



CONFIDENTIAL EMPLOYEE HOTLINE

Gain valuable insight into your organization’s activities by providing your employees with a secure and confidential way of reporting unethical behaviour and personal concerns.

EMPLOYEE WORKPLACE ISSUES

When it comes to workplace issues involving employees, the list is extensive: fraud, discrimination, harassment, abuse of power, negligence, waste, and safety issues, to name a few. In this context, employers are realizing with increasing urgency that employee feedback is critical to business success. Unless they provide their employees with clearly defined and trusted communication channels to report their concerns, employers will not be aware of these issues in their workplace nor take the steps towards resolving them. For these reasons, Human Resource Managers everywhere are implementing complaint reporting solutions such as hotlines to identify problem areas in the office and to lead organizational changes.

CASE STUDY

A transportation company employee, suspecting that a driver was drinking on the job, reported the issue through the hotline. This allowed the client to investigate the matter, take the driver off the road, and provide him with the support he needed.

HOTLINE SOLUTION

Having a 24/7 confidential employee hotline offers an opportunity for employers to become aware of issues in their workplace that would otherwise go unnoticed or unreported. This in turn allows management to solve them in a timely fashion, reducing the risk of problematic situations

deteriorating further. A hotline service enables employees to share their feedback anonymously to a third-party service without the fear of repercussions from their supervisors.

With a well-defined confidential communication channel, employees are much more likely to report their issues and concerns. The call center operator can draft a summary of the issue reported following the call and forward it to the company for further action. By having every reported incident logged into a database, the operators can also provide employers with actionable intelligence on their employees’ concerns and issues through periodic reports, giving them clear insights and indicators on the overall state of their employees.

In the end, timely detection can prevent issues from escalating and becoming liabilities negatively affecting the company’s reputation and productivity. Having a confidential hotline also means that any employee who feels ignored or undermined can voice his concerns with the certainty that they will be heard and brought to the attention of management.

CASE STUDY

Several retail store employees reported that a manager seemed to discriminate against them based on their nationality. After being made aware of these complaints, upper management was able to validate the truthfulness of these claims and take the appropriate administrative measures.

VALUE PROPOSITION

PARM's Confidential Employee Hotline service is a 24/7 confidential hotline available for employees to report all workplace-related concerns such as: unethical behavior, illegal activities, issues with other employees / supervisors, safety concerns, questions & suggestions.



Availability

PARM's trained in-house operators are available 24/7 to take and manage employee calls.



Documentation

Every call is logged in a centralized database.



Reporting

Email notifications are sent to management in a timely manner following every call.



Insights

Fully customizable monthly and quarterly reports help employers gain better insight into their employees' concerns.



Cost Effectiveness

Every call is billed on a per-minute basis, no additional costs.

BENEFITS

- Anonymous issue reporting and case management 24/7
- Improve reporting and awareness of unethical behavior
- Increase employee satisfaction and morale
- Reduce claims, fraud, workplace conflicts

PROACTIVE RISK MANAGEMENT

PARM



ProActive Risk Management (PARM) is a leading global provider of enterprise risk management and security services. By taking an integrated approach to risk management and by recruiting the security industry's top talent, PARM has positioned itself as its clients' trusted vulnerability partner, providing an unmatched level of service based on its patented Five Dimensions of Risk Management.