

INTEGRITY COUNTS WHISTLEBLOWER LIVE ANSWER HOTLINE

Great ethics and compliance programs offer multi-channel support for intake, providing employees a preference in how they wish to report ethical concerns.

For employees that rely on a human connection, anonymous hotline capabilities are critical to ensuring that the employee feels supported and nurtured when reporting misconduct.

WhistleBlower Security offers the most human experience for ethical reporting in the marketplace with a strong focus on people first, giving your organization the visibility it needs to take corrective action when ethics issues occur.

OUR CALL CENTRE EXPERIENCE - GLOBAL COVERAGE WITH FLEXIBLE TELEPHONY OPTIONS

- 24 x 7 x 365 toll-free multilingual live answer hotline in English, French, and Spanish
- Interpretation service for over 150 additional languages
- Agents trained in empathetic and investigative techniques
- Call Centre is located in Canada – we don't offshore our services
- Conform with WCAG 2.0 and we offer a TTY option
- Average Speed of Answer (ASA) is 60 seconds or less
- Abandon rate is 6% or less
- Intake specialists vary their questions to match the reporter and their needs
- Call Centre is consistently audited to ensure call quality in both hard and soft skills and accuracy
- Constant coaching opportunities to improve ongoing skills
- Location specific hotline numbers ready to use
- Custom hotline numbers personalized to your program

WhistleBlower Security offers global service to meet the unique requirements of your organization, working closely with you to understand your program and design a solution that is cost effective and accessible to your employees worldwide.



TOLL FREE LIVE-ANSWER ETHICS HOTLINE AVAILABLE THROUGH THE FOLLOWING METHODS:

1

Geographical Local Numbers

Where available geographically, these numbers offer a local number that works in a specific city or country. This allows the caller use a number they are familiar with, yet routes directly to our Call Centre. We continue to add to this list of numbers where available.

2

Global Toll-Free Number

This is a single toll-free number that works in many different countries. The number follows the same format across all available countries, and uses an International Access Code. The global toll-free number works from most developed markets in Western Europe, East Asia, some of Eastern Europe, and the Middle East. When dialed, the number routes directly to our Call Centre

3

International Toll-Free Numbers

Where Global toll-free access is limited in certain countries, these numbers are available for callers to use. Numbers are specific to each country and should be recognizable to local callers as a toll-free number.

4

Collect Calling

This number is only used where no international or global toll-free service is available, such as in parts of Asia or Africa. In these countries, callers receive instructions to contact a local operator and provide the operator with a Canadian local number to connect the caller to. The caller will then be routed to the Call Centre.

Wherever possible, WBS will provide toll-free hotlines. In developing countries where toll-free lines are not available, WBS will provide the reverse collect call and the alternative land lines.

FOR MORE INFORMATION ON WHISTLEBLOWER SECURITY'S LIVE ANSWER HOTLINE

Contact WhistleBlower Security at 1-888-921-6875 or visit our website at www.whistleblowersecurity.com

