NAVEX GLOBAL®

2020 Hotline Benchmark Report Webinar

Carrie Penman, Chief Risk & Compliance Officer
NAVEX Global

Greg Keating, Practice Group Leader, Labor, Employment & Benefits
Choate Hall & Stewart LLP

About the Presenters

Carrie Penman

Chief Risk & Compliance Officer
NAVEX Global

Greg Keating

Practice Group Leader,
Labor, Employment & Benefits
Choate Hall & Stewart LLP

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Agenda

- Introductions
- Benchmark Methodology
- Key Findings
- Key Takeaways & Best Practice Recommendations
- Q&A
- Additional Resources

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Poll Question

Do you track reports from all channels or hotline/web only?

- All channels
- Hotline and web only
- Not sure

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Benchmarking Methodology

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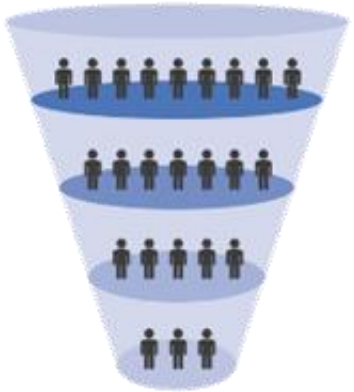
Hotline Benchmark Statistical Snapshot

A Snapshot of Our Database

50M

Over 50 million employees

generated over 1.4 million reports in 2019 representing



3,255 customers

that received 10 or more reports in 2019

Industry Leading Approach

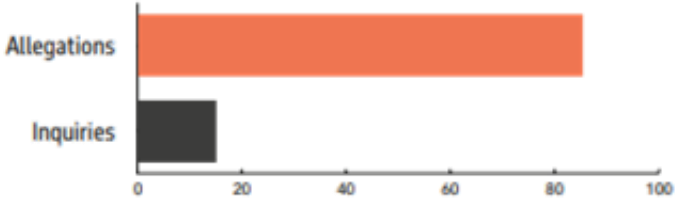
We use Medians or Midpoints rather than averages to reduce the impact of outliers

We calculate ranges to help identify extreme data points as potential areas of concern

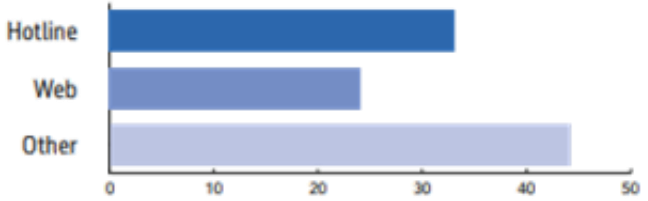
Medians and ranges provide context for your individual benchmarks

Methodology

Our report reflects both allegations and inquiries:



Captured via all intake methods:



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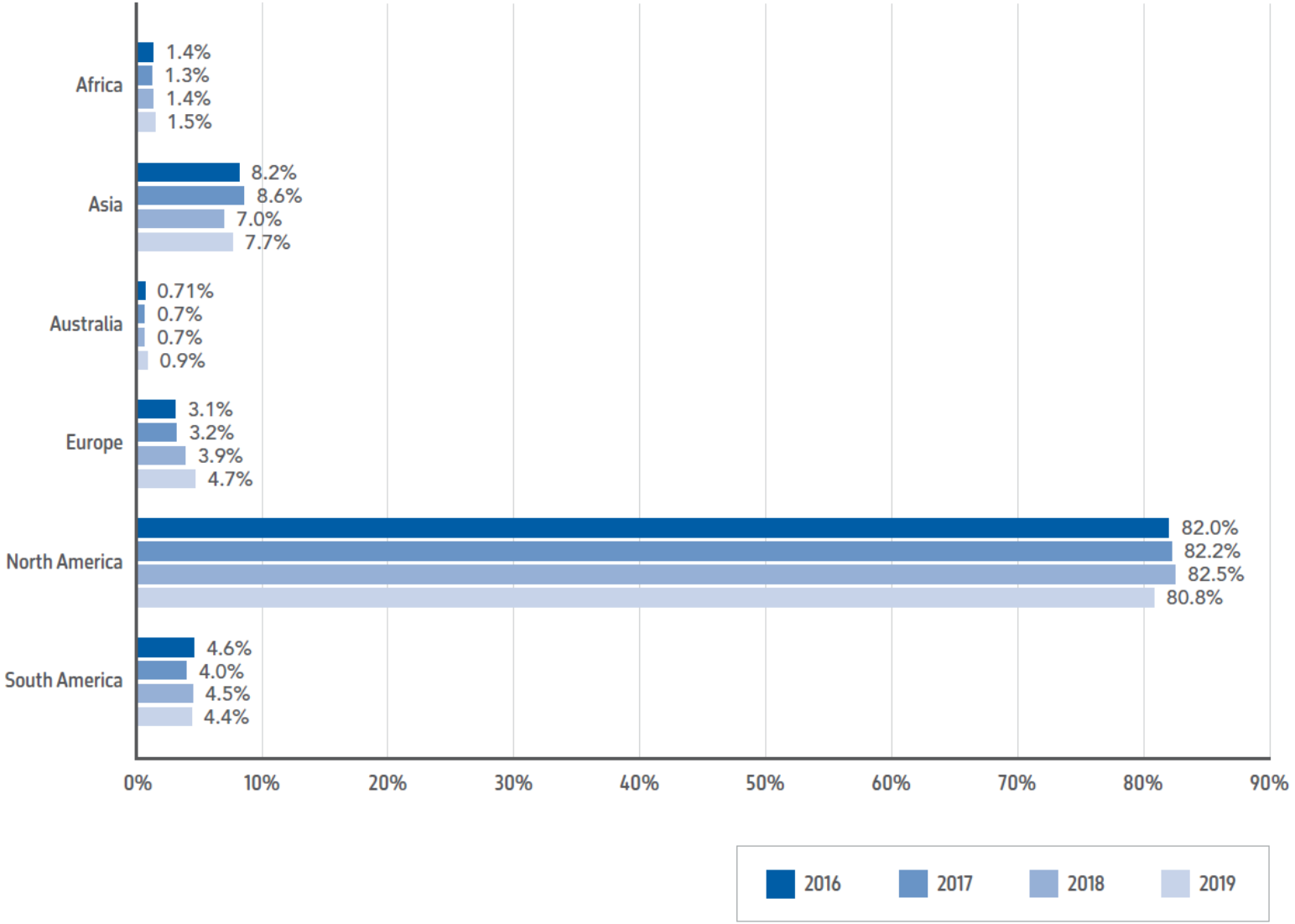
Report Origination by Continent



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Key Findings

Report Volume

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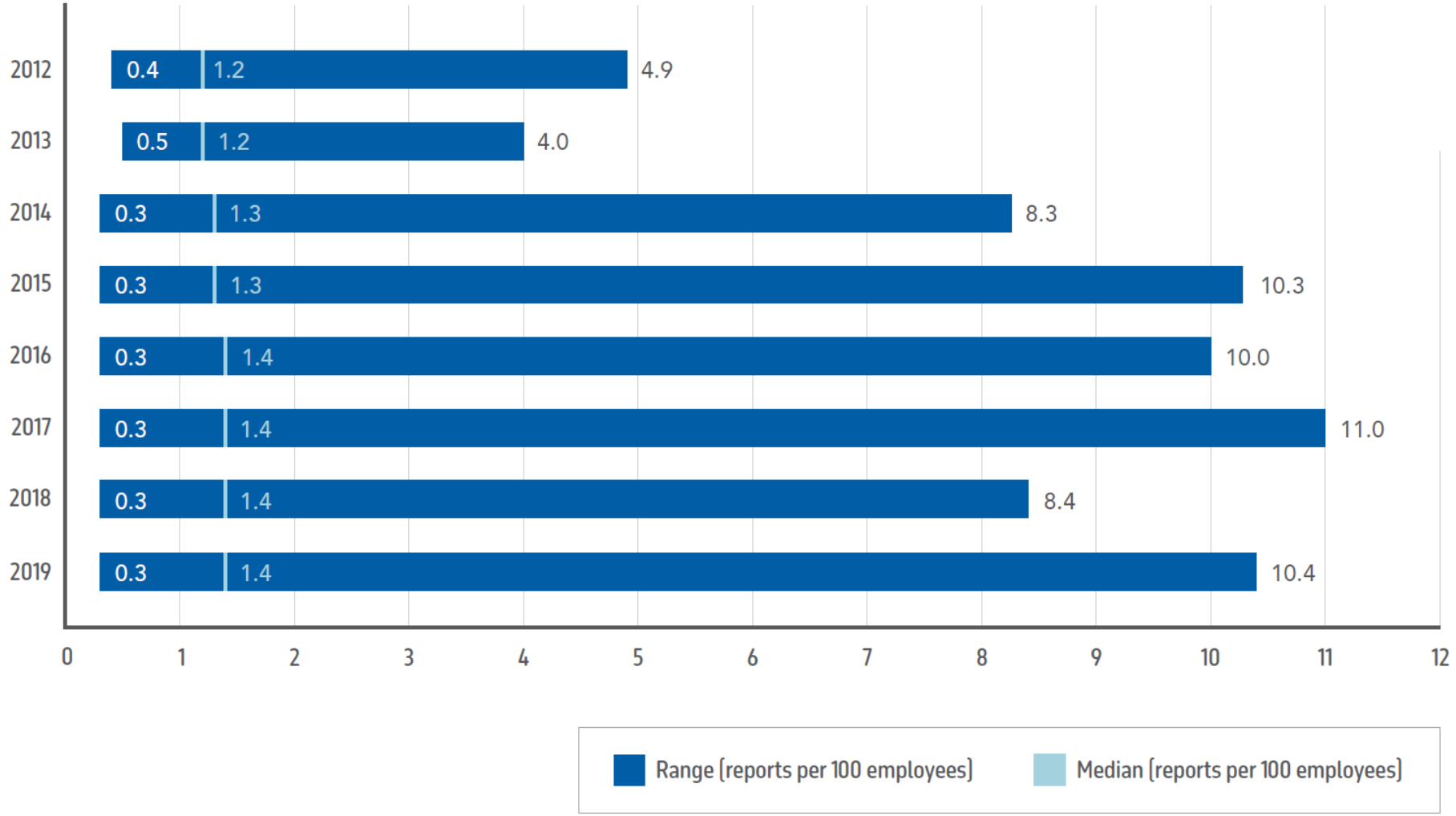
Reports per 100 Employees



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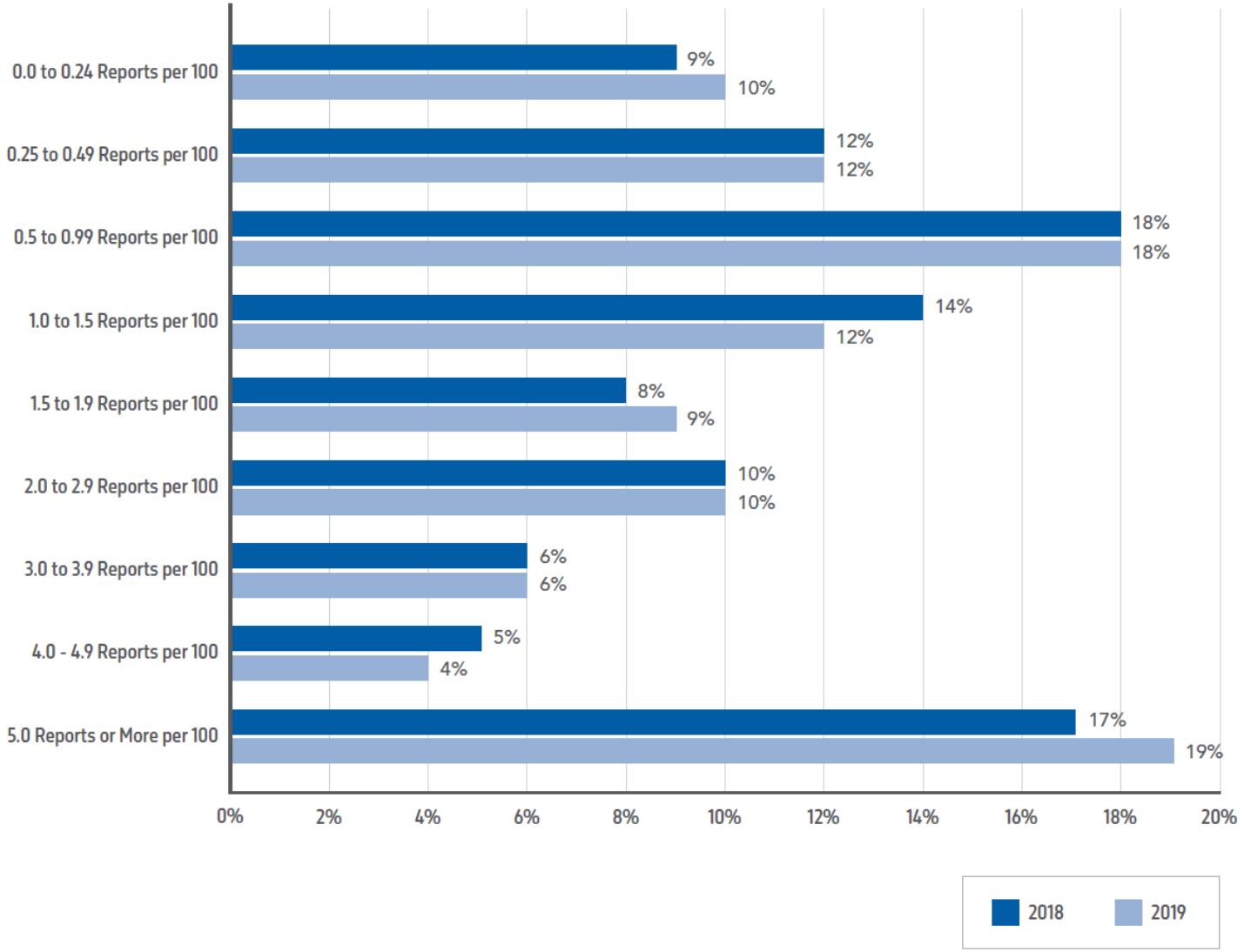
Distribution of Reports per 100 Employee Medians



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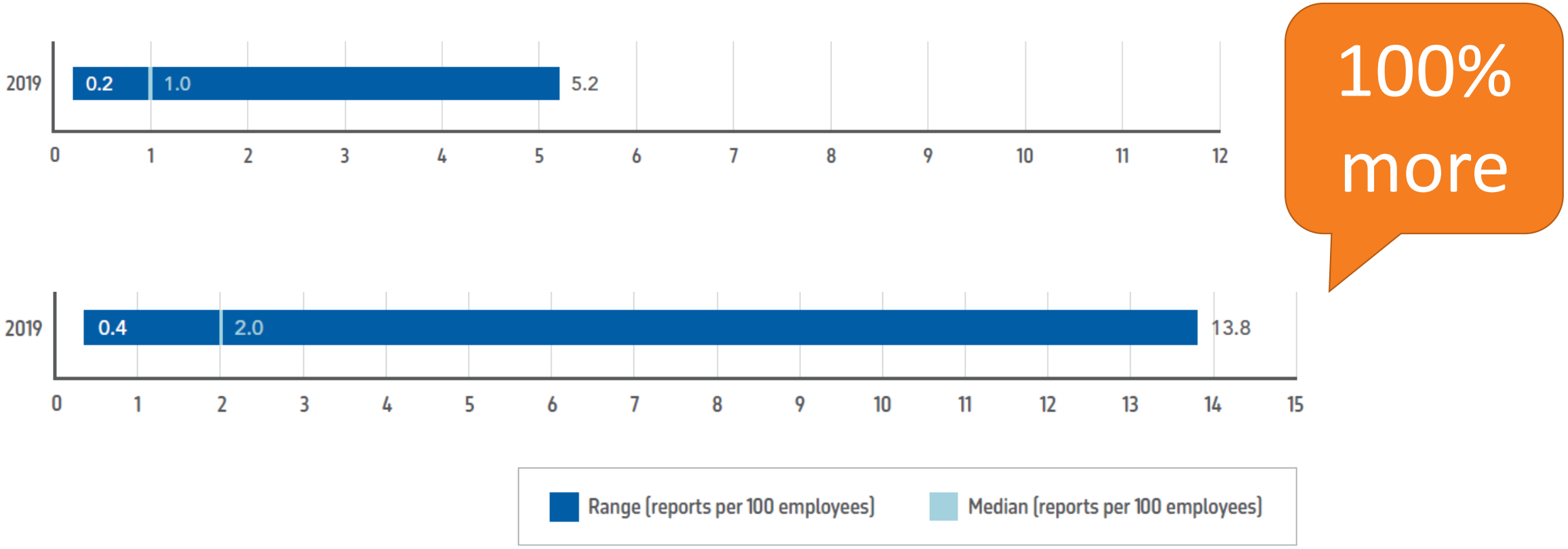
Reports per 100 Employees
Hotline & Web Only vs. All Intake Sources



100% more

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Report Distribution & Reports per 100 Employees by Employee Count

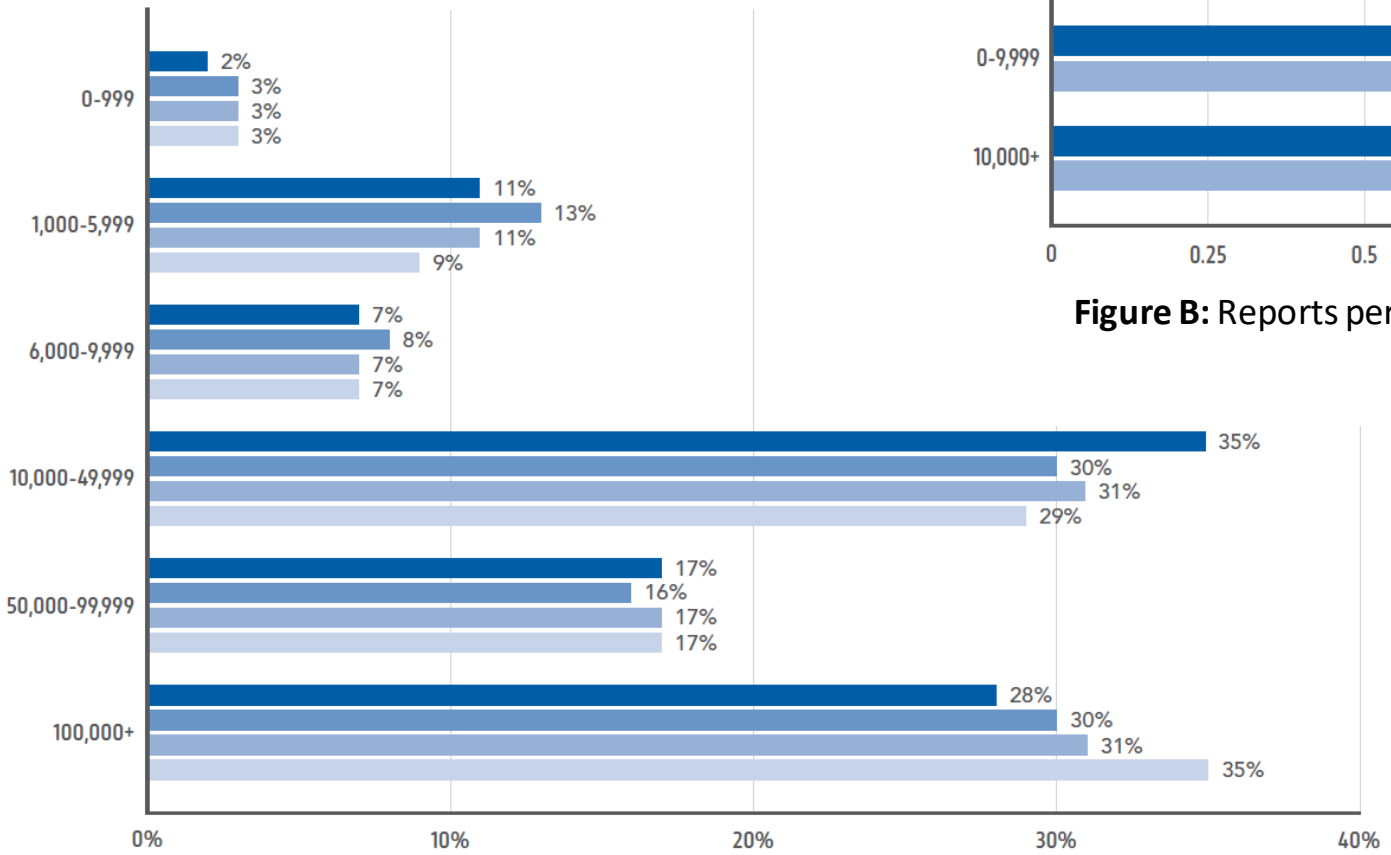

Figure A: Report Distribution

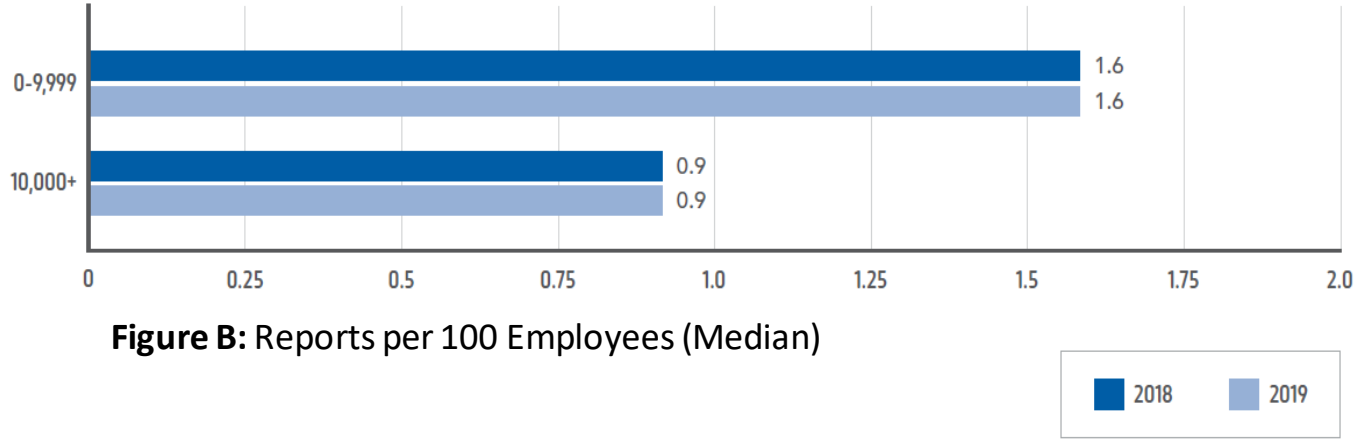

Figure B: Reports per 100 Employees (Median)

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Poll Question

How many reports do you get per 100 employees a year?

- 0
- 1
- 2
- 3+
- Not sure

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Anonymous Reporting

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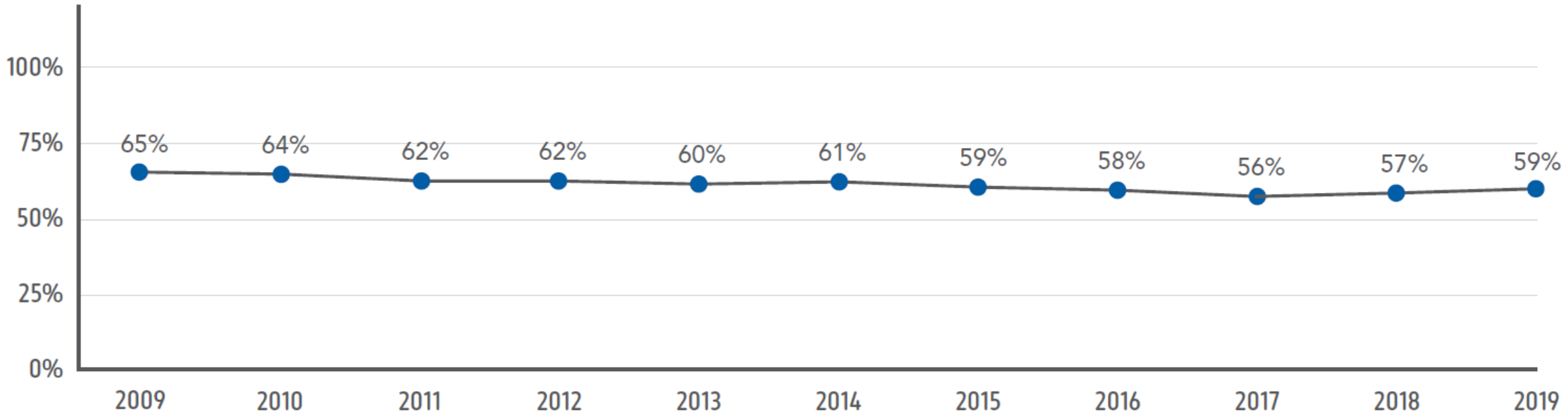
Anonymous Reporting



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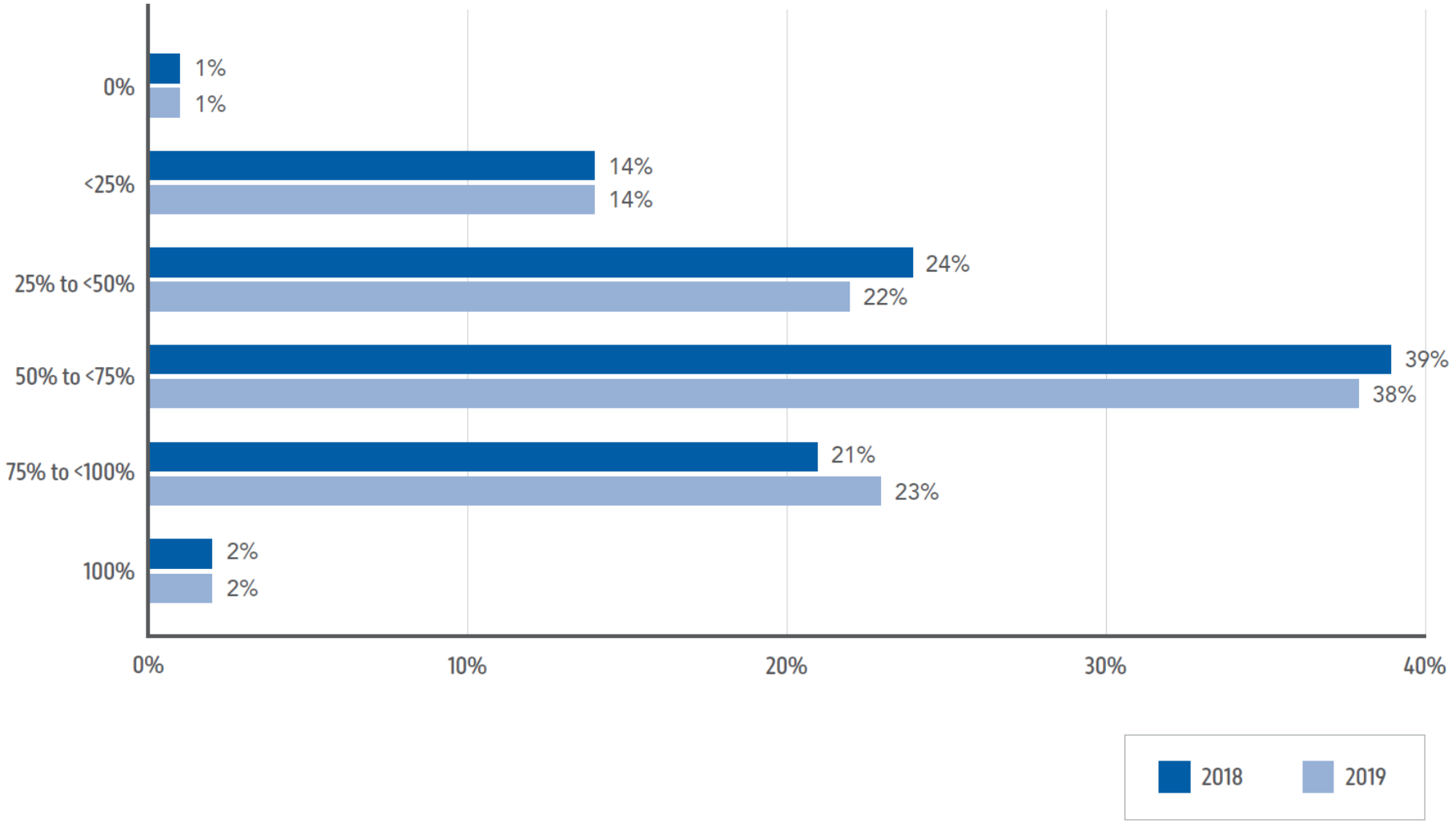
Distribution of Anonymous Reporting Volumes



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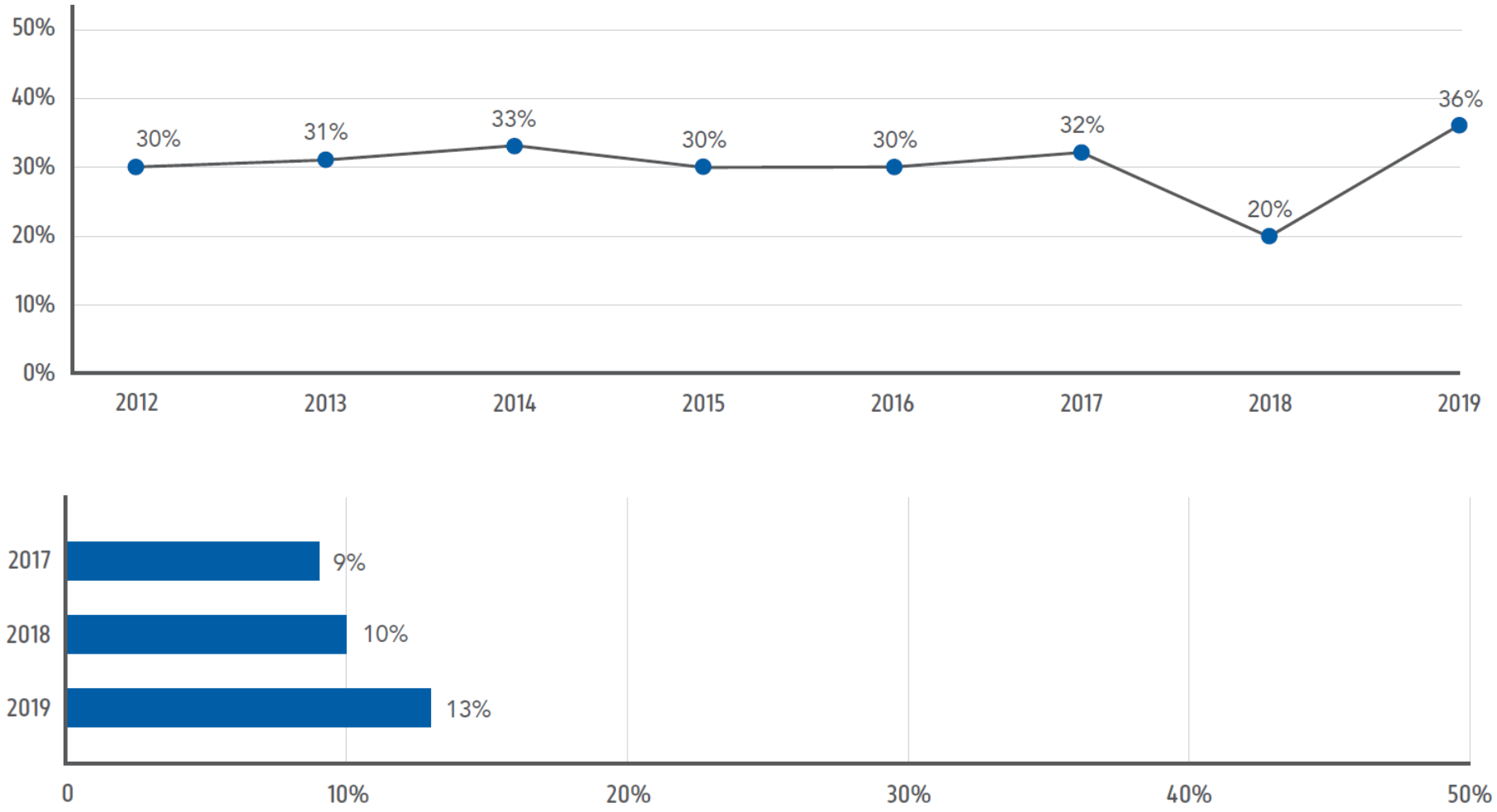
Follow-Ups



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Case Closure Time (in Days)

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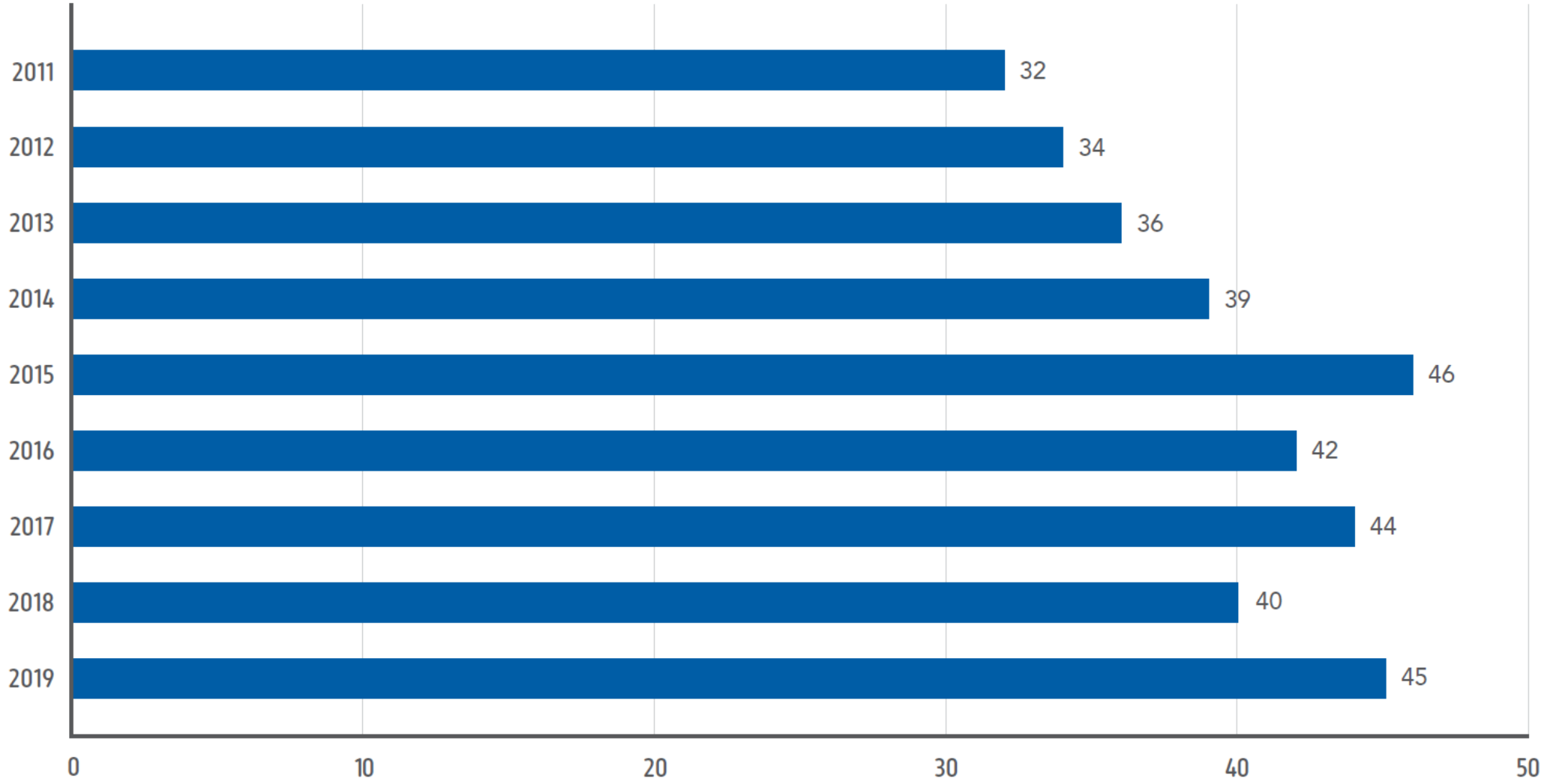
Median Case Closure Time (in Days)



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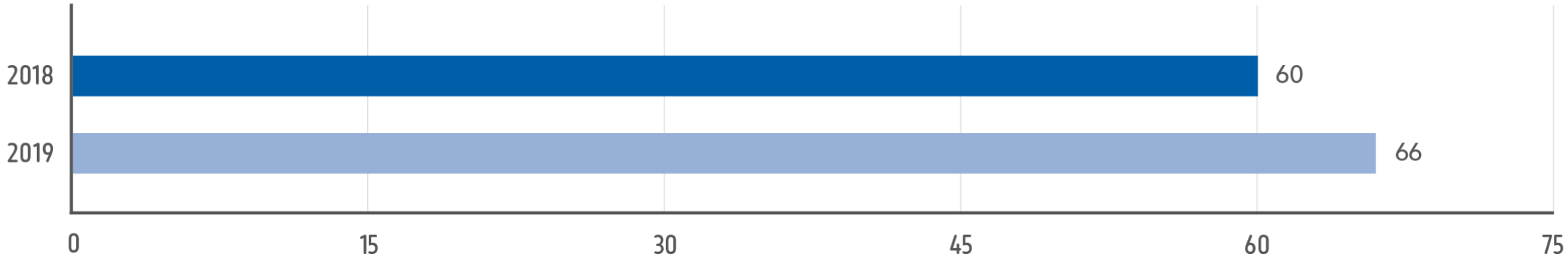
Average Case Closure Time (in Days)

Webinar Exclusive Data



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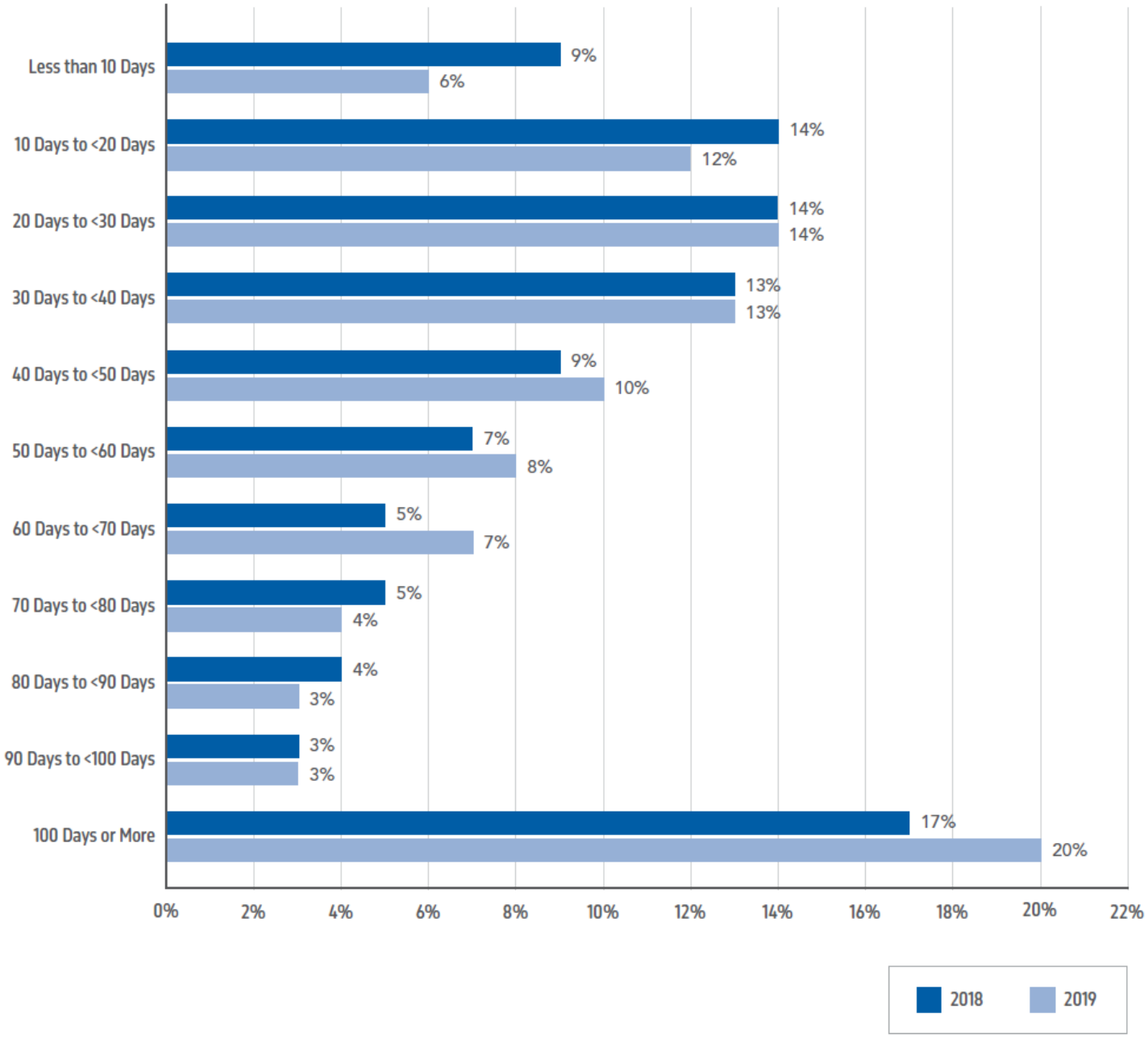
Distribution of Median Case Closure Times



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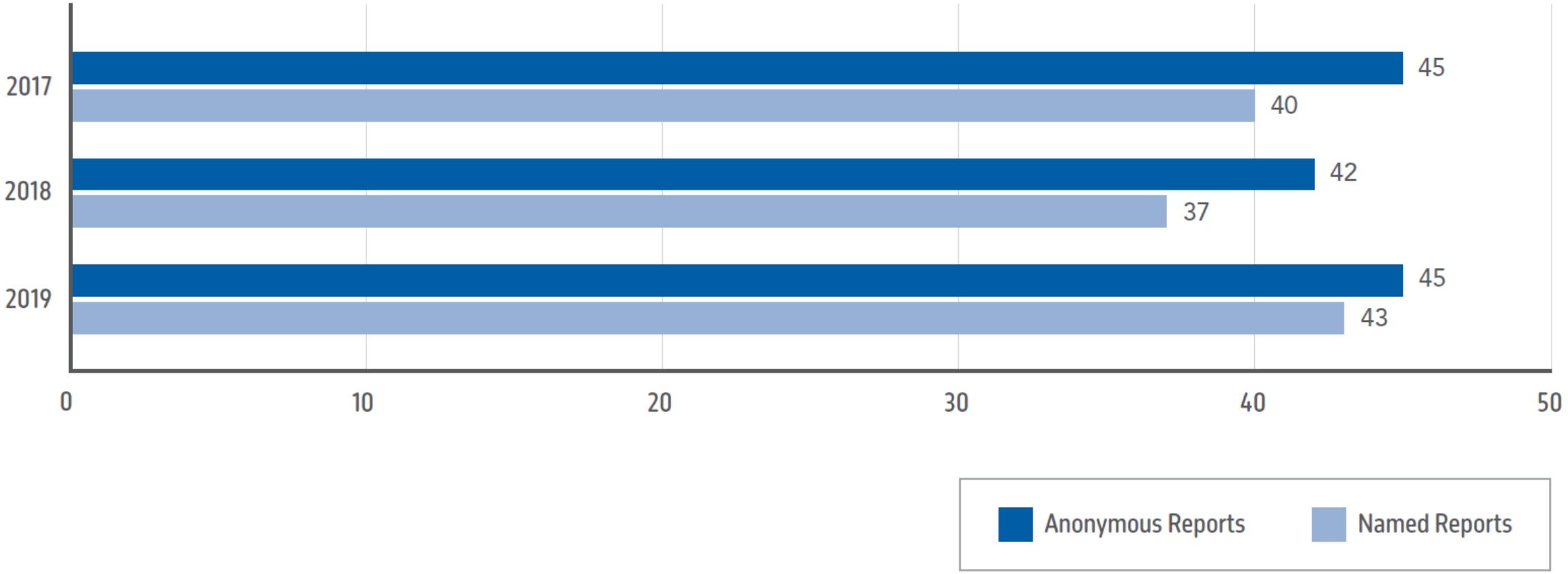
Named vs. Anonymous Case Closure Time (in Days)



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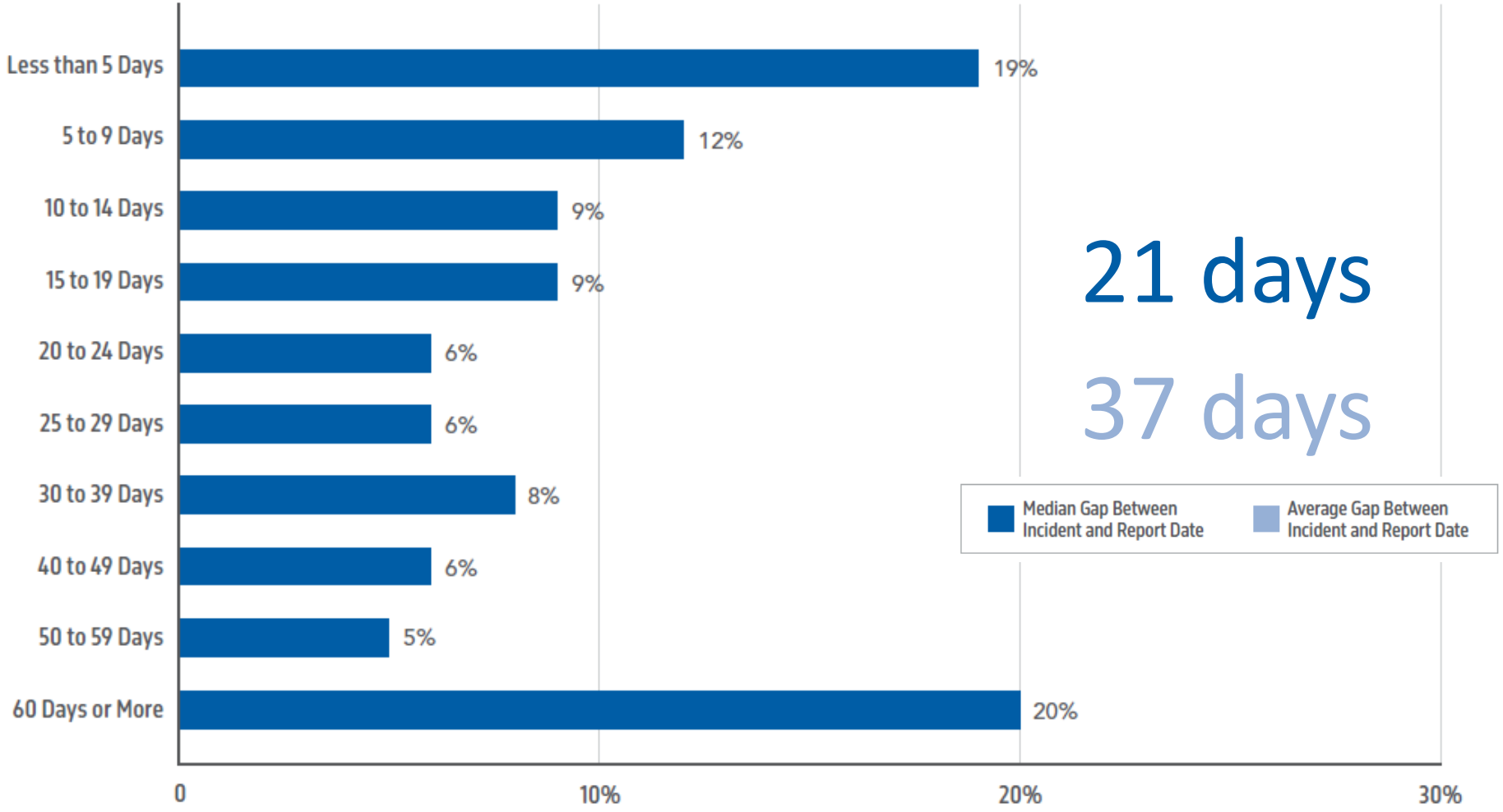
Median Gap Between Incident & Report Date



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Poll Question

Why do you believe case closure times are increasing?

- Resource constraints: Resources not keeping pace with volume
- Case complexity: Cases are taking longer to resolve
- Inefficiencies: Processes and tools used to assign and execute investigations are not streamlined as they should be, resulting in lag time
- Ownership confusion: Not clear who owns resolution for cases
- Other: Please chat your reason

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Intake & Report Categories

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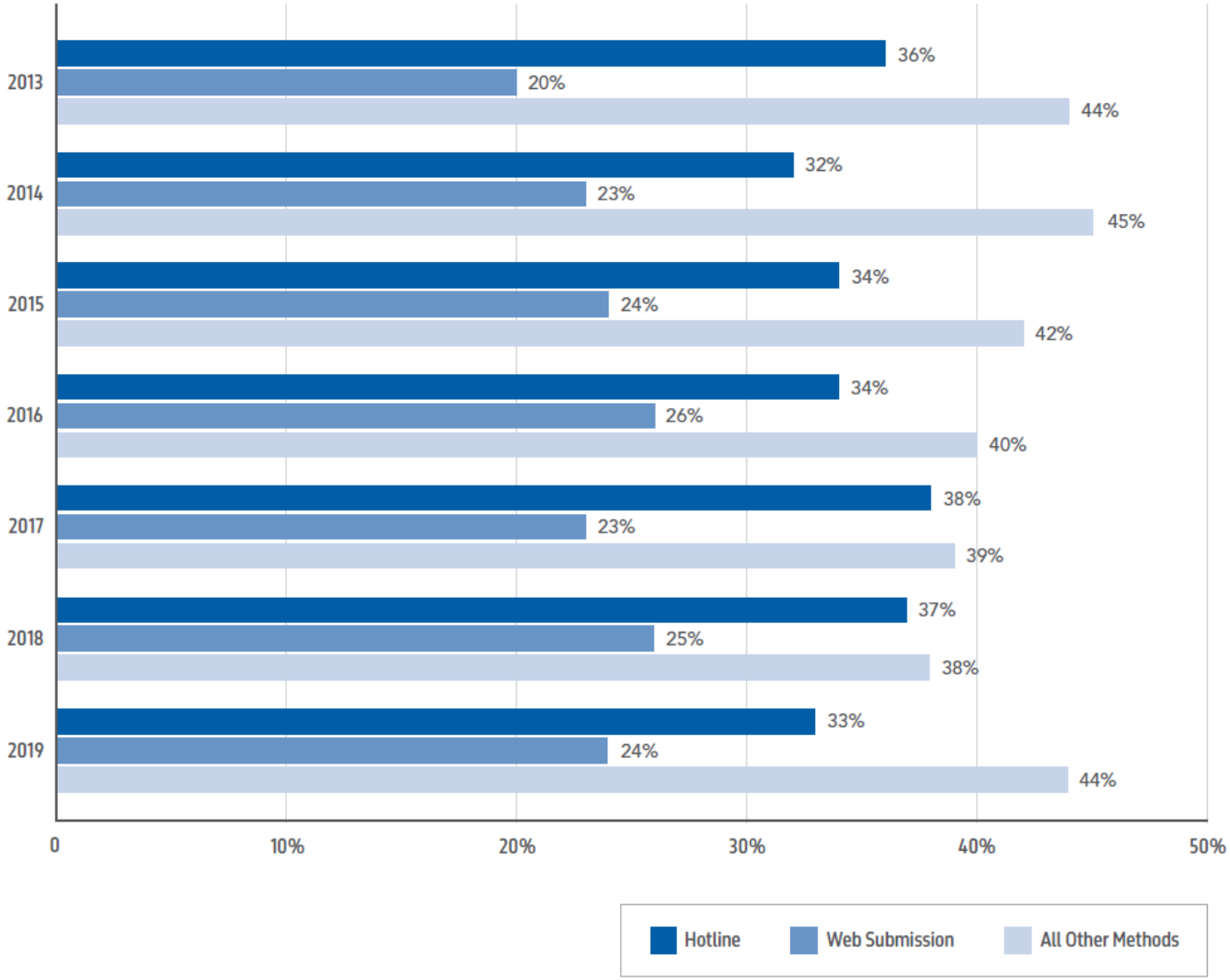
Report Intake Method



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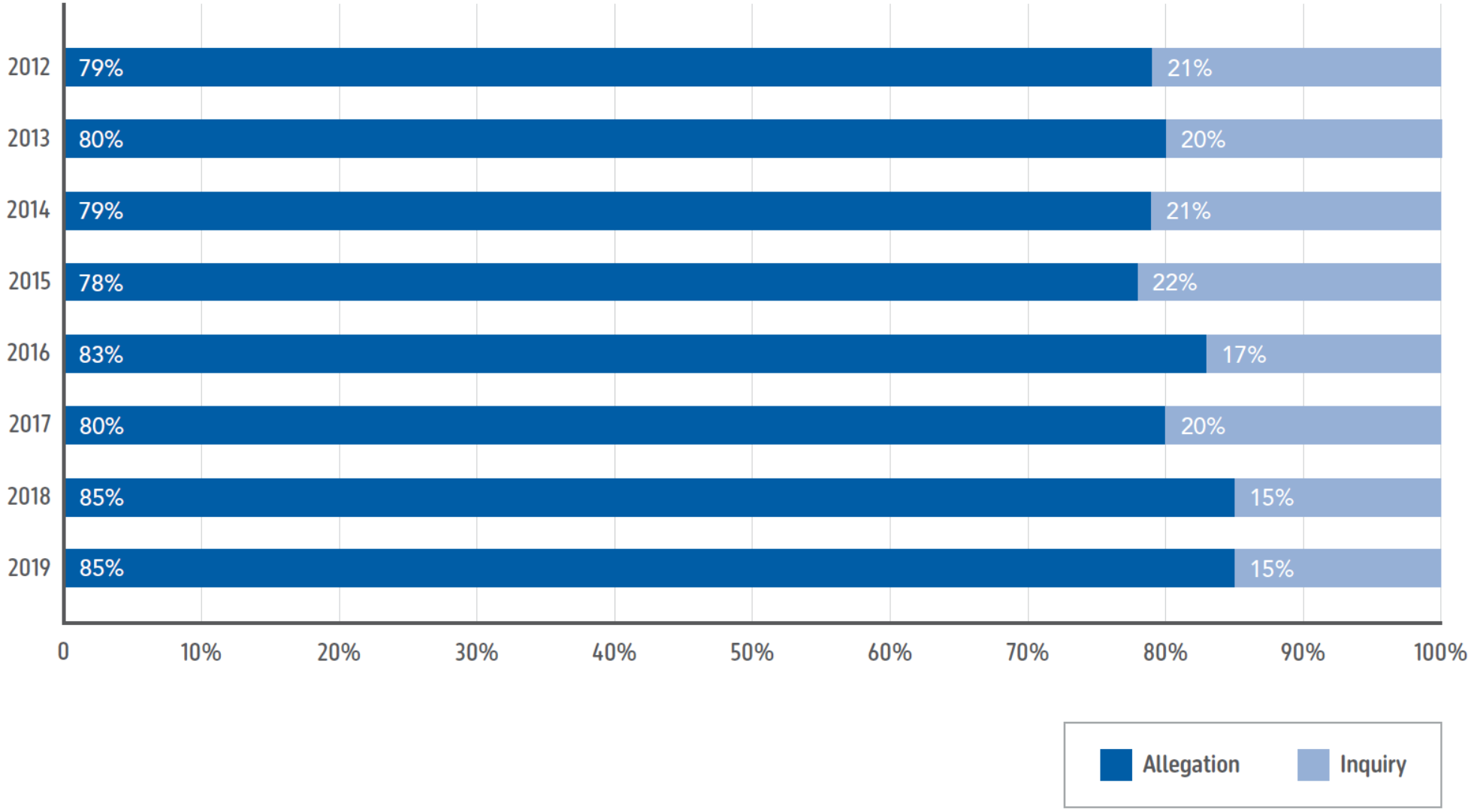
Allegations vs. Inquiries



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Category Medians

Categories	2013	2014	2015	2016	2017	2018	2019
Accounting, Auditing & Financial Reporting	3%	2%	2%	2%	3%	2%	3%
Business Integrity	18%	17%	15%	14%	17%	16%	21%
HR, Diversity & Workplace Respect	73%	69%	71%	72%	72%	70%	65%
Environment, Health & Safety	7%	6%	5%	7%	7%	6%	7%
Misuse, Misappropriation of Corporate Assets	6%	6%	7%	5%	5%	5%	4%

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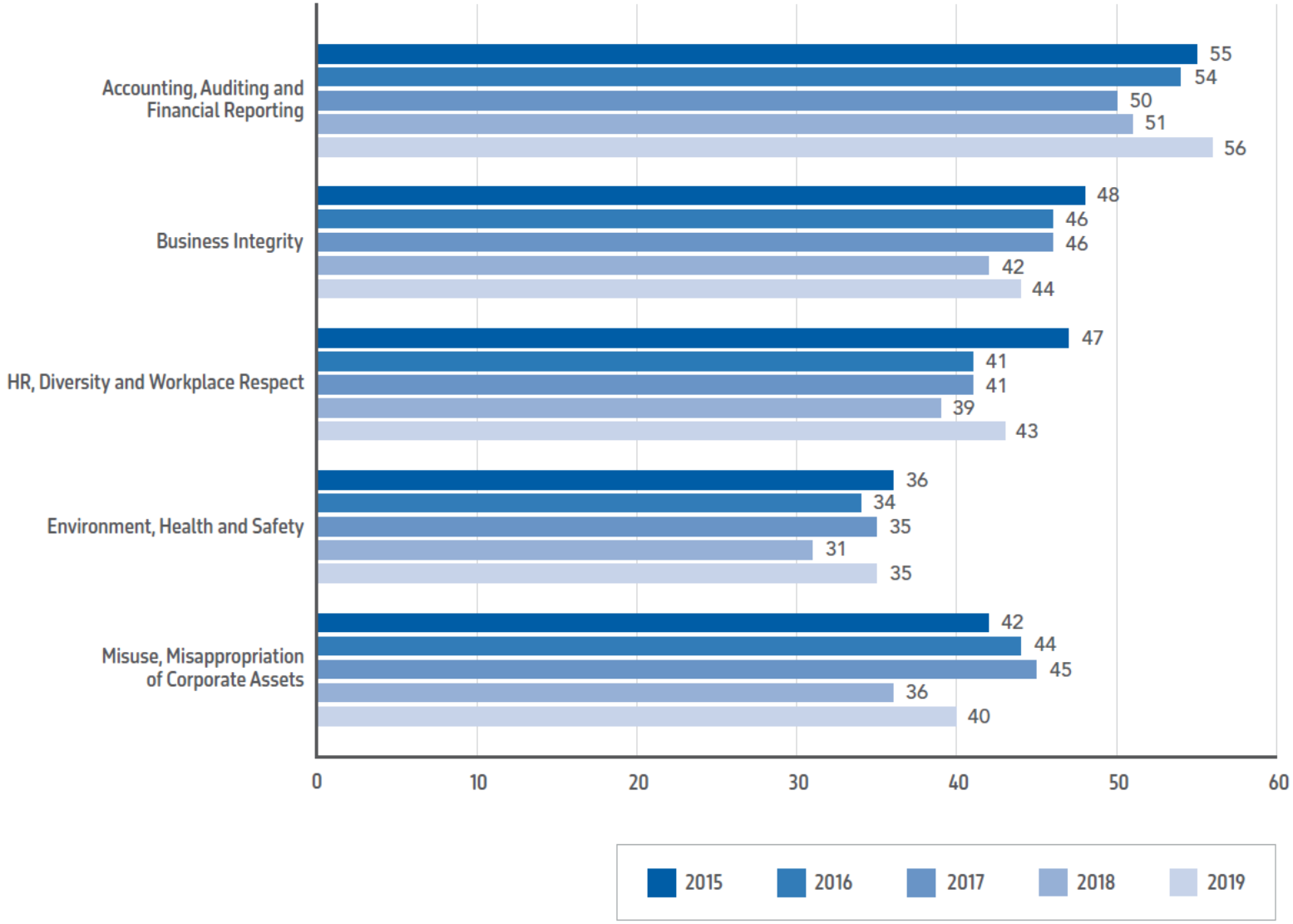
Median Case Closure Time (in Days) by Category



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Substantiation Rates

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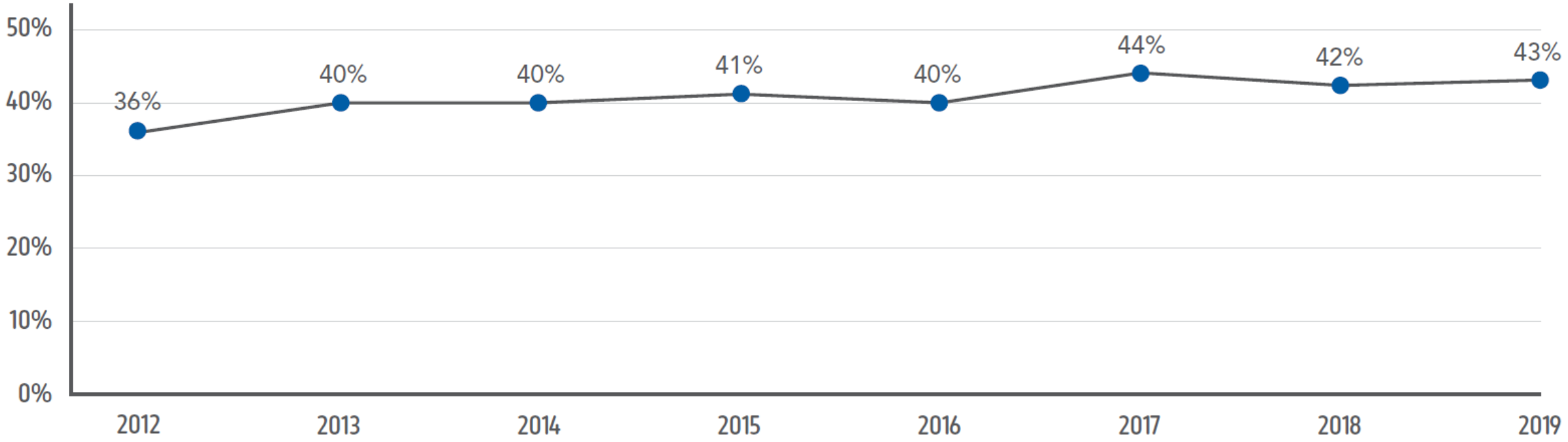
Median Substantiation Rate



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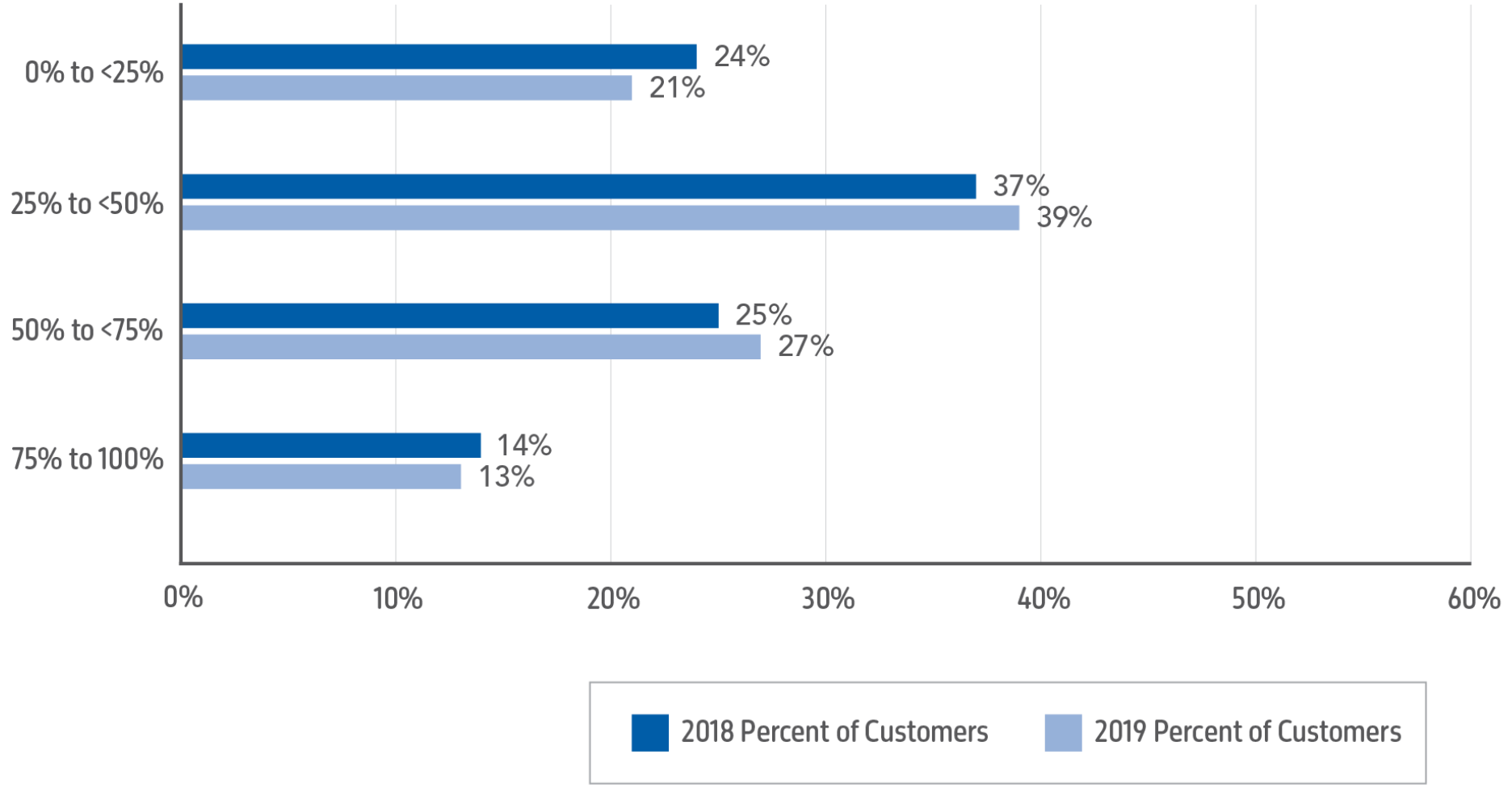
Distribution of Substantiation Rates

Webinar Exclusive Data



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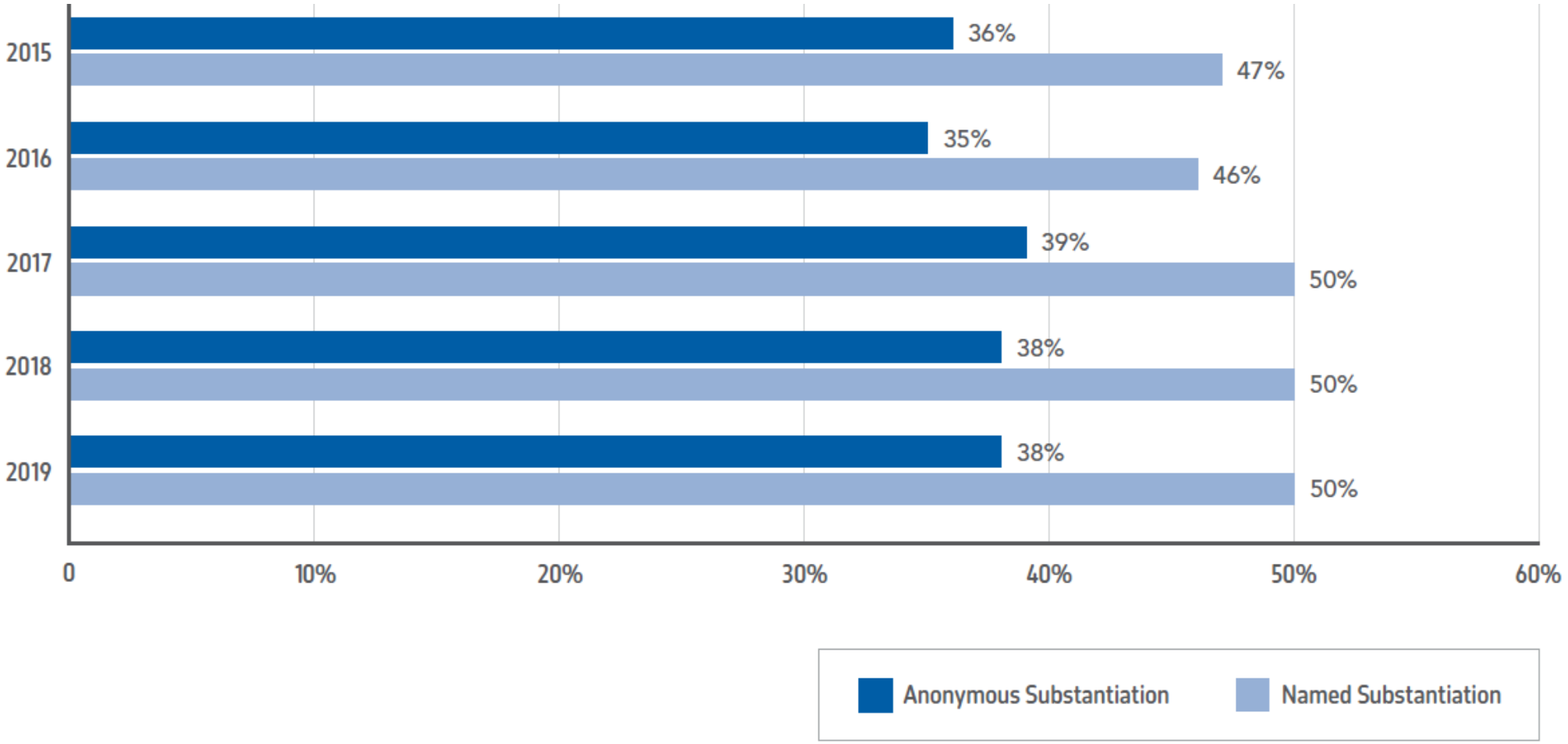
Named vs. Anonymous Substantiation Rates



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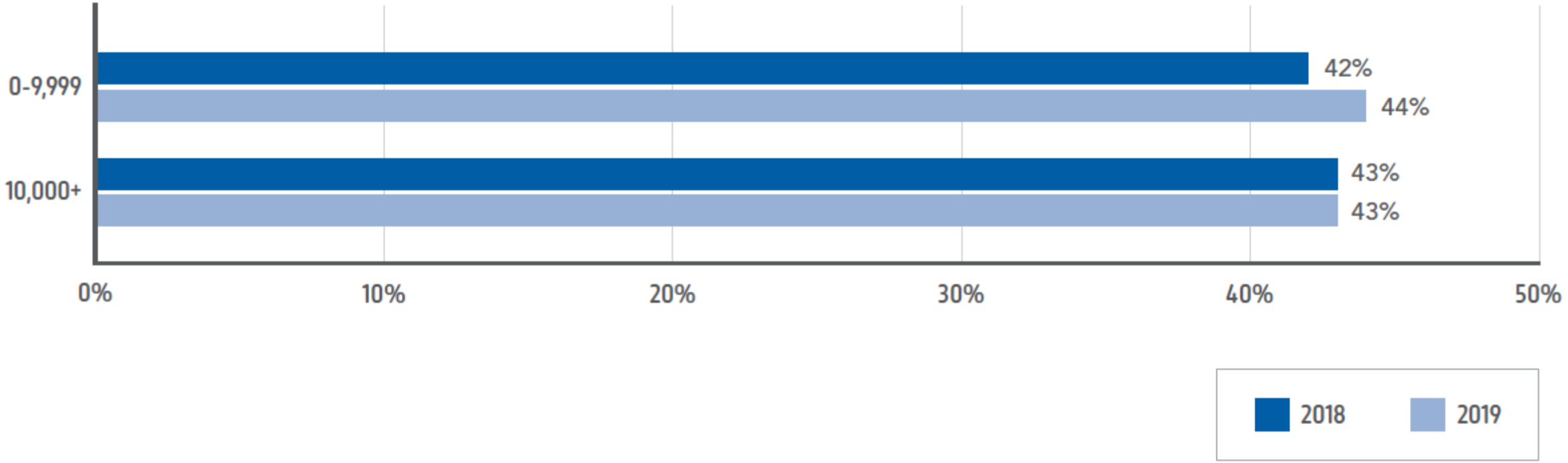
Substantiation Rate by Employee Count



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Reports of Retaliation, Harassment & Discrimination

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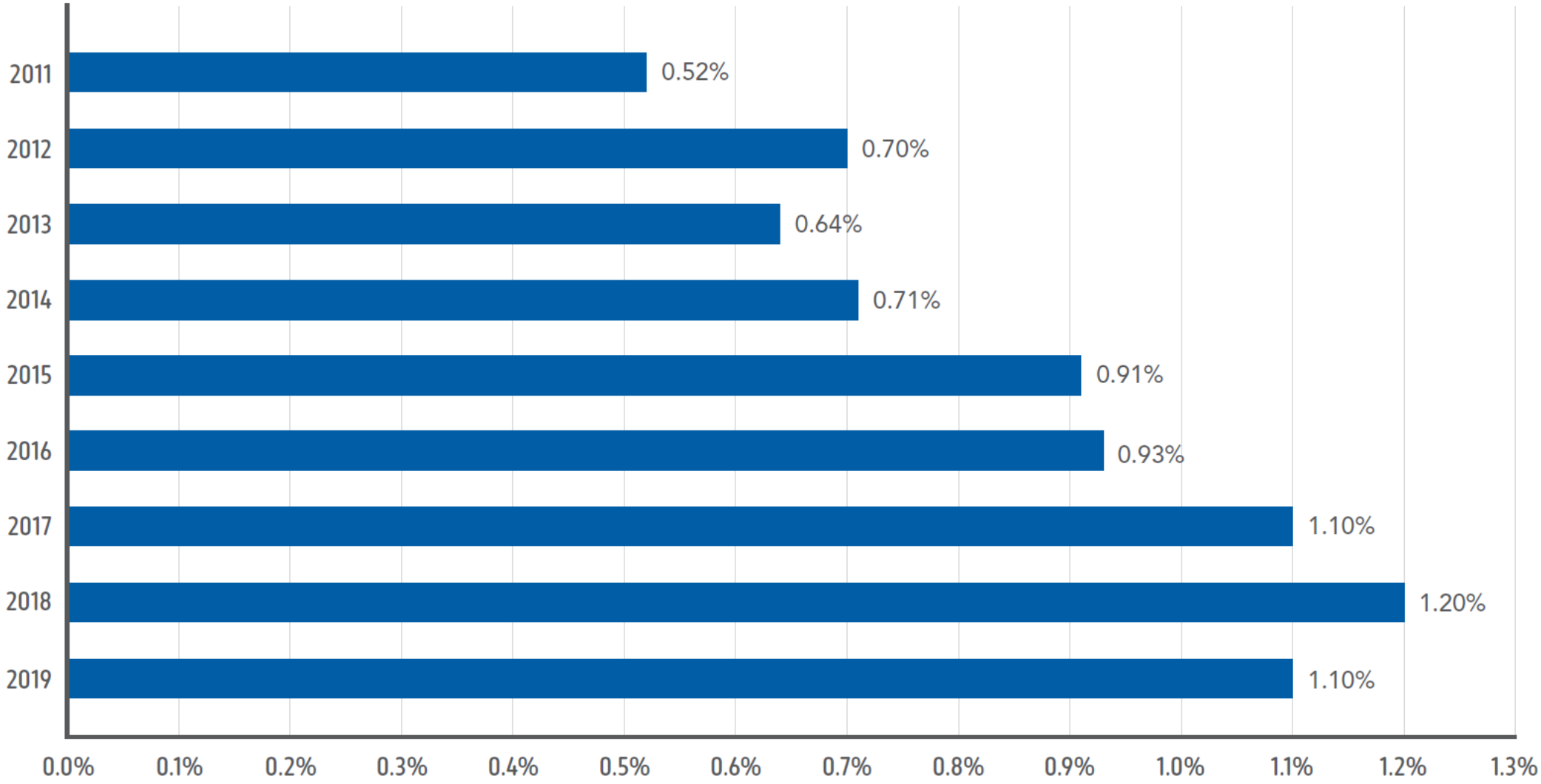
Retaliation Reports



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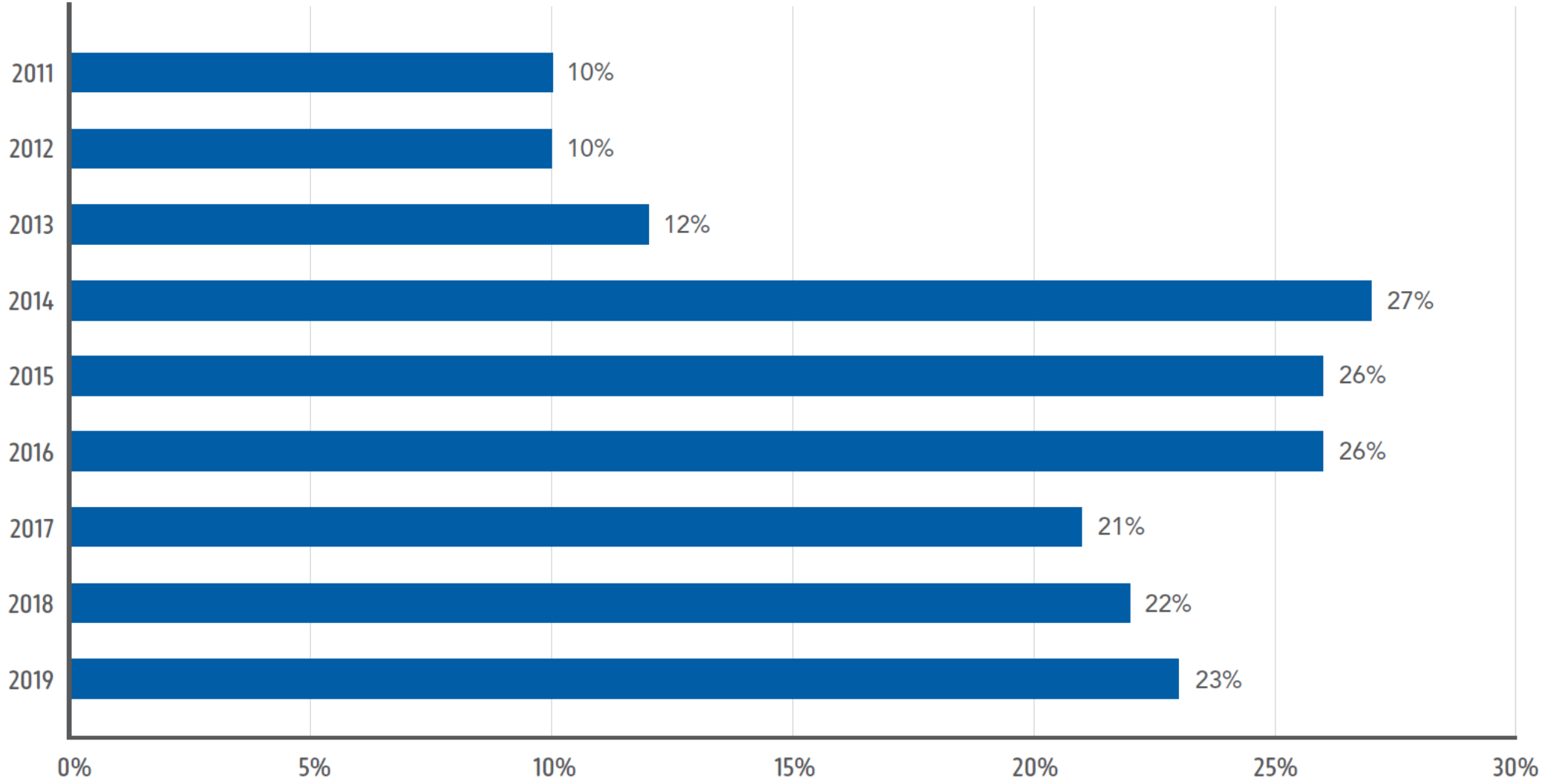
Substantiation of Retaliation Reports



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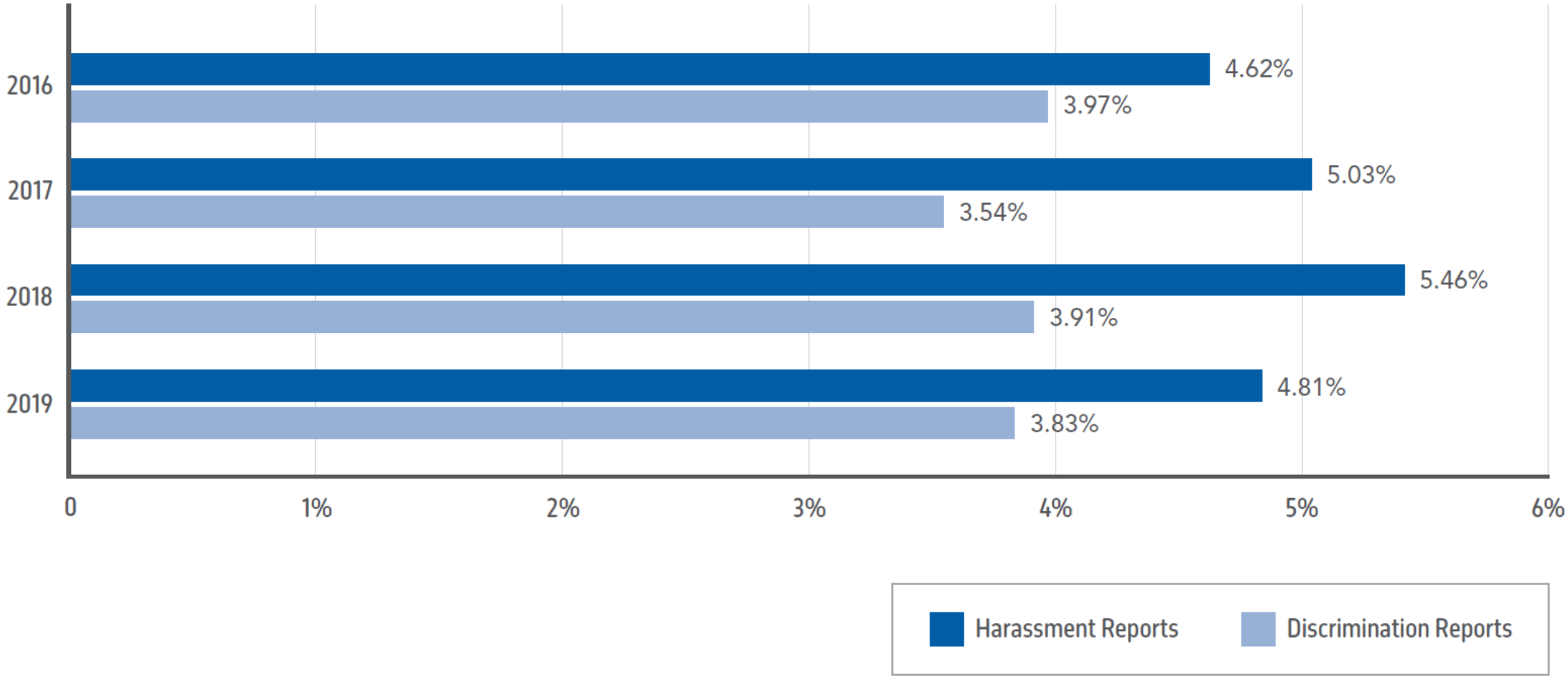
Harassment & Discrimination Reports



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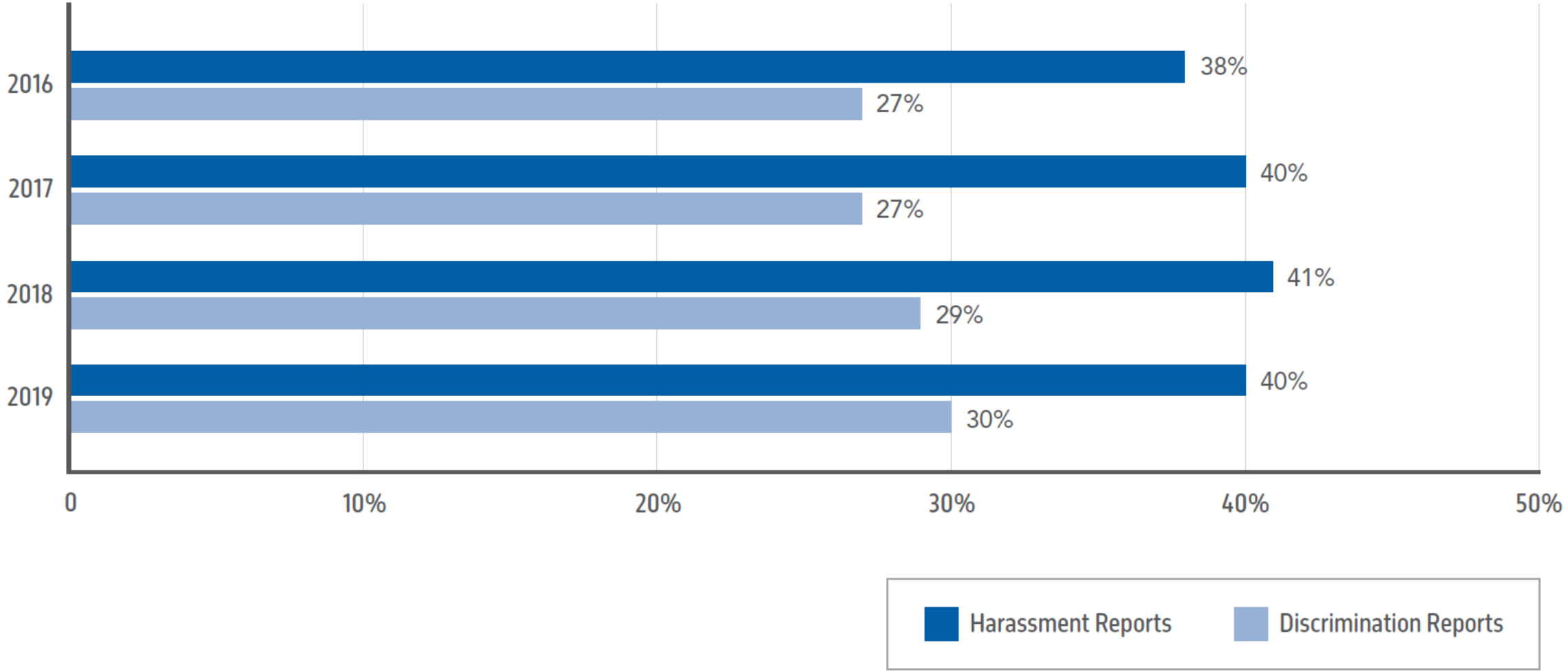
Substantiation of Harassment & Discrimination Reports



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Poll Question

Why do you think harassment & discrimination reporting rates are declining?

- Post #MeToo, we have addressed many of the underlying issues
- Lack of confidence that issues will be adequately addressed
- Other issues became a higher priority
- Fear of retaliation
- Other: Please chat your response

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Key Takeaways
&
Best Practice Recommendations

Key Takeaways

- Focus on Case Closure Time
- Get a more complete picture of your risks by documenting all reports in one centralized incident management system
- Encourage employees to see your hotline as a resource for information, not just a channel for reporting
- Train and communicate consistent definitions for key reporting topics like retaliation, harassment and discrimination

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Additional Resources

2020 Hotline Benchmark Report

Coming soon to your inbox!

White Papers

- Definitive Guide to Incident Management
- Strength in Numbers: The ROI of Compliance Program Hotline Reporting
- Harassment Investigation Checklist

Learn More About Our Solutions

- EthicsPoint Incident Management
- GRC Insights

Join the Conversation at Risk & Compliance Matters

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Thank You!

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