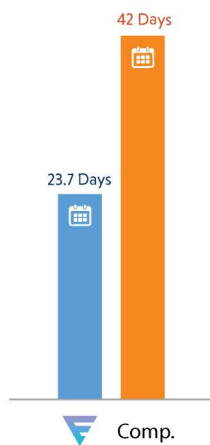


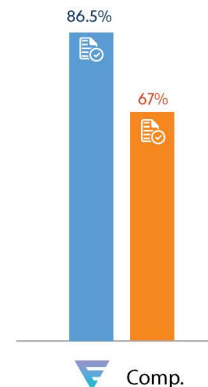
2022 HOTLINE BENCHMARK CHEAT SHEET



Issue Days Open

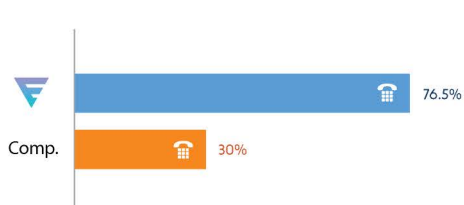
- ⚠️ NEGATIVE DRIVERS**
- Poor gathering intake information
 - Lack of urgency in investigation operations
 - Case overload, staff overworked
- 🔧 THE FIX**
- Utilize technology to leverage process
 - Drive more oversight; special initiatives
 - Outsource investigations

% of Original Reports



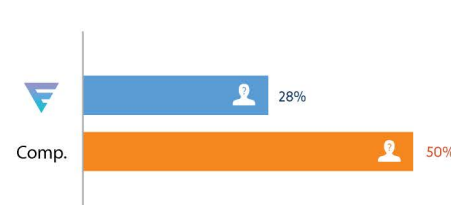
- ⚠️ NEGATIVE DRIVERS**
- More complex cases
 - Less information gathered initially
 - High case closure duration
 - Poor communication back with reporters
- 🔧 THE FIX**
- Conduct adaptive interview vs. scripted
 - Communicate to reporters when possible
 - Close cases faster

Reporting Channel - Hotline



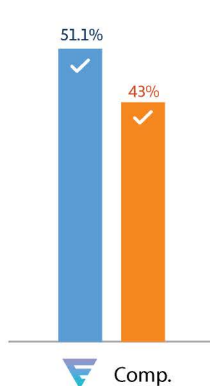
- ⚠️ NEGATIVE DRIVERS**
- Lack of trust in hotline
 - Painful intake process, no empathy
- 🔧 THE FIX**
- Adopt empathetic & adaptive process
 - Improve caller experience
 - Drive awareness

% of Anonymous Reports



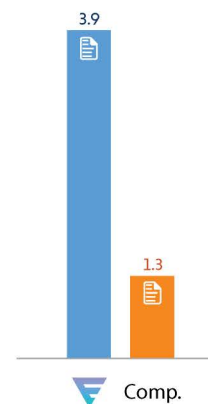
- ⚠️ NEGATIVE DRIVERS**
- Fear of retaliation
 - Lack of Speak Up/Listen Up culture
- 🔧 THE FIX**
- Drive culture of trust
 - Reward those who speak up
 - Educate workforce on purpose of hotline

% of Substantiated Reports



- ⚠️ NEGATIVE DRIVERS**
- Lack of understanding of hotline's purpose
 - Lack of trust in reporting process
 - High complexity cases
- 🔧 THE FIX**
- Educate workforce on purpose; awareness campaign
 - Improve intake process with more qualification
 - Provide specific qualifying intake directives

of Reports Per 100 Employees



- ⚠️ NEGATIVE DRIVERS**
- Fear of retaliation
 - Belief that management is not genuine
 - Lack of awareness
 - Painful intake process
- 🔧 THE FIX**
- Drive culture of trust; reward those who speak up
 - Simplify intake process
 - Close cases quickly and follow up with callers