

Organisational Culture and Whistleblowing Survey Results

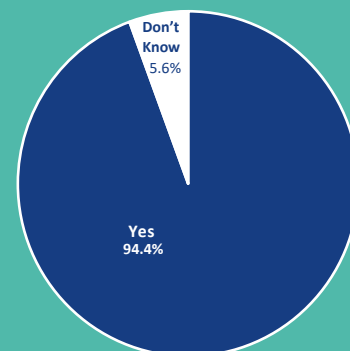
TIAA has conducted a snapshot survey across clients, with respondents from healthcare (58%) Education (15%), Housing (9%) and the remaining from charities, emergency services and local government clients.

The survey was in response to the volume and nature of high profile incidents currently occurring, many attracting damaging and extensive press attention and negative publicity. TIAA are currently supporting many organisations in enhancing governance and strengthening arrangements with whistleblowing processes and the measures that Boards can take to improve its organisational culture across its workforce.

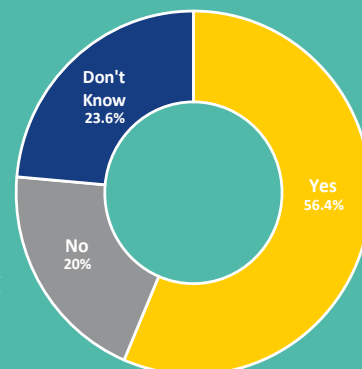
We asked a series of questions surrounding the framework and staff perceptions of its effectiveness.

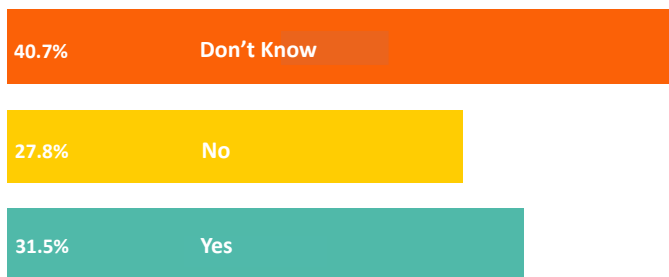
The results were:

Does your organisation have a published Whistleblowing Policy and is this easily accessible / available to all employees?



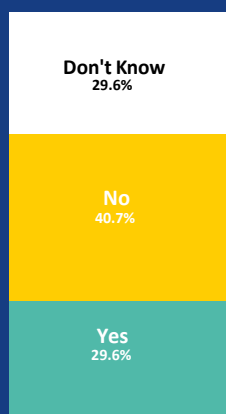
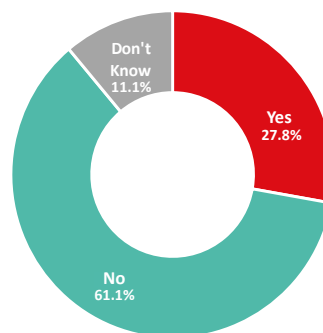
In your opinion, do you feel that your organisation's whistleblowing culture is strong enough to ensure that employees feel confident in being able to speak up?



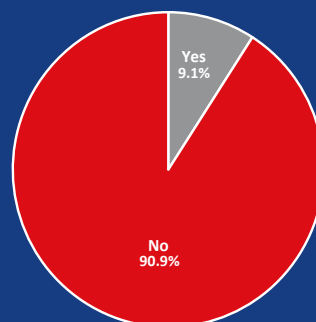


Has your organisation's whistleblowing process been tested for effectiveness?

Does your organisation provide mandatory training on the whistleblowing process?

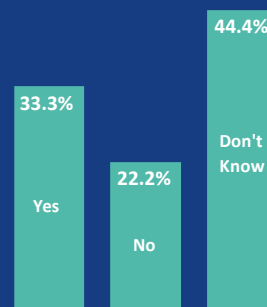


Does your organisation's whistleblowing training extend to management level employees and cover how to manage / respond to whistleblowers?



Have you ever had cause to report any concerns?

Has your Organisation undertaken a temperature check of its Culture?



Conclusion

- The survey responses show areas where there were positive messages from a number of respondents that their organisations had a policy framework that staff could access and where whistleblowing was actively encouraged by their employer.
- Whilst training was provided, the results and analysis of the commentary provided by respondents, outlined that in the main, whistleblowing was covered often in induction sessions, but there was a clear absence of specific tailored training, relevant to the roles that employees performed. In particular, operational / line managers, commonly the first point of call for whistleblowers, did not receive specific training to enable them to discharge their duty and also support any staff who approached them.
- Respondents also demonstrated that organisational cultures were not tested for effectiveness, but if they were, then the results or basis that this was done is not being communicated. Organisations must engage more with their employees to foster and promote an open, transparent and healthy culture that will bring benefits to its productivity, work environment and well being of its staff.
- Board agendas should feature these important topics for scrutiny and actions to strengthen governance in these key risk areas.

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