"It pushes for a better culture, because you have a way to report that is not just going to your manager, because your manager might be a part of the problem and not a part of the solution. You have to have that component in there to drive a culture."*

**Jeff Killeen**

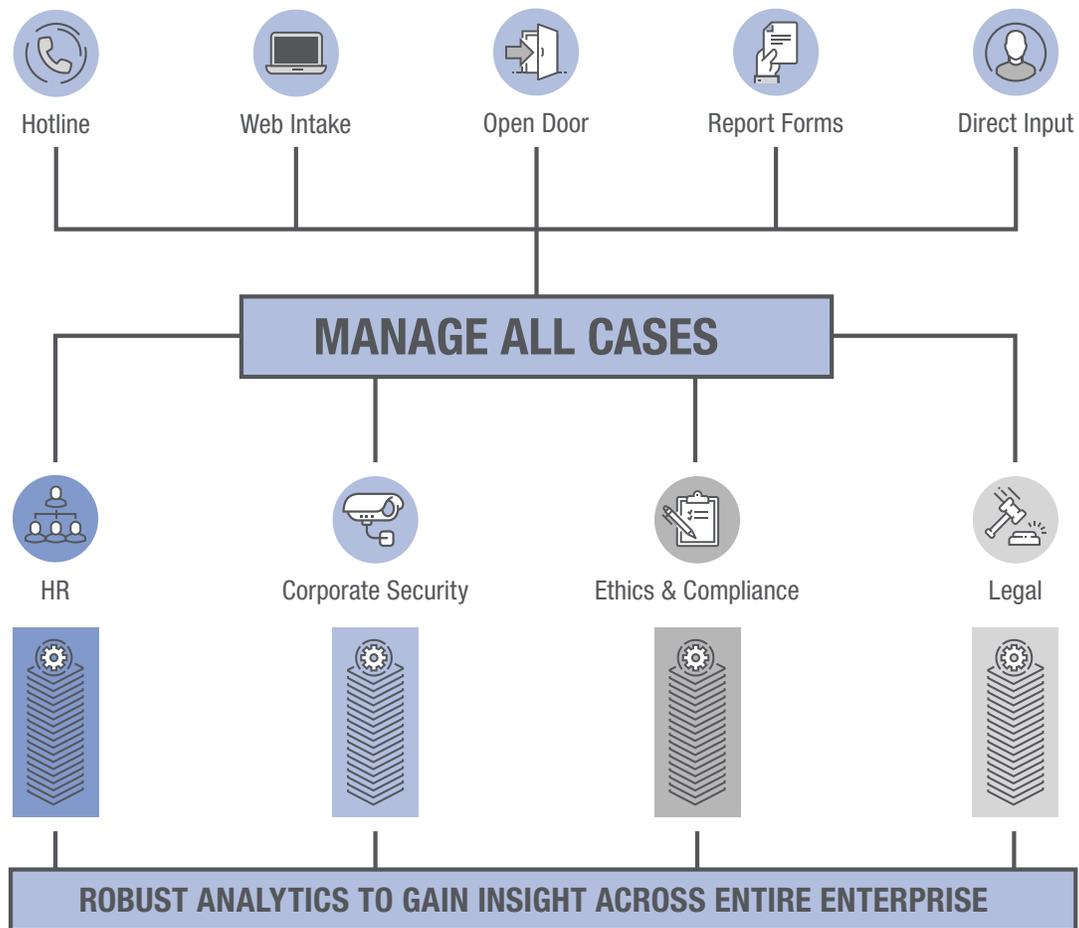
Chief Compliance Officer  
Bumble Bee Seafoods

## Gain Visibility into Trends Across Your Entire Enterprise

EthicsPoint gives your organization a central repository for all issues and questions that relate to your code of conduct. This includes HR concerns, specific code violations, regulatory compliance, corporate security or IT-based breaches of protocol or data protection.

Siloed departments across your organization can manage their investigations according to their own internal standard operating procedures while all the critical documentation and investigation outcomes are stored within your centralized database. Robust analytics provides enterprise-wide data to identify potential risks and gaps in policy, process and procedure.

# EP ETHICSPPOINT® | HOW IT WORKS



### ABOUT NAVEX GLOBAL

NAVEX Global's comprehensive suite of ethics and compliance software, content and services helps organizations protect their people, reputation and bottom line. Trusted by 95 of the FORTUNE 100 and more than 13,000 customers, our solutions are informed by the largest ethics and compliance community in the world.