



Language Support Services

Hotline Interpretation Services

NAVEX Global provides over-the-phone interpretation services for call activity within our hotline reporting system. These services are managed through our Contact Centers, which are operational 24/7/365, ensuring accurate and timely support.

NAVEX Global uses industry-leading language service vendors with access to a network of more than 5,000 interpreters for non-English hotline calls. They are available 24 hours a day, 365 days of the year. Language support services facilitate effective communication and management of reports across an ever-changing international landscape. In conjunction with our interpretation vendors, we can provide interpretation support in more than 150 languages.

Our service providers offer professionally-trained and tested interpreters to ensure that every reporter experiences consistent skills and quality during the interpretation process.

All Interpreters Will Have

- » Proficiency in both English and the interpreted language
- » General knowledge and familiarity with both relevant cultures
- » Ability to express thoughts clearly and concisely in both languages

Reporters calling from International toll-free numbers are routed through our recorded interactive voice response technology, (IVR) to the NAVEX Global Contact Centers. The automated recordings enable the reporter to select his or her language preference. Furthermore, calls to our Contact Center will be directed by our IVR to determine the best course of handling and ensure callers will be greeted in the language of their choice.

Note: All reports taken via phone with the use of a non-English language interpreter will be written and provided in English. Additional fees may apply.

Website Report Translation Services

NAVEX Global provides translation services for web-based report activity contained within our hotline reporting system. Translation services are also managed through our Contact Centers, which are operational 24/7/365, ensuring accurate and timely support.

The costs of document translations is \$0.35 per word with a minimum charge of \$120.00 per document.

Report Delivery Times

For reports submitted through either the telephone and website, we make every effort to dispatch all reports received in English within average of six hours. Reports in all other languages are dispatched in the foreign language received, and an English language translation of the report is provided within 48-72 hours of receipt of the original report (excluding weekends and U.S. holidays).

Top 25 Most Widely Requested Languages

In conjunction with our language service vendors, NAVEX Global can provide telephone interpretation in more than 150 languages and build non-English web-intake sites in more than 75 languages. Below is a list of the top 25 requested languages. If your desired language isn't listed, please inquire; additional languages are available.

- » Arabic
- » Chinese (Simplified / Mandarin)
- » Chinese (Traditional / Cantonese)
- » Dutch
- » French
- » French (Canadian)
- » German
- » Hindi
- » Hungarian
- » Indonesian
- » Italian
- » Japanese
- » Korean
- » Malay
- » Polish
- » Portuguese (Brazil)
- » Portuguese (EU)
- » Romanian
- » Russian
- » Spanish (European Union)
- » Spanish (Latin American)
- » Swedish
- » Thai
- » Turkish
- » Vietnamese

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 12,500 clients, our solutions are informed by the largest ethics and compliance community in the world.