



PwC Ethics Help Center

A module of PwC's Digital Compliance Platform.

End-to-End Management with PwC Ethics Help Center

Manage Ethics Reports Through a Single Platform.

PwC Ethics Help Center is a web-based platform that enables employees, suppliers and other stakeholders to raise concerns securely, helping organizations identify and address risks at an early stage.

Why Ethics Helpline?

Web-based ethics hotlines are among the most effective mechanisms for fraud detection, contributing to the identification of

46%

of reported fraud cases.*



A key requirement of the EU Whistleblowing Directive and ISO 37301.

In organizations where employees have a high level of trust in ethics reporting mechanisms,

73.6%

of fraud cases are detected within the first 12 months.**

Key Features of PwC Ethics Help Center

- Reports are received and handled by professionals experienced in ethics and compliance matters.
- Real-time recording of report details within the case management system.
- Protection of case confidentiality and reporter anonymity.
- Multi-language support.
- Centralized management of reports received through phone, e-mail and web-based channels within a single case management platform.
- User-friendly web-based reporting platform for employees and third parties.
- Alignment with local and international regulations and standards, including KVKK, the EU Whistleblowing Directive and ISO 37301.
- Optional initial review and categorization of reports to support investigation teams.
- Secure two-way communication with reporters while preserving anonymity.
- Flexible and customizable platform design tailored to organizational needs.
- Advanced analytics, dashboards and reporting capabilities for effective monitoring and oversight.



Ethics Report Intake and Management

PwC Ethics Help Center is a platform designed to support the management of ethics and compliance reports, as well as internal investigation processes.

Reports received through the web and e-mail channels can be tracked through the platform, assigned to relevant case owners and managed throughout the investigation lifecycle. The platform also provides access to dashboards, data analytics and reporting capabilities to support effective management reporting.

If you prefer PwC to manage ethics-related reports on your behalf, requests can be submitted directly through the platform using credentials provided exclusively for your organization.

*Upon request, PwC can also perform an initial review and categorization of reports before they are made available for reporting and case management purposes.

1

Ethics Report Intake

Collection and classification of ethics and compliance reports through phone and web-based reporting channels.

2

Case Management

Management of reported cases by investigation teams and documentation of investigation results within the platform.

3

Reporting and Analytics

Access to dashboards, analytics and reporting capabilities that provide insights into reporting trends, case outcomes and key risk indicators.



Ethics Advisory Services

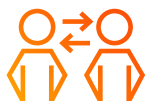
We help organizations manage and enhance their ethics and compliance processes, strengthen ethical awareness, and establish a robust ethics and compliance framework that supports a culture of integrity.

Enhancing Ethics and Compliance Processes



- Assessing the current ethics and compliance framework
- Evaluating ethics hotline and case management processes
- Reviewing the effectiveness of policies and procedures
- Assessing governance and decision-making mechanisms
- Identifying improvement opportunities and developing action plans

Awareness and Internal Communications



- Designing ethics and compliance awareness campaigns
- Developing leadership communication materials
- Preparing employee communication materials
- Creating posters, brochures and digital communication content
- Supporting ethics hotline launch and internal communication activities



An effective ethics programme is built on the integration of technology, robust processes and a strong culture of awareness.

At PwC, we complement our Ethics Help Center solution with advisory and training services to help organisations build a sustainable culture of ethics and integrity.

Policy and Procedure Management



- Reviewing existing policies and procedures
- Identifying policy and procedure enhancement opportunities
- Developing new policies and procedures where needed
- Aligning documentation with international leading practices
- Strengthening governance documentation

Ethics and Compliance Training

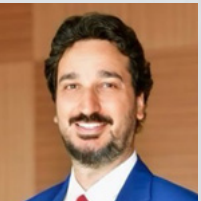


- Delivering ethics hotline training programmes
- Providing specialised training for investigation teams
- Enhancing awareness of case management processes
- Delivering ethics and compliance training for employees and managers
- Promoting a strong Speak Up culture



**PwC Ethics
Help Center**

Contact



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