

Introducing a Whistleblower Hotline

Internally Operated vs. Externally Operated

Today's whistleblower does not have any tolerance for being silenced. In fact, they have no problem speaking up when they see something wrong. If your employees don't feel safe speaking up internally to management or through a whistleblower hotline, they may take their concerns externally to outside parties like the media or social media.

Why Employees Avoid Speaking-Up to Management

One of the biggest factors driving an employee's decision to not speak-up is **fear of someone finding out who they are and the fear of retaliation** resulting from this. Speaking up can be a very personal experience for an employee. If the initial whistleblowing experience involves a recorded message or an option to 'press 3 to speak with HR', your entire program may be seen as robotic and not worth the effort.

Internal Whistleblower Hotlines

Many internally managed whistleblower hotlines are operated out of an organization's HR or Internal Audit department. **A risk of keeping a whistleblower hotline inhouse is that if anyone does speak up, the reports may be improperly handled by management** if they are not properly trained to receive them. Once an employee has voiced a concern, the actions that happen after could dictate how employees trust the entire process. If a manager or other co-worker is involved in the reported misconduct, risk of retaliation is greater if the report isn't handled in a timely, sensitive, and confidential manner.

Third-Party Whistleblower Hotlines

An externally operated hotline may still be managed by an organization's HR or Internal Audit department, but the hotline infrastructure has been set up and is maintained by the third-party. **Employees tend to trust an independently managed service more than internally maintained hotlines** for the simple fact that fear of being recognized is drastically reduced, if not eliminated altogether. Another component to building trust in the process is that third-party hotlines are operated by intake specialists who are specifically trained in receiving sensitive reports with empathy and compassion. If management is involved in the misconduct, the report will be redirected away from that individual, thus avoiding possible retaliation.

FOR MORE INFORMATION

Contact WhistleBlower Security at 1-888-921-6875, email us at info@whistleblowersecurity.com, or visit our website at www.whistleblowersecurity.com

Benefits of a Third-Party Hotline Provider



Trained Live Intake Agents

Whistleblowers are incredibly nervous when they speak-up so their conversational experience with a trained and empathetic person on the other end of the line will make them feel safe, comfortable, and more likely to open up about what they have to say.



Online-Web Form

The ease of use and type of questions being asked could determine the quality of the report. Online web-forms, available in multiple languages allow employees to speak-up at a time they want, in a language they feel comfortable with.



Comprehensive Case Management

A third-party case management system provides a thorough catalogue and snapshot of organizational behaviour and additional insight into hotspots and trends happening in the organization.



Anonymity

Many employees are not comfortable with a face-to-face encounter to talk about sensitive issues. Third-party programs are built to ensure anonymity, and confidentiality, reducing the fear of being found out.



Spontaneous Interpretation & Translation

Diverse workforces require global language capabilities. Spontaneous interpretation allows intake agents to receive reports in the whistleblower's preferred language with accuracy. Third-party providers will translate reports into the language of choice.



Cost Effectiveness

24/7/365 local, regional, and global access is key and may be cost prohibitive using an internally operated system. Third-party programs have already considered regional and global needs on a 24/7/365 scale.

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