



ETHICS REPORTING 'WHISTLEBLOWER' PROGRAM

ConfidenceLine[™] is a communication & compliance solution that provides employees, affiliates, suppliers, customers and other stakeholders, an avenue to anonymously report wrongdoing and sensitive issues within the workplace.

As the pioneer of ethics reporting services in Canada, Canpro's *ConfidenceLine* provides a superior level of experience and sensitivity in bringing secure ethics reporting solutions to our clients.

FEATURES

ConfidenceLine[™]

Regulatory Compliance

- Addresses legislated requirements under Multi-Lateral Instrument 52-110 and Corporate Governance Best Practices requirements that govern publicly traded companies
- Privately held corporations, government agencies and non-profit organizations also benefit by integrating *ConfidenceLine* into their enterprise

Service Flexibility

- Service options: 1-800 Call Centre, e-Web Reporting or both services combined
- A secure and encrypted information delivery system 24/7
- A user-friendly environment to facilitate immediate access
- *Ligne Confidentielle*[™] dedicated to our French speaking users
- International and multi-lingual delivery

Report Management

- Provides secure advanced report management
- Trend / statistical reporting for Board or Audit committee meetings

BENEFITS

- ✓ An **unbiased confidential** third party solution
- ✓ Promotes **compliance and transparency**
- ✓ Permits response to critical events to **avoid negative consequences**
- ✓ Provides flexibility to **address your unique company culture** and specific organizational needs
- ✓ **Enhances corporate communication**, remain connected on all levels of your organization
- ✓ Effective solution for **ethics reporting at a fraction of the cost** of setting up and managing in-house
- ✓ An **ethical and safe working environment** for employees

1.800.661.2245
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www.canproglobal.com

PROGRAM SERVICES:

ConfidenceLine™ offers flexibility allowing an organization to choose the most effective means of providing employee access to the program.

Service options include:

Essential Service: 1-800 Call Centres

Our Call Centres in Calgary and Montreal utilize professionally developed scripted questions to obtain complete and detailed information. Our Call Intake Specialists are trained in expert interview techniques which result in comprehensive reports and establishing trust with the Caller.

Secure Web Based [e-Web] Reporting

Reporting parties can choose to communicate direct to the Client through our state-of-the-art web reporting tool. Customized web portals are designed to suit our clients branding and policies. Our expert interview questions are completed by the reporting party online resulting in a comprehensive report of the incident or issue.

Enhanced Service: Combine Essential 1-800 & e-Web Reporting

DATA SECURITY:

All ConfidenceLine data is stored in Canada

It is a 'Canadian advantage', securing and storing data on Canadian soil, meeting all Federal and Provincial privacy legislation and is not subject to provisions of the US Patriot Act.

Data storage services are certified under the PCI Data Security Standards

The PCI DSS is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures.

'NEXT STAGE' SERVICES:

Ethics Training

Canpro can customize a complete ready-to-use online staff training and awareness tool designed to assist with regulatory compliance and mitigation of risk. Staff is educated to code of conduct/ethics policies and related behavioural obligations.

Risk Management

Canpro provides clients with expert guidance and handling of wrongdoing and loss. Our professional assessments of corporate practices and systems have resulted in improvements that effect significant reduction of exposure to fraudulent activity.

CANPRO HRservices Inc.

ConfidenceLine™ – Ethics Reporting Whistleblower Program

HRscreening – Pre-Employment Screening and Background Investigations

HR Consulting – Compliance, Training Development, Policies & Procedures

Stanton Assessments® – Psychological Honesty Testing

Surface Detect® – Workplace Drug Detection

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