



## Agenda

- Benchmark Methodology
- Key Findings
- Update on COVID-19 Reporting
- Key Takeaways & Best Practice Recommendations
- Q&A
- Additional Resources



3



## Benchmarking Methodology



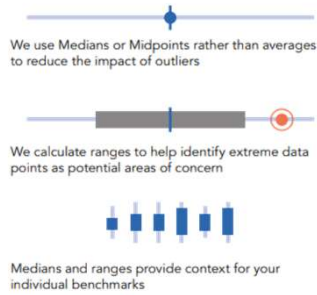
4

## Hotline Benchmark Statistical Snapshot

### A Snapshot of Our Database

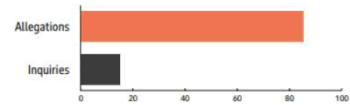


### Industry Leading Approach

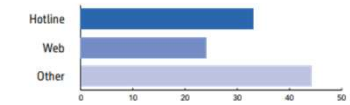


### Methodology

Our report reflects both allegations and inquiries:



Captured via all intake methods:



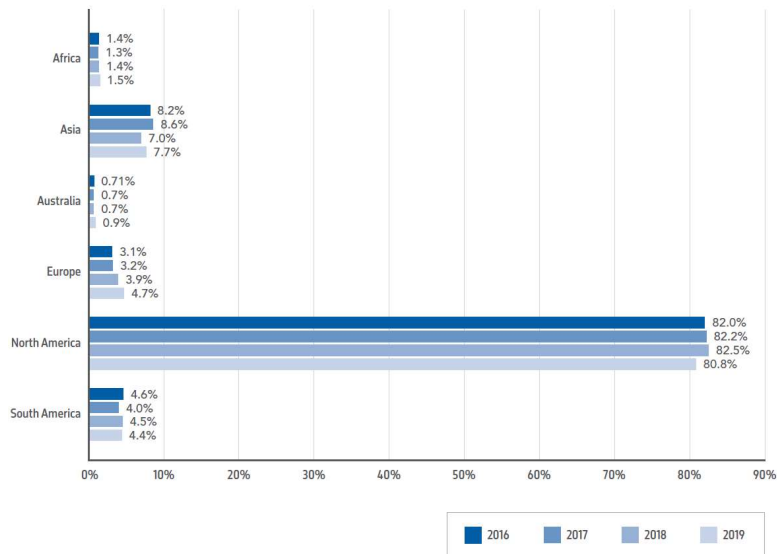
NAVEX GLOBAL

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 5



5

## Report Origination by Continent



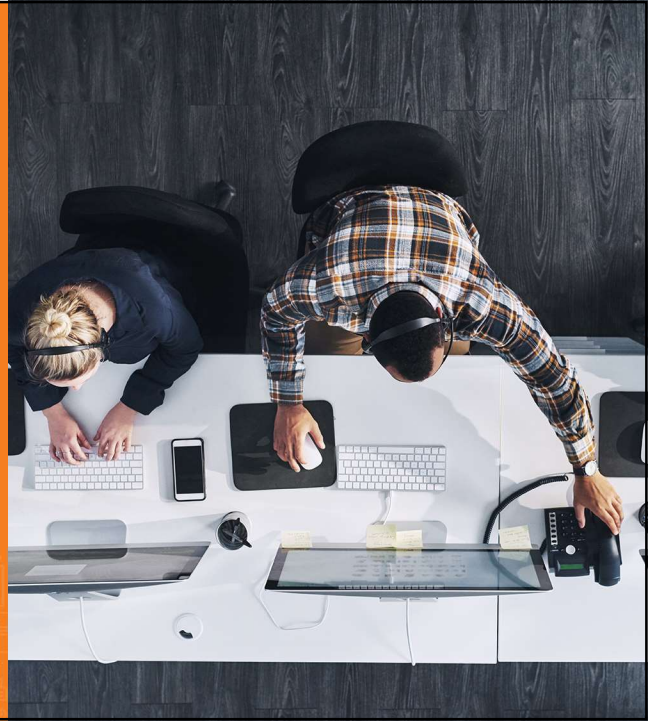
NAVEX GLOBAL

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 6



6

## Key Findings



7

## Report Volume



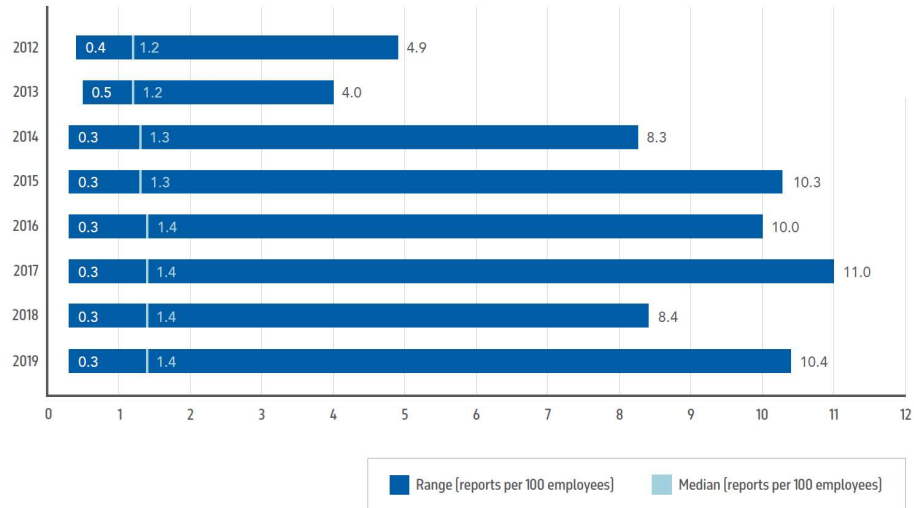
NAVEX GLOBAL®

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 8



8

## Reports per 100 Employees



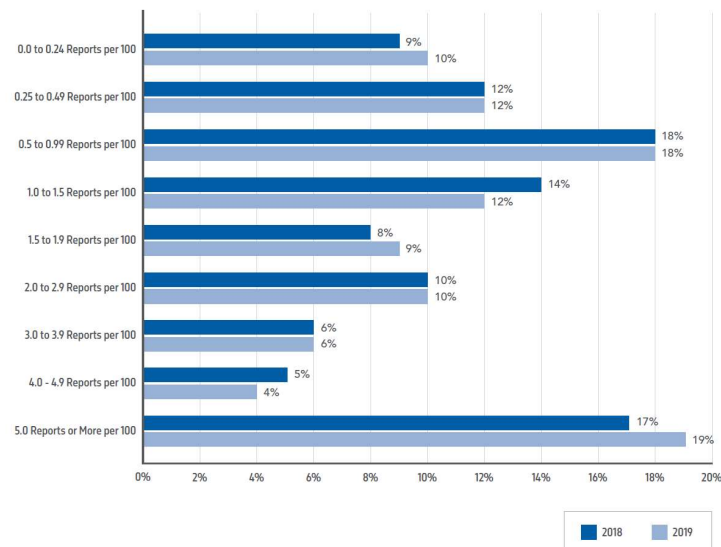
NAVEX GLOBAL

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 9



9

## Distribution of Reports per 100 Employee Medians



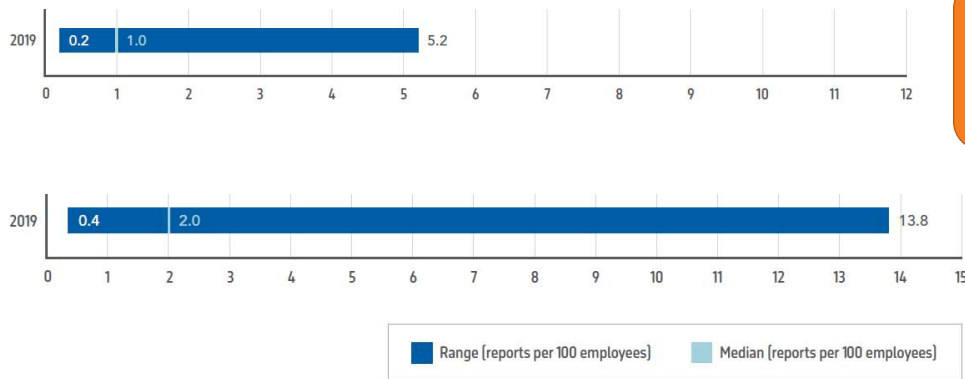
NAVEX GLOBAL

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 10



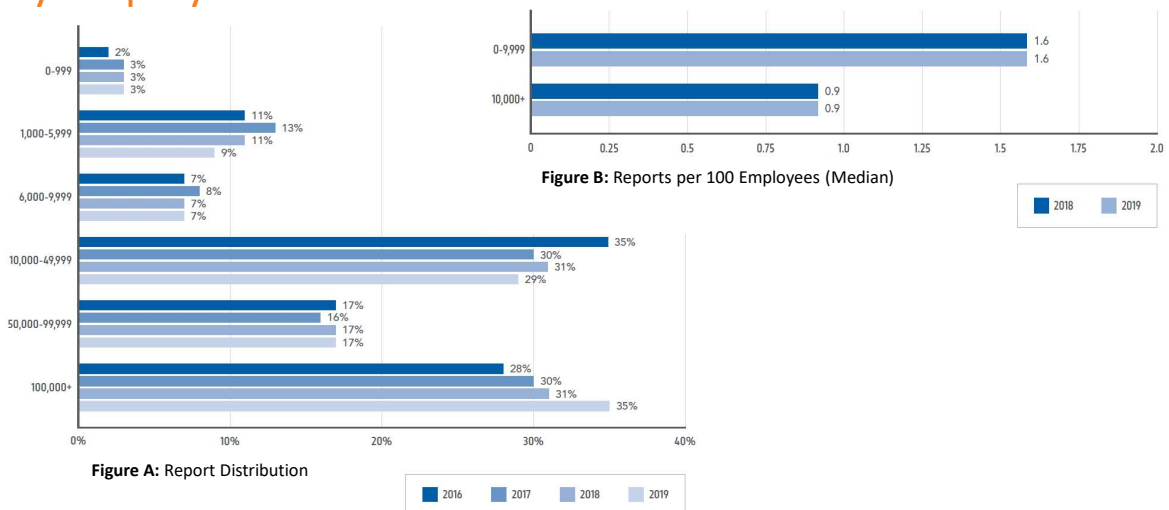
10

## Reports per 100 Employees Hotline & Web Only vs. All Intake Sources



11

## Report Distribution & Reports per 100 Employees by Employee Count



12



## Poll Question

**Why do smaller organizations receive more reports than large ones?**

- More likely to have a speak-up culture
- Receive less guidance from leadership on expected practices
- Less case complexity and more day-to-day issues
- Employees are more likely to choose an anonymous option
- I have no clue
- Other: Please chat your reason



13



## Anonymous Reporting



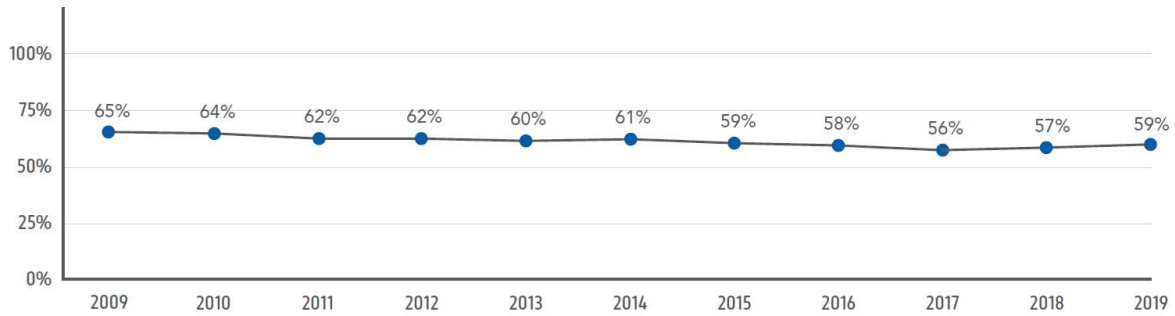
NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 14



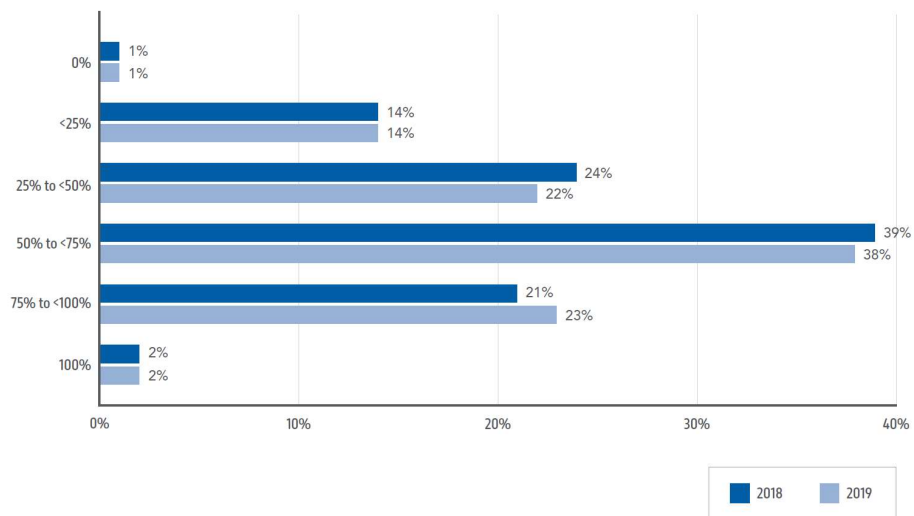
14

## Anonymous Reporting



15

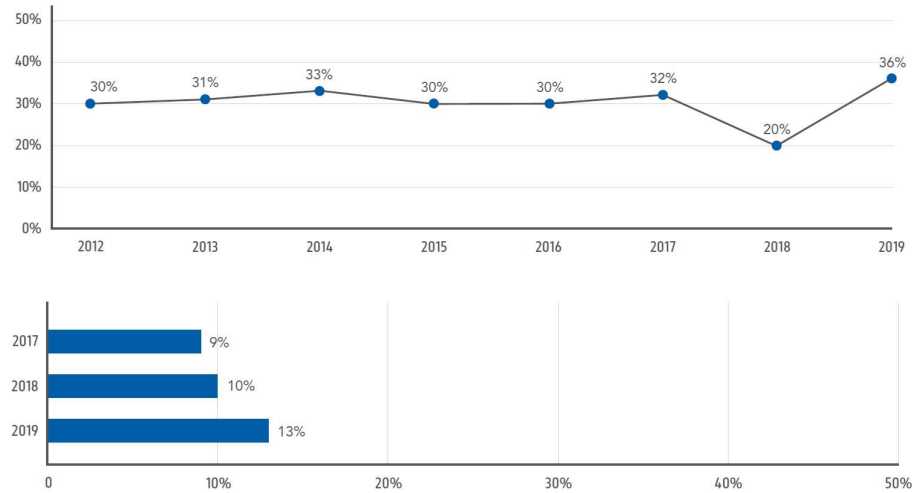
## Distribution of Anonymous Reporting Volumes



16



## Follow-Ups



NAVEX GLOBAL®

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 17



17



## Case Closure Time (in Days)

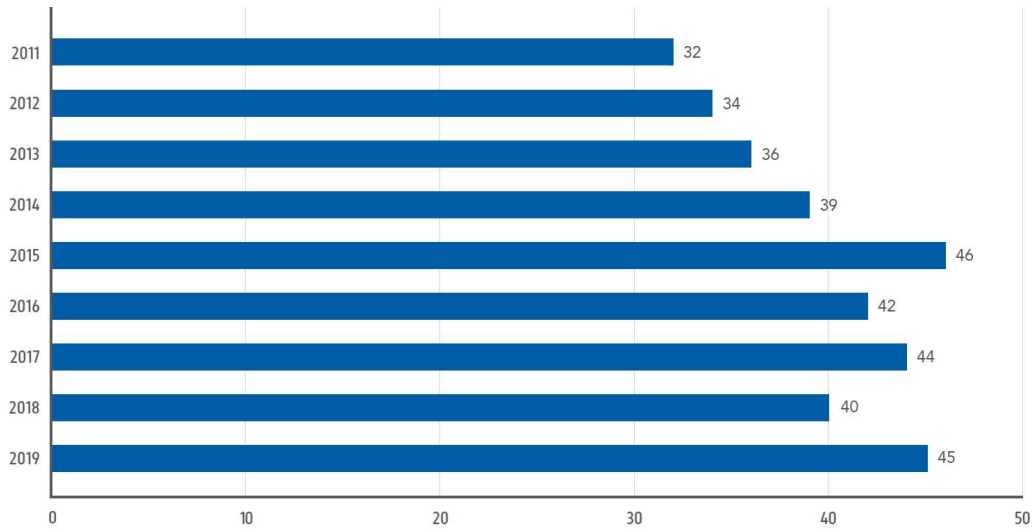
NAVEX GLOBAL®

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 18



18

## Median Case Closure Time (in Days)



NAVEX GLOBAL<sup>®</sup>

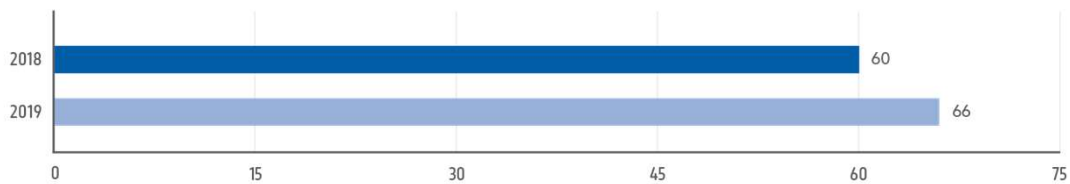
Copyright NAVEX Global, Inc. All Rights Reserved. | Page 19



19

## Average Case Closure Time (in Days)

Webinar Exclusive Data



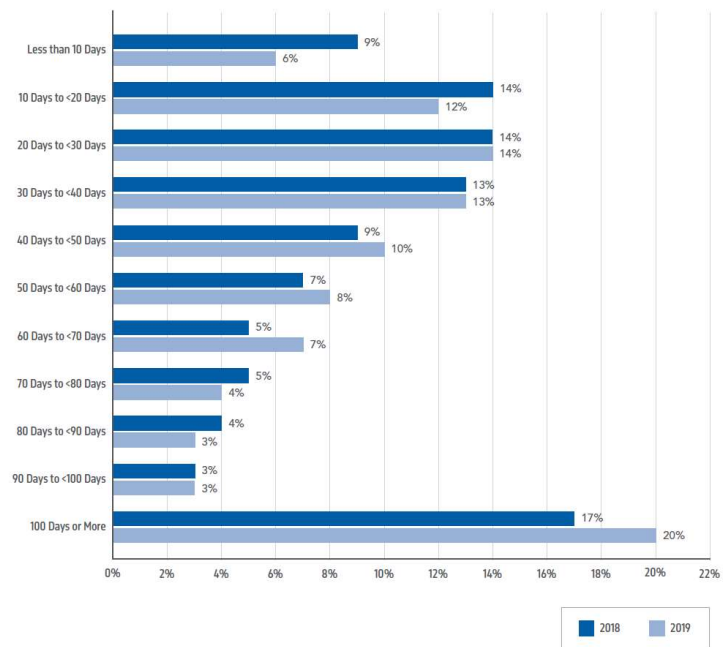
NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 20



20

## Distribution of Median Case Closure Times



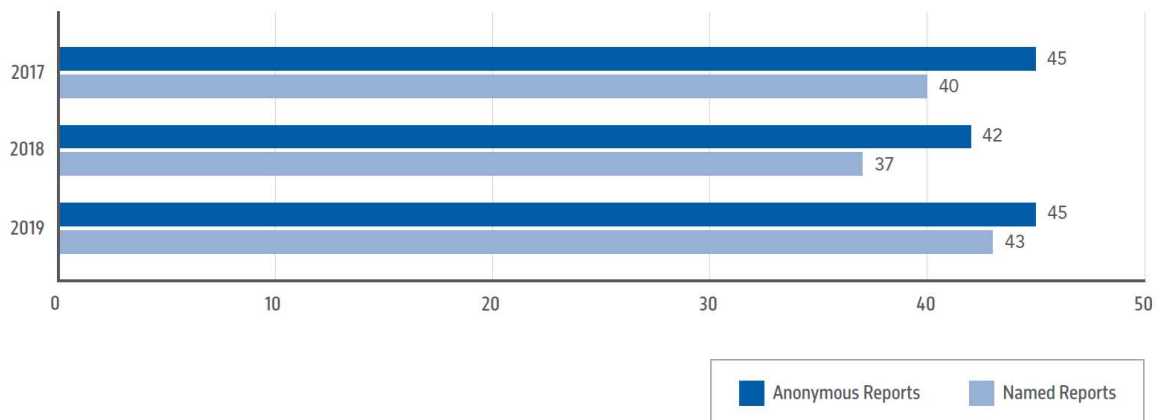
NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 21



21

## Named vs. Anonymous Case Closure Time (in Days)



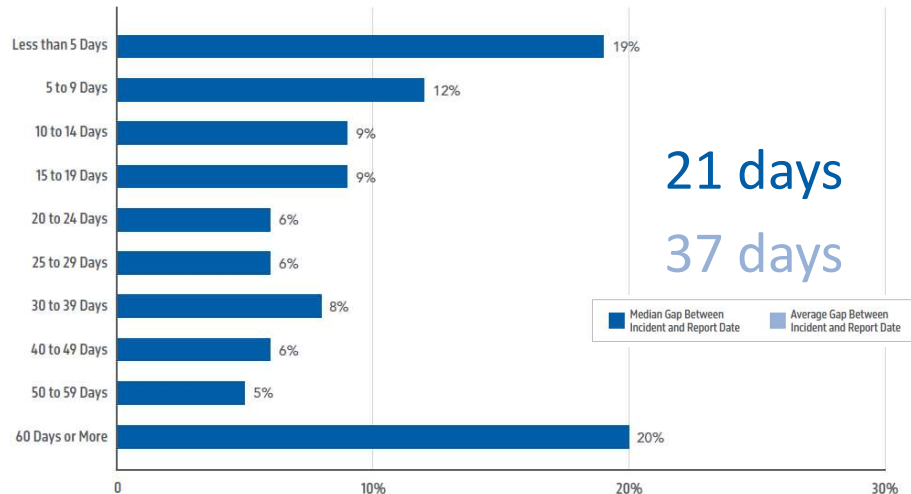
NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 22



22

## Median Gap Between Incident & Report Date



23

## Poll Question

### Why do you believe case closure times are increasing?

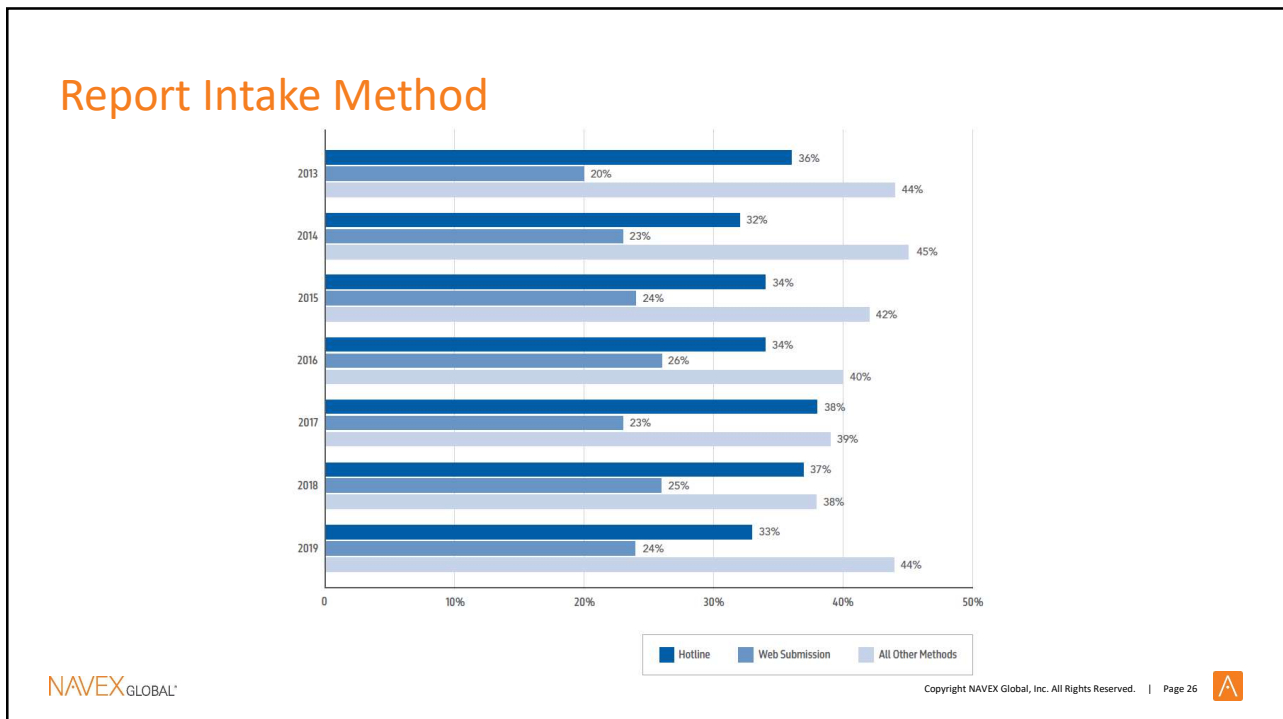
- Resource constraints: Resources not keeping pace with volume
- Case complexity: Cases are taking longer to resolve
- Inefficiencies: Processes and tools used to assign and execute investigations are not streamlined as they should be, resulting in lag time
- Ownership confusion: Not clear who owns resolution for cases
- Other: Please chat your reason



24

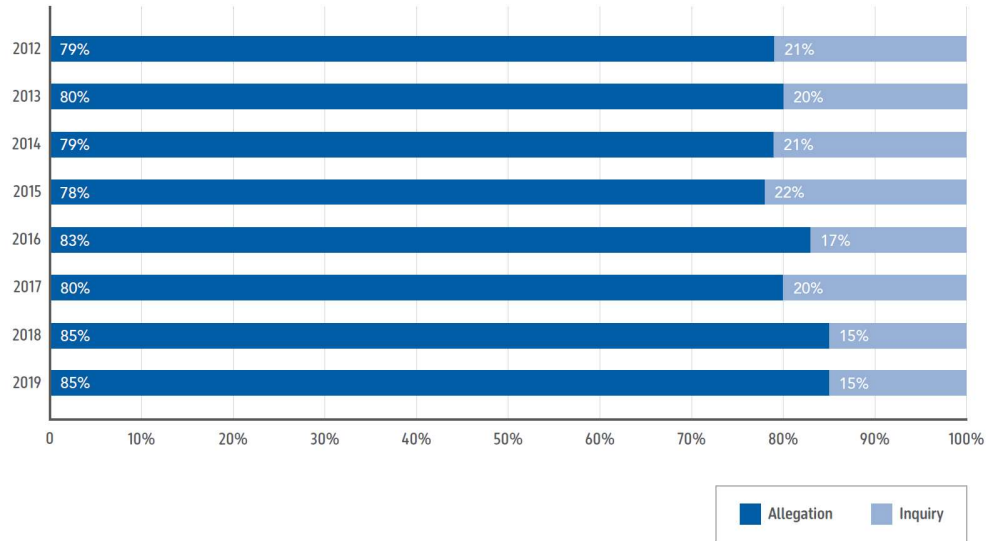


25



26

## Allegations vs. Inquiries



NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 27



27

## Category Medians

Categories	2013	2014	2015	2016	2017	2018	2019
Accounting, Auditing & Financial Reporting	3%	2%	2%	2%	3%	2%	3%
Business Integrity	18%	17%	15%	14%	17%	16%	21%
HR, Diversity & Workplace Respect	73%	69%	71%	72%	72%	70%	65%
Environment, Health & Safety	7%	6%	5%	7%	7%	6%	7%
Misuse, Misappropriation of Corporate Assets	6%	6%	7%	5%	5%	5%	4%

NAVEX GLOBAL<sup>®</sup>

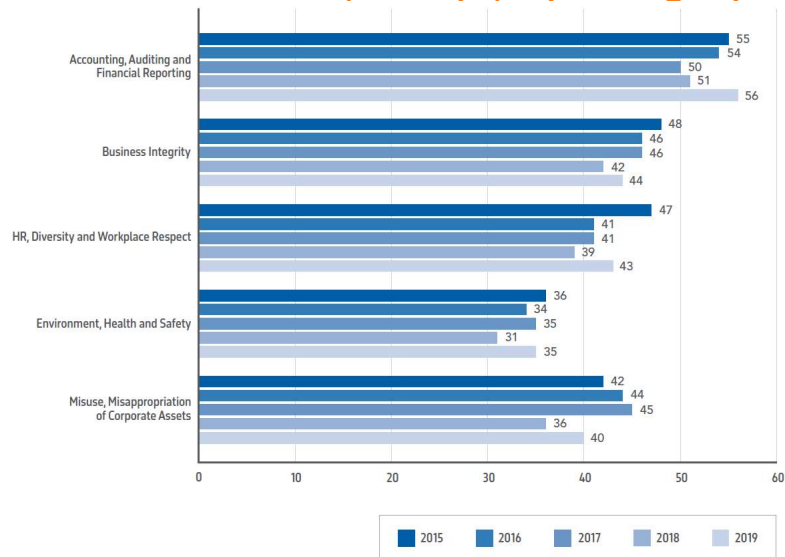
Copyright NAVEX Global, Inc. All Rights Reserved. | Page 28



28



## Median Case Closure Time (in Days) by Category



NAVEX GLOBAL

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 29



29



## Substantiation Rates



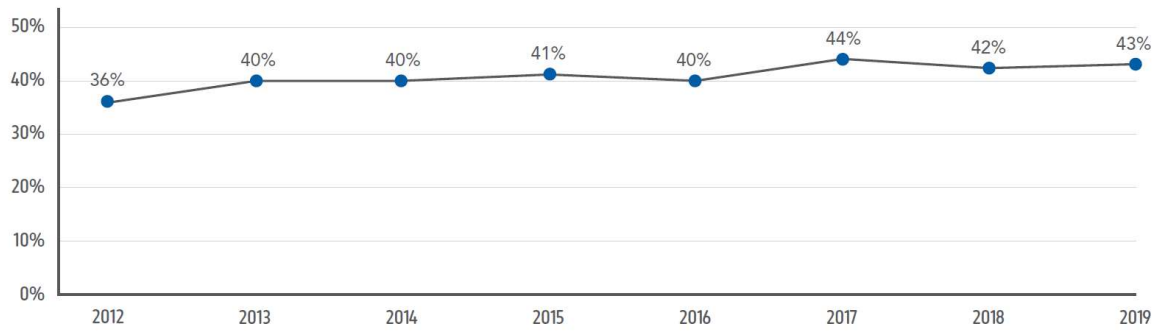
NAVEX GLOBAL

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 30



30

## Median Substantiation Rate



NAVEX GLOBAL<sup>®</sup>

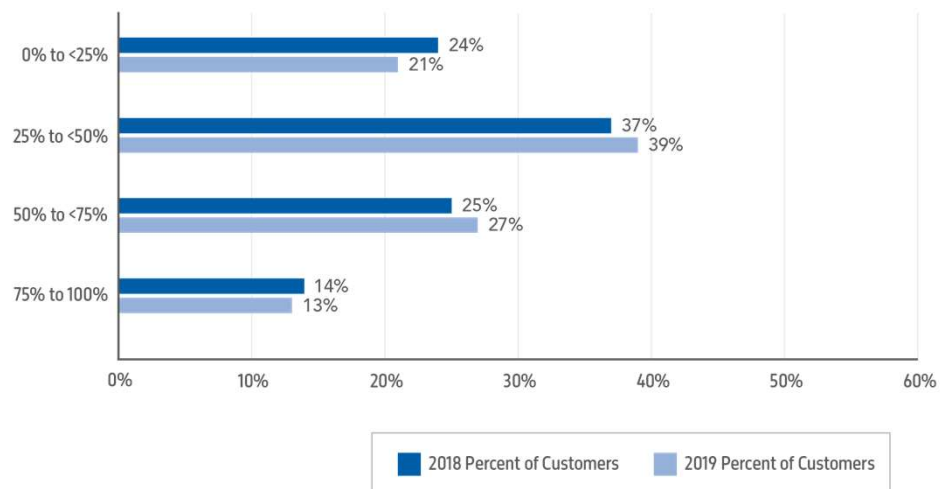
Copyright NAVEX Global, Inc. All Rights Reserved. | Page 31



31

## Distribution of Substantiation Rates

Webinar Exclusive Data



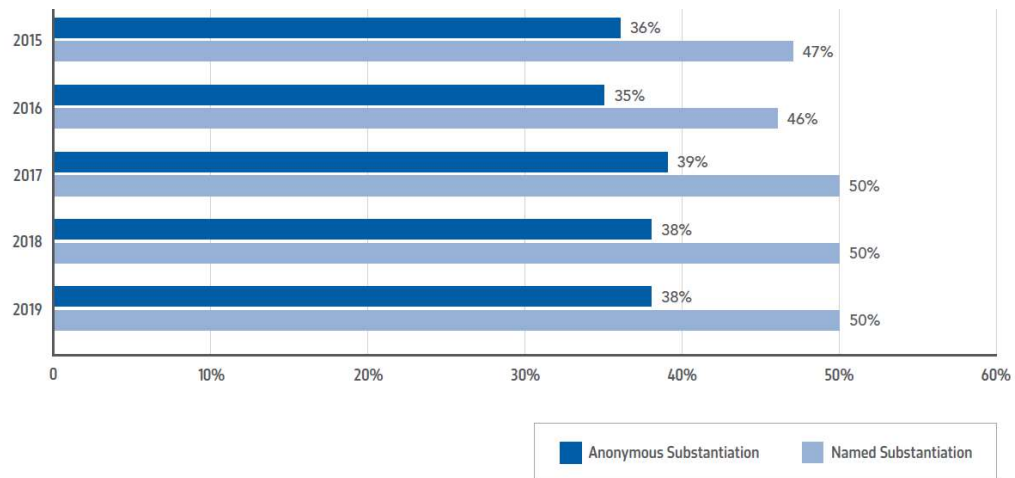
NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 32



32

## Named vs. Anonymous Substantiation Rates



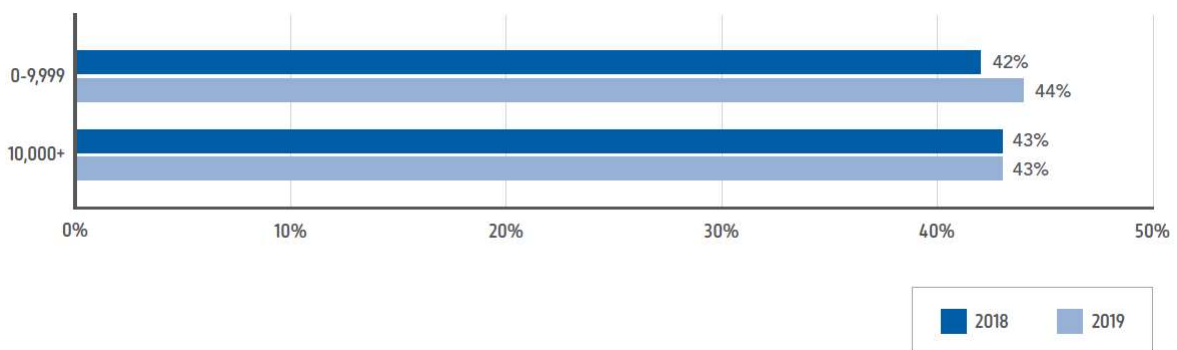
NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 33



33

## Substantiation Rate by Employee Count



NAVEX GLOBAL<sup>®</sup>

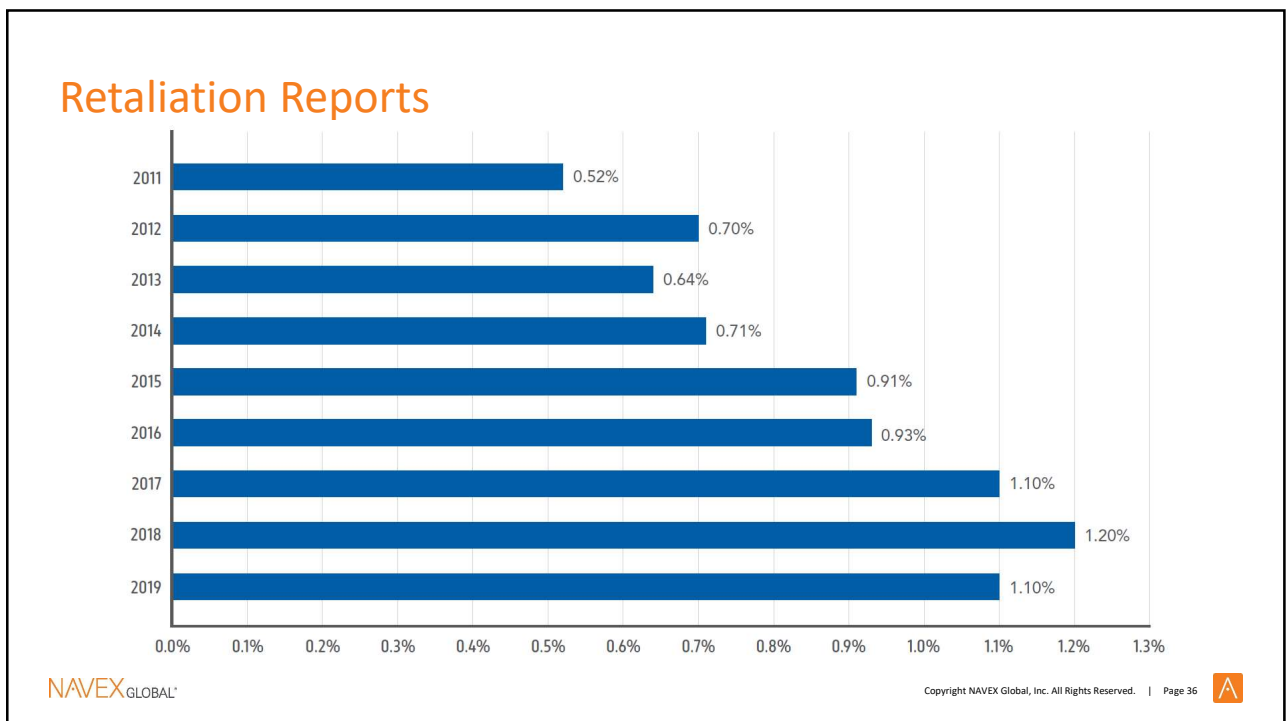
Copyright NAVEX Global, Inc. All Rights Reserved. | Page 34



34

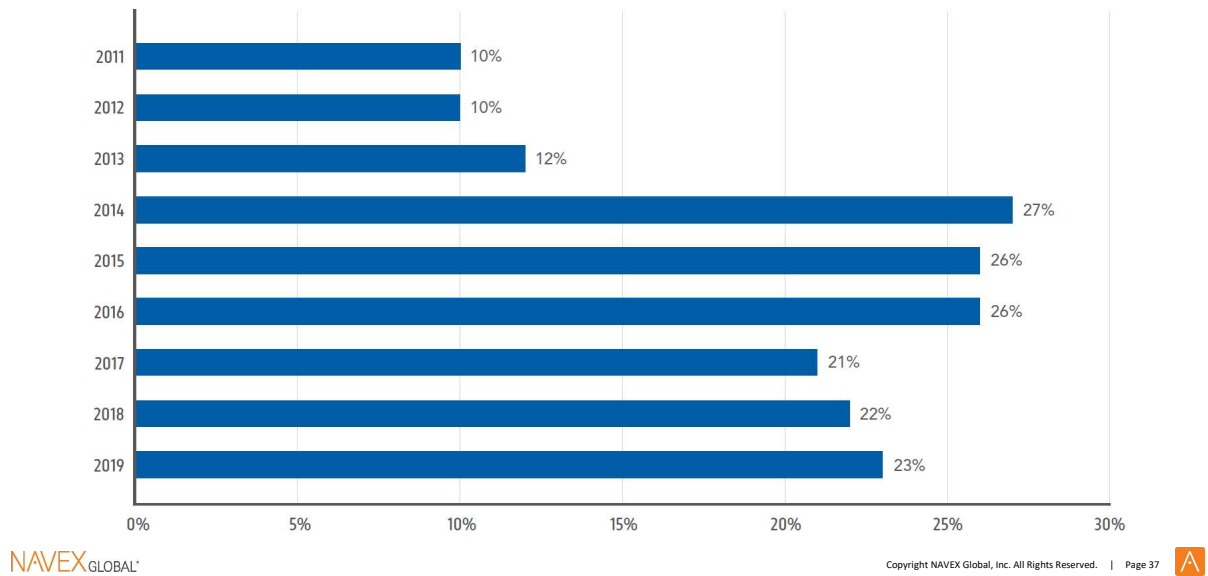


35



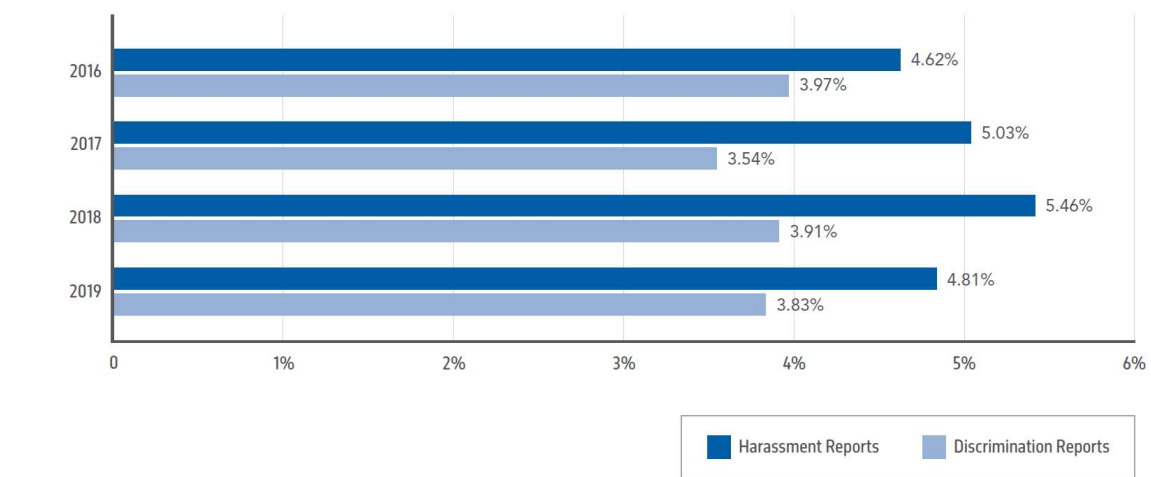
36

## Substantiation of Retaliation Reports



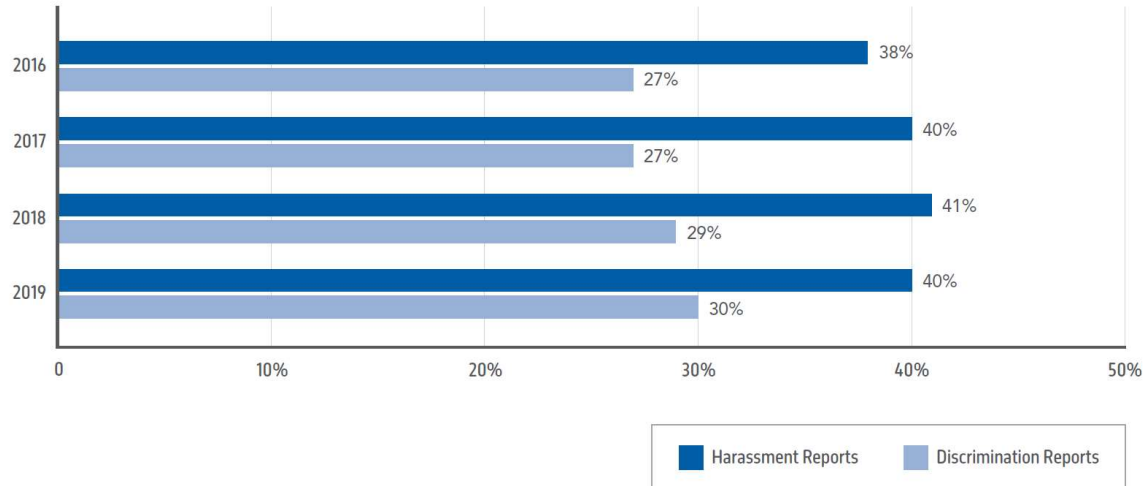
37

## Harassment & Discrimination Reports



38

## Substantiation of Harassment & Discrimination Reports



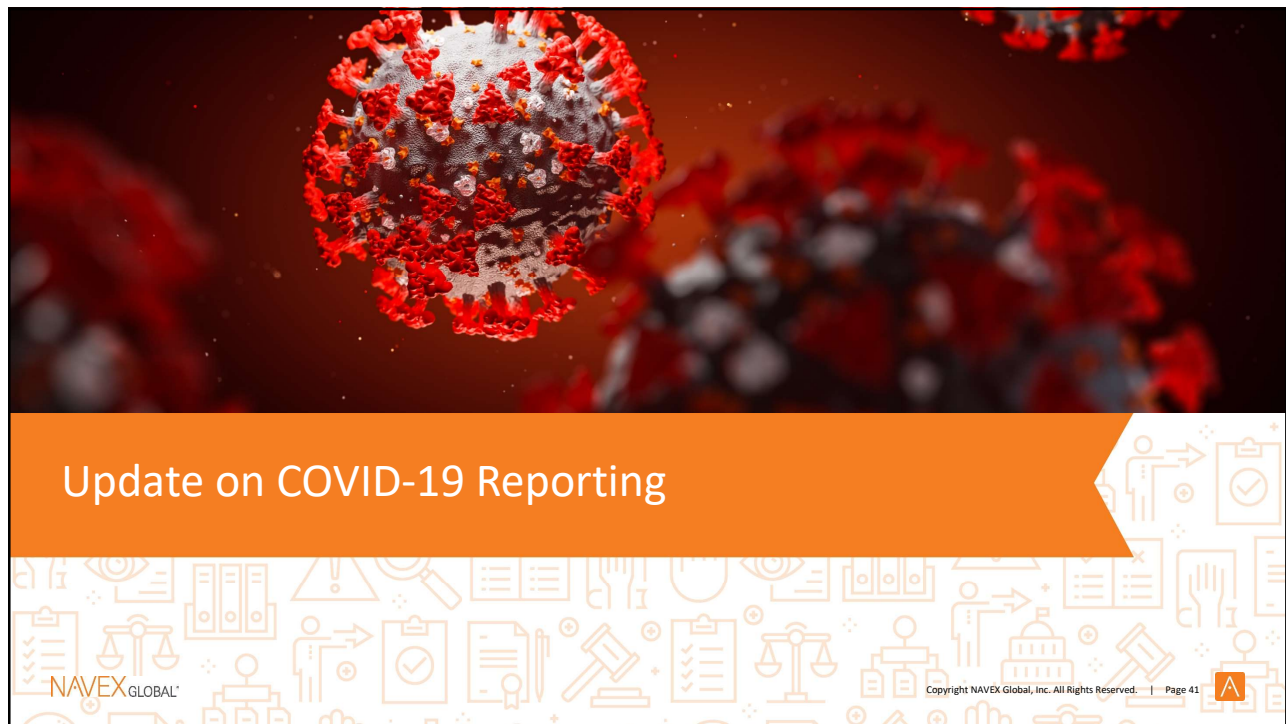
## Poll Question

**Why do you think harassment & discrimination reporting rates are declining?**

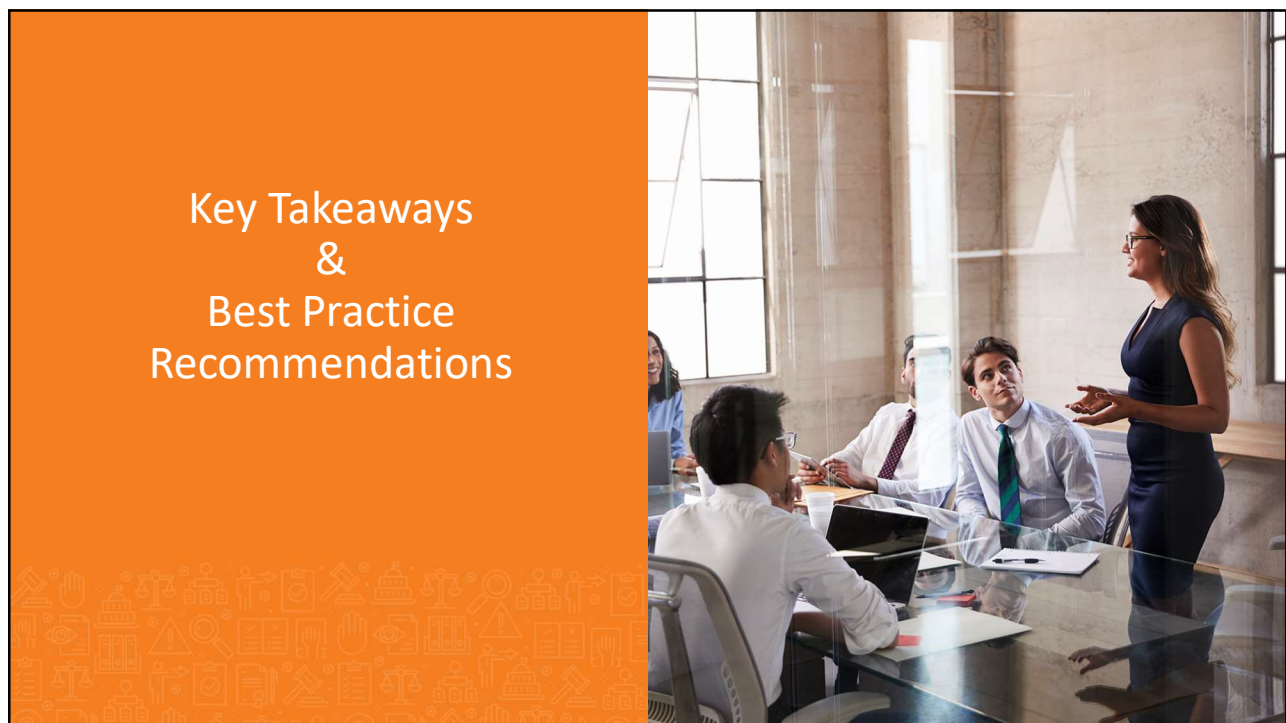
- Post #MeToo, we have addressed many of the underlying issues
- Lack of confidence that issues will be adequately addressed
- Other issues became a higher priority
- Fear of retaliation
- Other: Please chat your response







41



42

## Key Takeaways

- Focus on Case Closure Time
- Get a more complete picture of your risks by documenting all reports in one centralized incident management system
- Encourage employees to see your hotline as a resource for information, not just a channel for reporting
- Train and communicate consistent definitions for key reporting topics like retaliation, harassment and discrimination



NAVEX GLOBAL<sup>®</sup>

Copyright NAVEX Global, Inc. All Rights Reserved. | Page 43



43

## Additional Resources

2020 Hotline Benchmark Report  
**Coming soon to your inbox!**

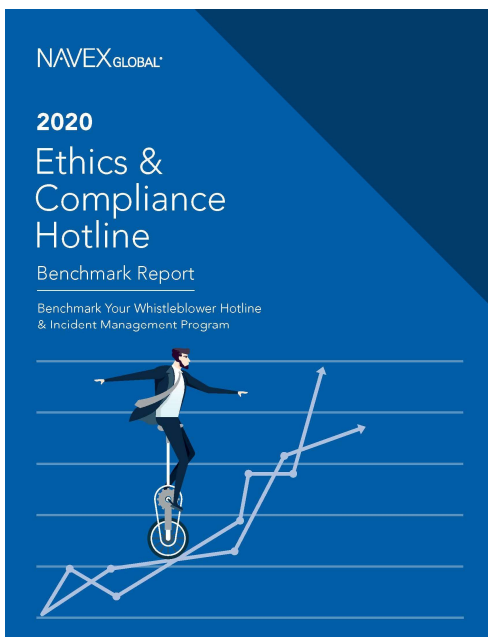
White Papers

[Definitive Guide to Incident Management](#)  
[Strength in Numbers: The ROI of Compliance](#)  
[Program Hotline Reporting](#)  
[Harassment Investigation Checklist](#)

Learn More About Our Solutions

[EthicsPoint Incident Management](#)  
[GRC Insights](#)

Join the Conversation at [Risk & Compliance Matters](#)



Copyright NAVEX Global, Inc. All Rights Reserved. | Page 44



44



# Thank You!

