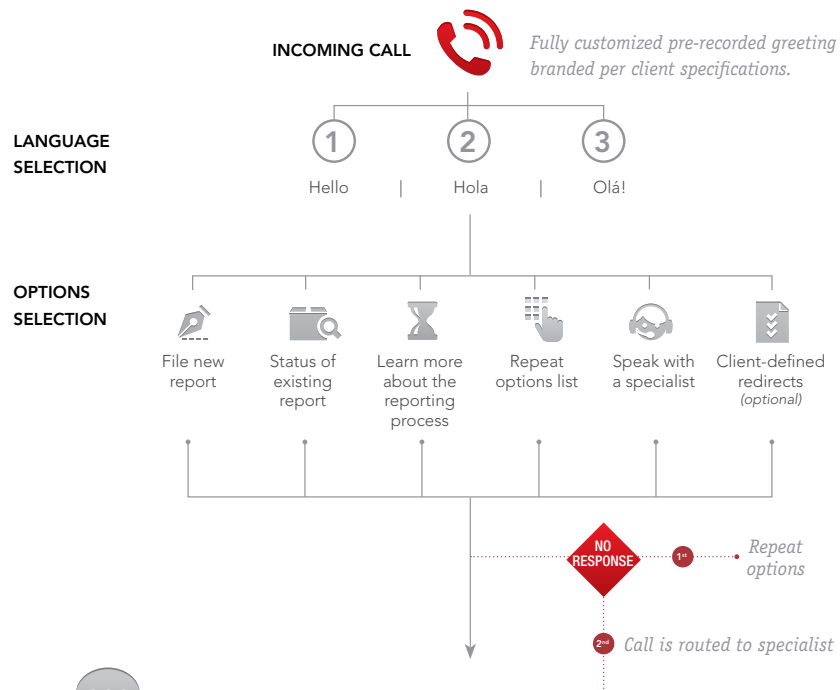


HOTLINE SERVICES

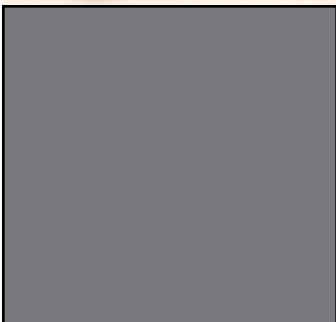
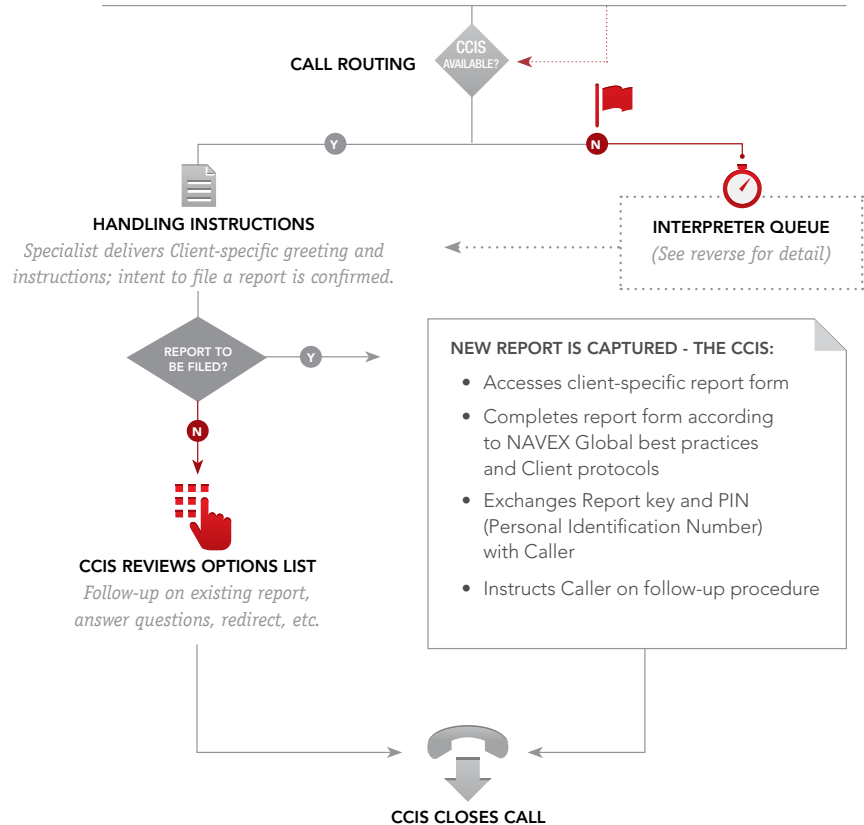
Contact Center Call Flow Process

As one of the first ethics and compliance hotline providers, you can count on us to deliver both state-of-the-art technology and unparalleled industry expertise.

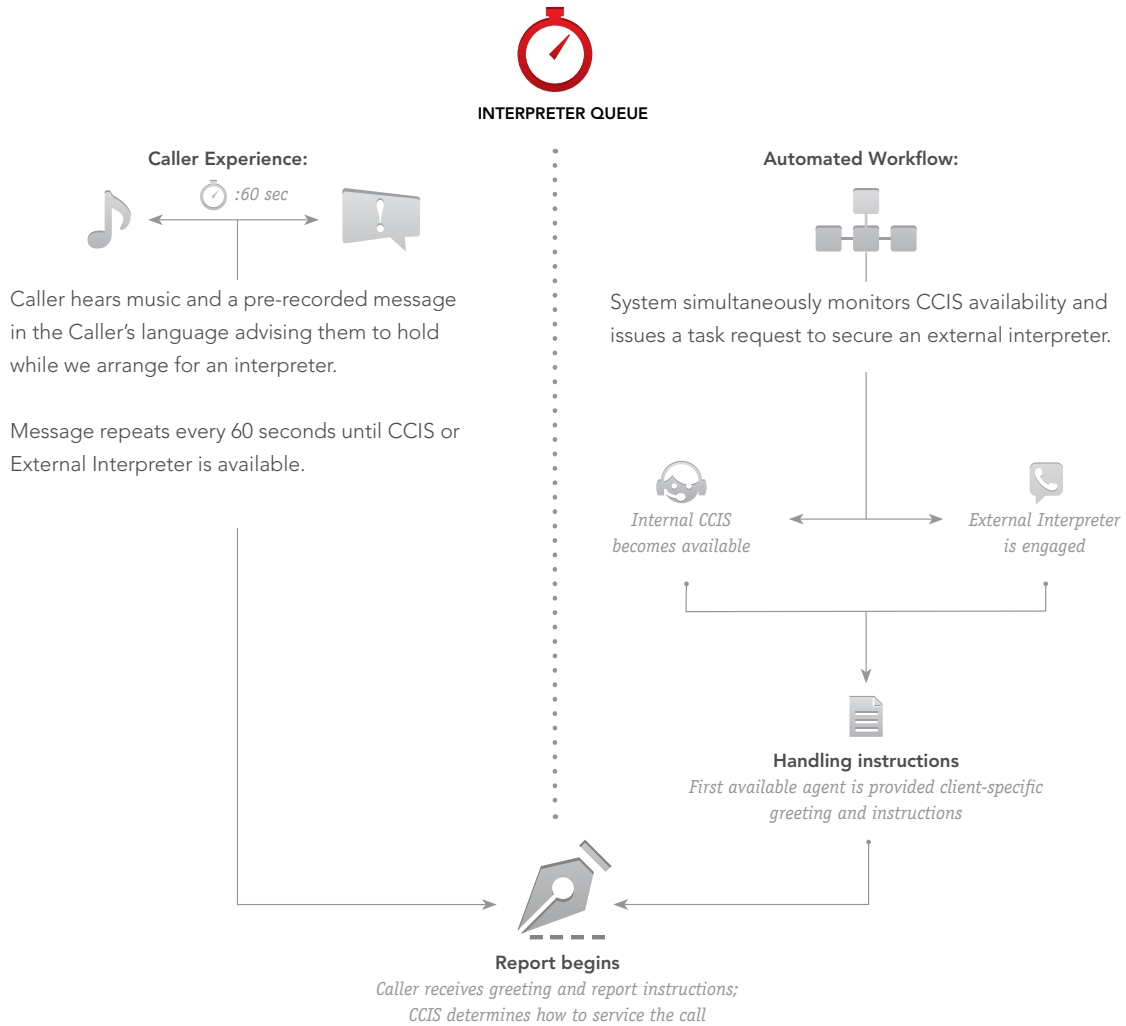


LEVEL SETTING & CONFIDENTIALITY STATEMENT

Recorded content states the purpose of this hotline system, explains the intake process and estimated time to completion. Message also details the steps being taken to protect the confidentiality of their report.



REPORTER EXPERIENCE AND INTERNAL HANDLING PROCES IN THE **INTERPRETATION QUEUE**



Service Level Metrics:

METRICS REPORT SAMPLING:	WARRANTED	ACTUAL 30 DAYS	ACTUAL 90 DAYS	ANNUAL AVG
Call answered in < 25 secs	90%	93.2%	93.8%	93.9%
Abandonment rate of calls > 25 secs	4%	2.8%	2.4%	2.7%
Average speed to answer [hh:mm:ss]	00:00:25	00:00:12	00:00:11	00:00:10
Average call handling duration	00:17:58	00:17:43	00:17:50	00:17:38
Report dispatch time	< 12 hrs	01:47:30	01:42:18	01:39:22

View real-time Service Level Metrics at <http://service.navexglobal.com>