



End-to-end Case Management with PwC Ethics Help Center

Manage your ethics cases on a web based platform

PwC Ethics Help Center
A module of PwC Digital Compliance Platform

PwC Turkey Ethics Support Center is an integrated, web-based platform that enables you to receive ethical concerns and supports your teams to manage them online.

Receiving and Managing Reported Ethical Cases

PwC Ethics Help Center, is an integrated platform that you can access to manage ethics and compliance reports*, conduct internal investigations.

You can follow the cases received from different channels such as web, phone, e-mail and assign cases to the relevant team members, and access data and charts that will facilitate management in improving ethics culture.

If you prefer PwC's support on cases, you can request it via this platform.

*Depending on your preferences, we can also pre-review cases and check categorization before reporting.

Receiving Reported Ethics Cases

Receiving and categorising ethical cases reported via phone, email, and a web-based platform



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Reporting and Analysis

Keeping statistics of reported cases and results, user-friendly dashboards



Case Management

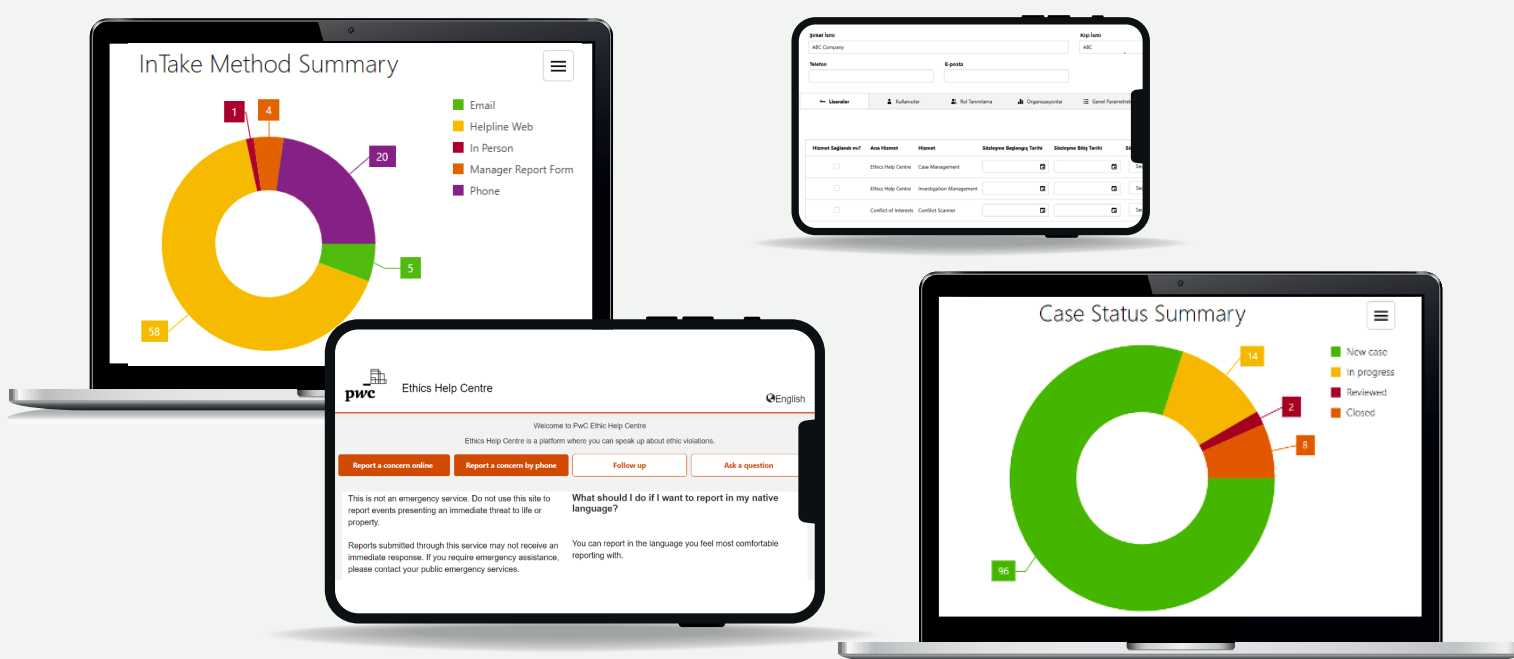
Investigation teams can manage cases and enter investigation results into the system



Features of PwC Ethics Help Center

- Calls are answered by ethics and compliance experts
- Case details are instantly recorded in the case management system
- Anonymous reporting and case confidentiality
- Multiple languages are supported
- Cases reported via telephone, email and web are recorded in the case management system and end-to-end tracking of cases from a single screen
- Web-based in take form makes it easy for employees and third parties to report cases online
- Compliance with local and global standards (Personal Data Protection Law, EU Whistleblowing Directive and ISO 37301)
- Providing convenience to investigation teams by pre-examination and categorization of cases (if requested)
- Anonymous and instant communication with the whistleblower
- Customizable and flexible design
- Effective reporting and analytical dashboards

Integrated Web Platform for Tracking and Managing Cases



Why Ethics Hotline?

Ethics hotlines are considered to be leading tool for detecting breaches by **42%***.

It is required by the EU Whistleblowing Directive and ISO 37301.

Almost half of the reported fraud cases resulting in losses of USD 100 million or more are caused by internal persons.**

* ACFE 2022 Report
** PwC 2020 Global Economic Crime and Fraud Survey



Ethics Process Consultancy

We not only help you manage your ethical processes but we also support you in increasing ethical awareness, establishing and strengthening ethics and compliance structure of your company.



Improving Ethical Processes

We hold meetings with the management to understand the organizational structure, operation and corporate governance principles of your company, evaluate the existing gaps in the relevant policies and procedures (investigation management, ethics hotline management, discipline regulations, decision-making processes of committees etc.), and present the results of our evaluation regarding the effectiveness of the corporate compliance structure and our recommendations.



Awareness Activities

We assist you in preparation of management messages, posters, and brochures, etc. for employees and other stakeholders within the scope of awareness activities for effective policies, procedures.



Reviewing Policies and Procedures

We review your policies and procedures; check the changes you make and support you in establishing policies and procedures in line with the best practices.



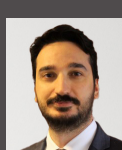
Ethics Process and Awareness Training

In the scope of PwC Ethics Help Center implementation process, we organise customised interactive training for all staff and investigation teams to raise internal awareness and support the effective management of the Ethics Help Center.



Ethics Help Center

A PwC Product



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