

NAVEX™



NAVEX Customer Success Story

A Unified System of EthicsPoint and Incident Management Allows DP World to Reliably and Efficiently Manage Hotline Reporting.

"If you look at our footprint, we're truly global. It doesn't matter the time zone, the location or the language - we need a globally consistent experience for all our employees."

Gary Busby

Manager, DP World's Fraud Risk Services



Highlights



INDUSTRY

Maritime,
Shipping and
Logistics



NUMBER OF EMPLOYEES

97,000



CHALLENGE

Needed a globally
available, consistent and
scalable incident hotline.



SOLUTION

NAVEX EthicsPoint and
Incident Management deliver
a comprehensive solution to
help DP World manage cases
from start to finish.

Solution

SINGLE-PRODUCT

EthicsPoint®
INCIDENT MANAGEMENT

About DP World

DP World is the leading provider of smart logistics solutions, helping trade flow across the globe. It operates a network of 190 business units; made up of logistics terminals, marine services, ports and economic zones. These employ more than 97,000 staff in 69 countries across six continents.

A truly global operation means it is essential to have an agnostic and consistent approach to whistleblowing.

To learn more about NAVEX E&C Incident Management® to schedule a demo, please visit www.navex.com or call us at **+1866 297 0224**.

Challenge: An Incident Hotline Without a Global Presence

Before implementing an incident reporting system, DP World relied on collecting reports submitted by email or through a phone line based at the company headquarters in Dubai. Calls were answered in English or Arabic, but with employees speaking dozens of languages across many time zones, the company needed a scalable solution that could be implemented with consistency globally.

The old setup did not address the whistleblower's needs, or the internal information needed for incident reporting, according to Gary Busby, a manager in DP World's Fraud Risk Services section.

"We were essentially capturing reports in an unformatted email or documenting from a phone call that may not even be answered because it was not staffed 24/7/365," says Busby.

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Solution: A Comprehensive Hotline, Ongoing Monitoring and Reporting, and Program Expansion

DP World needed a comprehensive, secure incident management program to suit an international operation in response to new and changing regulations in different countries. It was imperative to have a system that operates reliably and efficiently. In particular, the ability to access reports, provide confirmation of receipt, make case notes and initiate action was critical.

"Now, when we open a report, we're able to add case notes and route the report appropriately. That's where the value of Incident Management comes in. It's a secure place where we can keep those notes in a structured way, and then track what happens thereafter, through to conclusion," says Busby.

Launched in August 2021, the unified system of EthicsPoint and Incident Management allows DP World to transition cases from initial report to resolution consistently while maintaining compliance with varying global regulations.

Reporting to Resolution – Efficient Case Management

Another benefit of using a holistic reporting system is the data generated from the incident reports. This takes the form of monthly, quarterly, semi-annual and annual reports, all with executive leadership and board-level visibility.



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 program, 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 organization in a centralized 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 program components, including your hotline and key training messages, with NAVEX's proven awareness materials.

The monthly reports specify the quantity and type of hotline reports received. In contrast, the quarterly reports show an independent audit committee how these are addressed and resolved. Filtered results providing data on the geography and type of complaint are also shared with the company's global leadership twice a year. Incident reporting statistics are also included in DP World's annual report.

Results and What's Next:

Another consideration for DP World is navigating the cultural complexities around whistleblowing. Many reporters are wary of being observed interacting with hotline reporting channels in their place of work. To address this reluctance, posters with QR codes were placed in suitable locations to allow better access to hotline information, and a direct route to the online portal after employees have discretely scanned the code.

"We're expecting an increase in reports as a result of making the mobile device option well known. Some of our employees don't have access to a laptop or terminal, while others were not comfortable making a phone call or didn't believe it was free," says Busby.

These actions, in addition to in-person, global training for employees, are all intended to boost the adoption of the hotline for whistleblowing.

The ability to customize the EthicsPoint solution is an additional benefit.

"We now want to make changes to make it easier when people are submitting a report. Next, we want to fully utilize the analytics by partnering with our in-house digital internal audit analytics team," says Busby.