

NAVEX®



NAVEX Customer Success Story

Bernhard Schulte Ship Management: NAVEX Customer Success Story

"EthicsPoint, for us, is the platform where we can provide the means for our crew to speak up anonymously and for us to receive that information easily."

Frank Lasse

Corporate Director LPSQ, Bernhard Schulte Ship Management



Highlights



INDUSTRY

Ship Management



NUMBER OF EMPLOYEES

22,000



CHALLENGE

To offer an effective reporting system to a multicultural, rotating workforce across multiple territories.



SOLUTION

NAVEX EthicsPoint

Solution

SINGLE-PRODUCT

EthicsPoint®

INCIDENT MANAGEMENT

About Bernhard Schulte Ship Management

Bernhard Schulte Ship Management (BSM) is a ship management provider that transports assets worldwide. Contracted employees cover nearly one hundred different nationalities working across vessels operating internationally. Though BSM has offices across the globe, the organization's focus is in Europe and Asia. They have a growing office in West Africa and some operations out of Latin America.

The organization has continued to use NAVEX EthicsPoint Hotline & Incident Management after NAVEX acquired its original platform provider.

To learn more about NAVEX E&C Compliance Training® or to schedule a demo, please visit www.navex.com or call us at **U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.**

Challenge:

As BSM's workforce is non-permanent, many of its challenges lay in communicating with and managing policies for such a diverse workforce that changes with contract timelines. This was especially challenging on operating ships where resources, consistent online access and dedicated HR and whistleblowing management personnel are limited. The business needed a way to govern how these different backgrounds interacted and worked with each other, allowing people to voice concerns, raise safety issues and report misconduct easily. Finally, additional regional requirements, including varied language support and contact information, had to be managed effectively.

Solution:

As BSM's workforce rotates with set contract periods, an essential step for EthicsPoint's successful use is materials for promoting awareness. On signing contracts, new employees receive physical resources with scannable barcodes and regular updates on speak-up. Accessibility information is announced quarterly through an ethics bulletin, and BSM also uses posters promoting the use of the system to raise any issues.

EthicsPoint's anonymous reporting intake provides BSM with a straightforward way of assessing potential ethical, compliance risks, and safety concerns raised onboard its ships. A feature handy to the organization is its ability to create reports based on reporting data; this allows them to stay atop of safety concerns reported by employees before they become a more significant risk to the business.

Results:

Overall, EthicsPoint also helps support the company's diversity policy by allowing BSM to look into reports quickly and with sensitivity. EthicsPoint's reporting features enable them to identify trends, meaning any issues or incidents identified can be addressed with training and briefings to help prevent future miscommunications and mitigate friction between crewmates. The feedback from anonymous reporters whose cases have been cleared is positive, with the majority stating that they would recommend using the system to their colleagues.

Though promoting the use of EthicsPoint among a regularly changing crew is a work in progress, BSM has been able to resolve the majority of reports received internally.

WWW.NAVEX.COM | info@navex.com | U.S. +1866 297 0224 | EMEA +44 (0) 20 8939 1650

NAVEX is trusted by thousands of customers worldwide to help them achieve the business outcomes that matter most. As the global leader in integrated risk and compliance management software and services, we deliver our solutions through the NAVEX One platform, the industry's most comprehensive governance, risk and compliance (GRC) information system. © 2023 NAVEX GLOBAL, INC. ALL RIGHTS RESERVED. | 01.27.23