



# CORPORATE CAPABILITIES

Delivering the Best  
Reporting Solutions  
for Your Organization



# Delivering the Best Reporting Solutions for Your Organization

## Let Us Listen to Your Employees!

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

No matter your size or your industry, your business is at risk for a variety of legal, operational and financial issues that can negatively impact your work environment, and ultimately, your bottom line. With the help of an anonymous reporting hotline, you can monitor one or more of these issues in all critical areas of your operation.



**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.**

## Lighthouse Capabilities

### 1 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 –
  - Toll-free live operator services
  - Client branded website
  - Mobile app
  - Fax, mail and e-mail
- 3 levels of reporter anonymity
- Domestic call center
- Dedicated customer service representative
- Web-based case management system
- Next-day setup
- Promotional and instructional materials

## 2 Worldwide Access

- 24/7/365 worldwide availability
- Global toll-free number
- 140+ languages
- Complies with country-specific laws
- Foreign language web submission forms
- General Data Protection Regulation (GDPR) compliant

## 3 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 IT infrastructure for your reporting requirements without the need to host software

## 4 Technology

The Case Management System provides the appropriate ethics and compliance personnel with the ability to:

- View reports online
- Assign incidents to a person for investigation
- Assign risk level, priority and status
- Record your follow-up and outcome
- Have anonymous dialog with the reporter
- Create and manage reports
- Attach multiple files to a report
- Easily collaborate with the appropriate personell as well as outside parties
- Link reports with previously received reports to identify similar issues





## Why Choose 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.
- Additional features to your web reporting page available for a fee:
  - Online suggestion box
  - California Consumer Privacy (CCPA) Toolkit
- Other Related Services:
  - eLearning training – provide hands-on ethics training to some or all of your employees.

## ✓ 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 6,000 organizations in all industries.





## **ABOUT LIGHTHOUSE AND SYNTRIO**

Syntrio is a global leader in governance, risk, compliance and human resource solutions that help 6,000 organizations manage risks, empower culture and accelerate performance in 50+ languages. Easy, affordable and innovative Syntrio solutions include the robust Lighthouse reporting hotline and more than 1,000 elearning courses in Employment Law, Ethics and Compliance, Diversity and Inclusion, Health and Safety, Business Skills and Cybersecurity.

**For more information visit [syntrio.com](https://www.syntrio.com).**

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