

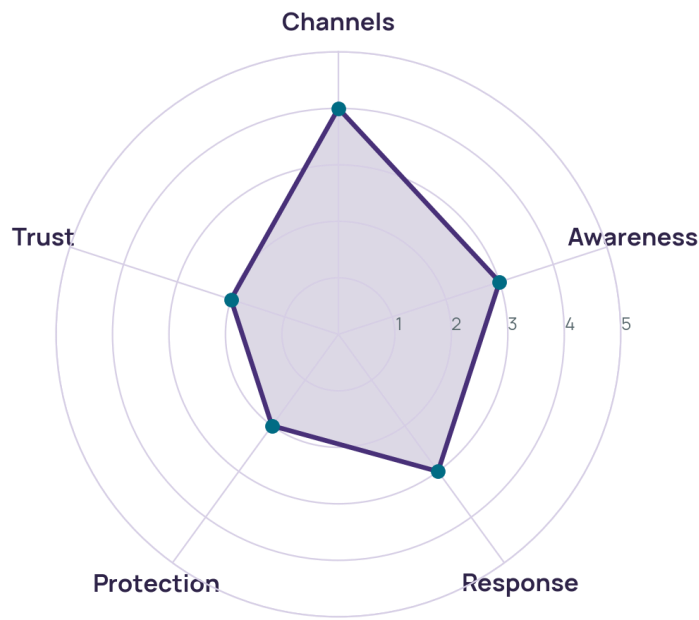
A SELF-SCORING TOOL FOR COMPLIANCE AND ETHICS LEADERS

Speak-Up Program Gap Assessment

Find out where your reporting culture is actually leaking

Most speak-up programs do not fail because a policy is missing. They fail in the gaps between channels, follow-up, protection, and trust. This assessment walks you through the five dimensions that decide whether people actually come forward. It takes about fifteen minutes and gives you a clear, ranked picture of where to focus next.

Sample program profile across the five dimensions



Illustrative. Plot your own subtotals to see where your program is weakest.

The five dimensions, shown as a profile. A balanced shape is healthier than a few tall spikes.

How to score

Read each statement and rate how true it is for your organization today, using the 1 to 5 scale below. Be honest rather than aspirational. The lowest scores are where your program is leaking.

1 Not in place **2** Early or informal **3** Partly in place **4** Mostly in place **5** Fully embedded

How many real ways exist to raise concerns, and how usable are they.

1. Channels	Score 1-5
People can report through more than one channel, including at least one that is available outside their direct management line.	
A genuinely anonymous option exists and people believe it is actually anonymous.	
Reporting channels are available in every language and location where you have employees.	
Frontline and deskless workers can report as easily as office staff.	
The intake process is simple enough to complete in a few minutes without special knowledge.	
Subtotal for Channels (out of 25)	

Whether people know the channels exist and know how to use them.

2. Awareness	Score 1-5
Employees can describe, without prompting, at least one way to raise a concern.	
Managers know what to do the moment someone brings a concern to them.	
Reporting options are communicated more than once a year and in more than one format.	
New hires learn how to speak up during onboarding, not buried in a policy document.	
Communications focus on what happens after a report, not only on the rules.	
Subtotal for Awareness (out of 25)	

What happens once a concern arrives, and how reliably.

3. Response	Score 1-5
Every report is acknowledged quickly, within a defined and published timeframe.	
Reports are triaged consistently so similar issues get a similar level of attention.	
Investigations follow a documented, repeatable process rather than ad hoc judgment.	
The person who raised the concern hears back about the outcome to the extent allowed.	
Themes and trends across reports are reviewed by leadership on a regular cadence.	
Subtotal for Response (out of 25)	

Whether anti-retaliation is real practice or only a written promise.

4. Protection	Score 1-5
Your anti-retaliation commitment is stated plainly and repeated, not buried in policy.	
There is a defined process to monitor a reporter for retaliation after they come forward.	
Managers are trained to recognize subtle retaliation, not only obvious adverse action.	
Retaliation, when it happens, leads to real and visible consequences.	
People who have reported would say afterward that it was safe to do so.	
Subtotal for Protection (out of 25)	

Whether people believe speaking up is safe and worth the effort.

5. Trust	Score 1-5
Leaders talk openly about concerns being raised and treat it as healthy, not as a threat.	
Past reports led to visible change that employees can point to.	
People believe a concern will be taken seriously rather than dismissed or minimized.	
Employees do not fear being labeled a troublemaker for raising an issue.	
Bad news travels up the organization as readily as good news.	
Subtotal for Trust (out of 25)	

Your results

Transfer each subtotal into the table below, then add them for an overall score out of 125.

Dimension	Your subtotal	Out of
Channels		25
Awareness		25
Response		25
Protection		25
Trust		25
Overall score		125

How to read your score

Range	What it tends to mean
100-125	A mature program. Your edge now is sustaining trust and acting on trends. Watch for complacency.
75-99	A solid foundation with real gaps. Pick your two lowest dimensions and build a focused plan around them.
50-74	The structure exists but people are unlikely to rely on it. Protection and trust usually need urgent attention here.
Below 50	High risk. Concerns are very likely going unspoken. Treat this as a priority program rebuild, not a tune-up.

Your two priorities

Your lowest two subtotals are your starting point. Name them here, with one concrete first move for each.

<p>Priority 1 _____</p> <p>First move _____</p>
<p>Priority 2 _____</p> <p>First move _____</p>

If you would like help putting this into practice in your organization, let's talk.
Schedule a consultation today or visit us at www.ombudsana.com

