Safeguard Your Recognition Program

**10 WAYS A WORKHUMAN® SOLUTION
PROVIDES YOU PEACE OF MIND**

workhuman*

You deserve peace of mind

Are you in the process of choosing a new recognition vendor? Have you considered the internal and external threats posed by introducing new technology into your organization? Below are 10 security and program safeguard questions your organization should consider, with detailed answers on how a Workhuman solution ensures your peace of mind.

How do you reduce the risk of data breaches?

Research by Positive Technologies shows 765 million people were affected by data breaches just in April, May, and June of 2018. No company is immune to cyberattack, as the risk of employee data breaches is only increasing.

When you partner with Workhuman, the systems behind your recognition solution are guarded with industry-leading defense in-depth security measures, including multiple layers of security controls. These measures are designed to not only prevent security breaches, but also to proactively detect and respond to an attack and mitigate consequences. Workhuman does not require sensitive, personally identifiable information in our database.

How do you prevent unauthorized access to a recognition program?

Any company-wide application – including recognition – has the potential to contain sensitive information that only employees within your company should have access to.

We recommend a single sign-on (SSO) enabled site with multiple Web SSO protocols. After participants log on to the corporate network or intranet, they can browse directly to Workhuman applications without having to enter additional credentials. For employees recognizing on the go, we provide patented mobile SSO security. And lastly, our systems help prevent unauthorized access through OWASP password policies.

How do you protect employee data transfer?

You want peace of mind that any employee data associated with your recognition solution is kept safe and secure – and out of the wrong hands.

Workhuman has achieved privacy shield certification through the EU-U.S. Privacy Shield Framework, which means we comply with EU data protection requirements when transferring data from the EU to the United States. We also ensure secure data transfer by partnering with a credit card processing company that is in full compliance with the Payment Card Industry Data Security Standard.

How do you reduce the risk of a system outage?

You want to provide your employees with the best possible recognition experience – so they can recognize, congratulate, approve, and redeem anywhere they are, at any time of day. We strive to keep your systems available at all times by providing:

- Redundant architecture: industry-standard data storage, transaction processing, and Web server software
- Scalability: support for programs of any size, up to 100 million users
- Backups: systematic approach with full, differential, and cumulative backups

- Business Continuity Plan: through a documented
- Disaster Recovery/Preventative Measures Policy
- Warm Disaster Recovery Site: where data is replicated so it is readily available in the event of a disaster

What systems do you have in place to prevent unauthorized transactions?

Social recognition works best when every employee can both give and receive recognition. But how do you ensure appropriate awards are given to the right employees?

A Workhuman solution provides clear delineation between award levels so you know which award level to give based on the employee's contribution. Clients can tailor roles and eligibility for giving awards based on their company culture. Additionally, each award level can have a uniquely defined approval path and number of approvers. During the approval process, managers can change the award level as they see appropriate, ensuring the award matches the achievement, behavior, and outcomes described in the award message.

Do you have features to prevent broadcasting confidential company information?

Many social recognition solutions include an internal company news feed. How will your recognition solution ensure confidential company information isn't published on the feed?

Each award that's part of a Workhuman solution has a set publicity level, which determines whether the award is displayed within the company. The publicity level is first set by the nominator and then reviewed and/or changed by the approver. However, the approver can never make it more public than the nominator. Across our client base, between 25 and 35 percent of awards are completely private or restricted.

Have you considered non-compliant workplace practices?

How do you ensure that every employee has the same recognition and redemption experience, while also considering country-specific workplace practices?

When users are logged onto the Workhuman system, they are governed by access control permissions that your organization sets during implementation. These permissions define user roles and allow access to specific functions such as Social Recognition, Awards Feed, Video, and Reporting. These permissions can be as granular as your organization needs, and can be updated on a regular basis as your needs change.

How do you ensure awards are equitable across different countries?

If you have employees in more than one country, it's important to ensure that awards sent and received between countries are fair and equitable.

The Workhuman Proprietary Mercer Standard of Living Index (SOLI) adjusts the economic value given to each employee based on the country in which they live. This provides a common purchase power based on each employee's living conditions. A Workhuman solution also includes a built-in award advisor, with questions built into the product to guide award givers on the appropriate award level.

What steps do you take to prevent program abuse?

Putting the power of recognition into the hands of employees has the potential to transform your culture. How do you prevent program fraud, such as multiple awards sent and received between the same employees?

With a Workhuman solution, the first line of defense is the approval process. However, we also offer a systematic approach that extends beyond approval – providing automatic oversight and alerts to potential abuse. Further, prior to first access to your program, your employees must sign terms and conditions that they will not abuse your program.

How do you prevent reckless spending?

Empowering every employee to give monetary recognition to their peers and their team can make some leaders concerned about staying within budget.

We give you peace of mind through various spend controls like program-level caps, account-level visibility, and variable spend periods. For example, you can automatically cap spend by spend account or at the overall program level. Further, you can manually suspend account spending and provide manager and group manager-level spend guidance.

Putting the power of recognition into the hands of employees has the potential to transform your culture.

To ensure your recognition program is secure, give Workhuman a call.

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