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## OUR WORKPLACE CASE STUDY

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### **Issue and Background:**

A large entity with 24/7 operations spread across multiple facilities hired AGH to improve employee communication. One particular site was experiencing abnormally high turnover in comparison to the others. Previous investigations to uncover a reason for this high turnover were not successful.

The AGH employee communication tool called OurWorkplace is an anonymous communication channel designed to create safe reporting solutions to employee problems. Employees can make anonymous suggestions for improvement, point out an issue, report harassment or theft, and bring attention to any other issue they may not feel comfortable reporting openly. OurWorkplace reports go directly to an AGH professional for routing to the appropriate pre-determined contact within the client company.

### **Solution:**

AGH launched OurWorkplace with employee meetings at all of the client's locations, including the facility experiencing high turnover. After implementation, AGH professionals immediately began receiving reports from employees at the high-turnover location telling of abusive, controlling behavior from a superior. Not only were employees experiencing intimidation and fear of losing their jobs, some even reported inflicting self-harm due to the hostile work environment.

### **Results:**

The client's Employee Assistance Program (EAP) conducted one-on-one interviews with facility employees to determine the legitimacy of the reports. Interviews revealed information similar to that reported from OurWorkplace. The client was able to document issues and take corrective action which ultimately resulted in termination of the superior in question, and turnover fell from very high to nearly zero.

It is estimated that employee turnover can cost an organization from one-half to five times an employee's annual wages, depending on the position. Allowing employees to anonymously report abuse or other work-related issues can provide yet another avenue to help prevent or address workplace issues contributing to turnover and its related costs. In addition, implementation of an employee communication tool such as OurWorkplace can help an employer mitigate potential liability related to employee complaints about the workplace.