

PHILIPPINE NATIONAL BANK (PNB): EMPOWERING EMPLOYEES TO SPEAK UP THROUGH WHISTLEBLOWING MECHANISMS

PBCWE Member since: 2019



8,880



34%



66%

Challenge

Employees are well-positioned to spot issues within a company and take action before it escalates. At the Philippine National Bank (PNB), employees are given a voice to report actions contrary to company policy to improve corporate governance and risk management.

Strategy

PNB has strengthened its whistleblower policy to ensure the confidentiality and protection of the whistleblower, include anti-retaliatory provisions, and enumerate procedures for reporting and investigation. This can address fears of employees, especially women, to report on misconduct at the workplace by protecting their identities and shielding them from social judgment. It has been reported that women may experience more anxiety and stress in whistleblowing due to fears of not being taken seriously, workplace pressures to be team players, and an interplay of other social and cultural notions.

Actions

PNB has formed an Ethical Standards Committee (ESC) to investigate, deliberate, and decide on appropriate actions on whistleblower and retaliatory cases raised by company personnel. Members are nominated based on their probity, integrity, character, and expertise. PNB has also established a dedicated hotline, email, and other reporting channels through which employees can anonymously file reports or complaints about violations of company policy. To raise awareness on the policy, PNB has launched a webinar series, distributed wallet cards containing details on the whistleblower hotline, and published email bulletins and other electronic resources.

Outcomes



Source: PNB's Whistleblower Policy Webinar

More than 700 employees have participated in the two-hour whistleblower webinar series in 2020. 66% of complaints filed from 2018-2020 have already been resolved. It is interesting to note that most of these complaints were filed anonymously. Several employees have also shared positive feedback on the speed with which are cases are handled.

Employee Experience

ESC member Ma. Agnes T. Almosora shared,

"Whereas other local companies deal with whistleblowers on a case-to-case basis, the PNB policy is well-structured and uniform in implementation. It will help the bank maintain an atmosphere of good governance. With freedom to report observations, employees are happy because they can speak up without being bullied."