

## Hotline Incident Reporting and Case Management Workflows

- Multi-tiered workflows create impactful, holistic incident management programs



NAVEX One®  
GRC INFORMATION SYSTEM

### The challenge

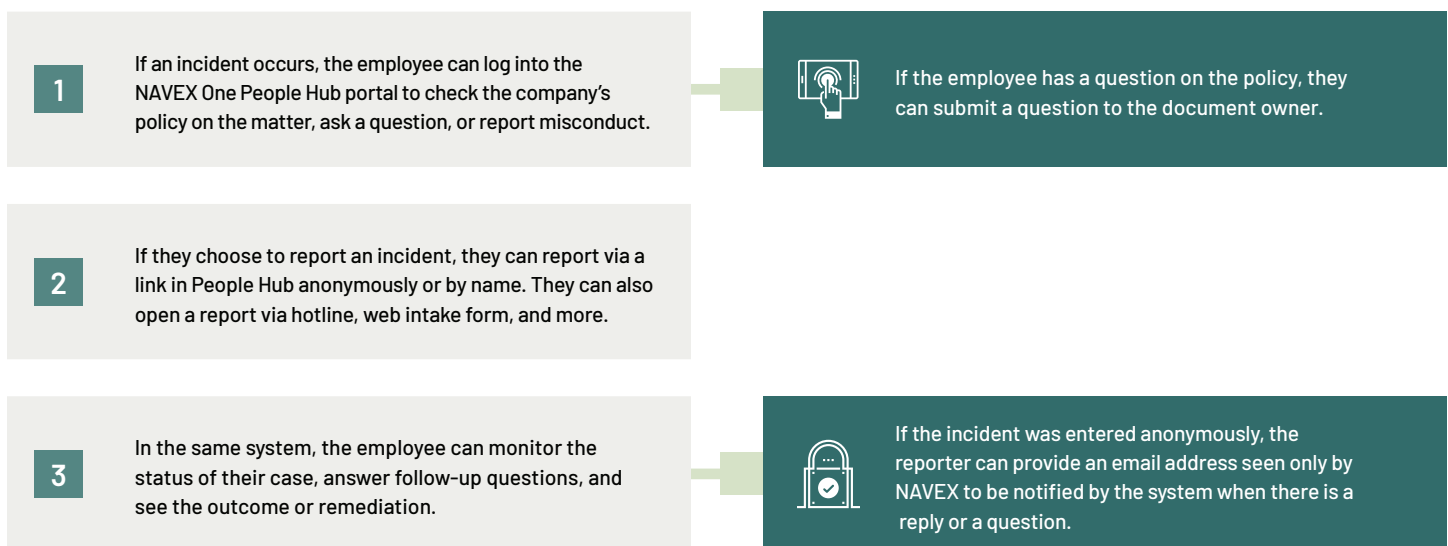
The secret to maintaining a leading workplace culture is one where employees feel valued and supported. A large part of that is empowering your employees to speak up when incidents occur and creating an environment where they feel their concerns are followed up on and resolved. Taking steps such as ensuring employees are trained in regulations and company expectations, have read and attested to company policies, and know where to report incidents is only part of the solution. Organizations need to help break down silos across departments and gather cross-functional data so they can see the health of their ethics and compliance program, as well as look for trends to mitigate any future risks.

### The solution

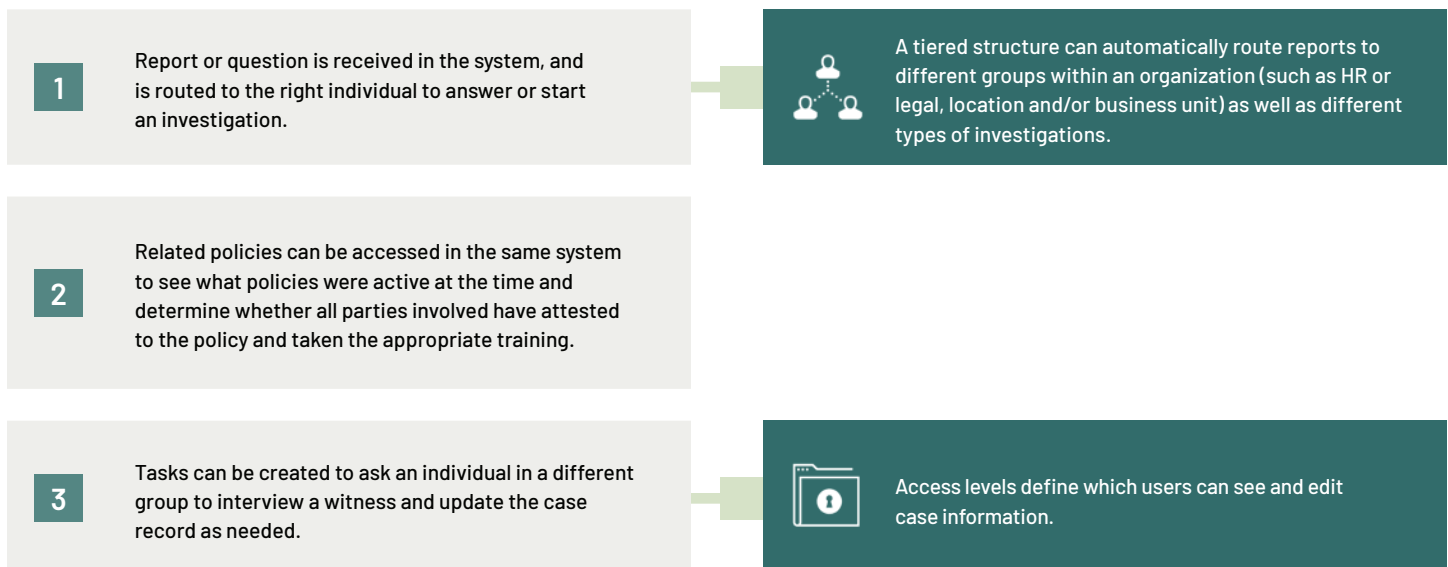
An governance, risk and compliance (GRC) program platform solution that holistically manages your compliance tasks can help to collect, distribute, and make sense of information to create and maintain healthy workplace cultures. With your hotline reports, training, policies and COI disclosure data in the same place, a tiered incident management workflow is the final piece as it can automatically route cases to the right individuals for quicker follow-up and resolution. A centralized report database provides your organization’s leadership a comprehensive, single view of all incidents to look for hot spots and plan strategies.

## The NAVEX One platform makes incident reporting simple for employees, and the investigation and remediation process seamless for program administrators.

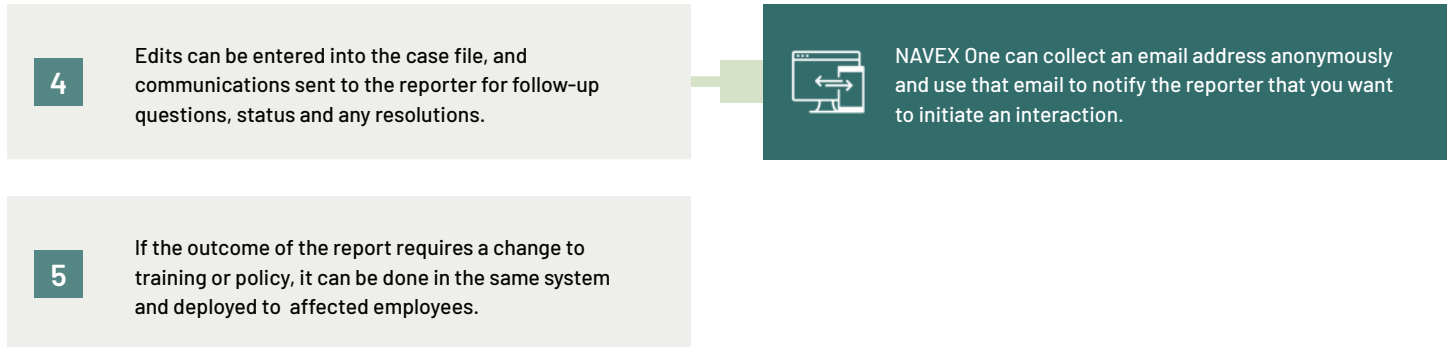
### Employee experience for incident reporting



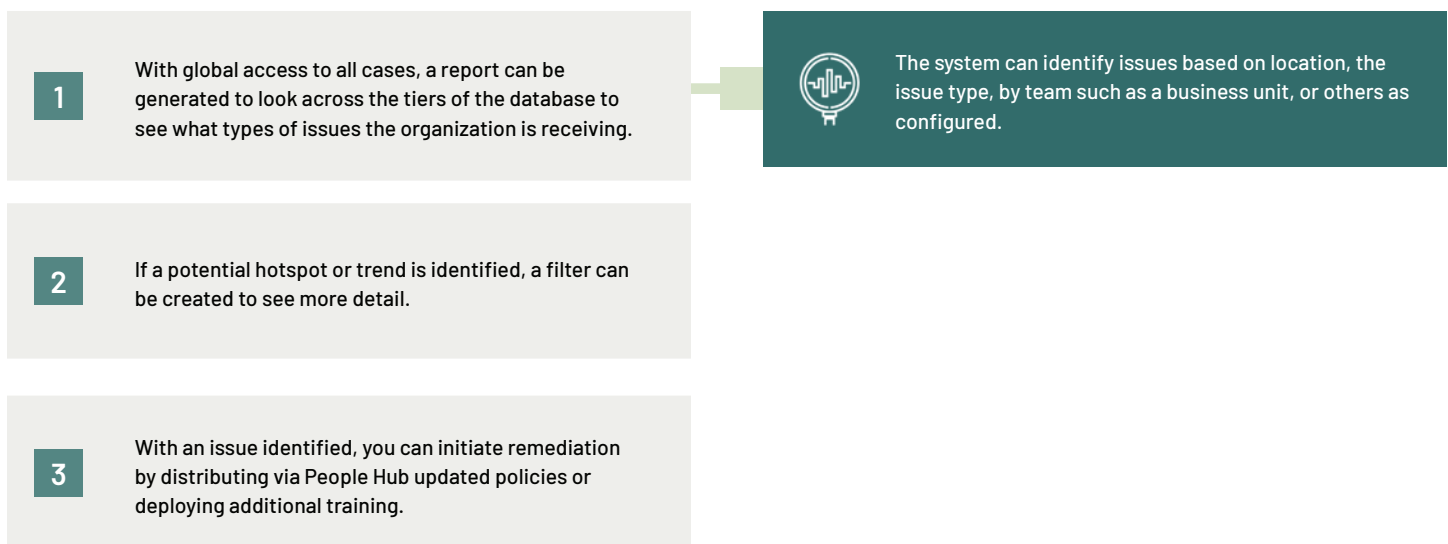
### Administrator's approach to case resolution



### Administrator's approach to case resolution (cont.)



### Leadership audit of cases by location



How you control information from your compliance tasks and incident reports is vital to the speed and accuracy of any resulting follow-up. NAVEX One GRCIS enables you to organize incident cases in a flexible and configurable way so you can control the organization of data, how cases are stored, where they go, and how they're organized for access. This creates cross-functional collaboration opportunities because all this information is stored in one single repository.

See how [NAVEX One GRC-IS](#) makes it easy to use your data to quickly close hotline reports and use a holistic view of cases to inform boards or leadership teams of any potential risks to your compliance and workplace culture.

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NAVEX is trusted by thousands of customers worldwide to help them achieve the business outcomes that matter most. As the global leader in integrated risk and compliance management software and services, we deliver our solutions through the NAVEX One platform, the industry's most comprehensive governance, risk and compliance (GRC) information system.

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