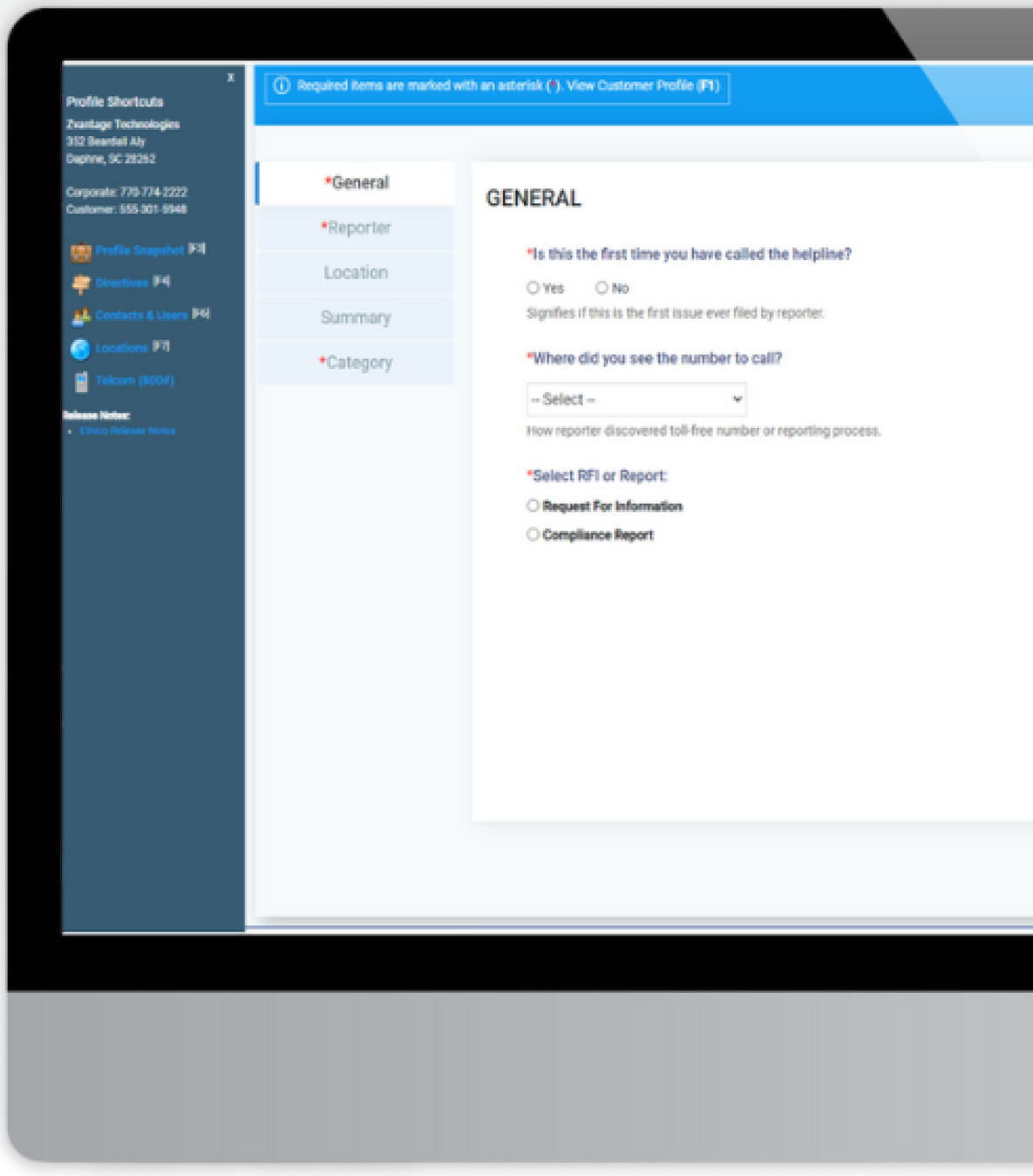
Ethics Hotline

In-house Call Center • Credentialed Management (CCEP)
Accurate Documentation • Quick Turnaround

Empathetic and Intentional Intake Operating Training

Ethico's trained specialists conduct thorough intake interviews to acquire optimal information to act on reports. This process results in more actionable information and callers who come away feeling heard. Ethico's specialists know the red flags to look for and know the best questions to ask so your team can resolve a case.

Our intake operators undergo 160+ hours of training in empathetic elicitation and compliance program understanding to better empathize with reporters' struggles and your post-report challenges. Our adaptive interview approach provides the clarity you need through conversations tailored to your priorities. This level of care yields better information to act decisively. Compliance becomes more attainable with Ethico's mix of compassionate service, intuitive technology, and expertise honed from years of experience.



Key Features

✔ ADAPTIVE INTERVIEWS

Humanized conversations, not surveys, draw out key details through dynamic questioning with interactions that last approximately twice as long as industry standard (14:15 vs. 7:11) so investigations get completed faster.

✔ LIVE ANSWERS

All calls answered live by human beings treat your reporters like people instead of a number.

✔ TREND ANALYSIS

Identify risk patterns across locations, divisions, issue types, and more.

✔ RICH EXPERTISE

Hotline managed by Compliance Certification Board certified supervisors. Specialists average 3-7 years on your account with extensive training in ethics and compliance (300-900% better than the industry average).

✔ ONGOING OPTIMIZATION

Regular check-ins ensure optimal configurations as needs evolve.

The average number of Ethico reports per 100 employees was 3.5, **over double the 1.5 status quo rate**. More frequent reporting generally correlates with a **stronger Speak Up culture** and **ethical climate.**

> We are able to customize the system in order to pull out the data that we need for reports, trending, etc...I like that we are able to add our own compliance cases manually so that we can store hotline calls and other cases in one system.
>
> **Sue in Healthcare from Capterra Reviews**

Humanizing the Reporting Process

✔ LIVE SPECIALISTS 24/7

Every call is answered by a real person, not a recording. Even when put on hold, studies show that people are more willing to wait when they know a human conversation is awaiting them.

✔ CUSTOM INTAKE

Greetings, questions, and categories tailored to your needs so your calls are handled your way and intake can be an extension of your desired employee experience.

✔ MINIMAL ABANDONMENT RATE

Industry leading abandonment rate of <1% (versus average of 15%+). Eliminate dropped or incomplete calls thanks to immediate personal service that prioritizes the employee experience.

✔ SEAMLESS INTEGRATIONS

APIs connect our risk specialists to your workflows, systems, and employee/location data.