



NAVEX Customer Success Story

Propelling Risk Management at Embry-Riddle

“As an institution of higher education, we want to be leaders in open communication and integrity. We knew that operating transparently would be the right thing to do. We have been very successful using EthicsPoint in our efforts to keep the university safe and transparent.”

Brandon Young

Executive Director of Human Resources

Highlights



INDUSTRY
Education



NUMBER OF EMPLOYEES
2,000+



CHALLENGE
University needed reporting system that fosters safety and transparency



SOLUTION
EthicsPoint delivered solution for proactively managing and addressing risk.

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 or call us at **+44 (0) 20 8939 1650**.

Challenge: Prioritising Safety Reveals Need for a Comprehensive Reporting System

With a strict concern for students and employees in locations across the globe, Embry-Riddle Aeronautical University wanted to make sure that the school's policies and procedures were transparent in order to foster an educational environment of safety and integrity.

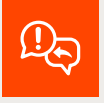
While Embry-Riddle encountered many of the same risk issues as other universities, they also had unique challenges related to teaching students to fly aircraft. For example, something as small as a wrench turn going awry could ground an entire fleet of aircraft. The university needed a system that would allow the school to listen to any questions or concerns and facilitate the prompt and appropriate resolution to any issues that were discovered. And with safety as the main focus, Embry-Riddle wanted to provide a system that would make students and employees feel comfortable reporting.

Solution: The Sky is the Limit with EthicsPoint®

After conducting intensive research, Embry-Riddle selected EthicsPoint to help them collect anonymous reports and proactively identify and resolve risk issues. During the first part of the implementation process, the university worked with NAVEX's Implementation team to customise the system to the school's specific needs. "NAVEX provided counsel on the best approach for executing the solution and defining appropriate risk categories," explained Brandon Young, Executive Director of Human Resources at Embry-Riddle.

Any reported issue that enters the incident management system, is tagged with categorisations that are important to the university. Report notifications are instantly routed to the appropriate people and departments, allowing the university to quickly become aware of issues and respond in a timely manner.

The online capabilities of incident management software fit well with the university's technology-oriented environment. Although students are able to access the system, Young tries to center its use on employee and safety concerns. "We chose EthicsPoint as a proactive, reaffirming system that would essentially serve as an additional insurance policy. If anything were to happen, we know we've taken the proper steps," said Young.



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.

Results: Hotline Helps Foster Culture of Safety and Transparency

With EthicsPoint in place, Embry-Riddle can proactively manage risk and potential safety concerns across their worldwide campuses. Young and his team have the ability to learn about financial misconduct and other risks early, as well as the opportunity to listen to any concerns or questions that are brought up. "Implementing the system was easy, the cost was not prohibitive and the results so far have been very positive," said Young.

According to Young, by using EthicsPoint, the university is able to remain true to their goal of operating safely and with integrity. "As an institution of higher education, we want to be leaders in open communication and integrity. We knew that operating transparently would be the right thing to do. We have been very successful using EthicsPoint in our efforts to keep the university safe and transparent."

About Embry-Riddle

When parents feel like sending their children soaring into the atmosphere, Embry-Riddle Aeronautical University is the obvious place to enroll them. Embry-Riddle is rated number one in aviation and aerospace college education offering a wide variety of air and space related degrees. More than 34,000 students are educated at their campuses each year.