

CASE STUDY

Major regional US domestic airline with approximately 8,000 employees implements StarCompliance's Incident and Policy Management (IPM) solution to enable whistleblowing and case management.

CHALLENGE

With no access to a true 3rd party, anonymous whistleblowing platform, employees of this domestic carrier were unable to raise concerns without fear of repercussion and were not confident that they would be listened to. This was further complicated by the very different concerns of air and ground crews. The lack of consistent whistleblowing protocols and policies, inefficient incident intake, and lack of a case management platform left the company exposed to a significant number of internal legal issues involving employees, exposing the airline to potential lawsuits and future regulatory penalties.



SOLUTION

Recognizing the limited success of its existing whistleblowing protocols, and the urgent need for specialist third-party expertise, in 2019 the airline approached Star. The company implemented Star's automated Incident and Policy Management (IPM) solution based on its own corporate rules.

DELVING DEEPER

Together, the team identified five key priorities:



Create, implement, and maintain whistleblowing policies



Enable easy, intuitive, round-the-clock anonymous reporting for all employees



Automate the collection and management of employees' concerns in a consistent manner



Identify, manage and resolve all cases promptly, efficiently and appropriately



Reduce exposure to potential legal issues involving employees

Star's IPM solution met and exceeded all of the airline's key requirements, covering all legal bases; providing full privacy and simplified reporting; allowing allegations to be addressed before they escalated, thereby reducing legal issues; and enabling continuous improvement of its whistleblowing policies and procedures.

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Discover how your team can make faster, smarter decisions, and reduce risk. visit www.starcompliance.com/ipm.

BUSINESS OUTCOME

- 1 **Cloud-based deployment**, user-friendly online access, and total privacy resulted in rapid employee adoption, enabling the airline to learn, grow and strengthen its corporate culture.
- 2 **Monitoring** for and addressing incidents before they could escalate led to a significant reduction in legal issues and lawsuits involving employees.
- 3 **Implementing separate, tailored versions** for air and ground crew meant all employees felt heard, improving relationships between colleagues and with management.
- 4 **Access to comprehensive, flexible analytics** and industry-specific benchmarking allowed the airline to evaluate its performance and maintain best practices.
- 5 **Regular, seamless software updates** and ongoing support from Star ensured the airline was future-ready for compliance with whistleblowing regulations.



CONCLUSION

The value of the Star's IPM solution helped build a business case that showed the airline's management how the company could significantly reduce employee compliance risk as it prepared for future growth. A clear, six-step implementation process and rapid deployment, which required minimal involvement of the airline's own IT team, and exceptional Professional Services support model, enabled the team to secure approval and funding.

The result: this US domestic airline implemented a business-critical, streamlined IPM solution in a compressed three-month time frame, allowing it to move from passive to proactive employee case management, enhancing its performance, and strengthening its position for future growth.