



FOR CLIENTS

---

# Mineral<sup>®</sup> Anonymous Reporting

Creating a safe and reliable workplace that employees can trust.

**Mineral<sup>®</sup>**  
MITRATECH

# What is Mineral Anonymous Reporting ?

Mineral Anonymous Reporting is an online tool that provides two-way masked communications between an employee and your designated HR manager, empowering employees to speak freely and with confidence. Through Anonymous Reporting's intuitive and quick reporting tool, employees experience trust that they will remain anonymous – which gives them the motivation to report on any issue they believe warrants their management's attention.



Assigned HR managers can discretely receive, manage and respond to a wide variety of workplace employee submissions such as:



Hostile working environment



Conflict of interest



Workplace harassment



Discrimination and bias



Customer mistreatment or poor customer service



Retaliation



Workplace and occupational safety



Environmental issues

## Anonymous Reporting uncovers issues before they get out of hand.

Whether your business is large or small, you seek to create a workplace that is positive for all employees. When an employee incident occurs, especially when it's already escalated and reported outside the company, it can create a significant burden on the business.

In contrast, when your employees trust that, at any time, they will be safely heard for their concerns, including from a place of anonymity, employee satisfaction increases. Incidents can be quickly addressed before they result in significant reputational and financial losses.

Some employers wonder how well it works to receive issues or concerns from employees when a report is done from a place of true anonymity. Research shows that it is both effective and worthwhile\*. Without the use of an anonymous reporting tool, it takes on average 18 months for management to become aware of an Employee Practices Liability issue. In contrast, when using an anonymous reporting tool, it shortens the time to become aware of issues and lowers a company's severity and potential claims. The bottom line: employees feel safer when they trust their reporting platform truly protects their anonymity.

Through its confidential portal and robust case management system, Anonymous Reporting also gives you control over what is actually happening among employees. It acts as an early warning system for problems within the workplace so that risks are significantly reduced.

## Workplace blind spots hurt business.

Today, more employers are moving away from using an email address, complaint box, or hotline number because these older traditional solutions are found lacking.

If an employee believes that the employer's reporting mechanisms may not remain anonymous, that same employee may fear retaliation and reprisals and be much less likely to report. When an employee does not report a situation, it means the business now has risky blind spots. Crucial and needed information may be missing – resulting in potentially greater damage to the company.

**There are more workplace incidents today than ever before – and business owners are often the last to hear:**

<b>Liability loss is more common.</b>	More than 1 in 4 private companies in the United States reported experiencing an Employee Practices Liability loss in 2020-2022 with an average loss ranging from \$250,000 to \$3,000,000*.
<b>Litigation is prevalent.</b>	Companies in every industry are increasingly facing potential litigation from employee-related claims such as harassment, wrongful termination, breach of contract, discrimination or retaliation.
<b>Retaliation is on the rise.</b>	When an employee reports an issue and can be easily identified as the source, the risk of retaliation significantly increases. Of all the alleged basis of discrimination received by EEOC in recent years, retaliation made up 55% of the charges*.
<b>Reporting outside is increasing.</b>	Often, the first time an employer hears of an incident is from a report submitted outside the company. Businesses in every industry are increasingly facing potential litigation from employee-related claims such as harassment, wrongful termination, breach of contract, discrimination or retaliation.
<b>Fraud and theft are high.</b>	22% of private companies in 2020-2022** reported that they had an employee steal company funds, equipment, inventory and merchandise. Such thefts, which occur in even the best work environments, are greatly reduced when employees are given the means to discreetly report suspicious activity.
<b>Insurance Premium costs can be reduced.</b>	Brokers writing premiums want their clients to have risk mitigation tools in place. Saving on insurance premium costs is just one of the reasons why more businesses are putting into place an anonymous reporting tool.



### Creating a safe workplace for employees is not optional. It's the law.

The Civil Rights Act of 1964 laid out that employers are not to discriminate based on race, color, religion, sex and national origin. Today, there is a rising addition of regulatory rules that enforce a safer and inclusive workplace. For example, the Equal Employment Opportunity Commissions (EEOC) requires employers to provide a clear, confidential and accessible reporting process for employees who believe they have been subjected to discrimination or harassment in the workplace. This means there must be such a system already in place – before any incident.

\* Chubb Private Client Survey

\*\* 2023 Reporting Benchmark Survey

# How Mineral Anonymous Reporting works:

## The reporter anonymously starts the Mineral Anonymous Reporting process.

The screenshot shows the 'General Information' step of the reporting process. On the left is a dark sidebar with a menu containing 'General Information', 'Parties Involved', 'Case Information', and 'Summary'. The main content area is titled 'Where are you reporting from?' and features two dropdown menus: the first is set to 'United States' and the second to 'Alaska'. Below these is a note: 'Different countries have different regulations about anonymous reporting. Please select your country to know the regulations.' The next section is 'Choose confidentiality level:', which has three radio button options: 'Share Name & Contact Info', 'Anonymous to Socius Insurance Services', and 'Completely Anonymous'. The 'Completely Anonymous' option is selected. Each option includes a brief description of the confidentiality level. At the bottom, the text 'You are:' is visible.

## The reporter answers questions through prompts.

The screenshot shows the 'Parties Involved' step. The sidebar menu is updated to highlight 'Parties Involved'. The main content area has a section titled 'Name(s) of witness(es) or people involved in the incident' with an 'ADD PERSON' button. Below this are two questions, each with 'Yes' and 'No' radio button options. The first question is 'Has this incident been reported to someone at [redacted]?' and the second is 'Has this incident been reported to someone outside of [redacted]?'. Both 'No' options are selected. At the bottom, the text 'Is the situation an emergency?' is visible.


## A Case Manager is identified to the reporter for correspondence and case management.

The screenshot shows the 'Case Manager' identification step. The sidebar menu is updated to highlight 'Parties Involved'. The main content area contains a text block: 'The following individuals will be assigned to your report. If you feel that one of the individuals may be a conflict of interest or would be obstructive to investigating the report, please check 'Exclude' below. If the report involves all individuals listed, please contact either the Chief Legal Officer or the Chief Operations Officer.' Below this is a card for 'Jane Smith', HR Generalist, with an 'EXCLUDE' checkbox. At the bottom, there is a reCAPTCHA widget with the text 'I'm not a robot' and a 'SUBMIT' button.


## After the case is resolved, the incident is stored as a system of record for compliance or future review.

## Anonymous Reporting features:

---



Employee Features
Easy online form that helps employee report an issue within minutes
Options are available for the employee to choose their preferred anonymity level
Documents can be attached to provide more reporting details
Two-way masked communications build trust and confidence
Status updates and tracking by assigned case manager give peace of mind
Multiple languages are supported
Reporting can be done online or through a mobile-enabled reporting tool



Employer Features
Integrates with the Mineral Platform for all HR & Compliance needs
Company logo and branding customization available
Ability to assign, route and track tasks of each case
Quick messaging for conversing with the reporter and/or case team members
Dashboard includes case status, stages of tasks, dates and assigned manager
Each case links to any compliance and company HR policies
Data analytics for deeper dive into company case trends and root cause analysis
New employer onboarding online tutorials and help
Online best practice guides for meeting regulatory standards
Meets EEOC, FCPA and state regulations

## Why Mineral

When it comes to managing HR and the ever-changing federal and state regulatory compliances, there's so much to track and do. Mineral<sup>®</sup> gives small and medium-sized businesses one place to turn for all the tools, answers, and best practices to stay ahead of the curve. Trusted by more than 1 million companies, and powered through a wide network of partners, Mineral brings together the largest HR community in the US. By combining the best of technology and backed by Mineral Experts, Mineral helps your business stay on top of HR and compliance and build organizational health.

- **Getting started is easy.** Once you are set up with Anonymous Reporting, you'll be provided with all the next steps you need to get started, including videos, user guides, tutorials and best-practice policies.
- **Mineral Platform** The Mineral Platform is your one convenient place to go for guidance, tools and resources you need to help your business manage HR and compliance. In addition to the benefits of Mineral Anonymous Reporting, you'll find online personalized recommendations and insights specifically for your business, the most up-to-date HR and compliance legislation information, best practice templates, training courses\* and more.
- **Mineral Experts** When you have a challenging employee anonymous reporting issue, sometimes the next steps are difficult to navigate. Having a trusted expert in your back pocket to talk with helps to better identify the best course of action or the wisest way to respond to all parties. Mineral's Experts are also very knowledgeable on how to stay in compliance on the most recent Federal or State rules impacting your business. With Mineral Experts, you have a team who will not only give your questions concisely, they are also ready to guide you on important matters that you may not know to directly ask – or make suggestions to continue to improve organizational health.\*

\*Mineral Experts and Learn training courses not available in all Mineral Platform Packages.



## Anonymous Reporting benefits:

---



Mineral Anonymous Reporting lowers employer risk of financial and reputational losses while demonstrating to all employees your commitment to a sustaining, safe and trusted workplace.

### **In summary, Anonymous Reporting:**

- Prevents issues before they become a serious problem
- Encourages the widest number of people to come forward
- Identifies workplace blind spots
- Reduces business risk and insurance premiums
- Prevents potential lawsuits
- Improves employee morale and trust
- Enables employees to feel heard and safe
- Lowers employee churn
- Improves organizational health

Visit [trustmineral.com](https://trustmineral.com) for more information.

#### **About Mineral**

Trusted by more than 1 million companies, Mineral combines data, technology, and human expertise to take the guesswork out of HR and compliance. Partnering with insurance brokers, PEOs and HCMs, Mineral has built the largest HR community in the U.S. Mineral was formerly known as ThinkHR and Mammoth. Learn more: [trustmineral.com](https://trustmineral.com).

©2024 Mineral, Inc. Brochure-AnonymousReporting-TM-1-26-2024-PDF