



# CONFIDENCE LINE™



## Data Security

### All ConfidenceLine data is stored in Canada

All data is secured and stored on Canadian soil, meeting all federal and provincial privacy legislation, and is not subject to provisions of the U.S. Patriot Act.

### 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.

Ethics reporting communication & compliance solutions provide employees, suppliers, customers and other stakeholders with an avenue to anonymously report wrongdoing and sensitive issues within the workplace. As the pioneer of ethics report services in Canada, Xpera's ConfidenceLine™ brings a superior level of sensitivity and experience to providing secure reporting solutions to our clients.

## Program Services

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

### Secure Web Based [e-Web] Reporting

Reporting parties can choose to communicate directly with 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.

### 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.

### Regulatory Compliance:

- Addresses legislated requirements under Multi-Lateral Instrument 52-110 and Corporate Governance
- Best Practices required by publicly traded companies

### Service Flexibility:

- 1-800 Call Centre & e-Web Reporting - 24/7
- Secure and Encrypted information delivery system
- User-friendly immediate access
- Ligne Confidentielle™ dedicated to our French users
- International and multilingual delivery

### Report Management:

- Secure advanced report management
- Statistical reports for Board or Audit committees

### Benefits include:

- An unbiased confidential third party solution
- Promotes compliance and transparency
- Permits response to critical events
- Flexibility to address your unique company culture and specific organizational needs
- Enhanced corporate communication
- An ethical and safe working environment for employees