



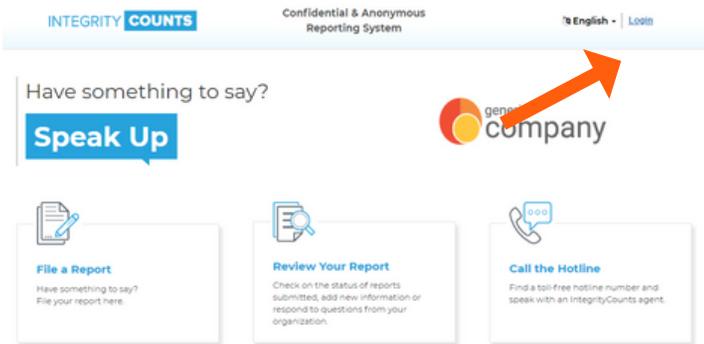
INTEGRITYCOUNTS

INSIDE THE CASE MANAGER

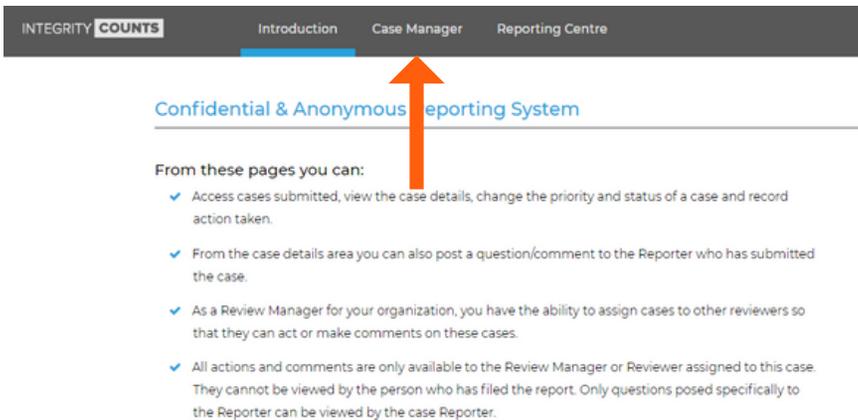
INTEGRITY **COUNTS**

INSIDE THE CASE MANAGER

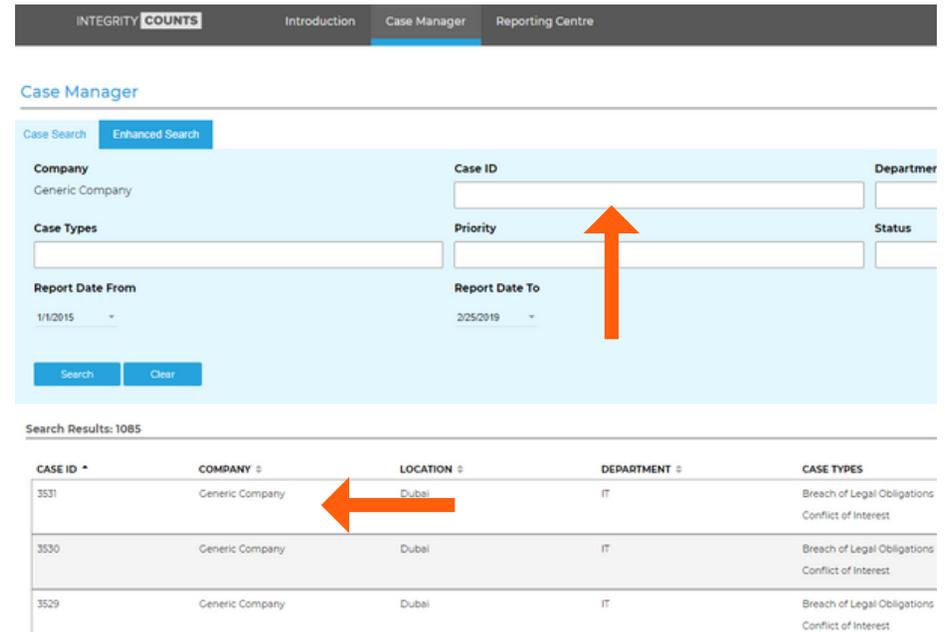
Start by visiting your company's custom URL (shared by your company) <https://v2.integritycounts.ca/org/companynamehere> and clicking on [Login](#). This will take you into your *IntegrityCounts* account.



Once logged in, you'll then click on [Case Manager](#).



Once inside, click on any case you see listed, or use the search criteria to search for a specific case or cases.



INSIDE THE CASE MANAGER

Once you've clicked on case to open it, you'll be taken to the **Case Details** where you will be able to see the **Description** of what the whistleblower has reported.

INTEGRITY COUNTS Introduction Case Manager Reporting Centre

Case Details

< Search Results

PENDING

Details

Case ID
Case 0003531

Reported Date
Feb 25, 2019

Client Name
Generic Company

Date of Occurrence
Feb 25, 2019

Case Source
WEB

Location of Case
Dubai

Department
IT

Contact Information

Description Case Settings Reviewers Implicated Individuals Messaging

This section offers the Reviewer(s) access to the details of the case. It is captured verbatim from the Reporter and is used to take proactive measures to eliminate workplace issues.

Case Anonymity Level
Contact Information Provided

Describe the Case
I was eating spaghetti and my manager snatched it from me.

Case Types
Breach of Legal Obligations
Conflict of Interest

Additional Information
Has the case been reported to a supervisor in the past?
Yes
Have you seen any action on these past reports?
Yes
Are you an employee of the organization?
Yes

The Case Details will give you a quick snapshot of the reported date, location of case, department of case, and if the whistleblower has provided it, you'll see their name, email and or phone number.

***NOTE** if the whistleblower has decided to remain completely anonymous, you won't be able to see any contact information. It is up to the whistleblower to log back into *IntegrityCounts* themselves to see if there are any updates, to their case, or questions pending their attention.

The next tab is the **Case Settings** tab. When you click here you will see that any newly reported cases are automatically assigned a default Status of Pending and a Priority of Normal.

Description Case Settings Reviewers Implicated Individuals Messaging

This page offers the Reviewer(s) who have access to the case to choose descriptive filters once the case has been reviewed. These filters allow the Reviewer to change the action type, and has an open text field to describe the ultimate outcome summary. It is important to remember to close the case once the outcome has been evaluated, reports.

Priority
Normal

Status
PENDING

Any reported cases that are in the investigation process will have these areas updated accordingly.

Description Case Settings Reviewers Implicated Individuals Messaging

This page offers the Reviewer(s) who have access to the case to choose descriptive filters once the case has been reviewed. These filters allow the Reviewer to change the action type, and has an open text field to describe the ultimate outcome summary. It is important to remember to close the case once the outcome has been evaluated, reports.

Priority
Urgent

Status
RESPONDED
ACTIVE
ASSIGNED
CLOSED
PENDING
RESPONDED

Update

INSIDE THE CASE MANAGER

The next section is the **Reviewers** tab. Here you will see list of individuals in your organizations who have been tasked with the role of investigating cases on a case-by-case basis. They do not receive a notification when new cases have been reported, However, should you choose to assign a case to one or more of the individuals listed below, they will receive a notification that a case has been assigned to them. They will use the information in that email to log into their account, and start investigating the case they have been assigned to.

Description Case Settings **Reviewers** Implicated Individuals Messaging

This section offers the Review Manager the ability to assign a Reviewer to this Case. Please check the the Update button.

Chandler Bing Joey Tribbiani

Monica Geller Phoebe Buffay

Reviewer Ross Geller

Update

The list of names you see in the Implicated Individuals tab are any of your company Reviewer managers who may have been implicated in a reported case. This means any names who have been checked off did not receive the automatic notification once the whistleblower submitted their case.

Description Case Settings Reviewers **Implicated Individuals** Messaging

This section offers the Reporter the ability to view implicated people and remove them if incorrectly implicated.

Please name the individuals implicated in the case.

Danielle Pannier Demo Review Manager

Jenna Irwin Kenny St-Hilaire

Sabrina Aslam Sabrina Aslam
Client Administrator, Reviewer Manager

Shannon Walker Testing Account
CEO testing

If a reporter has checked off a Reviewer Manager above in a reported case, that case will not be available in the Case Manager when the Reviewer Manager logs into their account.

The only people who are able to uncheck any Implicated Individual if it was checked off my mistake, is the reporter themselves if they log back into review their case, or WBS Admin by way of written consent from the company.

INSIDE THE CASE MANAGER

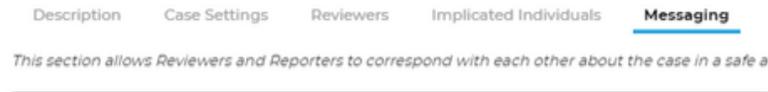
Next is the **Messaging** tab.



Please select an action from the drop-down below:



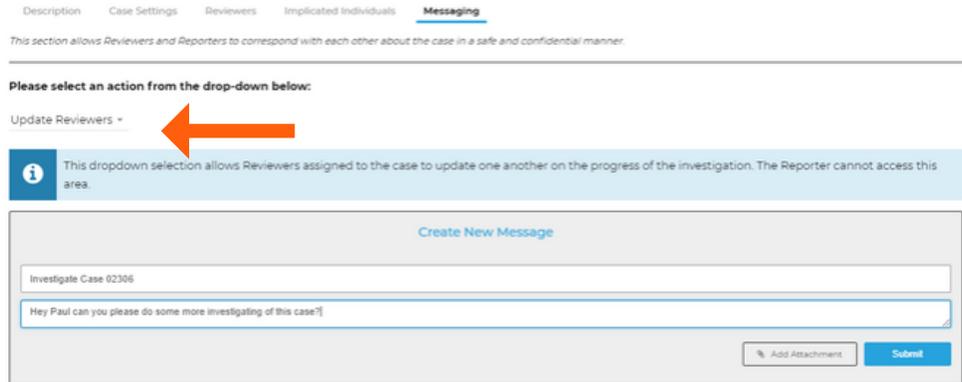
Inside this tab, Review Managers and Reviewers (cases they've been assigned to) will be able to dialogue with the reporter, and with each other. By clicking on the arrow in the drop down, a Review Manager and Reviewer can choose whom they wish to communicate with.



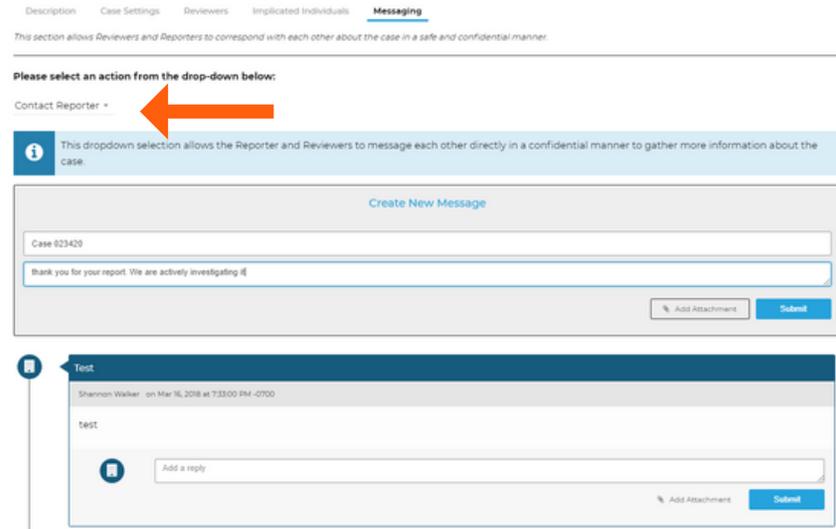
Please select an action from the drop-down below:



By choosing **Update Reviewers**, Review Managers and Reviewers can dialogue with each other during the investigation of the case. The reporter is not able to see any communication here.



By choosing **Contact Reporter**, Review Managers and Reviewers can dialogue with the reporter during the investigation of the case. The reporter remains completely anonymous during this dialogue.



INSIDE THE CASE MANAGER

Once a case has been fully investigated and Review Managers or Reviewers are ready to close the case, any final conclusions and notes can be recorded.

Once a case has been marked as **Closed** in the **Status**, other options to finalize the case investigation will be available to include.

Status

CLOSED ←

Action Type

- Corrective
- Disciplinary Review
- No Action Taken
- Probation
- Remediation
- Suspended With Pay
- Suspended Without Pay
- Terminated With Cause ←

Choose an **Action Type**. Your choices are Corrective, Disciplinary Review, No Action Taken, Probation, Remediation, Suspended With Pay, Suspended Without Pay, Terminated With Cause

Choose a **Report Validation**. Your choices are No Cause Found, Partially Substantiated, Policy Change Required, Substantiation

Description **Case Settings** Reviewers Implicated Individuals Messaging

This page offers the Reviewer(s) who have access to the case to choose descriptive filters once the validation, action type, and has an open text field to describe the ultimate outcome summary. It is the data analysis reports.

Priority

Normal

Report Validation ←

- Substantiation
- No Cause Found
- Partial Substantiation
- Policy Change Required
- Substantiation

Once complete, click **Update** and your case is now closed.

Description **Case Settings** Reviewers Implicated Individuals Messaging

This page offers the Reviewer(s) who have access to the case to choose descriptive filters once the case has been reviewed. These filters allow the Reviewer to change the validation, action type, and has an open text field to describe the ultimate outcome summary. It is important to remember to close the case once the outcome has been i the data analysis reports:

Priority Normal **Status** CLOSED

Report Validation Substantiation **Action Type** Corrective

Outcome Action

We have decided to review our safety policy in order to prevent anymore concerns

Update ←

Once a case is closed, it can not be edited. If you wish to add information to a Closed Case, please contact WBS and we will be happy to reopen a case.

INTEGRITYCOUNTS TERMINOLOGY

ACCESS

Access means users have the right to view or update case information.

ACCESS LEVEL

Access level is a set of rights that define what the user can and cannot do with cases.

ACTION TYPE

Action type refers to what action was taken on a case resulting from the investigation, and the outcome of the investigation. Reviewers and Review Managers are able to choose an action type that best represents the final outcome of the case.

Choose a **Report Validation**. Your choices are No Cause Found, Partially Substantiated, Policy Change Required, Substantiation

ACCOMMODATION PROVIDED

Did the closure of the case result in accommodation of the issue originally raised?

ADVICE GIVEN

Did the closure of the case result in advising the reporting on how to deal with an issue originally raised?

CORRECTIVE

Did the closure of the case result in correcting any activity, process, or policy initially raised as a concern?

DISCIPLINARY REVIEW

Did the closure of the case result in any disciplinary action given to people(s) implicated in the report?

DISCIPLINE - VERBAL WARNING

Did the closure of the case result in any verbal warning given to people(s) implicated in the report?

DISCIPLINE - VERBAL WARNING

Did the closure of the case result in any written warning given to people(s) implicated in the report?

EDUCATION / TRAINING

Did the closure of the case result in any education or training given to people(s) implicated in the report? Or was there any additional education or training conducted company wide resulting from the outcome of the case?

FEEDBACK GIVEN

Did the closure of the case result in any feedback given to the reporter, implicated people(s) and/or structure of the company?

MEDIATION / ARBITRATION

Was the issue mediated through a neutral person?

NO ACTION TAKEN

Did the closure of the case result in no action being taken. In other words, was there nothing to investigate, or was there a misunderstanding, etc.?