

NAVEX®



## NAVEX Customer Success Story

# Currys Streamlines Case Management Process Using EthicsPoint®

“Our recent moving to EthicsPoint’s elite subscription has provided us with some amazing insights giving us additional data and information that we’ve not had before. Our case management process has improved and is now more robust.”

**Craig Hall**

Senior Compliance Monitoring Manager at Currys



## Highlights



INDUSTRY

Technology  
Retailer



NUMBER OF  
EMPLOYEES

32,000+



CHALLENGE

To modernize, speed up and secure the case management process and track reporting analytics and statistics



SOLUTION

NAVEX Hotline Incident Management

## Solution

SINGLE-PRODUCT

EthicsPoint®

INCIDENT MANAGEMENT

## About Currys

Currys PLC is a leading omnichannel retailer of technology products and services, operating through online and 830 stores in 8 countries.

We help everyone enjoy amazing technology, however they choose to shop with us.

The business was founded in 1884.

## Challenge:

Before transferring to NAVEX EthicsPoint, Currys had no case management system, working from an online reporting platform and manually downloading spreadsheets into an Excel tracking table – a time-consuming manual process. The Compliance Team, which manages and monitors Currys whistleblowing cases, needed a modernized system that would streamline, save time, and add GDPR security when dealing with reports.

In addition, Currys' old whistleblowing system had no automatic functions reporting on enhanced data analytics, limiting the Compliance Team in its effectiveness and efficiency of tracking case types, numbers, potential areas of concern, and topic trends.

“What we did historically was very manual and took up a lot of our time. Our old process was not very insightful – everything previously was completed on Excel, so analytics were very limited.”

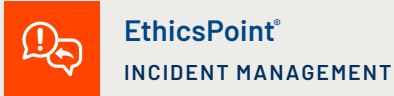
## Solution:

With the new system, Currys can manage all raised reports on one holistic platform, rather than downloading reports case by case. Ongoing monthly one-to-one check ins between NAVEX and Currys also help ensure that the solution continues to support and meet the company's needs.

Analytics are one of the most helpful features of NAVEX EthicsPoint. With the ability to view dashboards and have visual representations of the data coming in, it makes it easier to spot trends and gain a better company overview – a prospect that the Currys board of directors were highly interested in but, until implementing EthicsPoint, had limited ability to achieve.

Alongside the NAVEX EthicsPoint platform, members of the Currys' Compliance Team continue to attend NAVEX virtual webinars. The webinars help keep the team up to date with the ongoing EU Whistleblower Protection Directive country transpositions, gain insights into the planned UK Whistleblowing Bill, and provide them with the opportunity to ask questions.

To learn more about NAVEX E&C Incident Management® or to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+1 866 297 0224**.



### 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.

## Results:

The key outcomes of implementing EthicsPoint resulted in Currrys' being able to save time, align case management processes and deep dive into whistleblowing reports.

"Now, as a team, we do regular checks on our whistleblowing program. We will go back over historic cases and look at certain allegation types, the outcomes, check that investigations were consistent, and ensure we're not seeing disparity."

Also, because of the EthicsPoint data analysis tools, the Currrys Compliance Team can now submit quarterly whistleblowing reports and data to the board – data slides and word documents that define themes, spikes, volumes, and patterns for that time period. In addition, the team now creates a specifically requested in-depth quarterly paper on bullying, harassment, and discrimination cases to share with leadership. With the EthicsPoint's ability to measure ratios, such as anonymous vs named reporting, particular whistleblowing areas can now be deep dived into.

Furthermore, by using data from the board whistleblowing reports, Compliance Team members can redefine the structure of the employee onboarding process, training programs, and upcoming compliance policies as and when needed.

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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 programs and foster ethical workplace cultures.

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