



# HR direct hotline service

Our access line helps you build  
better pathways for feedback

Empower your employees, stakeholders,  
and affiliates to voice their concerns  
without fear of retaliation – 24/7

## Strengthening your ethics culture with compliance strategies

Our hotline service creates a **protected space for company feedback**. So, your people are more comfortable & willing to share their concerns. This **boosts your continuous improvement process** by efficiently uncovering and resolving issues in a timely & appropriate manner.

While our team manages calls, we share **detailed reporting for every concern – so you have the proper tools for further investigation and corrective action**. (Should you want us to handle any further in-depth investigations, interpretations, or consulting services stemming from hotline reports, our experts can step in at any time).

HTI's HR direct hotline provides a 24/7 call center at a **fraction of the cost** of maintaining an in-house team to field your calls.

[htionline.com](https://htionline.com)

## We cover calls related to:

- ✓ Safety concerns
- ✓ Workplace harassment
- ✓ Customer complaints
- ✓ Conduct violations
- ✓ Discrimination concerns
- ✓ Fraud, theft, or financial issues
- ✓ Illegal or unethical behavior
- ✓ And more

All information received  
is strictly confidential and  
protected from retaliation.



# Cost breakdown

	50>	51 - 150	151 - 300	300+
<b>Total setup fee w/ marketing</b>	\$189	\$285	\$414	\$489
<b>Monthly maintenance cost</b>	\$30	\$30	\$30	\$30
<b>Setup fee</b>	\$135	\$135	\$135	\$135
<b>Marketing poster</b>	2 Posters – \$21	5 Posters –\$52.50	8 Posters –\$84	12 Posters – \$126
<b>Marketing flyers</b>	50 Flyers –\$32.50	150 Flyers –\$97.50	300 Flyers –\$195	301+ Flyers – \$196
<b>Non-qualified call</b>	\$10	\$10	\$10	\$10
<b>Qualified call</b>	\$50	\$50	\$50	\$50
<b>Web (per submission)</b>	\$2.00	\$2.00	\$2.00	\$2.00
<b>Optional: Spanish service</b>	\$25 per call	\$25 per call	\$25 per call	\$25 per call

# Service options

## Monthly maintenance cost

This is a nominal, fixed fee that ensures the continuous operation and management of your ethics hotline. It covers the routine costs associated with the upkeep of services including line rental and system updates to guarantee uninterrupted access for your employees.

## Setup fee

The initial fee for establishing the hotline including all administrative tasks handled by HTI to prepare and integrate the hotline into your organization’s operational flow.

## Marketing poster

Custom-designed posters promote the hotline within your workplace, providing visibility and encouraging utilization. Scaled to your organization’s size, this ensures employees in various locations are informed.

## Marketing flyers

Printed flyers increase the hotline’s visibility, offering quick, portable information employees can take away, serving as a constant reminder of the support system available to them.

## Non-qualified calls

A designated fee for calls that are classified as non-qualified, meaning they are efficiently handled and documented but do not necessitate formal statement taking.

## Qualified call

A designated fee for calls fulfilling criteria for significant ethical or compliance concerns, warranting detailed documentation and potential further action. When a call is classified as ‘qualified’, HTI engages directly with the reporting individual to obtain a comprehensive formal statement. This process ensures the gravity of the report is fully captured, providing a solid foundation to determine the appropriate course of action whether to conduct internal investigations or to engage HTI’s expertise for in-depth external consulting.

## Web (per submission)

An additional service for web-based incident submissions, providing a different medium for employees who prefer to report online. This includes managing and documenting online submissions.

## Optional: Spanish service

An optional service available for an additional fee, providing Spanish language support for calls, ensuring inclusivity and better communication for Spanish speaking employees.