



NAVEX Global Hotline Data and Trends

For NGAC member use only

Understanding the Data

- This summary is based on data from our largest database, EthicsPoint only. It does not include Alertline.
- To determine trends, we looked at the reporting data in 3 timeframes for the first 6 months of 2020.
 - January through February – pre COVID-19
 - March through May – shutdown timeframe
 - June – phased reopening

Data Points

- Highest week of overall reporting was week of 3/15/20 – then dropped by 38% at the week of 4/12. Stayed that way until week of 5/31 (note this is the day that George Floyd was killed). Percent of reports increased by 32% in one week and has stayed at these levels through week of 7/18.
- Reports related to COVID reached a high during the week of 3/15 and steadily dropped until the week of 5/24 – overall a 66% drop. Since then, COVID-related reports are steadily ticking up every week but are still at about half the levels of the highest point in March.
- HR reporting stayed relatively steady throughout in the 55% range – HR related reports are always the biggest category
- Other Issue Categories:
 - Environment Health and Safety
 - March through May - increase of 111% in EHS reporting over January/February
 - June - dropped back by about half in June
 - Accounting Auditing and Financial Reporting
 - June - a 67% increase over March through May reporting
 - Harassment/Discrimination
 - Harassment claims dropped after February by 37% and stayed steady at the lower rate through June
 - Discrimination claims dropped significantly in March through May but jumped all the way back to normal reporting levels in June
 - Retaliation
 - Reports of retaliation dropped in March through May to almost nothing from normal levels of about 1%– retaliation reporting in June was halfway back to normal levels

- Substantiation of Reports
 - Report substantiation rates dropped a bit in March through May but back to normal to higher levels in June

Anecdotal Information from the Contact Center

Please note that much of this is likely dependent on the status of the workforce i.e. returned to office or not; essential or not; interaction with the public or not.

- When reporters make hotline reports regarding COVID now, it seems to stem from lack of preparation and lack of following social distancing guidelines
 - Retail workers are concerned that customers are not following social distancing guidelines
 - Many retailers have designated standing areas and attempt to control foot traffic, but customers ignore the signage
 - Employees are upset that these rules are not being followed/enforced
- Reporting is returning to more sensitivity to common cold symptoms; folks are making reports when seeing someone cough or sneeze, etc.
- Some states have made wearing masks mandatory—some reporters are demanding their company provide these masks if they are essential workers
 - Additionally, reporters who are able to work remotely want assurances that they will have the proper materials to combat COVID once they return to the office
 - Another sentiment—reporters who currently work remotely are asking, “When will I have to return to work?” “What if I’m not ready?”
- EthicsPoint supports many “City of...” programs
 - Reporters calling these lines seem to be either challenging the mask mandate or asking for government officials to more strongly enforce the mandate
- One additional surprising takeaway from the recent conference sessions we did on this topic was the observations that organizations are receiving more reports from third parties/non-employees.

Takeaway

Organizations should be seeing an increased volume of reporting over March through May levels and if they are not – it would be important to determine why and communicate about reporting systems and non-retaliation policies.