



LIGHTHOUSE

Obtaining Information. Delivering solutions.

ANONYMOUS HOTLINE REPORTING SERVICES

Your business deserves the best compliance and ethics standards and practices in the industry.

LIGHTHOUSE will illuminate where others can't.

Let us listen to your employees!

Call 215-884-6150 / 844-709-6000 today, or visit www.Lighthouse-Services.com



ENSURE BUSINESS INTEGRITY

Lighthouse Services provides confidential reporting services to enable corporate management, staff, employees, vendors and customers to report fraud, abuse, ethics, compliance and HR violations.

Who uses our services?

- Public companies
- Private companies
- Local and State governments
- Non-profits
- Schools and School Districts
- Healthcare Agencies, Hospitals and Clinics
- Banks and Financial Institutions

We provide:

- Submission 24/7/365 via -
 - o Toll-free live operator services
 - o Client branded website
 - o Fax, mail, e-mail and SMS text
- 3 levels of reporter anonymity
- Domestic call center
- Dedicated customer service representative
- Web-based case management system
- Next-day setup
- Promotional & instructional materials

WORLDWIDE ACCESS

- 24/7/365 worldwide availability
- Global toll-free number
- 140+ languages
- Complies with country-specific laws
- Foreign language web submission forms
- Adheres to the U.S - EU Privacy Shield Principles



PROTECT YOUR COMPANY

Protect your corporate assets, board of directors, shareholders, management, and employees.

- We're here when your employees need us 24/7/365.
- Our professionally trained representatives are available in English and Spanish as well as over 140 languages.
- Toll-free phone access eliminates concerns over confidentiality and cost barriers.

- Our service allows reporters to reconnect with our hotline and anonymously continue dialog if they wish.
- Reports are permanently retained and easily retrieved.
- We are an independent third-party provider. Employees feel confident that their anonymity will be maintained and respected.
- Improve your risk management and reinforce your ethical tone from the top.
- Manage reports with a comprehensive web-based Case Management System.
- We provide the entire IT infrastructure for your reporting requirements without the need to host software.



LIGHTHOUSE

Delivering the Best Reporting Solutions for Your Organization

At Lighthouse Services, our mission is to deliver a high-level client experience that enables your organization to attain a world-class standard of ethical performance.

By helping you develop best practices in obtaining information through anonymous third-party hotline reporting, you will be able to rapidly respond to ethical dilemmas as they occur.

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Here are just a few of the ways your organization will benefit by partnering with Lighthouse:

INTEGRITY

Develop an ethical corporate culture that truly reflects your organization's core values.

- Develop a corporate culture based on teamwork and trust.
- Give whistleblowers the opportunity and encouragement to "do the right thing."
- Develop a reputation as a standard setter for ethical behavior within your industry.

PROTECTION

Protect your business as well as your most valuable asset, your employees.

- Protect whistleblowers by providing a mechanism for them to submit anonymous reports.
- Stop minor situations from escalating and prevent them from causing extensive damage through early detection.
- Develop a comprehensive paper trail to protect against potential litigation.

EFFICIENCY

Ensure you obtain all the information you need to conduct the most efficient investigation.

- Develop a permanent record of all case activities.
- Adhere to best practices regarding ethics investigation procedures.
- Ensure that key investigation details are not overlooked.

SUPPORT

Receive ongoing information and support to stay abreast of key ethics issues.

- **Policy templates** - create your own hotline policies with our easy-to-use templates.
- **White papers** - receive an in-depth analysis of best practices in hotline procedures.
- **Newsletters** - get the latest on ethics trends and law changes that directly impact your business.
- **Other Related Services:**
 - **eLearning training** - provide hands-on ethics training to some or all of your employees.
 - **Background checks** - comprehensive background screening compliant with federal, state and local employment laws.
 - **Consulting services** - consulting services designed to help enhance ethics and compliance performance.
 - **Investigation services** - expert investigation services that provide an impartial, expedient outcome for matters reported through the hotline.

EXPERIENCE

Lighthouse's proven track record of success allows you to offer an anonymous reporting hotline to your employees with complete confidence.

- We've been providing third-party hotline services to organizations of all sizes since 2003.
- Our client roster consists of more than 2,000 organizations in all industries.



Lighthouse provides you with all the tools you need to obtain information that leads to the best outcome. Don't get caught short when it comes to your organization's ethics and compliance program.