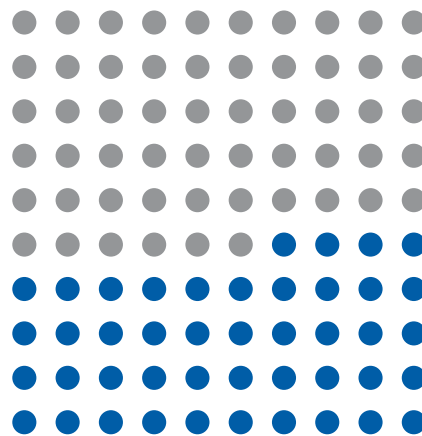# Hotline Reporting

Integrated Telephone and Web-Based Reporting Software

Effective ethics and compliance (E&C) programmes include a secure, anonymous hotline reporting system. In addition to being a staple in any E&C programme, a hotline helps foster a sense of integrity and trust while protecting your reputation. A well-managed, multilingual hotline gives your employees, customers, suppliers and other stakeholders a means of reporting questionable activity. It also gives you the visibility you need to take corrective action before minor incidents become full-blown issues.

NAVEX Global's 2016 E&C Hotline Benchmarking Report shows that employee use of internal whistleblower reporting has grown 44% since 2010. The report also reveals that employees are increasingly using online methods to report concerns rather than traditional phone hotlines. Making your hotline accessible to employees through a variety of methods is critical.

44%

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SOURCE: *NAVEX Global's 2016 E&C Hotline Benchmarking Report*

Hotline Reporting Solution

NAVEX Global provides more employee hotlines—and more advanced incident reporting methods—than any other vendor in the world. We were the first to offer an employee hotline and the first to integrate telephony and web-based report capture. Today, our hotline product family is trusted by thousands of organisations around the world.

NAVEX Global's Hotline Reporting helps employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotline also provides you with the E&C data you need to improve your programme and take corrective action.

» *Accessible Options for Reporters:* Our hotline reporting system allows users to report in the method and language they feel most comfortable. Users can report via a customisable web-based form or via telephone. Our contact centres employ communication specialists who speak multiple languages and are available 24 hours a day, 365 days a year.

» *Consistent Intake to Spot Trends:* All reports are processed consistently giving you the data you need to spot trends among reports. Taking action immediately on these trends ensures you catch incidents before they became a widespread issue.

Feature	Benefit
Integrated Intake	Capture issues of potential misconduct through a variety of channels including a multilingual contact centres, anonymous web reporting, manager-submitted reports received from employees, investigations or audit-generated reports and custom report forms.
Auditability	Auditability is an important success factor for compliance with U.S. Dodd-Frank legislation, the 2012 UK Bribery Act and many U.S. Foreign Corrupt Practices Act guidelines. Seamless integration with advanced incident management solutions provides consistent processes from intake and investigation through reporting and analysis.
Process Consistency	Role- and rule-based routing, automated workflows and customised portals ensure alignment with your unique requirements while reinforcing your commitment to ethical behavior.
Global Reach	Our hotline offers localisation, translation and interpretation services in 160 languages, giving you a world class foundation to meet the rapidly evolving international privacy and reporting requirements.
System Reliability	SSAE 16 Type-II certification and 24/7/365 system availability in ensured by end-to-end networking redundancy, scalability and reliability.
Customisation Options	Customise the software for your brand. Web-intake forms include company logos and custom fields. Telephony options include custom greetings and question flow.

Take Your Hotline To The Next Level

NAVEX Global's Hotline Reporting Solution integrates seamlessly into EthicsPoint™ Incident Management. Collect data from hotline, conversations with managers and the web in a single place to consistently investigate and resolve reported issues. Contact a NAVEX Global representative to learn more.