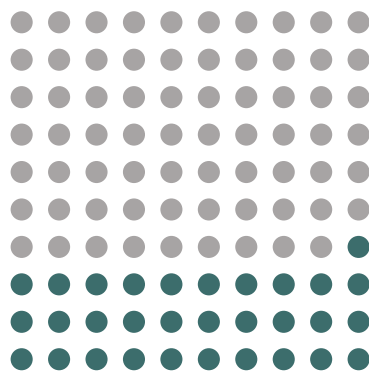


# Speak-Up Program Intake Channels

## Integrated Telephone and Web-Based Reporting Software

Effective ethics and compliance (E&C) programs start with a secure, anonymous whistleblowing reporting system. In addition to underpinning a comprehensive E&C program, a hotline helps foster a sense of integrity and trust while protecting your reputation. A well-managed, multilingual intake system gives your employees, customers, suppliers and other stakeholders a means of reporting questionable activity. It also gives you the visibility you need to take corrective action before minor incidents become full-blown issues.

NAVEX's 2022 Risk & Compliance Hotline & Incident Management Benchmark Report shows that nearly one third of whistleblower reports from 2021 were received via hotline. The report also confirms the continuing trend of employees using online methods to report concerns rather than traditional phone hotlines. Making your hotline accessible to employees through a variety of methods is critical.



**31%**  
of whistleblower  
reports from 2021  
were received  
via hotline

SOURCE: NAVEX's 2022 Risk & Compliance Hotline Benchmark Report

# A Whistleblower Reporting Solution Powered by Industry-Leading Contact Centers

NAVEX provides more employee hotlines—and more advanced incident reporting methods—than any other vendor in the world. We were the first to offer an employee hotline and the first to integrate telephony and web-based report capture. Today, our hotline product family is trusted by thousands of organizations around the world.

NAVEX's Hotline Reporting helps employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our telephone hotlines are a crucial source of the E&C data you need to improve your program and take corrective action.

## Accessible Options for Reporters:

- Our hotline reporting system enables users to report in the method and language they feel most comfortable. Users can report via a customizable web-based form or via telephone. Our world-class contact centers are staffed by highly trained communication specialists who speak multiple languages who are available 24 hours a day, 365 days a year. With multilingual support, more than 90% of calls are answered and handled in the reporter's preferred language (interpreters are also available).

## Flexible Options for Global Enterprise:

- With best-in-class phone line technology powered by OneConnect, organizations have more options than ever to ensure hotline availability wherever they operate. Improved single-step dialing and mobile phone support makes it easier for employees to report, which directly impacts program effectiveness.

## Consistent Intake to Spot Trends:

- All reports are processed consistently giving you the data you need to spot trends among reports. Taking action immediately on these trends ensures you catch incidents before they became a widespread issue.

Feature	Benefit
Integrated Intake	Capture issues of potential misconduct through a variety of channels including a multilingual contact center, anonymous web reporting, manager-submitted reports received from employees, investigations or audit generated reports and custom report forms.
Auditability	Auditability is an important success factor for compliance with U.S. Dodd-Frank legislation, the 2012 UK Bribery Act and many U.S. Foreign Corrupt Practices Act guidelines. Seamless integration with advanced incident management solutions provides consistent processes from intake and investigation through reporting and analysis.
Process Consistency	Role- and rule-based routing, automated workflows and customized portals ensure alignment with your unique requirements while reinforcing your commitment to ethical behavior.
Global Reach	Our hotline offers localization, translation and interpretation services in 150 languages, giving you a world class foundation to meet the rapidly evolving international privacy and reporting requirements.
System Reliability	SSAE 16 Type-II certification and 24/7/365 system availability is ensured by end-to-end networking.
Customization Options	Customize the software for your brand. Web-intake forms include company logos and custom fields. Telephony options include custom greetings and question flow.

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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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