IN | GRCINSIGHTS™

SAMPLE INDUSTRY

INTEGRITY METRICS™

2019 Industry Benchmark

INTEGRITY METRICS™
Turning Data Into Actionable Insights

Aggregate data from almost

2,738 customers who received

10 or more reports in 2018

Over **1,000,000** reports

were captured in 2018

Our data covers over **33** industries

NAVEX Global® - Your Trusted Partner

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

Methodology

Our GRC Insights industry-level benchmark reports are built by slicing the data used to create our annual hotline benchmark report by industry.

We calculate every metric for each company individually, group them by industry, and then identify the median, mean, proportion and range for each metric as appropriate. The median provides a midpoint of the dataset and mitigates the influence of outliers. Means and ranges provide context to the distribution of data around each median. Proportions are utilized to show how data is spread across certain groups of metrics.

If a company's data falls into our calculated range, it is our opinion that the data is unlikely to be representative of a potential issue. If a company's data falls outside of our calculated ranges, it is still possible that there is no issue. However, we feel that this result highlights a need for further analysis.

	Sample Industry Mean	Sample Industry Median	Sample Industry Range	All Industry Mean	All Industry Median	All Industry Range
Reports per 100 Employees	1.9	1.2	0.2 - 4.9	1.6	1.9	0.2 - 17.0
Allegations per 100 Employees	1.1	0.9	0.1 - 4.7	1.4	0.8	0.1 - 5.0
Anonymous Reports	56%	49%	15% -75%	48%	60%	1% - 86%
Follow-ups to Anonymous Reports	36%	48%	20% - 50%	57%	44%	1% - 100%
Overall Substantiated Reports	48%	46%	30% - 52%	21%	48%	19% - 68%
Substantiated Named Reports	54%	36%	32% - 68%	29%	26%	21% - 57%
Substantiated Anonymous Reports	7%	6%	0% - 11%	33%	44%	21% - 77%
Case Closure Time (In Days)	56	58	11 - 233	45	41	16 - 167
Reports Submitted via Hotline*	-	27%	18% - 46%	-	34%	5% - 88%
Reports Submitted via Web*	-	38%	13% - 75%	-	24%	2% - 75%
Reports Submitted via Other*	-	35%	32% - 84%	-	42%	3% - 89%
Accounting, Auditing & Financial Reporting	1%	1%	0% - 8%	2%	4%	1% - 20%
Business Integrity	14%	8%	3% - 20%	6%	4%	1% - 34%
HR, Diversity & Workplace Respect	86%	78%	35% - 91%	87%	78%	30% - 98%
Environment, Health & Safety	24%	23%	19% - 29%	6%	8%	3% - 45%
Misuse, Misappropriation of Corporate Assets	9%	8%	3% - 12%	2%	5%	2% - 37%

SAMPLE INDUSTRY 2017 DATA

	Sample Industry Mean	Sample Industry Median	Sample Industry Range	All Industry Mean	All Industry Median	All Industry Range
Reports per 100 Employees	1.6	1.4	0.2 - 7.0	1.5	1.5	0.1 - 15.2
Allegations per 100 Employees	1.0	0.8	0.1 - 4.1	1.1	0.9	0.1 - 6.0
Anonymous Reports	55%	50%	17% - 85%	56%	59%	14% - 86%
Follow-ups to Anonymous Reports	39%	46%	12% - 50%	61%	48%	1% - 99%
Overall Substantiated Reports	46%	48%	32% - 62%	23%	45%	21% - 67%
Substantiated Named Reports	56%	37%	34% - 78%	34%	24%	23% - 67%
Substantiated Anonymous Reports	2%	7%	0% - 10%	34%	43%	23% - 67%
Case Closure Time (In Days)	58	45	12 - 231	41	44	15 - 178
Reports Submitted via Hotline*	-	23%	20% - 45%	-	31%	5% - 87%
Reports Submitted via Web*	-	36%	12% - 78%	-	26%	2% - 88%
Reports Submitted via Other*	-	57%	30% - 89%	-	43%	5% - 99%
Accounting, Auditing & Financial Reporting	1%	2%	0% - 10%	1%	3%	1% - 15%
Business Integrity	10%	9%	3% - 12%	5%	4%	2% - 45%
HR, Diversity & Workplace Respect	87%	76%	45% - 90%	78%	87%	33% - 96%
Environment, Health & Safety	25%	24%	20% - 30%	5%	6%	2% - 56%
Misuse, Misappropriation of Corporate Assets	7%	6%	1% - 10%	1%	3%	0% - 35%

Sample Industry

This report reflects a sample industry.

Mean

The average of the dataset in question. For example, if 101 companies had data related to the issue, all 101 data points would be added together and then that total would be divided by 101. The result would be the mean.

Median

The midpoint of the dataset in question. For example, if 101 companies had data related to the issue, the 51st company's data (with the data sorted from least to most) would be the median.

*Proportion

The proportion of reports that fall into a specific category. For example, when comparing the amount of reports that are collected through hotline, web or other intake sources. We look at how these reports are distributed across these three buckets. The resulting percentages is the proportion.

Range

The data of 80% of companies with sufficient reports in the field in question, centered at the median. The highest 10% and lowest 10% of companies' data would fall outside the range.

Report

An allegation, concern, question or issue submitted to NAVEX Global's incident management system.

Reports per 100 Employees

A volume metric that enables organizations of all sizes to compare their total number of unique contacts from all reporting channels including web forms, hotline, open door, mobile, email, mail and more.

Allegations per 100 Employees

A volume metric that enables organizations of all sizes to compare their total number of reports that are allegations. Allegations can be concerns, issues or incidents, but exclude questions, inquiries and other report types.

Anonymous Reports

The percentage of all reports submitted by individuals who chose to withhold their identity.

Follow-ups to Anonymous Reports

The percentage of reports that were submitted anonymously and that were subsequently followed-up on by the reporter.

Overall Substantiated Reports

Percentage of all reports (named or anonymous) that are (fully or partially) substantiated.

Substantiated Named Reports

Percent of reports from named reporters that are (fully or partially) substantiated.

Substantiated Anonymous Reports

Percent of reports from anonymous reporters that are (fully or partially) substantiated.

GLOSSARY

Case Closure Time (In Days)

Number of calendar days it takes an organization to close a case.

Hotline Reports

Percent of all reports submitted via hotline.

Web Reports

Percent of all reports submitted online.

Other Reports

Percent of all reports submitted in 'other' ways (ethics office open door, email, postal mail, fax, manager submissions, etc.)

Accounting, Auditing & Financial Reporting

Reports that pertain to these functions in an organization (e.g., financial misconduct, internal controls or expense reporting)

Business Integrity

Reports that show how an organization interacts with third-parties, legislation, patients or customers (e.g., bribery, falsification of documents, fraud, COI, vendor/customer issues or HIPAA)

HR, Diversity & Workplace Respect

Reports that indicate internal interactions with policies, employee relations or misconduct (e.g., discrimination, harassment, retaliation, compensation, general HR and all cases marked as "other")

Environment, Health & Safety

Reports that involve an element of safety typically pertaining to employees, environmental regulations or workplace health (e.g., EPA compliance, assault, safety, OSHA or substance abuse)

Misuse, Misappropriation of Corporate Assets

Reports that specify company assets or time being wasted or used in a manner other than what is expected (e.g., employee theft or time clock abuse).