



PHARMACEUTICAL

INTEGRITY METRICS™

# 2018 Industry Benchmark

# INTRODUCTION

## INTEGRITY METRICS™

Turning Diagnostics Into Action

Aggregate data from almost  
**5,400** organizations

**2,382** clients received **10** or more  
reports in 2016

Nearly **1 million** reports  
captured in 2016

Our data covers over **25** industries

### About Navex Global®

NAVEX Global® defends your organization from legal, financial, reputational, and regulatory risk. Our proven solutions help you contain risks related to the constant stream of new threats, laws and regulations your organization must address each day.

### Your Trusted Partner

More than 95 of the FORTUNE 100 and 12,500 clients around the world trust us to power their ethics and compliance (E & C) programs. Our flexible, scalable solutions make E & C programs more effective--and easier to manage and measure.

A partnership with NAVEX Global® helps you protect your people, reputation and bottom line.

## TURNING DATA INTO ACTIONABLE INSIGHTS

Welcome to NAVEX Global® GRC Insights™. The table below positions 14 primary hotline metrics for the pharmaceutical industry alongside aggregate data from all industries. Use this data to benchmark your company's ethics and compliance performance against that of your specific industry peers.

	Pharmaceutical Industry Median	Pharmaceutical Industry Range	All Industry Median	All Industry Range
Reports per 100 Employees	1.4	0.2 - 8.8	1.3	0.3 - 10.3
Anonymous Reports	42%	3% - 83%	61%	19% - 86%
Follow-Ups to Anonymous Reports	47%	14% - 76%	33%	6% - 65%
Substantiated Named Allegations	51%	21% - 83%	45%	20% - 85%
Substantiated Anonymous Allegations	27%	10% - 63%	36%	16% - 60%
Case Closure Time in Days	56	34 - 109	39	9 - 150
Reports Submitted via Web	26%	2% - 55%	26%	4% - 67%
Reports Submitted via Hotline	32%	5% - 75%	34%	4% - 73%
Reports Submitted via Other	42%	2% - 88%	40%	3% - 83%
Accounting, Auditing and Financial Reporting	2%	0% - 7%	2%	0% - 8%
Business Integrity	26%	10% - 62%	14%	4% - 42%
HR, Diversity and Workplace Respect	64%	19% - 73%	72%	30% - 85%
Environment, Health and Safety	5%	2% - 20%	7%	2% - 18%
Misuse, Misappropriation of Corporate Assets	3%	1% - 14%	5%	1% - 16%

# APPENDIX A: GLOSSARY

## **Median**

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

## **Range**

The data of 80% of companies with sufficient reports in the field in question, centered on 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 by hotline, web or mobile report, or received internally by other means and entered directly into the company's information management system by ethics and compliance program administrators.

## **Report per 100 Employees Quarterly**

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.

## **Anonymous Reporting Rate**

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

## **Follow-Ups to Anonymous Reporting**

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

## **Substantiated Named Allegations**

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

## **Substantiated Anonymous Allegations**

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

## **Case Closure Time (In Days)**

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

# APPENDIX A: GLOSSARY

## **Online Reports**

Percent of all reports submitted online.

## **Hotline Reports**

Percent of all reports submitted via hotline.

## **Other Reports**

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

## **Accounting, Auditing and Financial Reporting**

Financial misconduct, internal controls, expense reporting, etc.

## **Business Integrity**

Bribery, falsification of documents, fraud, conflicts of interest, vendor/customer issues, etc.

## **HR, Diversity and Workplace Respect**

Discrimination, harassment, retaliation, compensation, general HR-related issues, etc. As well as cases marked as "other"

## **Environment, Health, and Safety**

Environmental Protection Agency compliance, assault, safety, OSHA Violations, substance abuse, etc.

## **Misuse, Misappropriation of Corporate Assets**

Computer usage, employee theft, time clock abuse, etc.

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