



INTERNAL/EXTERNAL ETHICS REPORTING

THE BENEFITS OF A DUAL SYSTEM

Having a robust system for ethics reporting is essential for businesses of any size. Providing individuals with a method to report wrongdoing, sensitive issues, or safety concerns in the workplace is key to building trust and confidence within the company.

Some businesses may believe that their internal process is sufficient. However, an additional external option can complement your existing process, protect your business, and benefit you and your workforce.

Internal – Fast & Direct

Internal reporting offers a direct chance for face-to-face interaction. The company can meet with the employee who is reporting a concern or issue, receive any information directly, and move quickly into their internal review.

If the company has implemented a process for anonymous reporting, this may involve emails or calls directed to a designated individual within the company. However, what if full anonymity can't be guaranteed? What if the person receiving the reports is connected to the issue at hand? These questions can influence whether a reporter is comfortable raising concerns to an internal contact.

External – Secure & Anonymous

An external reporting option can ensure fairness and anonymity while still fostering ongoing communication. External reporting provides a “paper wall” between the employer and employee, offering a standardized process that protects all parties.

A good external reporting system will feature a case management system that can be accessed by a company representative. Online systems provide flexibility in accessing reports, maintaining internal notes and communications, and tracking report progress. Documentation is crucial to ensuring each report has been handled appropriately and helps to protect the company from claims of mismanagement and/or human rights complaints.

The Best of Both Worlds

Having both an internal and external program is beneficial for employees, providing multiple avenues to share concerns when needed. The external option should not replace your internal process, but rather complement it. Employees should be encouraged to raise their concerns directly with management, supervisors, or human resources – but when those options may not be suitable or comfortable, employees need an alternate route which is safe and confidential.

We Can Help!

ConfidenceLine can provide your company with an external reporting program that is anonymous, confidential, and user-friendly. We offer phone and web-based reporting 24/7, with access to a secure online platform provided to predetermined company designates.

To learn more about ConfidenceLine, contact Xpera HRservices at
1 800 6619077 or confidenceline@xpera.ca.