



NAVEX Customer Success Story

# Texas Roadhouse Cooks Up a Hearty, Ethical Culture

“When folks have a bad experience, it is important to talk about it. We picked EthicsPoint to manage that side of our business because we take that seriously.”

**Patrick Sterling**

*Director of Risk and People Administration*



## Highlights



INDUSTRY

Food



NUMBER OF EMPLOYEES

32,000



CHALLENGE

Restaurant chain needs upgrade for in-house hotline system.



SOLUTION

Company demonstrates commitment to quality with EthicsPoint.

## 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: Corporate Values Drive Need for Better Employee Reporting System

"Passion, Partnership, Integrity and Fun... all with Purpose" – those are the values that have built Texas Roadhouse's success in providing guests Legendary Food, Legendary Service. Headquartered in Louisville, Kentucky, the company lays claim to the highest quality food in the industry, such as hand-cut steaks, fall-off-the-bone ribs and made-from-scratch sides.

Texas Roadhouse wanted to use that same commitment to quality with its employees by showing care and concern for every employee, including providing numerous avenues for them to report any activities that might be unethical, illegal or dangerous.

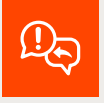
Texas Roadhouse has always stressed the value of a fun work experience for employees. Like with any business, though, that experience is sometimes affected by behaviour that goes against the company's values - including issues of ethics, discrimination or other negative behaviours.

In order to identify and prevent those issues from happening, the company provided an employee hotline and kept track of cases using hand-written notes. "It was not ideal," said Patrick Sterling, Director of Risk and People Administration. "We created our own hotline system, but it was limited and we finally outgrew it. We decided to find a vendor that was best-in-class for our industry."

## Solution: EthicsPoint® Provides Central Repository for Employee Concerns

Texas Roadhouse wanted a more efficient, centralised system that directly integrated employee reports with automated case tracking, allowed anonymous web-based reporting and supported coordinated investigations between the legal and human resources teams. They chose NAVEX's EthicsPoint hotline and case management system to provide that service.

By implementing EthicsPoint with help from their dedicated representative from NAVEX's Implementation Services team, Texas Roadhouse made sure the process would be familiar and easy for employees. "We were able to customise the online employee reporting page to keep the look very professional and consistent with our corporate website," said Sterling.



### 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: Accurate Reporting Saves Valuable Resources

As a result, Texas Roadhouse receives more accurate, fact-based information than before. NAVEX's trained call center personnel walk the concerned employees through a scripted process that ensures Texas Roadhouse's Employee Relations Team receives reports they can quickly take action on to resolve.

From a legal perspective, Sterling wants to make sure employee complaints are immediately brought to the team's attention. The best way to avoid a claim with the Equal Employment Opportunity Commission (EEOC), Sterling says, is to provide employees a way to share their concerns and then help them by resolving the issues. "When folks have a bad experience, it is important to talk about it. We picked NAVEX to manage that side of our business because we take that seriously," said Sterling.

Now, Texas Roadhouse has a communication channel that is confidential, multi-lingual and available for employees to use online. Sterling sees nearly 40 percent of concerns reported online, a statistic he attributes to younger employees' preferred means of communication. Another 20 percent of the issues being tracked are entered into the system based on conversations between employees and managers. With everything tracked in a centralised database, Sterling's team studies overall trends in the data in search of risk issues.

In the changing world of risk management, a return on investment is difficult to gauge, but Sterling says the system has saved work hours equivalent to hiring another full-time employee. He also observed better, more accurate information in the system, greater analytical visibility into risk areas, and more opportunity to communicate with employees about how to make the best possible work environment for them.

### About Texas Roadhouse

Texas Roadhouse opened its doors in 1993. Since then, the company has grown to more than 510 locations in 49 states and 17 international locations in seven foreign countries. Texas Roadhouse is famous for its hand-cut steaks, fall-off-the-bone ribs, made-from-scratch sides, and fresh-baked bread.