



Work In
Confidence

WorkInConfidence Anonymous Speak Up **The Benefits, Features and Security**



workinconfidence.com

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WORKINCONFIDENCE ANONYMOUS SPEAK UP

Anonymous Speak Up from WorkInConfidence ensures your people can speak up in absolute safety when they need to. Enable whistleblowing, empower raising problems easily and avoid that #MeToo moment.

Understand equality, diversity and inclusion, and ESG challenges by empowering people to discuss what could work better.

Unlike other solutions, WorkInConfidence Speak Up allows for truly anonymous, two-way conversations. You can respond to the member of staff that has raised a concern to follow-up, ask for additional information and bring the conversation to a conclusion.

A great outcome from an anonymous conversation is that the person feels comfortable to come forward and have a face-to-face conversation on the back of the anonymous two-way dialogue. This is not possible with Microsoft Forms or other similar solutions.

HOW ANONYMOUS SPEAK UP CAN HELP

 Easy & Trusted	 Spot Problems	 Gain Understanding
Our intuitive platform is cloud-based, mobile optimised, highly secure, and trusted, so your people can feel safe using it.	WorkInConfidence gives your people a safe way to speak up to the right person meaning you can eliminate problems, reduce risk and enhance engagement.	The WorkInConfidence platform delivers you with clear, actionable insights to develop and improve whilst providing your people with the safety they need.

SECURE

Managers and members of staff will want to know that their data is being stored securely.

WorkInConfidence Anonymous Speak Up is safe and secure with all records encrypted using strong methods and is approved by information governance teams across multiple sectors including health, finance, legal and retail.

If you are using an email solution you have no security control over the data.

- **KEY BENEFITS:**
- Secure, safe storage
- Encrypted data
- Highest security levels
- Always an accurate historic record



ANONYMITY

WorkInConfidence Anonymous Speak Up offers two anonymity options to the user:

- A user can choose to be completely anonymous sending a message and choose what username they want. They have to remember it to log in. In this situation notifications and reminders to the user are not possible.
- The user can choose to create an account using either their work email address or a personal one if the organisation has allowed it. In this instance, the user can receive notifications and reminders through the system.

In both cases, the user can select who they wish to direct their concerns to, and be reassured that it won't be available to anyone else.

With other solutions such as Microsoft Forms, Google Forms, Survey Monkey surveys, it's possible to make it completely anonymous by removing the requirement to provide a name. However, it isn't clear who would be viewing what has been sent.

There isn't any clear information on this unless the organisation has provided it.

With an email, it could be going to a named individual or a group inbox but it could potentially be seen by anyone as in most organisations, emails are archived and viewable for compliance purposes - making them not anonymous and identities revealed.

KEY BENEFITS:

- Staff can register with or without an email address
- Direct concerns to delegated manager, securely
- Receive notifications and reminders
- Two-way anonymous conversations





ACCESSIBLE

WorkInConfidence Anonymous Speak Up is a web-based application that can be accessed anywhere, any time and on any device (all smartphones, tablets and laptops are supported providing that they have a browser and internet connection). You do not need to be in your organisation's offices to raise and manage conversations.

INSIGHTFUL

With WorkInConfidence you have the ability to capture additional information both entered by the individual that started the conversation and the conversation recipient.

An organisation might request that the member of staff records things such as protected characteristics, location and job role. While the conversation recipient is able to associate with the conversation "tags".

All information can be reported on allowing trends and patterns to be ascertained.

Members of staff are also able to upload files to support the text that they enter. This might be a photograph of a particular issue or an official document with more information for example.

KEY BENEFITS:

- Web-based application
- Accessible from any device - anywhere
- Secure. encrypted data
- Upload documents functionality
- Real-time message alerts

COLLABORATION

It is possible that the member of staff raising the concern has directed their conversation to a recipient that doesn't feel able to deal with it. With WorkInConfidence the recipient can go back to the member of staff to suggest an alternative person to deal with the enquiry. It is then up to the member of staff as to whether they wish to accept the transfer to the new recipient.

This ensures that the member of staff is fully in control of who views the concern they raised, and the organisation has the flexibility to offer alternative solutions.

Organisations should embed a solution that is easy to use and 100% secure, with the functionality to integrate with HR and compliance processes.

Let us introduce you to: Anonymous Speak Up by WorkInConfidence which seamlessly integrates with our HR Case Management software for case handling and transparency.



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EASY AND BETTER REPORTING

Reporting for compliance, to the board etc. is easy within WorkInConfidence. The built-in dashboard gives you an instant overview of the number of open conversations you have, where they have come from, and who is working on them. The system also has pre-built reports that quickly allow you to get answers to questions such as how many “email conversations were raised last quarter”.

You can also filter reports using the tags and pick lists you have created allowing for reports on the number of conversations by protected characteristic for example, if you have recorded this.

The Worker Protection (Amendment of Equality Act 2010) Act 2023 (starting 2024) will introduce a duty on employers to take reasonable steps to prevent sexual harassment in the workplace. (In October 2026 this increases to ALL reasonable steps). Compensation awards also increase by up to 25% where employers breach the duty.

The CIPD, the Institute of Business Ethics, The Harvard Business Review and the TUC, are all independently recommending the implementation of anonymous reporting channels in any robust Speaking Up process.

These channels allow employees to report incidents or concerns while preserving their anonymity. Anonymous Speak Up, from WorkInConfidence is a platform that enables employees to voice their concerns without fear of retaliation. These tools are crucial for creating an environment where employees feel safe reporting harassment.

KEY BENEFITS:

- Compliance & Governance
- Detailed reporting using filtering and tag functionality
- Removes the barriers to speaking up
- Pre-built reports or customisable



FLEXIBLE AND CUSTOMISABLE

No two organisations are the same and so WorkInConfidence Anonymous Speak Up conversations allows a number of ways that you can tailor the system to your needs:

- Add a number of pick-items that can be used to capture additional information on a conversation for reporting purposes
- Choose whether conversation recipients have to add private notes explaining the actions they carried out before responding
- Send an automatic feedback survey on conversation closure

Other services, such as Microsoft Forms, are one size fits all solutions and so may not give you the flexibility to shape it for your specific organisation's needs

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AUDIT TRAIL

WorkInConfidence keeps an audit trail of actions that are carried out on the system including when a conversation was created, edited and viewed. This means that you have full traceability of who accessed a conversation and when and ensures that you meet any compliance regulations.

Manager Actions option allows the receiving Conversation Recipient (Manager) to enter some notes detailing the steps taken in investigating the topic raised by the user. This might be details of conversations and meetings held, information from HR or other actions. In addition to notes, the manager can also upload documents relating to the issue.

If set by your Company Administrator it may be that you cannot reply.

Does your current solution offer such a comprehensive auditing capability?

(NOTE: This information is only available on request via support and not exposed in the app itself)



CULTIVATE A CULTURE OF RESPECT

Ensure that your organisational culture discourages any form of harassment or mistreatment. Recognise that small, everyday actions, such as inappropriate jokes or comments can escalate into significant problems.

Encourage a pro-active approach to address these issues promptly and prevent them from becoming more serious.

By following these steps, you can create a workplace that promotes respect, accountability and a strong stance against harassment in the workplace.

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About Us

At WorkInConfidence, our mission is to empower organisations to build healthier, safer, more engaged and productive workplaces. Our platform gives every employee a voice within an environment of psychological safety.

 Employee Voice	 Psychological Safety	 Leadership Insights
Creating trusted channels for authentic communication	Building environments where everyone feels safe to speak up	Providing actionable data for informed decision making leading to improved culture and organisational performance.

WorkInConfidence is used across over 100 organisations (c. 200k staff) in the private, public and not for profit sectors. We have a decade of experience delivering a highly secure, easy to use system. WorkInConfidence is registered with the ICO for data protection purposes and is IASME and Cyber Essentials Plus certified.

One Comprehensive Solution Via One Unified Online Platform

 Anonymous Two-Way Speak Up	 Open Case Logging	 Case Management
Removing fear and worry for the nervous or reticent to Speak Up about bullying and harassment, DEI, wellness or ideation.	People who are comfortable with being identified can log cases openly.	All cases (whether received via the platform or directly) can be easily stored, shared, and tracked.
 Clear Central Reporting & Actionable Insights	 Employee Forums	 Surveys
Spot patterns, emerging risks, and identify opportunities for improvement. Provide clear reporting to the Senior Leadership Team, regulators, or the Board.	Enable open discussions to learn and improve.	Gather feedback through pulse, mini or long surveys. Discover and learn from employee viewpoints.

Corporate & Contacts

Contact: help@workinconfidence.com. Tel: +44(0)114 3049648.

Corporate: WorkInConfidence Limited is a Company registered in England and Wales with registered number 08255296 and UK Data Protection registration Z3403582.

