

Recourse for Employees.

Independence, Impartiality, Neutrality,
Confidentiality, and Informality.

BEAO

**Bureau of Employee
Assistance & Ombudsman**

Managed by -

MWN THE MEDIATION
AND CONCILIATION
NETWORK

Advice. Rights. Resolution

The Internal Conflict Management and safeguarding your employees and your company from all areas of dissatisfactions, conflicts, and grievances including workplace safety, violence, threats, theft, harassment and fraud are the biggest priority of any organization. A robust mechanism to prevent and manage the workplace conflicts always fall short and companies need an extra layer of safety to mitigate any untoward risks.

Bureau of Employee Assistance and Ombudsman (BEAO), helps in the establishment of an ombudsman program for organizations of all sizes and scale, whereby inconsistencies, inefficiencies, rigidities, favoritism and all other forms of unfairness - and illegal behavior - can be surfaced and addressed.

In addition, in every organization, many issues and conflicts for which there cannot, realistically, be rules, regulations, or policies. These issues and conflicts nonetheless must be addressed. BEAO provides options for redress in matters for which there are no useful formal mechanisms or in many cases where there never would be sufficient evidence for formal grievance or complaint.

Over 100+ seasoned professionals in the HR, conflict management, legal justice system, corporate and business world serve as external Ombudsmen for organizations.

The primary purpose of the Bureau of Employee Assistance and Ombudsman (BEAO) Office is to facilitate the resolution of employee workplace complaints and concerns only after the employee has actively sought to resolve the issue(s) through its inside established channels of grievance redressal.

The BEAO Office reviews escalated employee workplace issues. In this way, the BEAO Ombudsman's Office represents an "external independent channel" for employees who feel their workplace issues and complaints have not been properly addressed.

The secondary objective is to identify and report on concerns and trends based on employee workplace complaints, as well as recommend solutions or areas requiring policy review to company executive team/ board.

The BEAO office can further get into playing a role of a mediator and conciliator, in few cases, where the company requests them to play that elevated role.

Companies can establish the external Ombuds office with variation in their duties and structures.

To ensure robust reporting of allegations of wrongdoing, BEAO provides a safe and confidential channel for employees to seek guidance, ask questions, make comments and report suspected misconduct. BEAO allows employees and others to ask a question or raise concern in complete confidence.

The suggestions and requests made through BEOS channels lead to changes that make Company a better company – underscoring the importance of the Ombudsman Program.

BEAO Ombudsman Program can be limited to

- accounting, financial, banking and auditing matters;
- bribery and corruption matters;
- © anti-competitive matters;
- harassment and discrimination;
- health, hygiene and security in the workplace;
- protection of the environment; and
- internal processes and controls related to points mentioned above.

Presence of independent BEOS Ombudsman reinforces a company's commitment to a safe reporting environment that is free of fear, bullying and other negative consequences.

Our aim is to support the Code of Conduct and serve as an early warning system for the Company by providing employees with an independent, confidential, neutral and off-the record resource to discuss issues without fear of retribution.

Role of Ombudsmen

A neutral resource available to all employees of a company providing confidential and off-the record guidance to help surface and fairly address work-related issues.

The Ombudsman will listen, coach and assist in developing alternative options within the Company to help direct issues for resolution.

Types of issues

Leadership - Supervisory Effectiveness

- Respect/Treatment
- Trust
- Favoritism

Control & Compliance

- Code of Conduct/Conflict of Interest
- Business Practices
- Data Privacy and Security
- Employee Fraud

Leadership - Performance Management Processes

- Performance Improvement
- Annual and Mid-Year
- Goals and Metrics

Career Development

- Job Posting and Selection
- Career Progression

Change Management Processes

- Position Elimination
- Communication

The Bureau of Employee Assistance and Ombudsman (BEAO) Office does not:

- Act as an advocate for either company or employees in the issue resolution process;
- Make binding decisions, override management decisions, or mandate policy; or Offer legal opinions.

When you sign up for our service, every employee in your organization will have access to anonymous reporting. This is done through a company-wide e-mail. When your company signs up for our Ombudsman service, every employee receives a BEAO notification on their official email to keep on them at all times - serving as an active reminder that they have the power to anonymously report unsafe and improper activities.

Confidentiality

Conducts all conversations with inquirers and channels on a confidential basis.

- Does not use an inquirer's name or surface an individual issue without his or her permission.
- Has the Company's support as a confidential communication channel. No one has the right to know who has contacted the Office.

Off-the-Record

Is independent of the formal management structure of Company. Reports to CEO's office.

- Does not maintain any documents or permanent records that would reveal the identity of someone who contacted the office.
- Does not make policy or management decisions nor conduct formal investigations.
- Is an alternative resource, complementing and not replacing the company's formal channels.

Neutrality

Listens without passing judgment.

- Is impartial and does not take sides with either management or employees.
- Advocates for a fair process that is consistent with the Code of Conduct and the law.

The term whistleblower itself has a negative context for many people, reducing the likelihood of employees feeling comfortable in reporting issues. Our ombudsman program provides a positive alternative to a “whistleblower” service, as it actively encourages issues to be reported before they become larger, more damaging problems for your company.

Employees that come to us with issues are not whistleblowing or complaining, they are requesting a resolution for something serious. We call our form a “Request for Resolution” in order to take away all the negatives that are often associated with being a “whistleblower”.

You don’t want to be blindsided to an issue that could have a large negative impact on your company internally and externally. Through our system, employees feel protected and empowered to do what is right when they otherwise would have a hard time doing so.

**BEAO Ombudsman
serves as a Better
alternative to an insider
whistleblower service.**



FAQ'S

Why would any company need BEAO service?

No matter how ethical and transparent a company is, Often employees are not comfortable reporting concerns relating to unsafe work practices, threats, violence, harassment, fraud etc. for the fear of reprimand. At BEAO, we have a system that will protect your employees as well as your company, no matter the size.

Companies have an anonymous hotline for their employees to use or may have an open door policy and their employees can connect with the management about anything, then why will the companies still need employee ombudsman service?

This is what most companies have a hard time understanding - they have a whistleblower system or hotline in place for employees to use, but it is seldom if ever utilized. What most companies fail to recognize is that even if the system in place protects anonymity, the employee doesn't feel protected - and rightfully so. Since the system in place is directly controlled and monitored by those within the company, is it truly anonymous? Most employees don't think so, and as a result are reluctant to report any kind of behavior that could put them in an uncomfortable position. This is why our independent 3rd party ombudsman service exists and is so successful.

What are other general BEAO Ombudsman Roles?

Ombudsman/person roles include:

- The use of informal resolutions for complaints using tools like mediation, negotiation and shuttle diplomacy.
- The use of Inquiries and structured investigations to determine whether a complaint is founded along with the ability to make recommendations to correct unfair situations, both in individual cases and to address systemic issues.
- Assistance with resolving complaints through advice, referral and discussion and by exploring available options.
- Looking for trends and patterns in complaints to identify and make recommendations to address potential systemic issues and seek system-wide improvements to influence positive changes.

HOW CAN EMPLOYEES CONTACT AN OMBUDSMAN?

The Ombudsmen are available through BEOS online website resolution form at ombudsman.mediationhub.in, a secure, encrypted, web-enabled system of BEOS, telephone (hotline) and email etc. Communicating with an Ombudsman allows consumers to have an "off-the-record" discussion and explain their situation in greater detail. For these reasons, consumers may want to contact an Ombudsman to address issues that require explanation, extended discussion or involve complicated facts. The Ombudsman will discuss available options and next steps in the process.

HOW LONG WILL IT TAKE FOR AN OMBUDSMAN TO ADDRESS ANY INQUIRY?

Less complicated issues are processed within 14 to 28 days; however, to process more complex issues, management may need additional time. In those cases, the Ombudsman will notify consumers of the new target date for completion.

ARE THERE GUIDELINES FOR WRITING AN INQUIRY?

- Provide as much detailed information as possible
- Tell if they have previously raised this issue with management
- Include specific detail such as dates, what happened and where it took place
- Provide complete definition when using acronyms or abbreviations (example: ACE = Achieving Competitive Excellence)
- Do not tell co-workers or others that they are using the program

ARE THERE LIMITATIONS ON WHAT THE BEAO CAN ADDRESS?

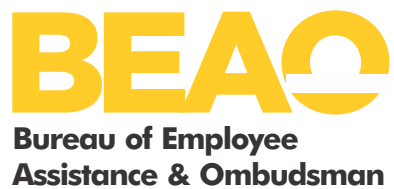
Yes, and these are outlined below.

As communication intermediaries, BEAO does not conduct investigations, and cannot make or change any company policy or decision.

BEAO Ombudsmen have no capability to reply to an anonymous writer who sends information on a written piece of paper; they can reply to users who create a personal identifier through the online submission form.

Even for anonymous submissions, Ombudsmen follow standard processes and forward the inquiry to management for response and appropriate action.

Call: 08505999819
Email: info@mediationhub.in



Managed by -



Advice. Rights. Resolution

W-122, Greater Kailash-II,
New Delhi 110048
Phones: 91 11 29223019, 17