

Expert Webinar:

HRACUITY®

From Fear to Feedback: The State of Workplace Harassment & Anonymous Reporting



Today's Speaker



Deb Muller
CEO, HR Acuity

Donation – TreesCharlotte

- TreesCharlotte was established in 2012 as a public/private nonprofit collaboration to grow and diversify Charlotte’s urban forest by promoting tree stewardship, growing Charlotte’s tree canopy and educating how to plant and preserve trees. TreesCharlotte focuses on underserved communities.
- The most recent aerial analysis in 2018 showed that Charlotte’s tree canopy cover was 45%. TreesCharlotte strive to plant at least 5,000 trees a year and educate our citizens about the importance of a strong urban canopy.



There are *thousands* of employee interactions happening in your company every day

Work
conflicts



Employee
behavior



Performance
concerns



Societal
navigation





Workplace Reporting

Enable your employees to voice workplace concerns.



managER
Issue Management

Empower your people leaders to address issues.



HR Case Management

Easily document employee issues as they happen.



Investigations Management

Conduct fact-finding investigations if they escalate.



Analytics & Insights

Uncover trends to proactively prevent future issues.

The *only solution* purpose-built for employee relations and investigations.

FRACUITY®

The *Leader* in Strategic Employee Relations



Built by HR – founded by HR visionary with over 25 years investigatory and employee relations experience.



Awarded numerous accolades for continuous innovation and enhancements in ER technology.



Publish annual HR Acuity Employee Relations **Benchmark Study** covering over 6 million employees.



Creator of first-ever Employee Relations Maturity Model, **ER/Q**.



Lead **Employee Relations Roundtable Community** with over 300 Global ER leaders.



Founder of **empowER**, a 3,000+ online member community dedicated to employee relations and investigations professionals.



Today's Guest Speaker



Danae Woodward

Attorney & Mediator,
Woodward & Woodward, PLLC.

8 ER Issues your employees are more likely to report anonymously *or not at all*



Bad Boss Behavior



Co-Worker Conflict



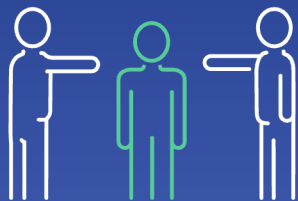
Harassment



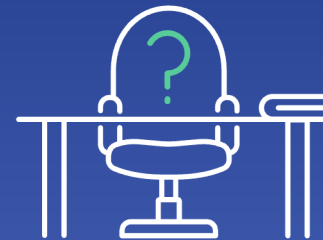
Bias &
Discrimination



Ethics Violations &
Conflicts of Interest



Mobbing & Bullying



Fear of Penalty



Safety Concerns

Survey Methodology

Respondent Profile: **1,980 employees**

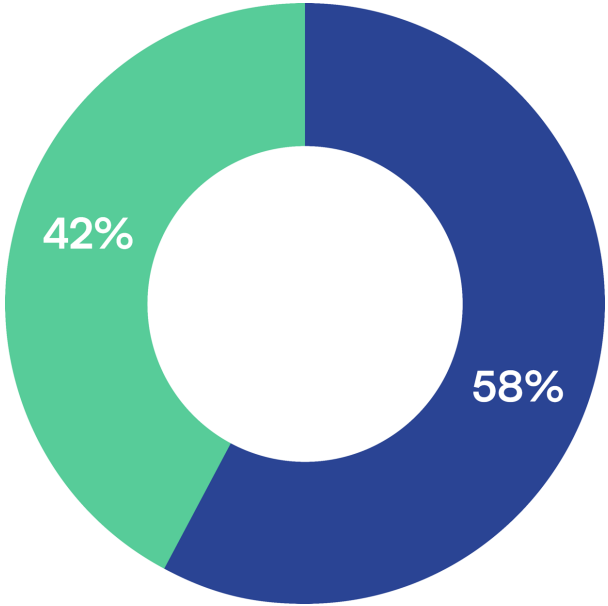
- Wide range of industries, organization sizes, job type/levels, and experience levels
- Demographically diverse by age, gender, ethnicity/race

The data has a confidence level of +/- 2.2 percentage points (95% confidence interval).



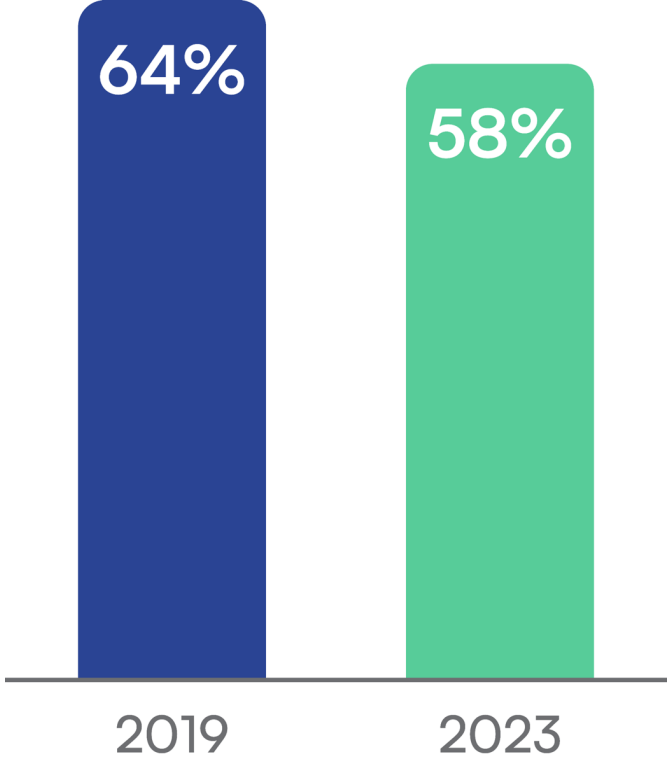
Many Incidents of Workplace Harassment & Misconduct Go Unreported

Did you report the inappropriate, illegal or unethical behavior you experienced or witnessed?



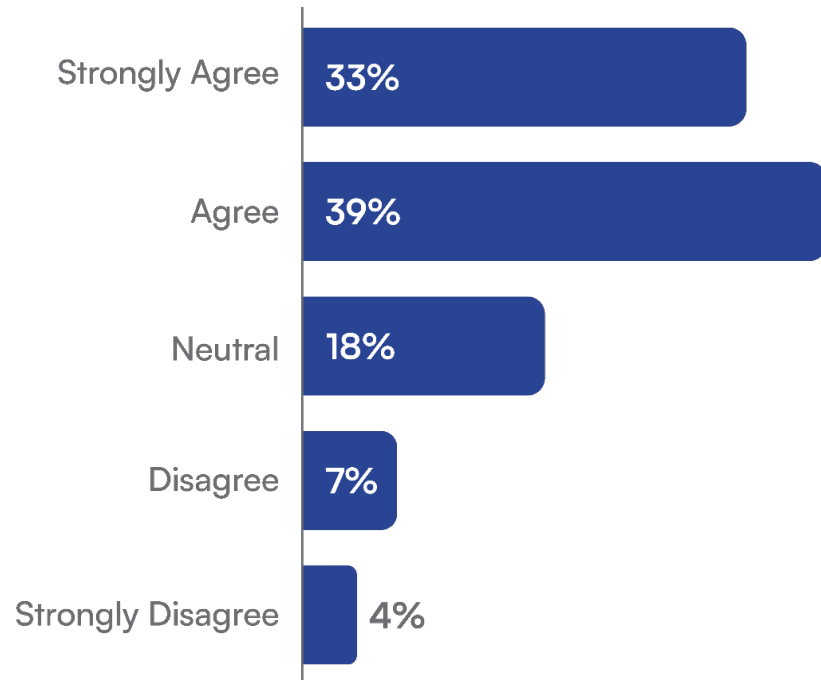
■ Yes ■ No

Reporting rates for inappropriate, illegal or unethical behavior

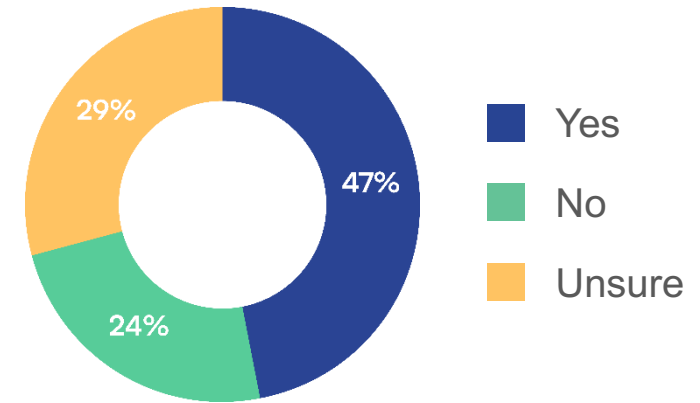


Anonymous reporting tools

I feel confident that I would report workplace concerns or issues if I could do so anonymously.

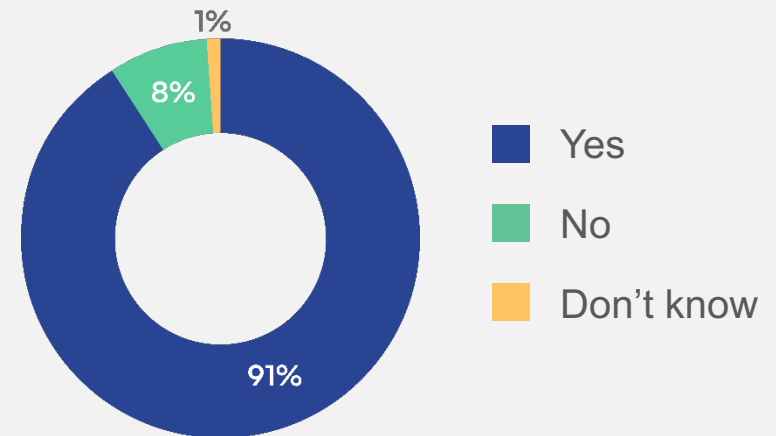


Does your employer offer a way/tool for employees to anonymously report a workplace issue or concern?



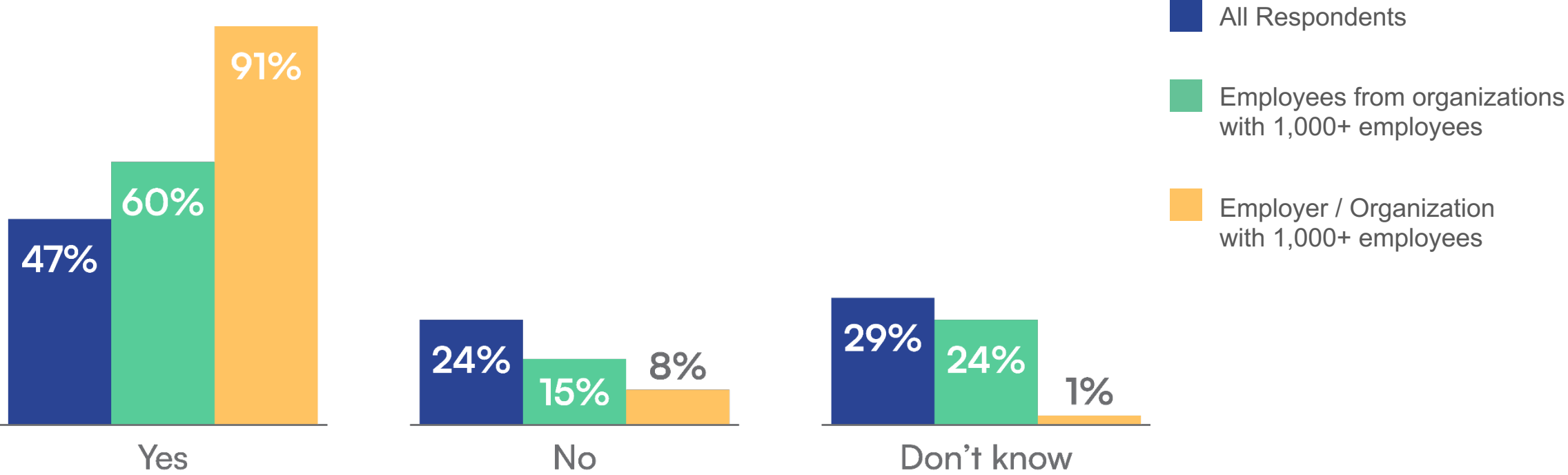
SEVENTH ANNUAL BENCHMARK STUDY

Does your organization use a tool for employees to anonymously report issues or concerns?



Anonymous reporting options: Employee Perspectives

Are you aware of the anonymous reporting options offered by your employer or organization?



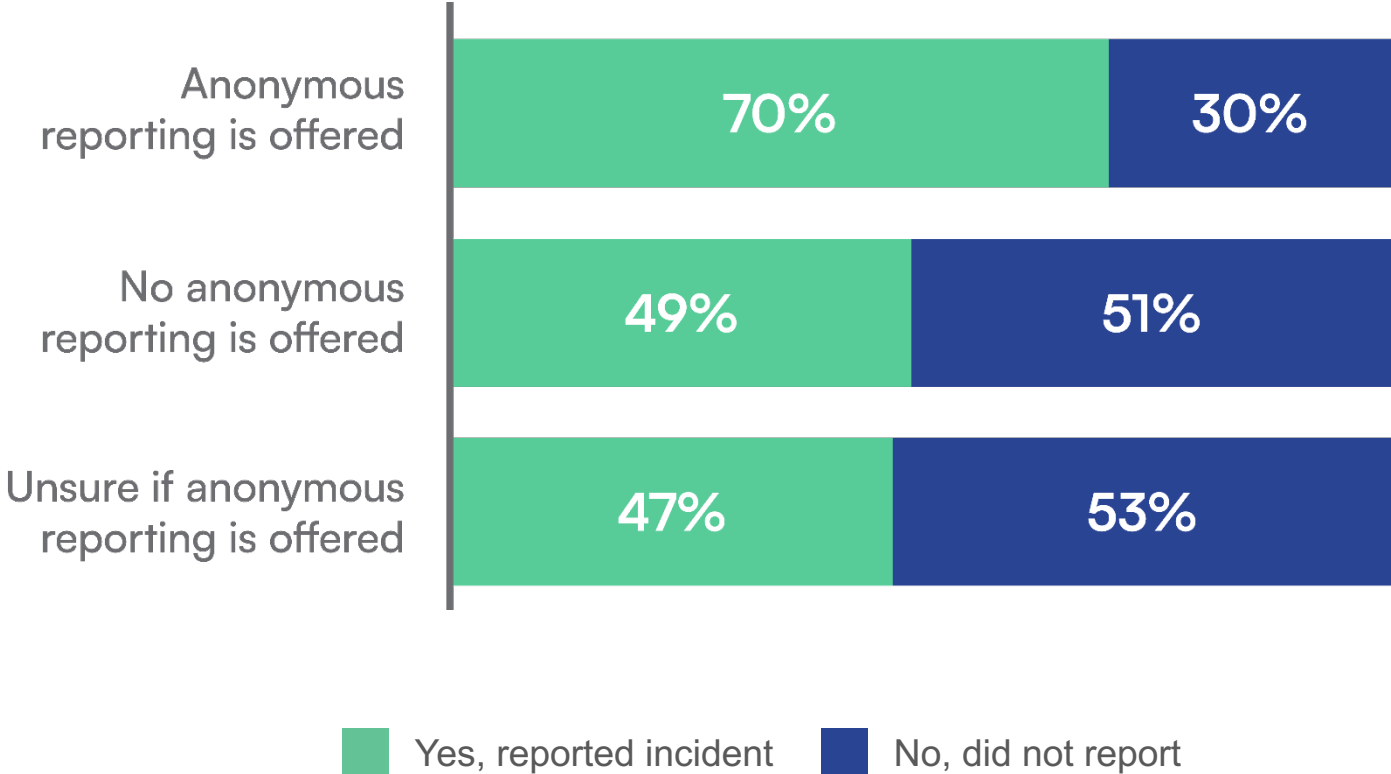
Demographic and employee status differences in the type of workplace

- The types of workplace issues experienced or witnessed varies somewhat across employee segments, based on demographics or the industry worked in.

| Industry | Reporting Tendency |
|---|---|
| Hospitality, Food & Beverage | More likely to report racism (47%) |
| Manufacturing, distribution or construction | More likely to report corruption (37%) |
| Professional or business services | More likely to report discrimination (33%) |
| Consumer services | More likely to report socioeconomic discrimination (19%) |

Anonymous reporting tools significantly increase likelihood of employees to report workplace issues

Did you report the inappropriate, illegal or unethical behavior you experienced or witnessed?



Increasing likelihood that employees will report issues or concerns

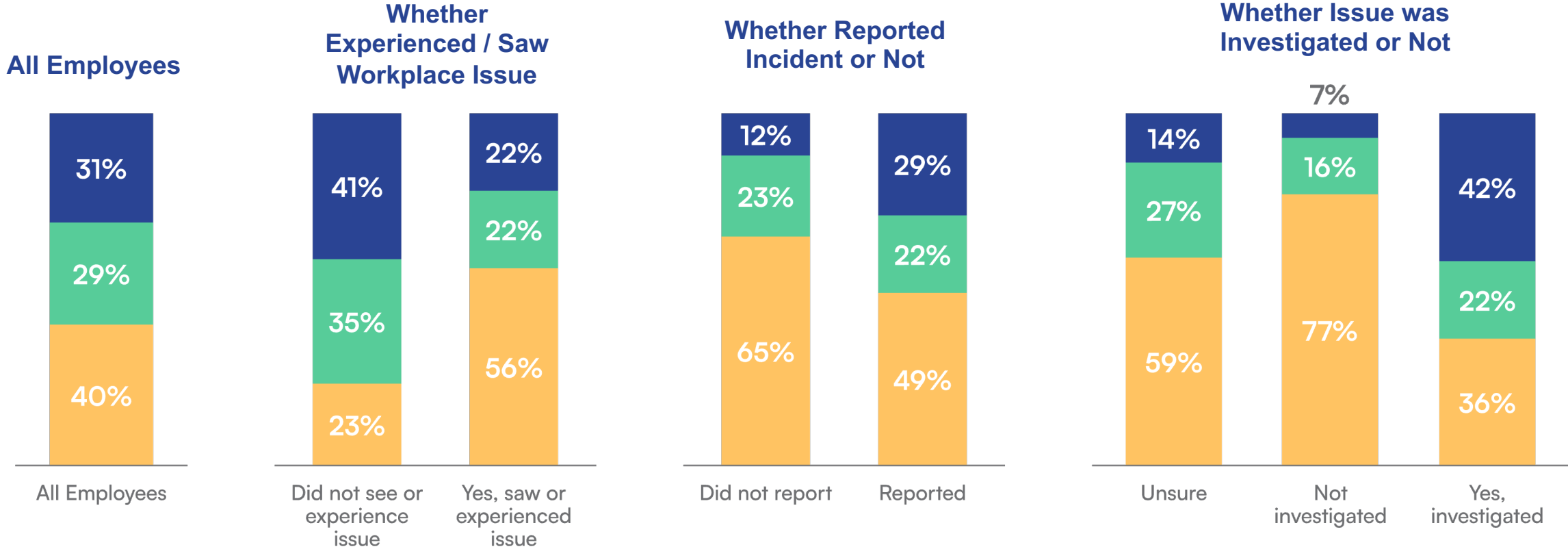
- Employers can build trust and confidence to report more issues by publicizing options to report anonymously and sharing aggregated, anonymous investigations data.
- When asked what could convince them to report an issue or concern, employees want guaranteed anonymity and to know how the company handled similar situations in the past.
- Knowing that senior leadership values reporting and will address workplace misconduct and harassment is also important.

Which of the following would have had the greatest impact on convincing you to report the issue or concern?

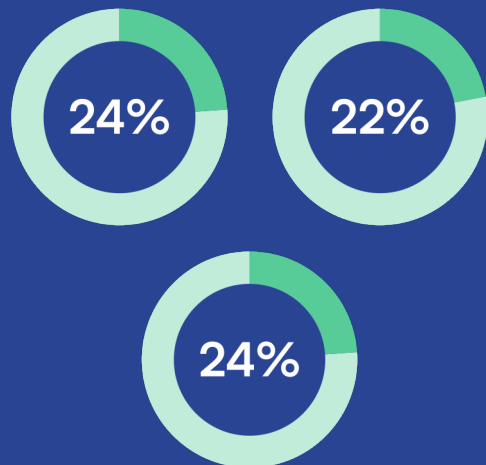


Likelihood to recommend employer overall and based on experience with workplace harassment or misconduct

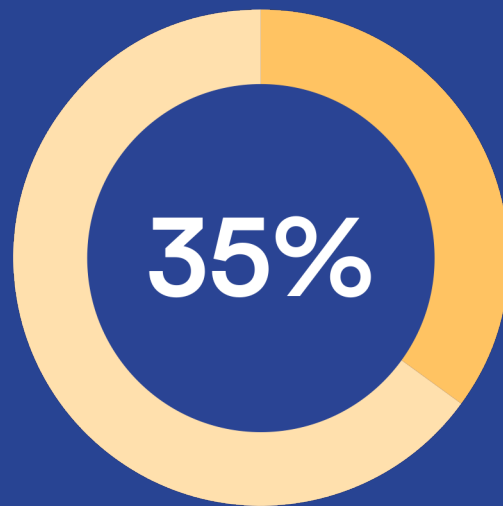
How likely are you to recommend this employer as a potential workplace to your peers?



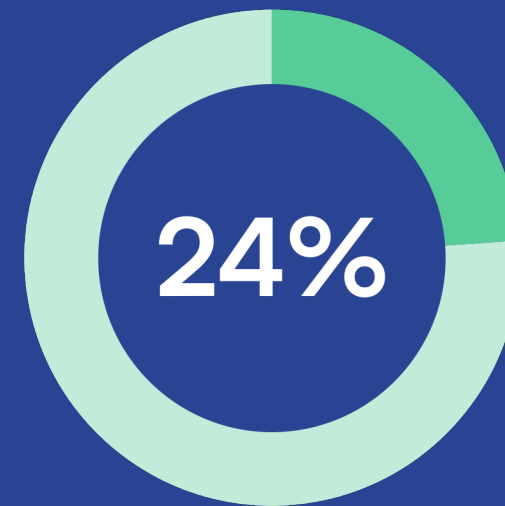
Roles/departments where employees report workplace harassment or misconduct



Employees who experience an incident online are **more likely to report to other sources** such as web portals (24%), hotlines (22%), or ethics/compliance (24%).



of employees in a management role are **more likely to go to Senior Leadership** to report an issue, as opposed to a manager.



of women are **more likely to report an incident to Senior Leadership** as opposed to men, at 13%.



What are the *Benefits* of Anonymous Reporting?



Strategies for Responding to Anonymous Reports



Acknowledge the report



Provide updates



Follow-up



Documentation



Attorney – Client Privilege



Anti-Retaliation Laws

Follow-up & *Communication*



Process



Prevent Retaliation



Gather Additional Info



Find a Tool to Manage



SPEAKFULLY™

POWERED BY HRACUITY®

Looking to create a safe, transparent, communicative work environment that encourages your team to speak up? Whether your employees are at their desk or out in the field, Speakfully provides a simple, easy way to anonymously report any issues or concerns.



Anonymous Reporting

Anonymous employee reporting going directly to the organization, in real-time, allowing them to take action as soon as possible.



Messaging

Messaging for employees and organizations to communicate on submitted anonymous reports.



Easy Reporting

Simple and easy reporting process that quickly guides employees through submission.



Status Tracking

Employee status tracking of reports submitted to show transparency on where the organization is at with the investigation.

Let's see it in action