

# 1 - GOOD WORKPLACE CULTURE AND SENSITIVE INVESTIGATIONS FRAMEWORK

## A PSYCHOLOGICALLY SAFE WORKPLACE



- Your employees feel confident in speaking up about negative in your workplace or operations.
- People are confident that they will be safe from bullying and harassment.
- Your staff are more likely to raise issues informally and trust that you will respond adequately
- Any investigations are conducted sensitively, with due regard to individuals' needs and vulnerabilities.
- Everyone feels valued.



**Whistleblowers are the canaries in the mine; they give the earliest alert to wrongdoing of all kinds, especially by powerful entities, both public and private.**

Baroness Kramer, Whistleblowing Private Members Bill Sponsor

## 3 STEPS TO A STRONGER WHISTLEBLOWING FRAMEWORK



### 1 REDUCE

#### **Promote calling-in...to reduce the need to report**

Take steps to support informal, confidential, low-key ways to raise issues and feed them back

#### **Refresh training...to improve culture and awareness**

Normalise a continuous commitment to a psychologically safe workplace

#### **Escalate consistently...to triage cases and focus resources**

Monitor trends and embed a nuanced, objective escalation process

### 2 PREPARE

#### **Map your oversight...so you are prepared to respond effectively**

Create an adaptable and flexible outline process and protocol for investigations

#### **Engage the board...to understand and detect themes early**

Allocate a NED with a culture and whistleblowing focus

#### **Identify support...so you know who to call on**

Protocol for using IT, internal audit, HR and external legal help to call on urgently

### 3 RESPOND

#### **Devise your investigation carefully...to address issues effectively**

See our six blueprint for devising an effective investigation on the next page



#### **Anticipate wider risks...to manage potential outcomes**

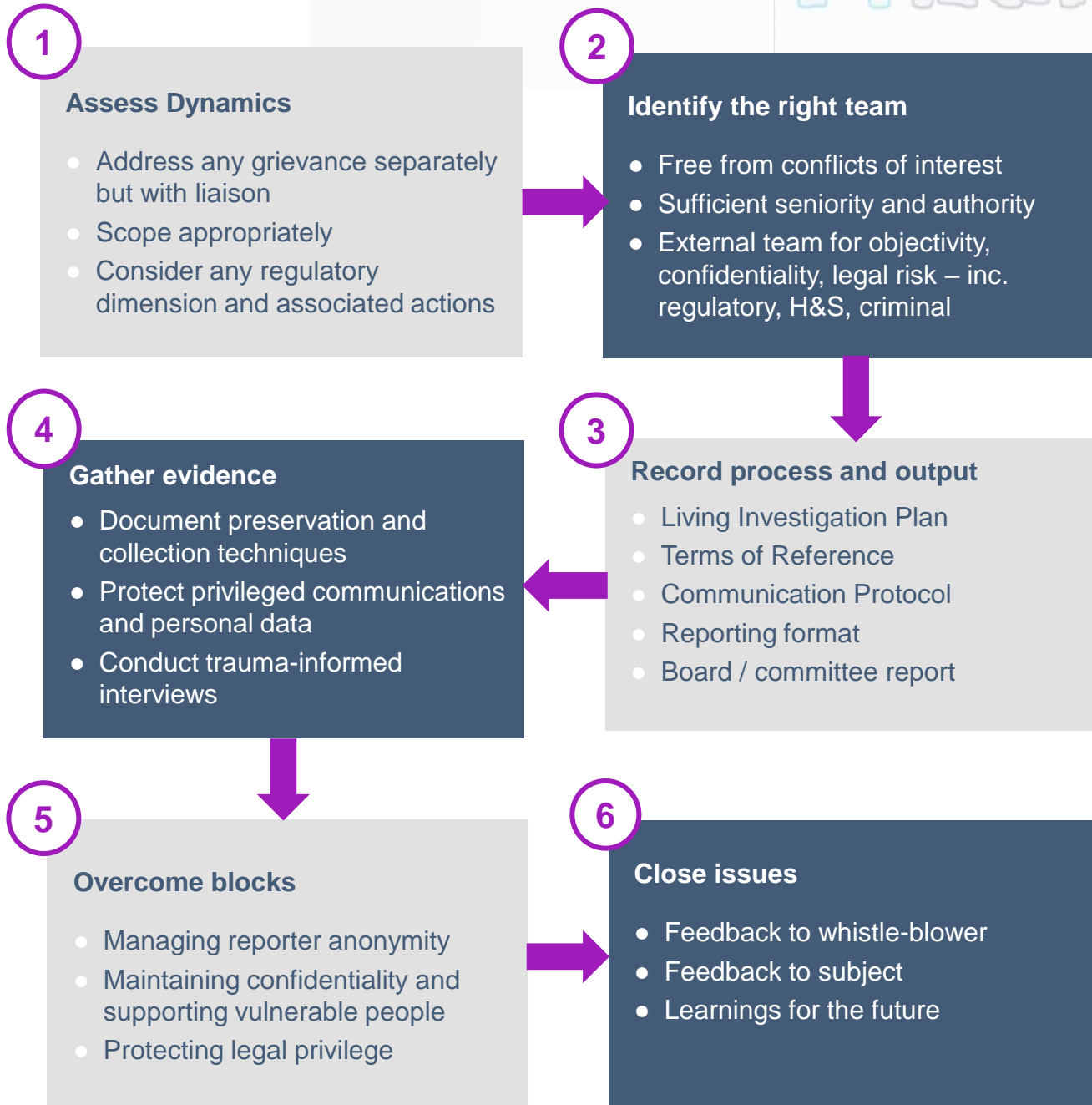
Consider potential external risks and stakeholders, including media, social media and litigation

#### **Action learnings...to future-proof your business**

Consider a range of outcomes from teachable moments to dismissal and root cause analysis



# 2 - WHISTLE-BLOWING FIRST RESPONDERS: BLUEPRINT FOR AN INVESTIGATION



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