



Minnesota Crime Prevention Association's Crime Prevention Tips

The MCPA strives to bring current information regarding prevention topics to its members. Please use these prevention tips to promote safety to the citizens of your community. These tips are great for brochures, newsletters, e-mails, etc.

**Topic: Employee Relations and Hotline – Business
A Safe and Honest Workplace is the Responsibility of Everyone**

- ✓ Operating a business to the highest level of business ethics and compliance with all laws it is recommended that businesses have an outlet for employees to report confidential matters.

- ✓ **Business Hotline Basis**
 - An employee who becomes aware of unethical, illegal, irresponsible acts, or otherwise would like to report a concern.
 - The concern could be one of many facets: Business Code and Ethics, Insider Trading Policy and/ or Company Policies, Sarbanes Oxley, etc.
 - Designate departments who can assist with the investigation and follow-up such as:
 - ✓ Loss Prevention, Operations, Legal, Logistics, etc.
 - The hotline should be monitored daily to ensure accuracy and consistency on calls placed
 - Immediate follow-up as per Human Resources/ Company direction
 - Confidential reporting line available to all levels of the organization
 - Toll-Free number which can be called from any phone and any location
 - Option for caller to remain anonymous and/ or known through contact information

- ✓ **Incidents reported:**
 - Harassment
 - Dishonesty
 - Theft
 - Unsafe working conditions
 - Any and all cases of unethical activity

- ✓ **When should calls be placed?**
 - Someone is observed or knowingly taking money
 - Abusing business discount or perk programs
 - Uncomfortable feeling due: verbal threats, policy violations or unsafe work conditions.
 - Concerns of: financial irregularities, misuse of company assets, conflicts of interest, theft, fraud and harassment/ discrimination etc.

- ✓ **Establishing Business Hotline**
 - Identify the business need through survey results, feedback forums, audit compliance, etc.
 - Review appropriate vendors to maintain information as a third party or in-house capabilities.
 - Set expectations and incident parameters with appropriate business partners and departments for incident and call follow-up.

- Communicate hotline program to entire business and workforce via options selected for employees.
 - Pamphlet/ New Employee Handbook
 - Stickers/ Magnet
 - Paycheck Attachment/ Email (optional)