



NAVEX Customer Success Story

# El Pollo Loco's Work Culture Takes Flight

"Knowing individual issues is not enough for an effective system. I need to know what the trends look like. NAVEX's case management software allows us to identify trends early, so we can immediately address workplace issues."

**Patsy Estis**

*Vice President of Human Resources*



## Highlights



INDUSTRY

Food



NUMBER OF EMPLOYEES

5,000+



CHALLENGE

Spreadsheets and scattered notes make identifying trends challenging.



SOLUTION

Centralised case management system brings new level of insight to compliance risks.

## 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: Moving Past Winging Legal Compliance

Patsy Estis, Vice President of Human Resources at El Pollo Loco, is crazy about chicken – and making sure employees are happy. “In the restaurant industry, we live and die on our reputation. That means our reputation with our employees as well as with customers.”

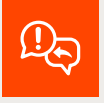
Maintaining a good relationship with employees involves listening to feedback and acknowledging concerns. This kind of communication has the added benefit of reducing legal risk, according to Estis. “We want to generate employee communication. If people have questions, issues or if they are upset, we want them to tell us so we know how to make employment better at El Pollo Loco.”

Initially, El Pollo Loco used a basic employee hotline service and a relatively disorganised case management system. With only spreadsheets and scattered notes, it was impossible to see any trends emerging in the data. The process was clearly inadequate for El Pollo Loco's needs.

## Solution: EthicsPoint® Organises and Streamlines Reporting

Estis helped choose EthicsPoint to provide a single case management product that could improve communication, identify trends and analyse data. The company worked with NAVEX's Implementation Services team to configure the system to meet its specific needs. “The case management system is set up within each division of our organisation. Reports automatically go to the right manager. The system enables us to keep track of each issue and resolution,” said Estis.

Estis then uses tools within the case management system to analyse the data. She now has a greater ability to identify trends in the workplace.



### 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: Ability to Analyse Trends Helps Company Keep Employees Happy

The new level of insight into compliance risks helps El Pollo Loco identify any concerns, understand if the issue is more common in a region, and handle the situation early.

"From a human resources perspective, it is critical to analyse trends. If a particular issue begins to appear more frequently, we can decide whether an organisational solution is appropriate." With Estis's team listening to employee concerns and responding to potential issues, the company's commitment to keeping employees happy is readily apparent.

El Pollo Loco uses NAVEX's services to stay crazy about employees. By listening to feedback and increasing communication across the organisation, El Pollo Loco is able to keep abreast of and address issues that cause concern to their employees.

### About El Pollo Loco

El Pollo Loco is the nation's leading quick-service restaurant chain specialising in flame-grilled chicken. Founded in Mexico in 1975, El Pollo Loco's success stems from the unique preparation of its award-winning "pollo," fresh chicken marinated in a signature recipe of herbs, spices, citrus and garlic passed down from the founding family. The chain ended 2010 with a total of 412 restaurants located in nine U.S. states.