Overview of Steps to Take if Participating in the Study to Measure the “Return on Investment” of Compliance and Ethics

What does your organization need to do to participate in this study?

Participation in this study is voluntary and requires a willing commitment as both a research subject and as an engaged contributor to the effort. The CEO and the General Counsel will both need to agree to participate in this project.

The Ethics Resource Center (ERC) will study one department in five operating units in your organization based on several criteria, including size, function, and types of activities. Because ERC is interested in findings and conclusions that will be applicable to the majority of organizations operating in the United States, the study is open to US based organizations with more than 2300 total employees.

- **Ethics and compliance program** – Participating organizations should have some competency in the ethics and compliance function, i.e. an ethics/compliance office, officer, and/or systems.

- **Organizational stability** – No major reorganizations; rapid growth; major acquisitions; management, financial, or ethical crises; or other significant changes should have occurred within the past two years.

- **Customer interface/service function** – Some aspect of the organization should be devoted to customer service, including such activities as sales, customer service, or customer care.

- **Timeframe** – Most of the study’s activities that your organization will be actively involved in will take place beginning in June, 2008 and be concluded by the end of July.

- **Resources/Activities** – Your organization would need to appoint an individual to serve as the primary point of contact and as coordinator of tasks associated with this effort.
  - ERC would conduct a two-week long ethics and compliance program survey of your organization’s employees sometime in June or early July. This survey would be online and take about ten minutes to complete.
  - Your organization would need to provide reliable, summary data in electronic format on employee turnover, sick leave accruals and usage, workers’ compensation claims, customer/client satisfaction, and theft/loss, e.g. inventory, property loss.

ERC has extensive experience conducting surveys and with the data collection process and will work with you to collect the maximum amount of information with the most efficiency. Your organization’s commitment to this process will facilitate the entire process.

Participation and data collected in this research project will remain confidential. Your organization will not be identified and data from participating individuals within your organization will only be reported in aggregate.
What are the benefits of participation?

The benefits to your organization are expected to be substantial. Your organization will:

- Establish baseline data for use in potential future assessments
- Receive findings on the effectiveness of its ethics & compliance program on its ethical culture.
- Obtain results on the ROI associated with its ethics & compliance program/ethical culture

Who is ERC?

Founded in 1922, the Ethics Resource Center is America’s oldest nonprofit, nonpartisan organization devoted to independent research and the advancement of high ethical standards and practices in public and private institutions. For more than 85 years, ERC has been a resource for public and private institutions committed to a strong ethical culture. ERC’s expertise also informs the public dialogue on ethics and ethical behavior. ERC researchers analyze current and emerging issues and produce new ideas and benchmarks that matter – for the public trust.

For additional information and to discuss steps to take, please contact:

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