

Voice of the Employee System
Presentation to the Board

February 19, 2015

Voice of Employee: Benchmarking

Why do employers utilize a Voice of Employee (VOE) system?

- Having an independent helpline available to employees alerts the company to issues and concerns, facilitates referrals of serious misconduct, and reduces the possibility of inappropriate actions
- Offers another means within the existing organizational framework for employees to report issues or concerns
- Reduces a whistleblower's worry of retaliation
- Allows for more detailed information to be provided than other communication methods (e.g., anonymous note)
- Will enhance corporate governance

Voice of Employee: Benchmarking

What is it?

- Is an independent helpline available 24/7
- Provides a confidential mechanism for employees to report issues
- Offers a combination live and automated system as the most user-friendly approach

When is it used?

- To report issues that may include: Criminal Misconduct, General Misconduct, Ethical Compliance, Privacy & Security, Discrimination, Harassment, Safety, Vendor Relations
- May also be used to report concerns in situations where an employee has previously brought an issue to a supervisor

Voice of Employee: Benchmarking

How is it used?

- Is often positioned as a “ethics”, “whistleblower”, or “compliance” tool
- As part of the intake process, the helpline gathers all requisite information and provides an employee with assurance that a complaint will be routed for handling
- The helpline forwards the complaint to the appropriate internal stakeholder for investigation in line with our existing investigatory channels
- Internal stakeholders complete the investigation and report findings to a governance committee
- Credibility is contingent on users’ perception that their complaints are acted upon

Who are the typical internal stakeholders?

- Inspector General, Audit, Human Resources, Corporate Security, Information Security, Ethics and Compliance

Voice of Employee: Implementation

- The Port Authority will initiate a competitive selection process to select a third party vendor.
- Targeted timing to rollout is estimated to be 3-6 months depending on complexity of program.
- Establish a reporting system to highlight potential problem areas and identify trends across the agency with periodic reporting to the Board.
- Develop communication materials to introduce and establish the VOE program as an agency-wide helpline that will augment existing reporting and investigatory mechanisms.