SpeakUp

Benchmark report

The state of speak-up culture.

Benchmarking insights for ethics compliance leaders: cross-industry data on reporting volume, trust indicators, investigation efficiency, and engagement, segmented by company size, industry, and region.

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Dataset
528 organizations
41,170 reports

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How to read this report

Each metric is a platform-wide rate pooled across all reports, shown alongside the same rate per segment. These are reference points for self-assessment, not scores or grades.

Executive summary

People are speaking up. The harder part is *what happens next*.

A speak-up channel is only as strong as the trust behind it. Employees and third parties use it when they believe their concern will be heard, handled fairly, and kept safe from retaliation. Reporter behavior is one of the clearest signals of whether that belief holds.

Across **528 organizations** and **41,170 reports**, the channel is clearly in use. Where reporters set their identity, most (63.6%) chose to stay anonymous. Named reports signal trust in the program and the people behind it, so this is room to grow. Almost half of reporters (45.8%) come back to follow their report. The bigger gap is at closure: two in three closed cases (66.2%) end without a clear substantiated or unsubstantiated outcome.

Three findings stand out

Speaking up is mostly about people.

51.8%

of categorized reports cover harassment, labor practices, abuse of power, and discrimination. Fraud, bribery, and money laundering combined make up 13.2%.

Almost half of reporters stay in the conversation.

45.8%

of reporters return to check on their report, a strong sign of engagement after intake. Check-back varies more by industry than size, from 31.3% in professional services to 53.0% in real estate & construction, so the biggest gains lie in the lowest-returning industries.

Closure time depends more on industry than size.

34 – 50 days

is the range of median closure times across industries, from technology & software to energy, utilities, mining & environment. The platform median is 41 days. Organizations with 1K+ employees sit at 41 to 42 days.

Before you start

How we collated *these numbers*.

Every figure in this report comes from activity on the SpeakUp platform, not from surveys or self-reported data.

Organizations use SpeakUp in different ways. Teams capture, categorize, and record reports according to their own processes, so the data available varies from one organization to the next. To keep comparisons fair, we only include a metric in the benchmark when enough organizations record it consistently. Each metric uses only the reports or cases with a recorded value for that field, so sample sizes differ between metrics. The appendix lists the coverage for each.

From report to benchmark

01 Collect

We collect every confidential report submitted on the SpeakUp platform by 528 organizations between July 1, 2025 and June 30, 2026: 41,170 reports in total.

02 Clean

We remove test submissions and duplicates flagged by the platform's de-duplication rules. Each metric uses only the reports or cases with a recorded value for that field.

03 Anonymize

We strip organization, case, and reporter identities before analysis. We never read or use free-text content, and only aggregated counts leave the platform.

04 Pool and segment

We pool each metric across all reports in the period, then recalculate it for each industry, company size band, and region. We don't include segments with fewer than 100 reports.

What these numbers are, and aren't

Headline figures are pooled platform rates, so organizations with more reports carry more weight. Case closure time is the one median. The data describes patterns; it doesn't prove cause and effect. Full definitions and methodology are on pages 22 and 23.

Section 01 Why benchmarking matters

Numbers without context tell *half a story*.

Most compliance leaders track their reporting numbers: volume, closure times, and issue categories. But without external benchmarks, these numbers sit in isolation.

This report provides the missing context. Drawing on anonymized, aggregated data from **528 organizations** using SpeakUp, it presents peer benchmarks segmented by company size, industry, and region.

With a peer reference point, your numbers start to mean something. You can see whether your reporting volume, anonymity rate, or closure time is in line with organizations like yours, where you stand out, and which gaps to close first. That gives you a clear basis for setting realistic targets, prioritizing resources, and showing your board how your program compares.

The goal

Give ethics professionals the reference points they need to assess program maturity, identify gaps, and build a data-backed case for investment.

Three questions this report helps answer

Q1

Are organizations hearing enough?

Q2

Is the process trusted?

Q3

Where do the biggest improvement opportunities lie?

Section 02 About this data

Snapshot of our database

528
Organizations

41,170
Reports

July 1, 2025 to June 30, 2026
Time period

Industries covered

01 Telecommunications & media
02 Financial services
03 Industrial manufacturing & engineering
04 Automotive, aerospace & defense
05 Transportation & logistics
06 Energy, utilities, mining & environment
07 Consumer, retail & hospitality
08 Healthcare & life sciences
09 Professional & business services
10 Real estate & construction
11 Technology & software

Anonymous vs. named reports



Anonymous	Named
63.6%	36.4%

Top issue categories

Harassment, bullying & mobbing

22.3%

Labor practices & working conditions

19.4%

Legal & policy violations

19.1%

Share of in-scope categorized reports (n = 24,896).

Consumer, retail & hospitality accounts for 39% of categorized reports, so platform-wide category shares lean toward that industry's mix. Compare against your own industry on page 12.

Reports by region



North America	Latin America & Caribbean	Europe	Middle East & Africa	Asia Pacific
6,578	6,159	16,032	6,155	6,246

Number of reports by region of the report.

Section 03 Key metrics at a glance

Five numbers worth benchmarking against.

01

0.88

Reports per 100 employees

Reports per 100 employees across all organizations.

02

63.6%

Anonymous reporting rate

Share of reports with a recorded identity setting that arrived without reporter identity.

03

46.2%

Substantiation rate

Reports concluded with confirmed findings vs. not substantiated.

04

41d

Median case closure time

Days from intake to closure across all case types.

05

45.8%

Check-back rate

Reporters who return and read a reply from the organization.

What stands out

Employees use the channel, and almost half of reporters (45.8%) come back to follow their report. The bigger gap is at closure: two in three closed cases end without a clear substantiated or unsubstantiated outcome.

A metric above or below the platform rate isn't inherently good or bad. It's a signal that warrants deeper investigation in the context of size, industry, and region.

Section 03 Key metrics at a glance

How to read each metric.

Reports per 100 employees

↑ Higher — Often a sign of awareness: employees know the channel exists and trust it.

↓ Lower — May indicate underreporting, low awareness, or fear of retaliation. Rarely means 'no problems'.

Anonymous reporting rate

↑ Higher — Common where reporters prefer to stay anonymous because it feels safer. Read it alongside check-back: anonymous reporters can only hear back by returning to the platform.

↓ Lower — Reporters are more willing to put their name to a concern. Read alongside your regulatory context: in some regions, anonymity is expected and protected by law.

Substantiation rate

↑ Higher — May reflect strong triage, or that only clear-cut cases are pursued. Compare with your intake volume.

↓ Lower — May reflect broad intake that accepts reports below investigation thresholds, or premature dismissal.

Median case closure time

↑ Higher — Slower closures may signal capacity gaps, escalation loops, or external dependencies.

↓ Lower — Faster closures can reflect clear triage, defined SLAs, and adequate staffing.

Check-back rate

↑ Higher — Reporters stay engaged with the process after they submit.

↓ Lower — Reporters may not expect a useful response, or may not know they can return.

Definitions for each metric (including how it is calculated and its known limitations) are in the appendix on page 22.

Section 04 Reporting volume & openness

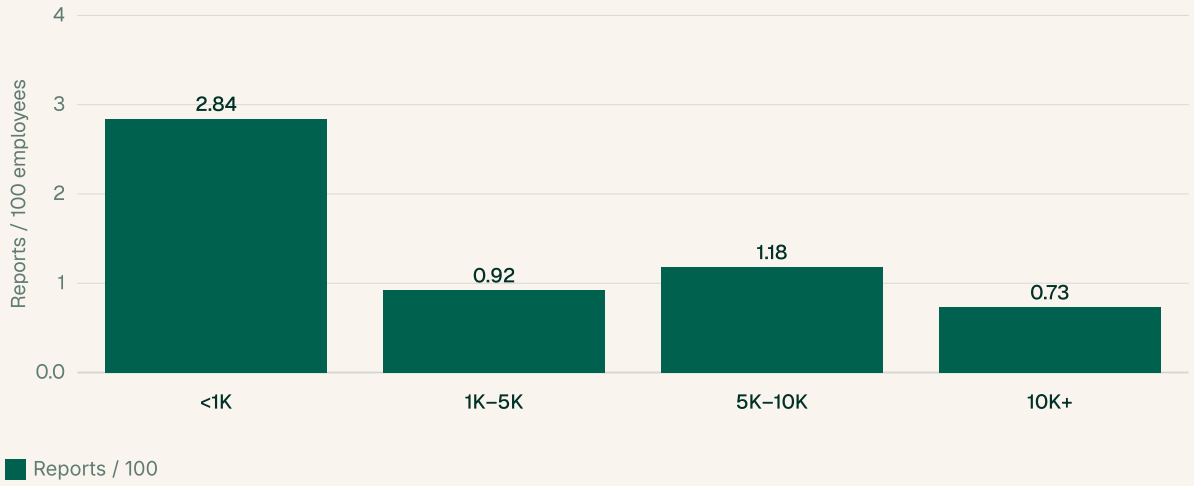
Volume is the first signal of *psychological safety*.

Reporting volume is the first indicator of whether employees feel safe speaking up. **Low volume doesn't necessarily mean fewer problems.** It may signal that employees don't know it exists.

Figure 4.1

Reports per 100 employees, by company size

Reports per 100 employees across all organizations in each size band. Organizations under 1K report at the highest rate by a wide margin.



What stands out

Organizations under 1K stand apart: the highest volume (2.84 per 100 employees) and the most named reporting (only 48.9% anonymous). Volume doesn't fall in a straight line with size: 5K–10K organizations (1.18) out-report the 1K–5K band (0.92), and 10K+ organizations report least (0.73).

One possible explanation: in smaller organizations, the distance between employees and leadership is shorter, so reporters are more likely to know who will read their report and to put their name to it.

Where to look next

If your organization sits well below its size-band platform rate, treat it as a signal, not a verdict. Cross-reference with intake channel mix (page 10) and the peer comparison matrix (page 20) before drawing conclusions.

Section 04 Reporting volume & openness · cont.

Channel mix shifts regionally.

Digital intake only. We benchmarked web, mobile app, and phone reports. Manually uploaded reports are excluded: because we don't access report content, and therefore can't identify the actual source if they came from legacy migrations, in-person, email, or another channel.

Figure 4.2

Intake method overview

Share of reports by channel across all regions (n = 41,170), weighted by each region's report count.



90.9%
Web portal

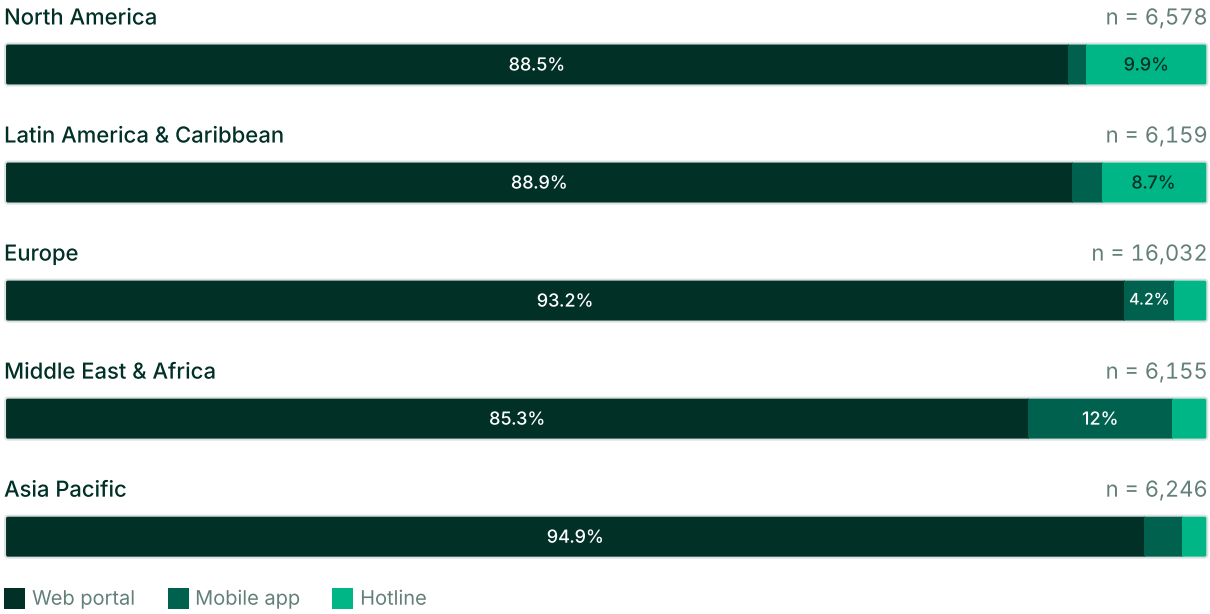
4.5%
Mobile app

4.6%
Hotline

Figure 4.3

Intake method distribution by region

Share of reports by channel. Manager referrals are not tracked as a channel.



What stands out

The web portal carries at least 85.3% of reports in every region. Hotline use tops 8% only in the Americas, and Middle East & Africa is the only region where mobile app intake passes 10% (12.0%).

Where to look next

Compare your channel mix with your region's split. If one channel carries almost every report, check whether frontline and field staff without regular computer access can reach your other channels.

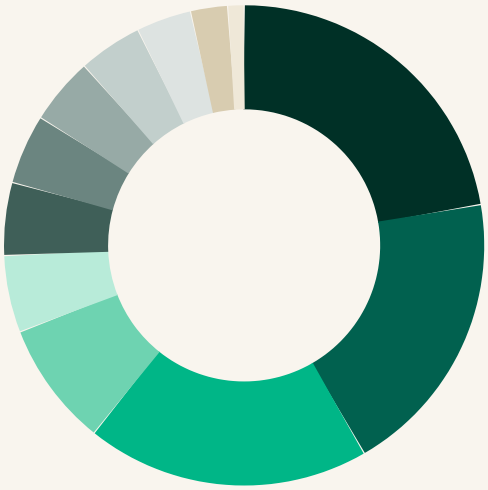
Section 04 Reporting volume & openness · cont.

Each industry hears a *different* mix of concerns.

Figure 4.4

Issue category breakdown

Share of in-scope categorized reports across the platform, excluding non-case and out-of-scope reports.



Harassment, bullying & mobbing	22.3%
Labor practices & working conditions	19.4%
Legal & policy violations	19.1%
Fraud, theft & embezzlement	8.4%
Abuse of power & management misconduct	5.2%
Discrimination	4.9%
Conflict of interest	4.7%
Health, safety & environment	4.5%
Data protection & privacy	4.3%
Bribery & corruption	3.7%
Human rights & modern slavery	2.5%
Money laundering, sanctions & competition	1.1%

n = 24,896

51.8%
People & workplace
Harassment, labor practices, abuse of power, discrimination

35.1%
Compliance & governance
Legal & policy, conflict of interest, health & safety, data protection, human rights

13.2%
Financial misconduct
Fraud, bribery, money laundering & sanctions

What stands out

Three categories make up three in five in-scope reports: harassment, bullying & mobbing (22.3%), labor practices & working conditions (19.4%), and legal & policy violations (19.1%). Every other category accounts for less than 9% of reports.

About this data: Organizations set up their own case categories, so we grouped similar categories into 12 broader ones to make comparison possible. Not every organization categorizes its cases, and some use categories we can't reliably match to this list. This overview only includes reports we could confidently assign to a category.

Section 04 Reporting volume & openness · cont.

Figure 4.5

Issue category breakdown by industry

The platform-wide split hides sharp differences between industries, so compare your mix against your own industry. Industries with fewer than 100 reports are not shown.

	n	HAR	LEG	LAB	ABU	DIS	COI	HSE	FRA	BRI	HRS	DAT	AML
Telecommunications & media	206	22.8	21.4	25.2	4.9	2.9	5.8	7.3	4.9	1.5	1.0	1.0	1.5
Financial services	2,180	16.3	13.3	31.5	1.2	5.2	5.7	1.3	16.6	1.1	4.0	2.4	1.4
Industrial manufacturing & engineering	2,726	11.7	33.9	16.0	1.6	2.1	4.8	4.3	6.6	3.9	11.6	2.3	1.2
Automotive, aerospace & defense	1,620	23.6	18.7	24.1	0.7	7.2	3.2	6.4	6.0	4.1	0.8	4.2	0.9
Transportation & logistics	1,519	37.8	9.6	17.1	0.8	6.3	5.6	9.5	3.3	2.0	0.1	2.8	5.1
Energy, utilities, mining & environment	1,828	25.9	16.1	7.0	6.7	5.7	10.9	6.3	5.6	10.6	0.5	4.1	0.5
Consumer, retail & hospitality	9,731	28.3	18.8	19.3	8.5	2.7	3.8	2.4	7.5	2.4	0.3	5.5	0.5
Professional & business services	1,715	13.4	16.3	23.7	8.3	3.7	1.4	4.8	11.1	5.2	7.3	4.4	0.4
Real estate & construction	1,424	14.0	6.6	19.9	0.9	20.3	8.9	14.2	8.6	4.4	0.2	0.9	1.1

HAR Harassment, bullying & mobbing **LEG** Legal & policy violations **LAB** Labor practices **ABU** Abuse of power **DIS** Discrimination **COI** Conflict of interest **HSE** Health, safety & environment **FRA** Fraud, theft & embezzlement **BRI** Bribery & corruption **HRS** Human rights & modern slavery **DAT** Data protection & privacy **AML** Money laundering & sanctions

< 2% 2–5% 5–10% 10–20% 20–30% 30%+

What stands out

Harassment leads in Transportation & logistics (37.8%), legal & policy violations in Industrial manufacturing (33.9%), labor practices in Financial services (31.5%), and discrimination in Real estate & construction (20.3%).

Section 04 Reporting volume & openness · cont.

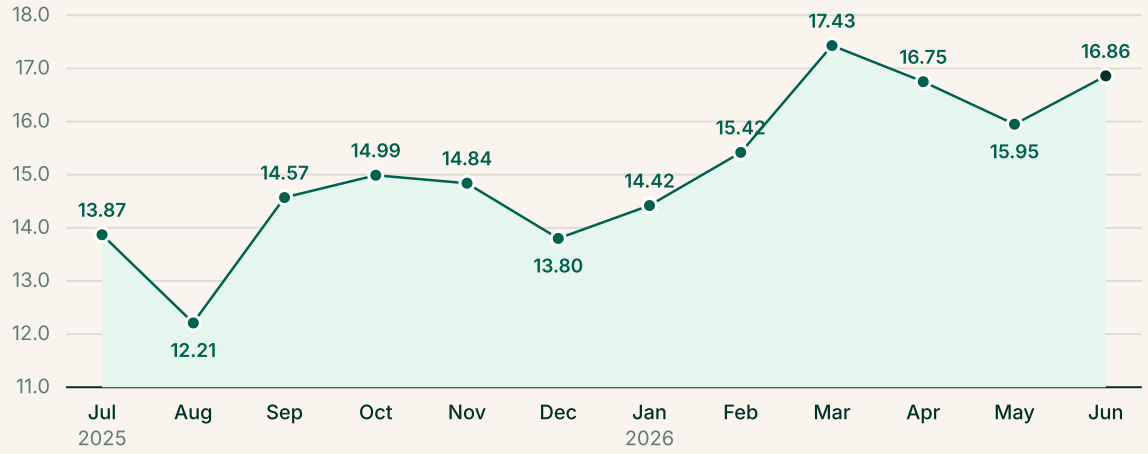
People continue to *speak up*.

Reports per client grew over the period. From February 2026 onward, every month brought in more reports per client than any month in 2025.

Figure 4.6

Reports per client per month

Reports submitted each month divided by the number of client organizations, July 2025 to June 2026.



12.21

Reports per client in August 2025, the quietest month in the period

17.43

Reports per client in March 2026, the busiest month in the period

What stands out

Reports per client rose from 13.87 in July 2025 to 16.86 in June 2026. Volume dipped in August and December, both common holiday months, then climbed through the first half of 2026.

Where to look next

Reports per client rose across the period, with a clear peak in March. Compare your own monthly volume over the same months: a similar upward trend suggests growing confidence in your channel, and a spike may point to a specific event or campaign worth understanding.

About this data: The number of client organizations on the platform changed during this period, so we show reports per client rather than total reports. Some of the increase may also reflect clients expanding their use of SpeakUp over time, such as adding channels, languages, or reaching more of their workforce. Client size varies, so larger organizations carry more weight in these averages.

Section 05 Reporter behavior & trust signals

Trust is the *engine* of any speak-up program.

These metrics indicate whether employees believe their reports will be handled fairly, confidentially, and without retaliation. Trust is hard to measure directly, but reporter behavior leaves a clear trail.

01

63.6%

Anonymous reporting rate

Share of reports with a recorded identity setting that arrived without reporter identity.

Based on the 49.4% of reports with a recorded identity setting.

Figure 5.1

Anonymous reporting rate by company size

Reporters at organizations under 1K are the most willing to identify themselves.

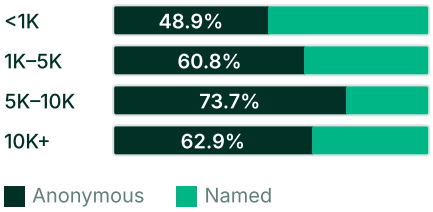


Figure 5.2

Anonymous reporting rate by region

From 60.4% in Europe to 75.3% in Latin America & Caribbean.

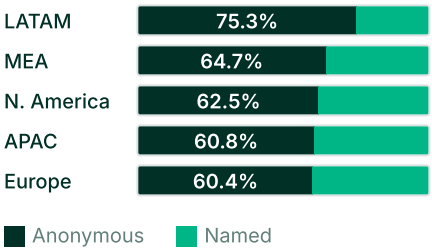
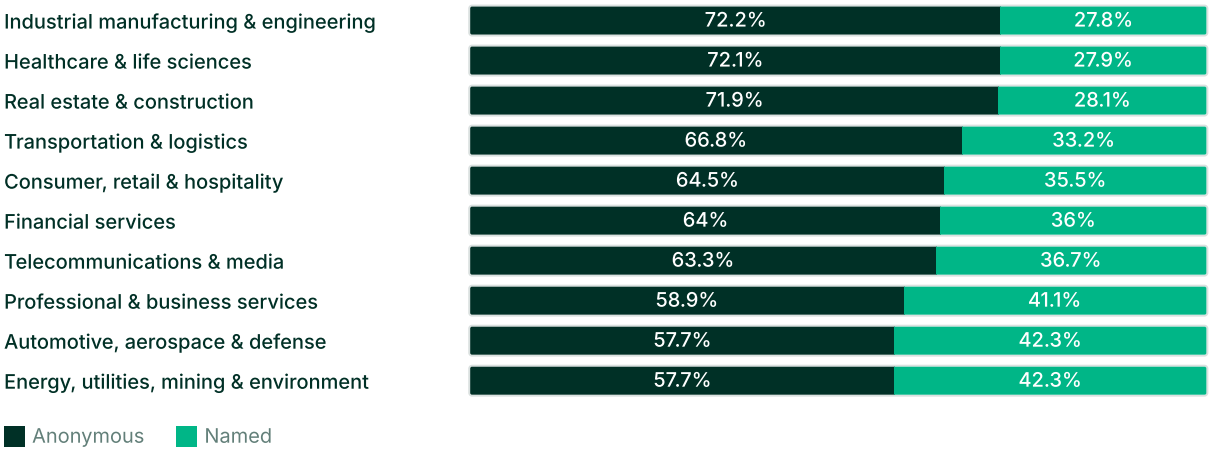


Figure 5.3

Anonymous reporting rate by industry

Rates range from 57.7% in automotive, aerospace & defense to 72.2% in industrial manufacturing & engineering. A rate well above your peer band may point to a trust gap.



What stands out

Anonymity is above 57% in every industry. Automotive, aerospace & defense (57.7%), Energy, utilities, mining & environment (57.7%), and Professional & business services (58.9%) lead on named reporting, with about two in five reporters identifying themselves. By region, Latin America & Caribbean is the most anonymous (75.3%) and Europe the least (60.4%).

Section 05 Reporter behavior & trust signals · cont.

Speaking up is the start of a *conversation*.

Check-back rate is the share of reporters who log back in after the organization has replied to their report, and read that reply. It marks the moment a report becomes a conversation: the reporter has spoken, the organization has responded, and the reporter has heard that response.

01

45.8%

Check-back rate

Reporters who return and read a reply from the organization.

Figure 5.4

Check-back rate by company size

By organization size (number of employees): a 10.1-point range, from 40.5% at 1K–5K to 50.6% at <1K.

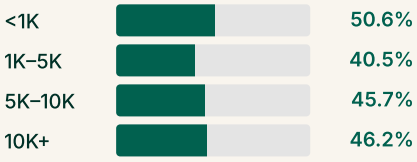


Figure 5.5

Check-back rate by region

A 17.2-point range, from 38.0% in LATAM to 55.2% in Europe.

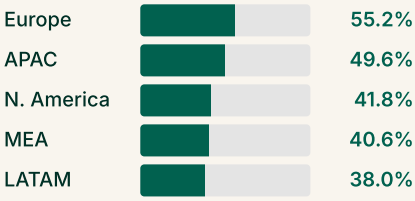


Figure 5.6

Check-back rate by industry

Share of reporters who log back in and read a reply from the organization. A 21.7-point range, from 31.3% in Professional & business services to 53.0% in Real estate & construction.



What stands out

Check-back rate varies more by industry and region than by organization size. Industries span 21.7 points, from 31.3% in Professional & business services to 53.0% in Real estate & construction, and regions span 17.2 points, from 38.0% in LATAM to 55.2% in Europe. Across size bands, the range is 10.1 points.

About this data: We count a check-back only when a reporter logs back in after the organization has replied, and reads that reply. Return visits before a reply don't count. This means every check-back reflects a real two-way exchange: the reporter has spoken, the organization has responded, and the reporter has read that response.

Section 06 Investigation efficiency

Closure time is what *reporters see*.

Speed and rigor in case handling are what reporters see of the process. The figures below show how closure time varies by company size (employees) and industry.

<1K	1K–5K	5K–10K	10K+	All orgs
51 days	41 days	41 days	42 days	41 days

Figure 6.1

Median case closure time by industry, in days

From 34 days in technology & software to 50 in energy, utilities, mining & environment. The line marks the platform median (41).



What stands out

Closure time varies more by industry than by company size. Technology & software closes fastest (34 days) and energy, utilities, mining & environment slowest (50). Organizations with 1K+ employees sit at 41 to 42 days; below 1K, it rises to 51.

About this data: Case closure time is the number of days between the date a report is received and the date its case is closed. The analysis covers 41,170 confidential reports from 528 organizations, received between July 1, 2025 and June 30, 2026.

For the platform and for each segment, we combined all closed cases and took the median. The median reflects the typical case and is not skewed by a small number of very long investigations. Because we pool cases rather than averaging per organization, organizations that handle more cases carry more weight. Open cases are excluded, so investigations still running at the time of analysis don't affect the figures. Segments with fewer than 100 reports are not shown.

Section 06 Investigation efficiency · cont.

41 days is a reference, *not a target*.

The platform median for case closure is 41 days, but that number alone doesn't tell you whether a program works well. Closure time depends on the cases a team receives, how it defines "closed," how much capacity it has, and who else is involved. Every organization handles these differently, so two teams with the same closure time can run very different programs. Before you compare your own number, look at what sits behind it.

What shapes closure time

01 The cases you receive

Some concerns reach further than others. In professional & business services, labor practices make up 23.7% of categorized reports, and teams can often resolve these internally. Industrial manufacturing receives the highest share of human rights & modern slavery reports on the platform (11.6%). These cases can involve suppliers, legal counsel, and several countries.

02 How you define "closed"

Some organizations close a case once the investigation reaches a finding. Others keep it open until every corrective action is complete. The investigation can take the same time in both, but the second approach adds the remediation period to the recorded closure time.

03 Your investigation capacity

Team size, triage rules, internal SLAs, and escalation routes all affect how fast a case moves. When HR, Legal, and Compliance share a case, every handover adds time.

04 Parties outside your control

External counsel, auditors, regulators, and law enforcement work to their own timelines. Your team can't always speed up a case that depends on them.

Where to look next

Compare your closure time with your industry in Figure 6.1 and your size band on page 16, not with the platform median alone. Then ask two questions. Does your team close cases at the finding or after remediation? And do reporters hear from you while a case stays open? Almost half of reporters (45.8%) return to check on their report, so your updates reach the people waiting on them.

A long case isn't a weak program. A silent one is.

Section 06 Investigation efficiency · cont.

Substantiation rate: finding the right balance.

A rate far below the platform rate may indicate weak intake: too many reports accepted that don't meet investigation thresholds. A rate far above it may suggest only clear-cut cases are pursued.

Figure 6.2

Resolution outcome

Closed cases with a clear outcome.



Substantiated	46.2%
Unsubstantiated	53.8%

Figure 6.3

Substantiation rate by company size

From 44.6% at 10K+ to 60.6% at 5K–10K. * <1K: too few cases with a clear outcome.



Figure 6.4

Substantiation rate by region

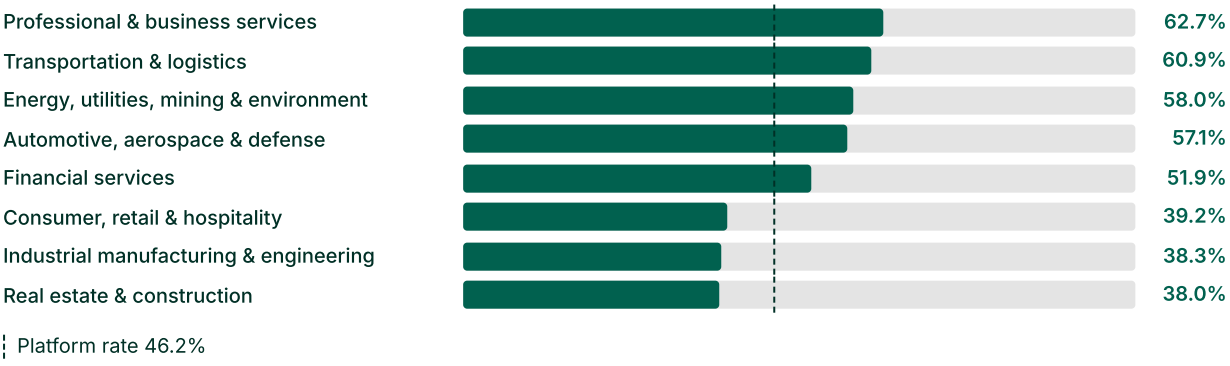
From 37.8% in N. America to 51.0% in APAC.



Figure 6.5

Substantiation rate by industry

From 38.0% in Real estate & construction to 62.7% in Professional & business services.



What stands out

Of cases with a clear outcome, just under half are substantiated (46.2%). But two in three closed cases (66.2%) have no clear outcome recorded, which makes it harder to show what the program achieves. Mid-sized organizations substantiate the most: 56.8–60.6% for 1K–10K organizations, against 44.6% at 10K+.

Section 07 Industry & regional breakdowns

Find your closest peer segment.

All core metrics broken down by industry, company size, and region. The matrix on the next page lets you locate your closest peer segment and read the relevant rates side-by-side.

By industry

- Telecommunications & media
- Financial services
- Industrial manufacturing & engineering
- Automotive, aerospace & defense
- Transportation & logistics
- Energy, utilities, mining & environment
- Consumer, retail & hospitality
- Healthcare & life sciences
- Professional & business services
- Real estate & construction
- Technology & software

By company size

- <1K employees
- 1K–5K employees
- 5K–10K employees
- 10K+ employees

By region

- North America
- Latin America & Caribbean
- Europe
- Middle East & Africa
- Asia Pacific

How to use this section

Identify your closest peer segment and compare the **2–3 metrics most relevant to your risk profile**. This provides a focused, data-backed starting point for board conversations and program reviews.

Section 07 Industry & regional breakdowns · cont.

Peer comparison matrix.

Figure 7.1

Core metrics by segment

Read down a column to compare segments. Darker shades mean higher values; context decides whether higher is better.

	Reports / 100	Anonymous %	Substantiation %	Closure (days)	Check-back %
Industry					
Telecommunications & media	0.22	63.3	*	49	49.7
Financial services	0.79	64.0	51.9	43	40.7
Industrial manufacturing & engineering	0.80	72.2	38.3	47	47.8
Automotive, aerospace & defense	0.46	57.7	57.1	49	51.1
Transportation & logistics	1.88	66.8	60.9	45	40.7
Energy, utilities, mining & environment	0.95	57.7	58.0	50	49.1
Consumer, retail & hospitality	1.10	64.5	39.2	40	47.3
Healthcare & life sciences	0.67	72.1	*	42	51.5
Professional & business services	2.19	58.9	62.7	41	31.3
Real estate & construction	0.95	71.9	38.0	36	53.0
Technology & software	n/a	n/a	n/a	34	n/a
Company size					
<1K	2.84	48.9	*	51	50.6
1K–5K	0.92	60.8	56.8	41	40.5
5K–10K	1.18	73.7	60.6	41	45.7
10K+	0.73	62.9	44.6	42	46.2
Region					
North America	n/a	62.5	37.8	36	41.8
Latin America & Caribbean	n/a	75.3	48.2	41	38.0
Europe	n/a	60.4	43.4	41	55.2
Middle East & Africa	n/a	64.7	49.9	45	40.6
Asia Pacific	n/a	60.8	51.0	43	49.6

Lower Higher

Reading note: * Not included: fewer than 100 reports recorded.

Caveat: n/a: not available. Region is recorded per report, so it has no reports-per-100 value. Technology & software has closure time data only.

What stands out

Professional & business services (2.19) and Transportation & logistics (1.88) report at over twice the platform rate (0.88). Europe has the highest check-back rate of any region (55.2%), and Latin America & Caribbean the lowest (38.0%).

Section 08 Implications & recommendations

What to do when the numbers move.

Recommendation

When reporting volume falls below your peer platform rate

Levers include awareness campaigns, additional intake channels, and visible leadership endorsement. Pair with a check-back baseline so you can tell whether new volume comes with engagement.

Recommendation

When anonymity rates significantly exceed peers

May point to a trust gap rather than a structural feature.

Levers include stronger anti-retaliation policies, manager training, and sharing anonymized examples of past reports that led to positive outcomes. The aim isn't to remove anonymity, which is a right, but to build the trust that lets more reporters choose to identify themselves.

Recommendation

When case closure time exceeds the peer median

Long closure times leave reporters waiting.

Levers include clearer triage processes, adequate staffing, and internal SLAs.

Recommendation

When check-back rates are low

Low check-back can mean reporters don't expect a response.

Levers include proactive status updates, simplified login, and closing the loop with reporters on case outcomes, even when the outcome is dismissal.

Recommendation

When many cases close without a clear outcome

Unrecorded outcomes hide what your program achieves.

Levers include a required outcome field at closure, a shared outcome taxonomy across HR, Legal, and Compliance, and a regular review of closed cases without a finding.

A note on use

These benchmarks are a compass, not a scorecard.

Section 09 Appendix · metric definitions

Definitions, in full.

Each metric used in this report, with how it is calculated, where the data comes from, and the known limitations of its interpretation.

Metric	Definition	How it's calculated	Source	Known limitations
Reports per 100 employees	Annualized count of new reports submitted to the platform, normalized by reporting population.	`(reports created in period ÷ employees) × 100, annualized`	Platform intake records	Excludes test submissions and duplicates flagged by the platform's de-duplication rules. Includes reports from third parties; the denominator counts employees only.
Anonymous reporting rate	Share of new reports submitted without identifying the reporter.	`anonymous ÷ (anonymous + named) reports`	Platform intake records	Reports with no anonymity value (50.6%) are excluded. Reporters who initially identify but later withdraw their identity are counted as named at intake. Anonymity is tracked only through the platform's identity setting, so reporters who disclose their name within a message are still counted as anonymous. Some organizations import reports from other channels, and imported reports may not carry an identity setting.
Substantiation rate	Share of closed cases concluded with confirmed findings.	`substantiated ÷ (substantiated + not substantiated)`	Case closure records	Excludes cases marked withdrawn or out of scope. Outcome taxonomy may vary by organization.
Median case closure time	Median elapsed days from case creation to closure.	`median(closure_date − creation_date) over closed cases`	Case lifecycle timestamps	Reopened cases are counted only at first closure. Excludes cases pending external dependencies. Cases still open at period end are excluded, which may bias the median downward.
Check-back rate	Share of reporters who log back in after the organization has replied to their report, and read that reply.	`reporters who read a reply after logging back in ÷ all reporters`	Reporter session records	Return visits before the organization replies are not counted.

Section 09 Appendix · methodology

Methodology & disclosures.

Sample composition

The dataset includes 528 organizations and 41,170 confidential reports submitted on the SpeakUp platform between July 1, 2025 and June 30, 2026. Industry and company size reflect organization-level metadata; region is recorded per report. Company size bands use total employee count at period start.

Aggregation rules

Segments with fewer than 100 reports are not included. Where a value is withheld, the relevant figure shows an asterisk (*).

Statistical conventions

Headline figures are pooled rates across all reports in the period, not medians across organizations. Correlations are reported descriptively; no causal claims are made. Other published benchmarks often report medians across organizations. Pooled rates are not directly comparable with those figures.

Privacy & data handling

No individual organization, case, or reporter is identifiable in this report. All metrics are derived from aggregated counts. Free-text content is never used in benchmarking.

Get your personal benchmark

See how your program compares by industry, size, and region. Ask your SpeakUp representative.

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Thank you for reading.

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