

# EthicsPoint Hotline Reporting

## Anonymous & Confidential Employee Whistleblowing Hotline

### OUR CLIENTS INCLUDE:

- Blockbuster Inc.
- City of Chicago
- Cummins USA
- Deloitte Services, LP
- Ernst & Young, LP
- KPMG, LLP
- Mayo Clinic
- New York Law School
- TELUS
- The Neiman Marcus Group
- and many others!

EthicsPoint’s hotline/helpline reporting system is an effective solution to support the management of enterprise risk. Fostering a business culture of integrity and compliance and protecting your reputation requires offering your employees, partners, customers, suppliers, shareholders and other stakeholders a way to report conduct that may be in violation with your stated code of conduct.

As the first company to offer integrated telephony and web-based anonymous hotline reporting services, EthicsPoint provides individuals at all levels with the tools and information necessary to receive, investigate and report and analyze all identified issues. Serving over 2000 customers and 11.5 million stakeholders across all industries, EthicsPoint is committed to guiding and defining incident awareness and resolution best practices in support of Governance, Risk, and Compliance (GRC) initiatives.

At EthicsPoint, we continue to take great pride in our state-of-the-art hotline Contact Center. We continue to invest time and resources toward ensuring we meet your expectations of prompt and confidential treatment of the concerns raised by your employees and stakeholders.

Key benefits of the EthicsPoint hotline include:

- **Integrated intake.** Ability to capture issues of potential misconduct through a variety of channels; multi-lingual telephone-based contact center, anonymous web reporting; manager-submitted reports received from employees through ‘open-door’ meetings, investigator or auditor generated reports, custom forms and more.
- **Auditability.** Seamless integration with advanced case management solutions provides closed-loop processes from intake through investigation to reporting and analysis.
- **Flexible.** Role and rule-based routing , workflow and system configurability ensures adaptation to your unique business processes.. Customized Portals, complete with your branding and messaging, reinforce your commitment to ethical behavior.
- **Global.** Supports multi-language, worldwide access and compliance with international privacy and reporting requirements
- **SAS 70 Type-II** certified, 24/7/365 system availability ensured by end-to-end network redundancy, scalability, and reliability.

### What do people like you think about EthicsPoint Hotline services?

.....  
*“EthicsPoint’s call center staff guide employees through the reporting process smoothly. We receive high-quality, complete, detailed reports.”*

— Steve Fuller,  
 Vice President  
 of Human Resources services

### For More Information

To learn more about EthicsPoint:

[www.ethicspoint.com](http://www.ethicspoint.com) | 1-866-297-0224 | [sales@ethicspoint.com](mailto:sales@ethicspoint.com)



# EthicsPoint HOTLINE REPORTING

## END-TO-END NETWORK AND DATA SECURITY

- Ensures redundancy, scalability, and reliability
- Secure username/ password access to all confidential data
- All communication and data transmitted via 128-bit SSL encrypted, Verisign™ certified methodology

## COMPLIANT WITH GLOBAL REPORTING AND DATA PRIVACY REQUIREMENTS

- » Support for international data privacy requirements such as CNIL and EU Article 29 Working Party
- » Localization and language translation services for non-English speakers
- » Global, toll-free access and secure web intake 24/7/365 enable all stakeholders to communicate in their native language
- » TRUSTe and Safe Harbor certified with the U.S. Department of Commerce

## WHAT DOES IT MEAN FOR YOUR BUSINESS?

### ANONYMOUS AND CONFIDENTIAL EMPLOYEE WHISTLEBLOWING HOTLINE

- Confidential, anonymous web- and phone-based intake
- Reliably capture all relevant reported information
- Supports worldwide access and reporting in over 180 languages
- Fully-configurable call script ensures comprehensive data collection
- No personally identifiable data is ever collected from a reporter
- System designed to meet the needs of a variety of stakeholders including Internal Audit, Human Resources, Ethics & Compliance, Legal, Corporate Security, and others
- Customizable campaigns to increase stakeholder and employee awareness of ethics & compliance program

### PROMPT REVIEW AND RESOLUTION OF ISSUES & EVENTS

- Automated workflow ensures report routing to the appropriate investigative officer within your company
- Workflow rules include implicated party screening
- Complete audit trail captures all actions associated with resolution activity
- Real-time dialogue with reporters available through secure, anonymous web chat technology
- Upload and attach document capabilities are provided to substantiate any stakeholder report

#### For More Information

To learn more about EthicsPoint:

[www.ethicspoint.com](http://www.ethicspoint.com) | 1-866-297-0224 | [sales@ethicspoint.com](mailto:sales@ethicspoint.com)

