About Cummins

Cummins, Inc. is driven by the idea that the power and commitment of employees can make people’s lives better. A global power leader, the corporation is made up of complementary business units that design, manufacture, distribute and service engines and related technologies, including fuel systems, controls, air handling, filtration, emission solutions and electrical power generation systems. Headquartered in Columbus, Indiana, Cummins employs approximately 44,000 people worldwide and serves customers in approximately 190 countries and territories through a network of more than 600 company-owned and independent distributor locations and approximately 6,500 dealer locations.

For those stakeholders, Cummins aims to act responsibly to improve their lives and their communities. Cummins believes in the power of employees, and the business works to make sure employees know that Cummins is deeply committed to providing an ethical work environment for them.

As a company with a long history of ethical practices, Cummins selected NAVEX Global to help foster a culture of business integrity across the planet.

“We have a great history as an ethical company, and we will never do anything to compromise that. By using the NAVEX Global system we hold each person to a higher standard of consistently ethical behaviour.”

Sondra Bolte
HR Director - Global Ethics Investigations
Cummins
The Challenge: Can a Company Foster a Global Community of Integrity?

Sondra Bolte, HR Director - Global Ethics Investigations at Cummins, set out to create a global communication structure that would reinforce the company’s vision for an ethical workplace, unleashing the power of people to make lives better. As an international company, Cummins needed a comprehensive reporting system in order to maintain a consistent workplace culture around the world.

FOCUS ON MANUFACTURING

Bolte has spent the last 10 of her 27 years at Cummins working on the continuous task of fostering an ethical culture in each of the countries where Cummins operates. She realised that the company needed a powerful system in order to support its Code of Conduct policies. “We were beginning to outgrow our old vendor; we had global needs that their system could not handle.”

After launching a Six Sigma project, Cummins determined the necessary requirements for an ideal system, and selected NAVEX Global to provide the reporting and case management capabilities necessary.

The Solution: NAVEX Global’s EthicsPoint Case Management

Bolte began by working with NAVEX Global’s Implementation Services team to configure the system according to the global business needs of Cummins.

Now, Cummins has a consistent communication process in every business unit and region. If a concern is reported, the case automatically goes to a Master Investigator who assigns it, monitors the process and closes the case. Each Master Investigator can analyse regional data and report statistics using the system.

“NAVEX Global’s EthicsPoint helps us analyse the company by business unit and by region, and helps keep our procedures and standards consistent worldwide.”

The internal audit, legal, security and human resources teams at Cummins are notified of any relevant cases, and often work together to decide which group leads the investigation. All departments collaborate and store their data in the system, so those who have been given access to the information have it available at their fingertips.

When Bolte conducts her analysis of the data from every region and business unit, she can sort the information and create a number of key reports with ease. “My analysis projects used to take 3 days. With the EthicsPoint system they take maybe 4 hours.” As a result, Cummins now has more thorough analysis of the company from an enterprise perspective.
The Results: Employee Confidence and Satisfaction

Bolte measures a very important statistic through the NAVEX Global system: employee confidence. “We measure employee confidence by whether they identify themselves in reports. We started at 50 percent and now 75 percent of reporters choose to self-identify.”

Bolte has also noted the following improvements:

• Greater insight into worldwide business culture;
• Increased efficiency of analysis and procedure; and
• Improved employee confidence and satisfaction.

Want the resources to foster a global community of integrity like Sondra? Try NAVEX Global.

Trust NAVEX Global’s Ethical Leadership Group

Put 100+ years of ethical leadership to work for you. Contact us today to speak with one of our risk assessment advisory specialists.

To learn more, visit www.navexglobal.com/ or call us at +1 866 297 0224.