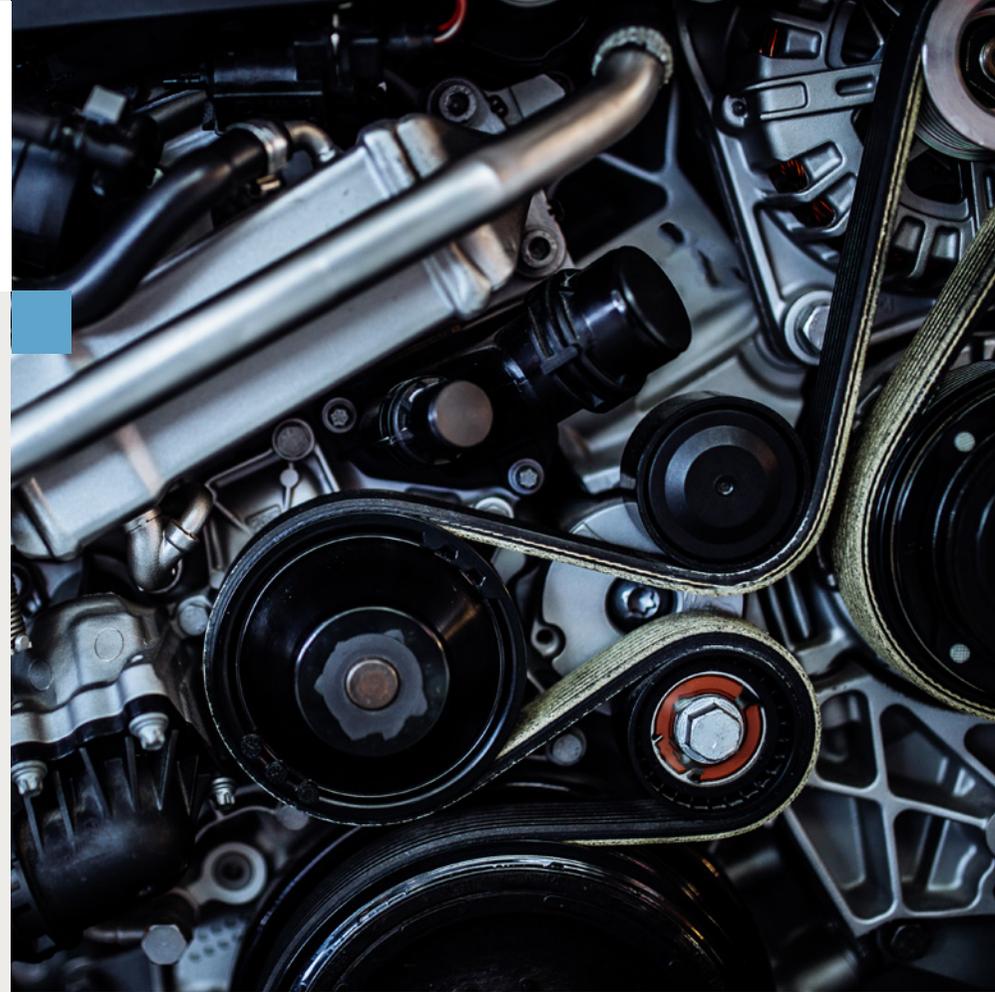


NAVEX™



## NAVEX Customer Success Story

# Cummins Keeps a Consistent Company Culture

“We have a great history as an ethical company, and we will never do anything to compromise that. By using the NAVEX system we hold each person to a higher standard of consistently ethical behaviour.”

**Sondra Bolte**

*HR Director of Global Ethics Investigations*

## Highlights



INDUSTRY

**Automotive**



NUMBER OF  
EMPLOYEES

**46,000**



CHALLENGE

Global operations drive need for consistent communication structure.



SOLUTION

Improved reporting system boosts employee confidence.

## Solution

SINGLE-PRODUCT

**EthicsPoint®**  
INCIDENT MANAGEMENT

## An organisation's hotline reporting system serves many purposes, such as providing:

- A confidential place for employees to clarify policy and discuss or report concerns
- A communications channel beyond the rumor mill
- A way to direct employee questions to the appropriate resource
- An opportunity to provide guidance before a poor decision is made
- An early warning of issues or problem areas brewing in the organisation
- A last internal stop for whistleblowers before they take an issue outside the organisation to a regulator or attorney

[Download the Definitive Guide to Incident Management to Learn More](#)

To learn more about NAVEX E&C Incident Management® to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+44 (0) 20 8939 1650**.

## Challenge: Commitment to Ethics Drives Need for Comprehensive Reporting System

Headquartered in Columbus, Indiana, Cummins employs approximately 46,000 people worldwide and serves customers in approximately 190 countries and territories through a network of more than 600 company-owned and independent distributor locations and approximately 6,500 dealer locations.

For those stakeholders, Cummins aims to act responsibly to improve their lives and their communities. Cummins believes in the power of employees, and the business works to make sure employees know that Cummins is deeply committed to providing an ethical work environment for them. As a company with a long history of ethical practices, Cummins set out to create a global communication structure that would reinforce the company's vision for an ethical workplace, unleashing the power of people to make lives better.

Sondra Bolte, HR Director of Global Ethics Investigations has spent the last 10 of her 27 years at Cummins working on the continuous task of fostering an ethical culture in each of the countries where Cummins operates. She realised that the company needed a powerful system in order to support its Code of Conduct policies. "We were beginning to outgrow our old vendor; we had global needs that their system could not handle."

After launching a Six Sigma project, Cummins determined the necessary requirements for an ideal system, and selected NAVEX to provide the reporting and case management capabilities necessary. In addition, as an international company, Cummins needed a comprehensive reporting system in order to maintain a consistent workplace culture around the world.

## Solution: EthicsPoint® Case Management Provides a Consistent Communication Process

Cummins selected EthicsPoint case management to help them overcome those challenges. Bolte began by working with NAVEX's Implementation Services team to configure the system according to the global business needs of Cummins.



### Whistleblower Hotline Intake

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your programme, helping you spot trends and take corrective action before minor issues become major.

### Incident Management: EthicsPoint®

Capture and investigate E&C reports from across your organisation in a centralised database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

### Awareness Solutions

Raise awareness of key E&C programme components, including your hotline and key training messages, with NAVEX's proven awareness materials.

Now, Cummins has a consistent communication process in every business unit and region. If a concern is reported, the case automatically goes to a Master Investigator who assigns it, monitors the process and closes the case. Each Master Investigator can analyse regional data and report statistics using the system. "NAVEX's EthicsPoint helps us analyse the company by business unit and by region, and helps keep our procedures and standards consistent worldwide," Bolte said.

The internal audit, legal, security and human resources teams at Cummins are notified of any relevant cases, and often work together to decide which group leads the investigation. All departments collaborate and store their data in the system, so those who have been given access to the information have it available at their fingertips.

### Results: New Reporting System Boosts Employee Confidence

Now when Bolte conducts her analysis of the data from every region and business unit, she can sort the information and create a number of key reports with ease. "My analysis projects used to take three days. With the EthicsPoint system they take maybe four hours." As a result, Cummins now has a more thorough analysis of the company from an enterprise perspective.

Bolte measures a very important statistic through the NAVEX system: employee confidence. "We measure employee confidence by whether they identify themselves in reports. We started at 50 percent and now 75 percent of reporters choose to self-identify."

Bolte has also noted improvement in the following areas: greater insight into worldwide business culture and increased efficiency of analysis and procedure. "We have a great history as an ethical company, and we will never do anything to compromise that. By using the NAVEX system we hold each person to a higher standard of consistently ethical behaviour."

### About Cummins

Cummins, Inc. is driven by the idea that the power and commitment of employees can make people's lives better. A global power leader, the corporation is made up of complementary business units that design, manufacture, distribute and service engines and related technologies, including fuel systems, controls, air handling, filtration, emission solutions and electrical power generation systems.