MITRATECH

Ethics Hotline

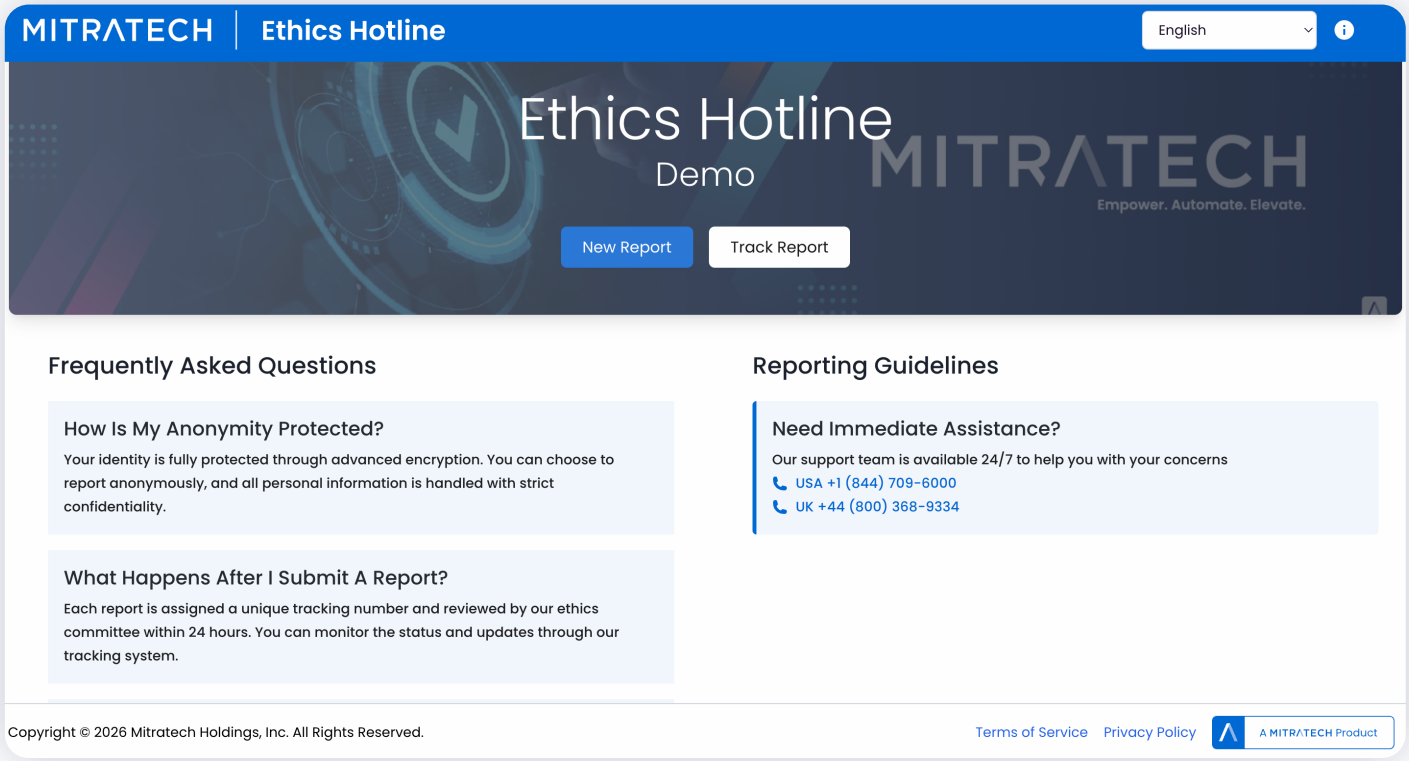
Turn employee feedback into an early warning system for leadership.

Mitratech Ethics Hotline

MITRATECH | GOVERNANCE, RISK & COMPLIANCE

Most compliance professionals running an ethics hotline program are not questioning whether to build one. Regulators, boards, and legal requirements have already settled that. What they are asking is whether the program actually works: whether employees trust it enough to report, whether investigators can manage the intake, and whether leadership can show a defensible record when an auditor asks. Many programs have gaps in at least one of those areas.

The Mitratech Ethics Hotline closes those gaps without lengthy implementation or dependence on IT. Anonymous reporting channels, structured case management, and audit-ready documentation are operational from day one. That gives compliance teams the infrastructure to run a program that holds up under scrutiny and earns the trust of the employees it is designed to serve.



49,189

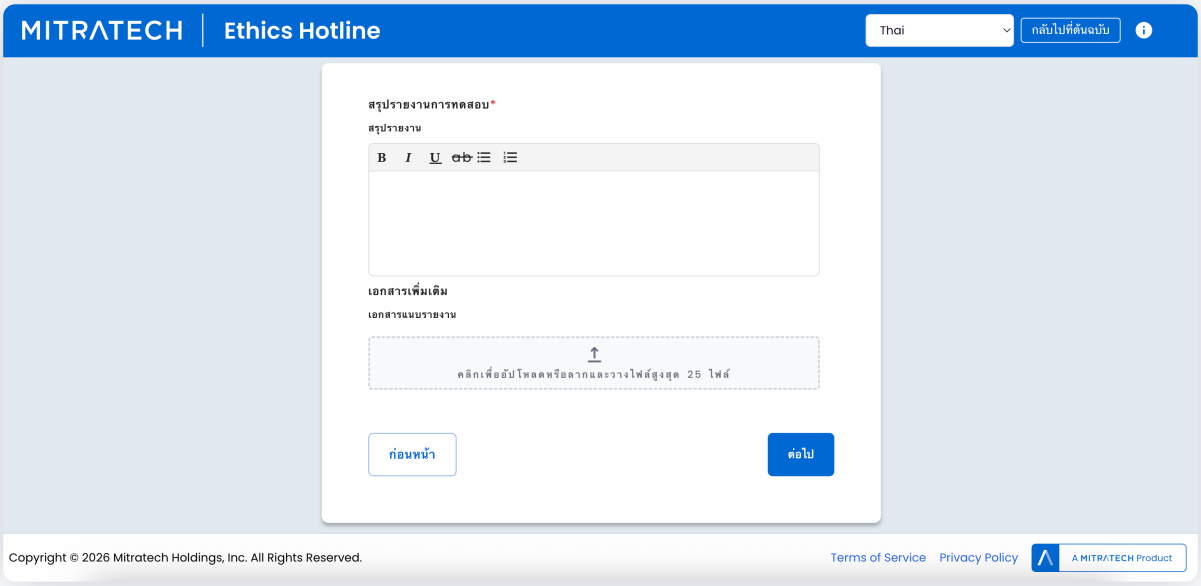
Anonymous reports captured across 6,500+ organizations in the most recent 12 months, one of the largest hotline datasets in the industry, and the foundation for the 2026 State of Ethics Hotlines Report.

How the Mitratech Ethics Hotline Works for Your Team

Building a whistleblower hotline or compliance reporting system for the first time sounds complex. What teams find with the Mitratech Ethics Hotline is a platform designed around how compliance work actually runs: multiple intake channels, investigation workflows that produce a documented record, and reporting that serves both investigators and leadership.

Capture every report through the channel employees trust most

Anonymous web intake, email, and a 24/7 live-operator phone line are all available from day one. Reporters file in their preferred language, with more than 100 supported on the intake page. No report goes unrecorded because no one picked up, No employee is turned away because the channel they chose was not available.

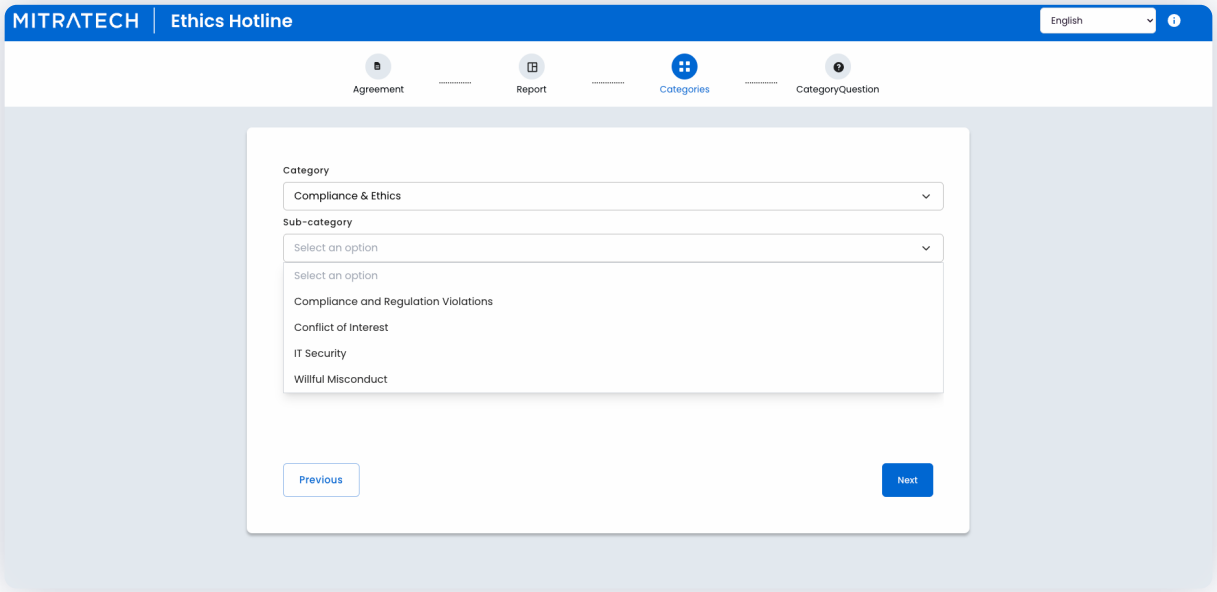


Protect reporter anonymity at every step

Anonymity is built into the workflow, not added as an afterthought. Two-way anonymous messaging lets your investigators ask follow-up questions and gather evidence without exposing either party's identity. Automatic branching routes cases by type and location and excludes anyone named in the report from employees will use and one they will not comes down to how convincingly the system protects the person who filedaccessing it. The difference between a speak-up program.

Give investigators an intentional system

Every report lands in a structured workflow assigned to the right investigator, with a documented audit trail from intake to resolution. Custom intake forms support specific program areas, including Conflicts of Interest and Gifts and Entertainment. Custom fields capture the data your investigators actually need. When a regulator or auditor asks how a case was handled, the answer is in the system, not scattered across inboxes.



Turn report volume into program intelligence

Out-of-the-box analytics show report volume, category, and resolution-time trends without anyone needing to build a dashboard. Benchmark reporting puts your ethics reporting program in context against industry peers, which is exactly the view a board or audit committee wants when they ask how the program is performing.

Launch with materials that drive adoption

A hotline program no one knows about is a program no one uses. The Mitratech Ethics Hotline includes employee-awareness materials, including posters, templates, and rollout collateral, so the program launches with visibility across the organization, not just as a URL buried on the intranet.

Build The Business Case Your Leadership Needs

When the General Counsel, the audit committee, or a regulator asks whether your speak-up program is working, you need an answer that holds up. The Mitratech Ethics Hotline gives you four things to put in front of them.

Are employees actually reporting?	Volume and channel mix over time, benchmarked against industry peers.
Are we catching issues early?	Trend analytics that flag rising categories before they become incidents.
Is every case handled consistently?	End-to-end audit trail per case, with documented routing, investigation, and resolution.
Does our program meet regulatory requirements?	Defensible records mapped to the EU Whistleblowing Directive, Sarbanes-Oxley, GDPR, FCPA, the UK Bribery Act, and the EU Anti-Corruption Directive.

For organizations with EU operations or EU supply chains, the EU Anti-Corruption Directive, adopted in March 2026, identifies anonymous reporting as one of five required program components. Transposition deadlines are approaching in 2028. Programs that prepare now will meet the standard on time. Programs that wait will built under regulatory pressure.

Build a Speak-Up Culture Employees Actually Trust

An unused ethics hotline is worse than no hotline at all. It signals to a regulator that your speak-up culture is not functioning. What drives employees to file a report is not the technology. It is the belief that the report will be taken seriously, kept confidential, and never traced back to them.

That belief is built into how the Mitratech Ethics Hotline works. Investigators are anonymous to the reporter by default. Reporters choose whether to identify themselves. Two-way anonymous messaging allows communication on both sides without revealing identities. Branching rules automatically isolate cases from any implicated individuals. Every design decision addresses the question employees ask quietly before they decide to file: will this come back on me?

Cut Investigation Time with ARIES™ AI

Investigation teams face the same constraint as every other compliance function: more incoming work than time to process it manually. Mitratech ARIES™, our embedded AI, handles the document-heavy, repetitive parts of ethics case management so investigators can focus on judgment,ot administration. Every ARIES™ output is available for human review before any action is taken, and every feature is opt-in. Accountability for every consequential decision stays with your team.

What ARIES™ delivers today

These capabilities are available now and in active use across the platform.

AI case summarization

ARIES™ reads long, unstructured case narratives and generates concise summaries highlighting key facts and potential conflicts of interest. Initial triage time is reduced by up to 85 percent.

Case translation across 100+ languages

Reports filed in the reporter's preferred language are translated for the investigator with the original displayed alongside the translation, eliminating multi-day waits for human translation.

Conflict-of-interest flagging

Summaries surface potential conflicts in the case narrative, enabling triage teams to route cases away from implicated individuals before the formal investigation begins.

Capabilities coming soon

These capabilities are in development and will extend the platform's intelligence further.

Predictive case linkage

ARIES™ will identify recurring patterns and anomalies across global sites, surfacing related cases to support more informed investigation decisions.

Proactive anomaly alerts

Leadership receives notifications when specific topics show unusual reporting trends, providing an early signal of a developing compliance or cultural issue before it escalates.

Opt-in and reviewable with a human-in-the-loop

ARIES™ takes the slow work of reading, translating, and surfacing patterns off your investigators' plates. The decisions stay with your people.

Deploy into the Infrastructure You Have

Getting started does not require rebuilding what you already have. The platform is designed to work alongside the systems, workflows, and security controls already in place.

Go live in days, not months

A standard Mitratech Ethics Hotline deployment is operational in as little as 48 hours. Risk and compliance teams manage roles, intake forms, and routing directly, without relying on dedicated IT staff or professional services for routine changes. SaaS pricing includes unlimited users and uncapped storage, so program costs do not scale against growth.

Meet global data residency and privacy requirements

Data centers in the United States, Canada, and Europe support local data residency. Real-time backup to a geographically distributed disaster recovery site runs over a dedicated encrypted connection. The platform supports GDPR and the relevant global data privacy regulations, with the documentation your InfoSec reviewer will ask for before sign-off.

Configure for your industry

The platform adapts to the compliance requirements your industry is already held to.

Healthcare and life sciences

Intake configured for HIPAA, patient safety, and Medicare-related concerns, with routing to medical-legal teams who understand the regulatory context.change cycles.

Financial services

Time-stamped, unalterable audit trails and rapid-alert workflows aligned to FINRA and SEC notification timelines.

Manufacturing and supply chain

QR code-based reporting on shop floors gives front-line employees a direct reporting channel, with vendor-related concerns routing automatically to third-party risk follow-up.

See the Independent Solution Validation

Recognized across seven major industry analyst reports

Mitratech was named a Leader and the only Ace Performer in the QKS Group SPARK Matrix™: Governance, Risk, & Compliance Platforms, Q1 2026, evaluated across Technology Excellence and Customer Impact. Mitratech is also a Leader in the Verdantix Green Quadrant: GRC Software 2025 and a Featured Provider in Forrester's GRC Platforms Landscape, Q4 2025, part of seven Leader designations across major industry analyst reports in the past 18 months



What customers report after deploying

Manufacturing, 500 employees, multi-state

A manufacturer operating across six US states and Mexico had no formal reporting channel. HR issues were handled by email, with no audit trail and no visibility across locations. After deploying the Mitratech Ethics Hotline, they centralized all HR and ethics cases in a single system, with anonymous intake available via web and phone, giving them early detection of location-specific issues and a compliance record they can defend.

> *"The Mitratech CONNECTS service and its CMS routing and reporting capabilities have exceeded my expectations, and the company's support has been excellent. I have many responsibilities on my plate, and thanks to Mitratech, the management of our employee hotline services is one less thing I have to worry about."*

— SAVE A LOT,
GROCERY RETAIL

> *"We went through a rigorous assessment of companies that could provide the e-learning and hotline services we required, but most were either regional players, didn't provide multi-language support, or were simply cost-prohibitive. However, when we looked at Mitratech, we were impressed."*

— HONORIS UNITED UNIVERSITIES,
PRIVATE EDUCATION

Connect Ethics Reports to a Coordinated Compliance Response

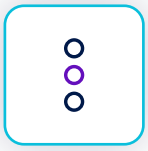
A hotline report is only as valuable as what happens next. A spike in reports from one region can prompt a policy review in Mitratech Policy Management. A category trend can assign targeted training through Mitratech Compliance Training to the affected team. A vendor-related concern can route to Mitratech Third-Party Risk Management for follow-up and to procurement before it becomes a reputational problem.

Take Control of Your Ethics Program Before You Need To

Most compliance teams are not waiting for a crisis to build a better hotline program. They are building one because they know what happens when the infrastructure is not ready, and an auditor, a regulator, or an employee tests it. The Mitratech Ethics Hotline provides the program that holds up, the documentation that withstands scrutiny, and the culture signal that tells regulators and employees alike that your organization takes reporting seriously.

Part of the Mitratech Global GRC Platform

Mitratech Ethics Hotline is a complete solution in its own right. For organizations looking to connect risk intelligence across the enterprise, it is also part of the Mitratech Global GRC Platform, giving leadership a single view of risk, compliance, third-party, policy, and continuity.



Request a Working Demo Built Around Your Program

A standard product walkthrough will not answer the questions that matter in a real evaluation. The more useful step is a guided demonstration built around a realistic case for your industry, walking through the full intake-to-resolution workflow, the analytics and benchmark views your board and audit committee will see, and the regulatory-defensibility documentation your General Counsel will want on record.

Get Started Today ▶

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About Mitratech

Mitratech is a global leader in GRC software, trusted by 8,300+ organizations across 75 countries. Our platform combines intelligent automation and deep insight to deliver trusted risk intelligence—helping organizations anticipate, manage, and mitigate risk with confidence while building resilient, future-ready compliance programs.

Learn more: www.mitratech.com

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