



Reporting Serious Concerns

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17th December 2018

Agenda

Safecall

Encouraging a Speak Up culture

What stops someone from raising a concern?

The value of a concern raised

Is this something I should report?

Making it work for your business – Best Practice

Established 1999

**Global Whistleblowing Service & Independent
Investigation provider**

Long established partner of the UK Nuclear Industry

UK Based, 24 hours a day, 7 days a week operation

“Culture exists regardless. If left to its own devices it shapes itself with the inherent risk that behaviours will not be those desired by the organisation.”

Sir Anthony Salz

What stops someone from raising a concern?

- 1. They don't know who to tell - A result of an ineffective awareness campaign, or the campaign was so long ago no one remembers it**
- 2. Fear – What will happen to them if they do make a report**
- 3. Access – The reporting service is web based only; they don't want to commit to something in writing**
- 4. Hotline language barriers – If you don't speak good English you aren't going to be able to tell the USA/English Call Handler what language your interpreter needs to speak**
- 5. They don't have all the facts – If you can only report via the web and can't answer the mandatory questions as they are laid out, then you just don't bother**
- 6. Wilful blindness – Someone else will report it**
- 7. No one will do anything about it, so why should I bother getting involved**

“Concerns raised should be seen as gifts of invaluable information”

Sean Parker, Head of Safety Data, Civil Aviation Authority

Reasons to Report, or not.....

YES – Report it

- Don't want the safety of the plant to be compromised
- I know I'm supposed to
- Somebody may have seen me
- It might happen again
- I might get thanked
- The system will support me
- It's the law
- Its easy to make a report

NO – Hide it!

- I might get fired
- It's too difficult
- Nobody noticed
- Nothing will change
- I'll look foolish as I'm not exactly sure of all the facts
- It can't be that important

Tell people what it is you want to hear about

- 1. Are they aware that a colleague is living above their means**
- 2. Is a colleague or contractor asking about areas not relating to their duties**
- 3. Have the view points of someone they know well changed – Facebook and other social media posts**
- 4. Is a colleague discussing areas of their role, or the role of others on social media**
- 5. Someone who seems unable, or unwilling to take their allocated leave time**
- 6. Unauthorised attempts to access system, download information**
- 7. A colleague whose behaviour has changed due to a change in their financial situation – divorce, partners loss of job etc**
- 8. Things just don't feel right!**

Making it work for your business – Best Practice

- 1. Ease of access**
- 2. Offering both Hotline and Web reporting options**
- 3. Professional Call Handlers; non-call centre environment**
- 4. Supports languages that are reflective of your workforce**
- 5. On-going awareness campaigns that cover all areas of the business, languages and cultures**
- 6. Ability to support on-going dialog with a reporter; via Hotline or Web**
- 7. Make sure your Hotline and Web reporting information underpins your Code of Conduct**
- 8. A robust internal process to deal with reported matters – keeping information gained to only those who need to know**
- 9. Where applicable and appropriate provide feedback - Listen, Act, Learn & Update**

Some of the highly regarded companies we support





The Whistleblowing Company

“The culture of an organisation should encourage and enable open reporting, leading to learning and continuous improvement”

Beverley Oliver, Safecall

Questions?

Workplace Concerns

It is your right and responsibility to contact us if you have serious concerns about:

- Fraud
- Bribery
- Corruption
- Dishonesty
- Unethical behaviour
- Poor corporate governance

DON'T IGNORE YOUR CONCERN OR SUSPICION. REPORT IT THROUGH ONE OF THE FOLLOWING:

Internal Whistle-blowing Hot Line

+44 (0) 20 7123 4567

Contact Safecall

UK: 0800 915 1571
Sierra Leone: +44 027891011
Colombia: 009 800 7233 2255
Greenland: +44 027 1234578
Saudi Arabia: 800 844 2067
Chile: 800 200 734
China: 00 800 7233 2255



Working
with

**COMPANY LOGO
HERE**

All calls are treated with the utmost confidentiality by independent call takers.
Calls to Safecall are not recorded.

Poor Communication Poster

**COMPANY LOGO
HERE**

**People are central to our
success**

**If you have a concern relating to
corruption or fraud, which you feel
is not adequately dealt with,
contact Safecall**

Poor
Communication
Poster

safecall

0800 915 1571

REPORT IT!



If you have a serious concern about an issue within the Company

- 1. Report it to your manager, or**
- 2. Use the Confidential Reporting of Serious Concerns Procedure, or**
- 3. Call Safecall**

0800 915 1571

Available 24 hours a day, 7 days a week, 365 days a year

Report online at: www.safecall.co.uk/report



working with

**YOUR LOGO
HERE**

All calls are treated confidentially by Safecall and you may remain anonymous if you wish.

Good Communication Poster

Speak Up



If you have a serious concern over wrongdoing at work:

Report it to your line manager or HR, or
Speak to a senior manager, or
Contact Safecall

0800 915 1571

or report on line at: www.safecall.co.uk/report

All calls are treated confidentially by Safecall and you may remain anonymous if you wish.



A totally independent organisation working with

**YOUR
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HERE**



Good Communication Poster

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