

NAVEX™



NAVEX Customer Success Story

TELUS Signals a New Approach to Compliance

“NAVEX redirects issue reports to the proper department and allows us to assign and follow up on cases electronically. The system has saved a tremendous amount of time, which allows me to do what I should be doing: conducting investigations and answering inquiries.”



Cindy Hamilton

Director of Ethics and Controls Compliance



Highlights



INDUSTRY

Communications



**NUMBER OF
EMPLOYEES**

65,000+



CHALLENGE

Needed a structured, centralised approach to ethics and compliance.



SOLUTION


EthicsPoint made it easier to be fair and consistent across the entire scope of the organisation's operations.

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: Can a Reporting System Help Employees Make Better Decisions?

TELUS employees Cindy Hamilton and John Page, both Directors of Ethics and Controls Compliance, wanted the programme to focus on providing advice and counsel for employees. Of course, they needed a system that met their regulatory compliance obligations, but they also realised that TELUS could use the NAVEX hotline and case management software as part of a broader effort to encourage employees to face ethical challenges with an “ask first, act later” mentality.

Page and Hamilton set out to create a best-in class programme that could give TELUS a central position from which to manage the company's business culture. Prior to NAVEX, the reporting system at TELUS had some limitations. The hotline went to John's desk and he used spreadsheets to try to track the information.

As a small department, it was challenging to try to provide 24/7 access, multilingual capability and online access from anywhere in the world.” John and Cindy began looking for a reporting mechanism that could help TELUS raise the bar with a more efficient approach to identifying and resolving ethics and compliance issues.

Solution: NAVEX's EthicsPoint®

Once TELUS selected NAVEX, John and Cindy worked with the Implementation Services team to align the system with programmes at TELUS. “We act as a resource for employees. We tell them to ‘ask first, act later’ and we use EthicsPoint to log any questions, complaints and our responses.”

Whether employees call to report a complaint, make an inquiry or to ask for advice, the NAVEX system is used to make sure people are aware of the ethics policies, commitment to corporate governance and reputable business practices that TELUS stands for. The programme TELUS developed was designed, not only to report concerns, but to encourage employees to bring their questions and dilemmas to John's department. That way, he and Cindy can help them through their decisions and the outcome is positive, ethical behaviour rather than punishment for unethical behaviour.



EthicsPoint®
INCIDENT MANAGEMENT

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: Clarity and fairness for all at TELUS

Three groups at TELUS handle reports through the NAVEX database: John and Cindy's department receives calls and manages cases, another group uses only the hotline feature and a third department just the case management capabilities. "NAVEX allows us to use one system, one process; that makes it easier to be fair and consistent across the entire scope of the organisation's operations," said Hamilton.

John's department reports ethics statistics to the audit committee, the Board and to the public through its annual Corporate Social Responsibility Report.

As TELUS strove to create a best-in-class ethics compliance system fit for a company at the leading edge of technology, NAVEX provided a hotline, reporting and case management system that met the company's expanding needs.

About TELUS

TELUS is a national telecommunications company in Canada that provides a wide range of telecommunications products and services including internet access, voice, entertainment, video and satellite television. The organisation was originally a merger of four telecommunications companies that grew into a national organisation. To support their growth, the company decided to adopt a structured, centralised approach to ethics and compliance.

TELUS selected NAVEX to provide a hotline and case management system that would automate their ethics compliance efforts across the company's diverse operations around the world.

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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