

MITRATECH



Mitratech Enterprise Ethics Hotline Overview

Empower Your Team with Our Secure,
Anonymous Reporting Solution



EMPOWER. AUTOMATE. ELEVATE.





Mitratech's Enterprise Ethics Hotline provides a secure, mobile enabled, multi-channel, reporting solution where your employees and stakeholders can securely and anonymously report wrongdoing, raise concerns, and voice ideas.



Here are a few areas we will cover:



Protect against financial and reputational harm.



Comply with legal requirements.



Reduce the cost of misconduct.



Ensure integrity of internal controls.



Enhance governance oversight.



Demonstrate commitment to ethical organizational culture.



Promote engagement.



Provide a secure channel for employees to speak up.

Governance, Compliance & Best Practices

MITRATECH ENTERPRISE ETHICS HOTLINE: A GLOBAL, MULTILINGUAL SOLUTION

Mitratech Enterprise Ethics Hotline is used by clients of all sizes around the world, with users in over 150 countries. Our client services team is fully multilingual in English, French, and Spanish. Our web and mobile solution is currently available in multiple languages with a call centre that operates in over 200 languages. All of our stored client report data allows you to meet strict global data privacy requirements in the EU, USA, Canada and elsewhere.

Mitratech Enterprise Ethics Hotline will help you comply with global legislation such as the Global Data Protection Regulation (GDPR), the Personal Information and Electronic Documents Act (PIPEDA) and applicable Freedom of Information legislation as well as other Federal, Provincial, State, and Municipal legislation.

Our clients use Mitratech Enterprise Ethics Hotline to learn about these and other critical areas within their organizations:

- ✓ Ensuring the integrity of financial reporting, accounting, and operational data
- ✓ Monitoring for compliance with laws, regulations, policies, and procedures
- ✓ Providing whistleblower protection
- ✓ Guarding against unethical conduct and conflicts of interest
- ✓ Limiting fraud and theft
- ✓ Enhancing data security and privacy
- ✓ Preventing harm to people, environment, and property
- ✓ Uncovering hidden organizational issues
- ✓ Promoting suggestions for improvement
- ✓ Obtaining questions prior to town hall meetings
- ✓ Providing feedback on specific questions posed by management

Benefits of Having Mitratesch Enterprise Ethics Hotline

How will knowing more about your organization's risk profile and exposures help you? Ensuring you are keenly attuned to your risks and exposures has never been more important. The pace of change and rise of social media, have created an environment in which damage can be inflicted on a company's reputation faster, and at a scale previously unimaginable. Mitratesch Enterprise Ethics Hotline gives our clients the ability to view and mine real-time data. This allows you to quickly trigger, influence and support your decision-making, actions and internal controls. Let's explore how Mitratesch Enterprise Ethics Hotline can help explore your risk exposure.



Mitratesch Enterprise Ethics Hotline allows your organization to engage with all your stakeholders:



Employees



Suppliers



Contractors



Patients



Volunteers



Citizens



Board Members

and more!

Employee and Stakeholder Engagement

The Power of Engagement For All

Mitratesch Enterprise Ethics Hotline allows your organization to engage with all your stakeholders, including employees, suppliers, contractors, patients, volunteers, citizens, board members, etc. Our solution is designed to support your organization in upholding its mission statement and values constructively by providing a true 360-degree view of organizational issues. This may include:

- **Reporting Ethical Concerns** –violations or questions concerning your code of conduct, values, or mission statement
- **Facilitating Conversations** –contribute to, and reinforce, an ethical organizational culture through questions and guidance
- **Encouraging Engagement and Communication** – ideas and insights from internal and external stakeholders that may lead to improvements

Your **organization's code of conduct** and other relevant policies will be included in your Mitratesch Enterprise Ethics Hotline profile, along with a customizable introductory statement outlining your objectives for the program. This reinforces transparency, strengthens governance, and promotes ethical behaviour.

The Benefits of Creating a 360-Degree View of Your Organization

By offering a feedback mechanism to non-employee stakeholders (for example, suppliers, contractors, etc.) you open the door to discovering hidden risks and blind spots. These may include ethics violations, bid rigging, supply chain concerns, human rights abuses, and competition law violations, amongst other things. Mitratesch Enterprise Ethics Hotline is also a critical tool to receive thoughtful feedback regarding original ideas, processes, internal controls,

How Mitratesch Enterprise Ethics Hotline Helps You Get Started

From day one, we partner with you to ensure a successful rollout and implementation of Mitratesch Enterprise Ethics Hotline. This includes the support of our onboarding specialists who are adept at working with new clients to ensure detailed system customization for a seamless integration. You will also receive access to a library of ready-to-use templates including employee brochures, emails, posters, wallet cards, and other support material.



Secure and Protected

Security is a first-tier priority at Mitratesch Enterprise Ethics Hotline, as we understand the incredibly sensitive information hosted on our servers. Mitratesch Enterprise Ethics Hotline has been chosen time and time again by clients with the most stringent security validation protocols, including major banks, healthcare organizations and governments.

We host all report data on dedicated servers in Canada. This protects your organization's report data by ensuring that it is in a safe and secure location. Once we reach the demonstration phase, our due diligence process provides you with extensive documentation and proof of our data security practices.

We Ensure Security By:



Keeping data exclusively on dedicated servers in an Uptime Institute certified Tier 3 Data Centre



Providing dedicated real-time network intrusion protection, monitored 24/7



Backing up your data in real-time to a geographically diverse disaster recovery site via dedicated encrypted link



Keeping your data in Canada and out of reach from foreign governments



Having default system and password protocols which guard against unauthorized access



Incorporating 256-bit military grade web security, and database encryption technology



Using an extended validation SSL certificate, with 4,096-bit key encryption technology at our servers



Key Functionality

Getting Started

Mitratesch Enterprise Ethics Hotline is a turnkey solution, which our clients truly appreciate!

There are no:

- software update fees
- recurring maintenance fees
- internal IT resources required, because no software is installed at your site(s)

Reporting

Mitratesch Enterprise Ethics Hotline allows for reports to be made in multiple ways – because everybody communicates differently. To put Reporters at ease, we use simple text, comfortable language, and a friendly tone that is easy to navigate. Our solution is mobile-optimized, allowing Reporters to submit and check the status of reports from any iOS, Android or Blackberry device, anywhere in the world, 24/7/365.



Online via computer or mobile device

Reporters can enter their report online or using a mobile device. Your organization can configure fields to obtain important data needed to assess, manage, and resolve.



Live agent via toll-free number or Skype audio

Mitratesch Enterprise Ethics Hotline live agents enter the report verbatim, exactly as spoken by the Reporter. Within seconds of submission, the Reporter will be able to view their report online.



Voicemail via our call centre

Similar to speaking with a live agent, if a Reporter is more comfortable leaving a voicemail, it will be transcribed verbatim into the Mitratesch Enterprise Ethics Hotline system.



P.O. Box

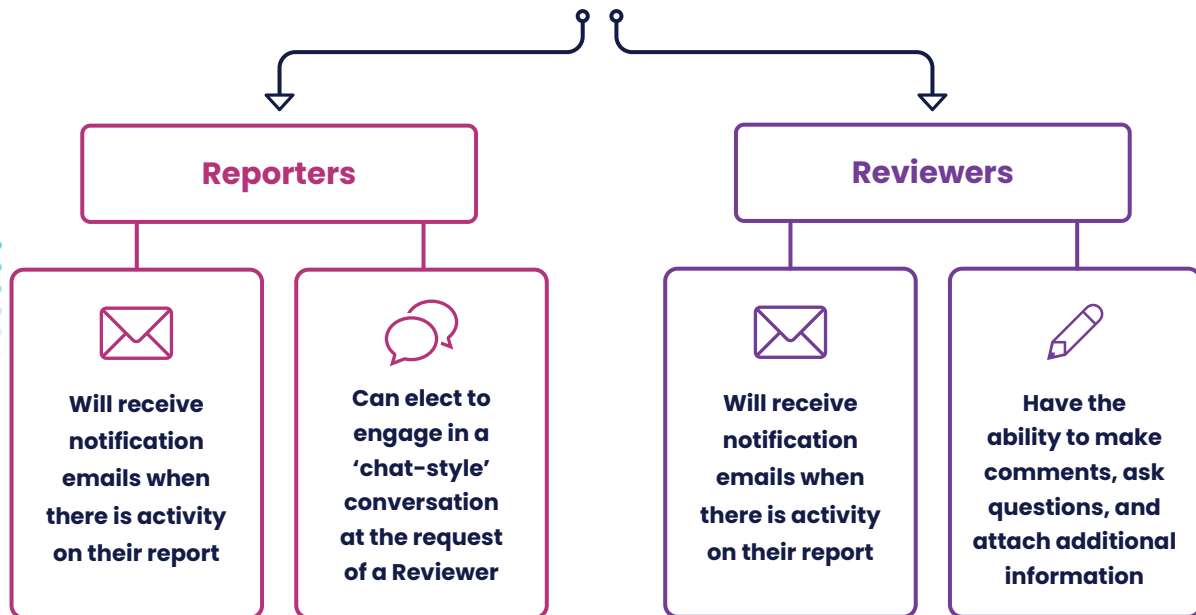
A Reporter can confidentially send mail to Mitratesch Enterprise Ethics Hotline's secure Post Office Box. Once received, the information is entered by a client service representative into Mitratesch Enterprise Ethics Hotline to assure confidentiality.



Transcribe reports directly into the system

Assemble all of your organization's risk and incident reports in one secure place. These can include walk-in reports to local supervisors, internal compliance files, HR investigation files, and health and safety incident reports. Many clients use our solution as their central repository for ALL their organization's reports.

Submit a Report



Designing Your Version of Mitratesch Enterprise Ethics Hotline

Mitratesch Enterprise Ethics Hotline can be tailored to meet the needs of your organization whether it is a public company, government organization, non-profit entity, or growing business. During the implementation process, our team will work alongside yours to ensure the continuity and integration of legacy data. Furthermore, we work with you to customize what your Reporters will see, capturing the specific data needed to assist your organization to assess, manage, and resolve reports. Here is a short sample of some of the configurations our many clients have made:

- Channel reports to subsidiaries, business units, or geographic locations
- Include optional and/or mandatory questions for Reporters
- Create custom reporting categories and category-specific questions
- Assign Reviewers by subsidiary and/or category, with three levels of authorization

Mitratesch is always enhancing the solution by creating new features. Our partnerships with clients are built on a consistent feedback loop, akin to what Mitratesch Enterprise Ethics Hotline can do for your organization. We listen to our clients and do our best to respond to their needs. In fact, many of the enhancements made to the Mitratesch Enterprise Ethics Hotline system in the past have come as a direct result of feedback from our clients!

Partner with us to elevate workplace integrity and openness. Our secure, mobile-enabled, and multi-channel reporting solution will transform how your organization handles feedback, concerns, and ideas.

Our dedicated team is here to help understand your specific objectives, address any questions about implementation, and arrange for an in-depth, hands-on demonstration.

**Take the first step
towards a more secure
and inclusive workplace.**



**Download the Hotline
Enterprise Reporting Guide**



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About Mitratesch

Mitratesch is a proven global technology partner for corporate legal, risk, compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening organizational alignment, increasing visibility, and spurring collaboration across an enterprise.

Mitratesch serves over 20,000 organizations worldwide spanning more than 160 countries. Learn more at Mitratesch.com.

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