



Bosch Implements Business Controls' MySafeWorkplace® System to Complement Ethics Program in North America

Situation

Multi-national corporations know the importance of maintaining a work environment in which employees behave ethically and feel safe. Employees are happier, retention rates increase and the bottom line is improved. That's why Robert Bosch Corporation, a global manufacturer of automotive and industrial technology and consumer goods, developed an ethics program for its North American operation 12 years ago. Management at the company believed an effective policy would help associates conduct themselves ethically, and they also wanted standards that would nip potentially litigious situations in the bud.

The company planned the policy to evolve over time. Management and associates undergo ethics training, a continuous process. Initially, associates filed written reports of misconduct. Later, they used an internal telephone hotline staffed 12 hours a day.

But when management realized associates would be more comfortable reporting workplace misconduct anonymously, they set out to find an external incident reporting system that would meet their needs. Bosch management wanted a simple yet effective way to let associates report unethical or inappropriate behavior

Solution

Business Controls' MySafeWorkplace system, a comprehensive anonymous incident reporting solution, was just the answer the company had been looking for.

MySafeWorkplace offered round-the-clock functionality and anonymity by telephone hotline and on the Internet, and the price was right. Hotline services are available in more than 40

languages, a big plus for a company whose international associates work throughout its North American offices.

Using the system's reporting feature, MySafeDashboard™, Bosch's ethics officer can analyze report data to spot trends in incidents and ethics violations.

Steve Eller, vice president of human resources, Robert Bosch Corporation, stated, "MySafeWorkplace meets all our needs. Now we learn about and address workplace issues much more efficiently. The system's anonymity, reporting and status tracking are a big plus." Because Business Controls notifies clients of the report of an incident within three minutes, Bosch can act quickly to reports of emerging workplace issues. At the same time, associates gain a voice and peace of mind, knowing their concern will not slip through the cracks.

Result

Bosch implemented MySafeWorkplace to its Mexican affiliates in January 2006. The program was so successful that it was expanded to all of the company's North American associates just six months later. As word of the easy-to-use system gets out and associates turn to MySafeWorkplace to report problems, Bosch's ethics program will continue to develop.

In less than a year, the system has become an integral part of the company's overall ethics management policy. Eller says, "MySafeWorkplace gives us greater visibility into reporting of ethical concerns by our associates. It's the key to evolving our ethics program, and to making sure all of our associates' concerns are addressed quickly and appropriately."

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