



DIGITAL SOLUTIONS

SYNERGI™ LIFE

Anonymous Incident Management module

Do your employees have a secure way to report transgressions that they may have observed? Misconduct, harassment and other actions that conflict with your company's policies and standards can be reported anonymously within Synergi Life's Anonymous Incident Management module.

The Anonymous Incident Management module in Synergi Life is designed for companies that require a discreet communications platform to inform executive management and/or the board of occurred misconduct or potential misconduct. It is a software solution designed to ensure complete confidentiality for the reporter as well as giving unnamed users access to defined data in Synergi Life.

The module has a "whistleblower" reporting form, which enables anonymous reporting of misconduct, harassment and any other actions that conflict with your company's policies and standards. Moreover, it allows reporting of customer feedback directly into your quality system, ensuring that any complaints or grievances can be investigated.

How does the Anonymous Incident Management module work?

The information can be reported anonymously to individuals or groups, and the dialogue can remain anonymous for as long as required by the reporter. The Anonymous Incident Management module in Synergi Life is useful for:

- Companies subject to the regulations of the Sarbanes-Oxley Act of 2002, also known as "SOX" (listed on the NYSE or NASDAQ)
- Companies that wish to give their employees a secure way of reporting misconduct
- Organizations that have zero tolerance for harassment in various forms

"If we can avoid making errors, it's not acceptable that they may happen."

Annica Öhrn, patient safety coordinator at Östergötland County Council

Anonymous incident reporting software

An additional application module is installed on the server or a secondary web server. The server may be placed in the DMZ (perimeter network or 'demilitarized zone') to provide internet users with access to report in Synergi Life. The server is locked with no possibility of tracing and logging.

The application is configured to log on to Synergi Life with a specific user, ensuring that all logs inside Synergi Life will only read as being filed by an "anonymous user" or a similar pseudonym.

When the user has entered a report in Synergi, the system will present a unique case number and a password for subsequent use, including logon, monitoring case progress and adding information. The reporter will access limited case information only.

