

Building Trust in Whistleblowing Processes

10 POSITIVE ACTIONS THAT SHOULD BE CONSIDERED TODAY

- 1.** Clear and effective policy – Put in writing your promises to your staff. How can they speak up? When should they speak up? How will you protect them from retaliation?
- 2.** **Employee awareness and training** – Let staff know the measures you're taking to protect them. The higher the awareness of legal and internal protection measures, the higher level of trust employees will have in the process.
- 3.** Ongoing promotion – Awareness doesn't stop at onboarding. Continuously promote the measures in place to safeguard your employees through internal communication channels, or physical promotional assets such as posters.
- 4.** **Action your promises** – The best way to prove your commitment to fair treatment is by taking appropriate action in the face of wrongdoing.
- 5.** Manage reports correctly – Make sure the people responsible for investigating and handling reports of wrongdoing are trained appropriately – mismanagement of reports can lead to an accelerated breakdown in trust and deter future disclosures.
- 6.** **Actively encourage feedback** – Ensuring there is a healthy level of communication within your team helps foster a culture of transparency. The more employees feel it is worthwhile communicating insights, the more you'll understand the goings-on in your organisation.
- 7.** Lead by example – Research by Deloitte shows employees feel more valued when their Senior leadership acts in accordance with the company's core values and beliefs.
- 8.** **Demonstrate appreciation of your employees** – Not only should you ensure wrongdoing is held accountable, expressing gratitude and appreciation for efforts to maintain positive ethical behaviour made by your employees helps build trust.
- 9.** Be consistent in your efforts – It takes time for trust to be earned, and it can be very easily eroded. If it becomes apparent to employees that communicating issues is not worthwhile, it will deter further disclosures from being made.
- 10.** **Offer anonymity** – the biggest shortcut to higher levels of trust is offering anonymous speak-up channels to your employees. Allowing them to remain anonymous encourages them to report.