



# Ethics Hotline

## **Why should all companies have an ethics hotline?**

It is a reporting tool that may be used by company employees (and third parties such as distributors and vendors) to anonymously report concerns that they cannot, or, do not want to share with company's managers.

A phone line, or an e-mail account, or both of them may be used for this purpose.

KPMG Turkey



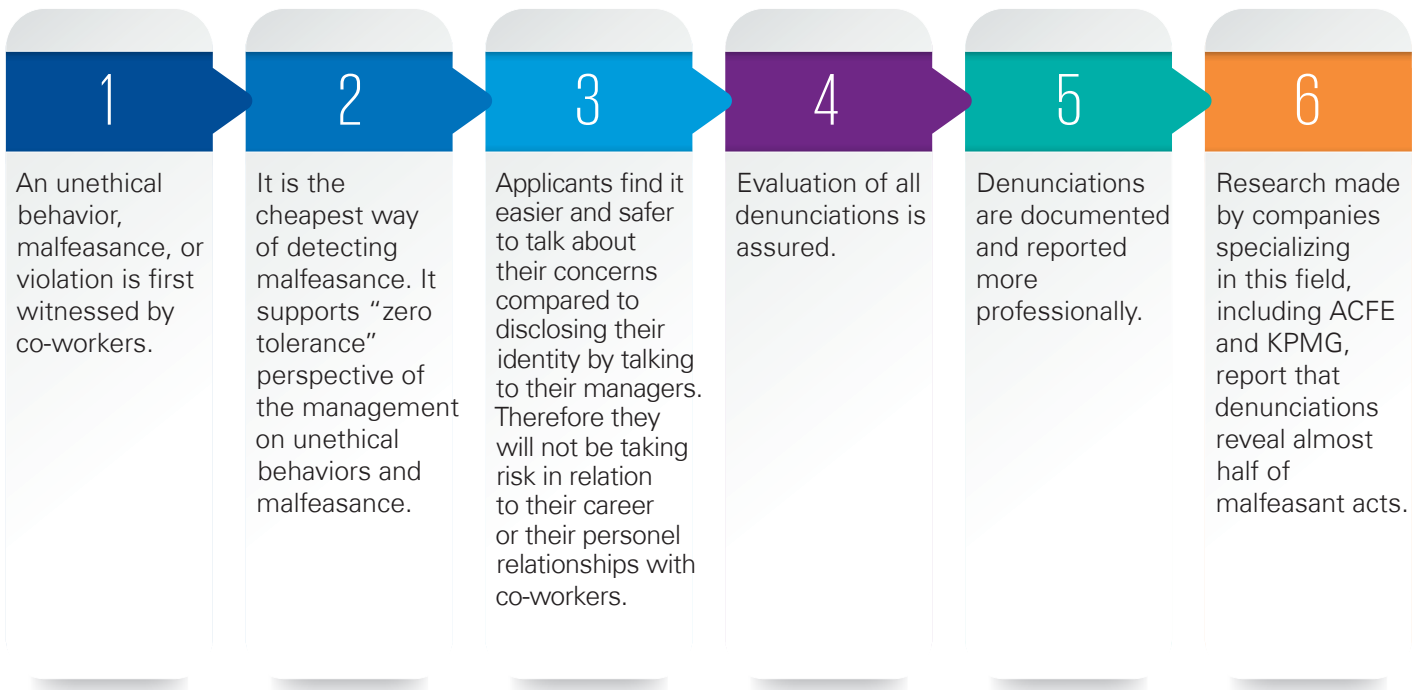
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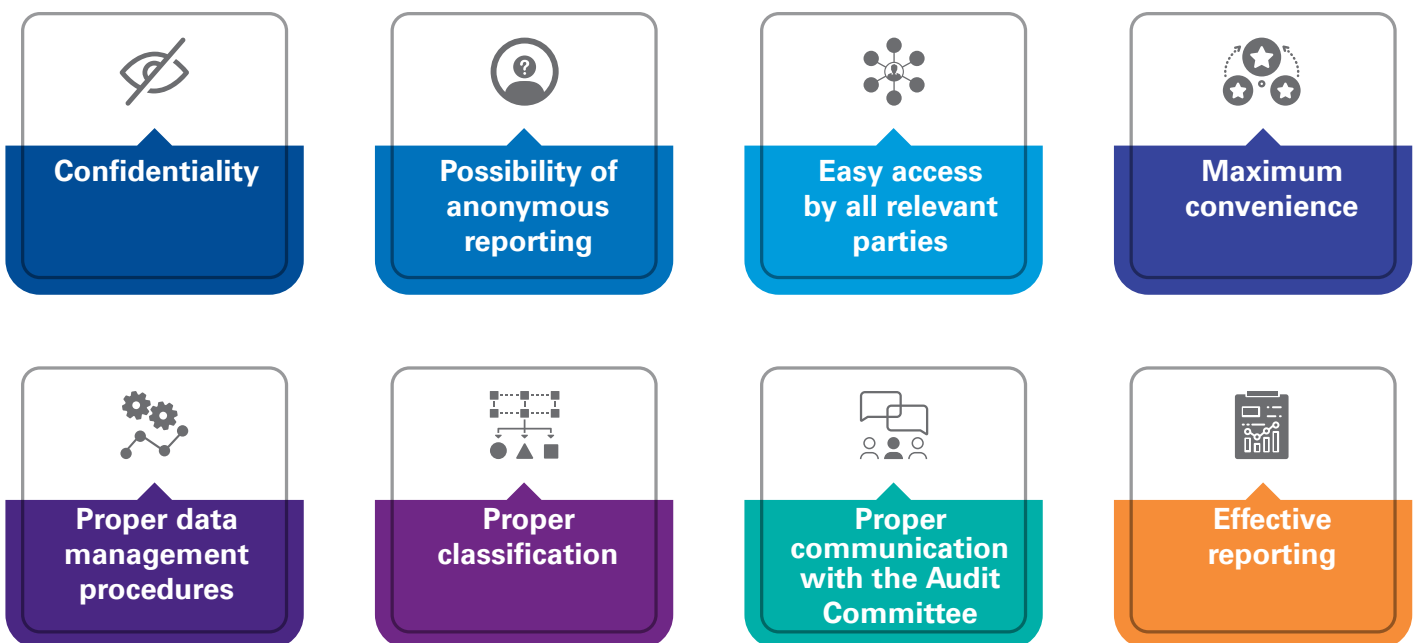


**The easiest way of ensuring the effective use of an Ethics Hotline is to maintain the active support of a manager from the company's top management for the project. ”**

### Why should all companies have an ethics hotline?



### Features of an effective ethics hotline



## Questions to answer

- What type of indecencies do you want the Ethics Hotline to be used for? Who must be able to use the Hotline and who must respond?
- Should the Hotline be managed within the company, or a consultancy service be outsourced?
- Will there be people responding live to the Hotline, or will it be a system that messages and notes may be left?
- Which languages will be used for responding?
- Will the Hotline serve globally and 7/24, or will it serve on a smaller scale?
- What will be the nature of reporting tools and how will they be used?
- What will be the monitoring mechanism like? Will anyone be able to learn the consequence of their denunciation?
- Will it be a free or paid Hotline? How will it be announced?

## Why KPMG?

- We have served internationally for more than 30 years in this field.
- We combine and make use of national and international expertise depending on your needs.
- The Ethics Hotline is completely managed by Forensic Services specialists at KPMG, and calls are answered by our professionals with a forensic perspective.
- You may choose phone calls or e-mails.
- Denunciations made over the phone are addressed by specialists between the hours 09.00 – 18.00 on workdays. Urgent denunciations are reported in four business hours, regular ones in one business day to our clients in an encoded format. These reports are checked and evaluated by a CFE (Certified Fraud Examiner) certified project manager before being delivered to you.
- Calls received are recorded and stored for an unlimited amount of time according to client's request.
- We may respond applications in Turkish and in English.
- Since the applications will be received by Forensic Services Experts, you are assured that they will be correctly evaluated, and maximum amount of information is obtained and reported to you.
- In addition, weekly monitoring reports and monthly digests are also reported to you in an encoded format.
- You are assured on confidentiality, objectivity, and safety.
- KPMG may provide you with a wide range of services including drafting the Code of Conduct, organizing trainings, and proper handling of denunciations.

## Phases to be followed



**86% of companies listed in Fortune Global 200 have their own codes of conduct. More than 80% of companies use a hotline for reporting/consulting non-compliance with code of conduct.** ”

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