



Escalation Protocol Addendum

GNWT Exit Interview Project

This Escalation Protocol Addendum (“Addendum”) forms part of the agreement between the Government of the Northwest Territories (GNWT) and ProEdge Consulting Group Ltd. (“ProEdge”) relating to the Exit Interview Project.

1. Purpose

The purpose of this Addendum is to establish a clear, consistent, and ethically sound process for managing and responding to information disclosed during exit interviews that may indicate elevated organizational, legal, or safety-related risks.

This protocol is intended to balance:

- participant confidentiality and trust in the exit interview process;
- the integrity of aggregated reporting; and
- GNWT’s obligation to respond appropriately to serious risk or misconduct.

2. Guiding Principles

ProEdge will conduct all exit interviews as a third-party, non-investigative organizational feedback process. The default reporting approach is anonymized and aggregated.

Escalation of individual-level or sensitive information will only occur in exceptional circumstances as defined in this Addendum.

3. Standard Reporting Approach

All interview data will:

- be anonymized at the earliest reasonable stage of processing;
- be analyzed for themes, trends, and systemic issues; and
- be reported to GNWT in aggregate form without identifying individual participants.

No personal identifiers will be included in standard reports.

4. Escalation Threshold

Information may be considered for escalation only where it meets one or more of the following criteria:



- a) Imminent risk of harm: Information indicating a credible and immediate risk to the safety or well-being of any individual or the public.
- b) Serious criminal activity or fraud: Credible, specific, and actionable disclosures of suspected fraud, financial misconduct, or other serious illegal activity.
- c) Significant organizational or legal liability: Information that, if left unaddressed, may reasonably expose GNWT to material legal, financial, or reputational harm.

5. Escalation Decision-Making Process

Where potentially escalatable information is identified, ProEdge will follow a structured internal review process:

1. Initial internal flagging by the interviewer as “Sensitive – Requires Review”
2. Review by ProEdge project lead to assess:
 - credibility of the information;
 - specificity and corroboration;
 - level of risk; and
 - feasibility of de-identification.
3. Determination of appropriate action as outlined in Section 6.

6. Types of Escalation Actions

Following review, ProEdge may take one of the following actions:

6.1 Aggregated Reporting (Default)

Information is incorporated into thematic findings with no identifying details.

6.2 De-Identified Risk Notification (Preferred Escalation Method)

Where appropriate, ProEdge may provide GNWT with a risk notification that:

- describes the nature of the concern;
- identifies the functional area or context (where non-identifying and appropriate);
- excludes names or direct identifiers; and
- highlights potential risk implications.



6.3 Identified Disclosure (Exceptional Circumstances Only)

Disclosure of identifying information will only occur where:

- required by applicable law; or
- there is a credible and immediate risk to safety or significant harm; and
- de-identification would materially prevent appropriate response.

Where feasible, ProEdge will consult GNWT prior to any identified disclosure unless doing so would compromise safety or legal obligations.

7. Participant Awareness

Participants will be informed prior to interviews that:

- confidentiality is maintained in aggregate reporting;
- anonymity is protected to the fullest extent possible; and
- confidentiality is subject to limited exceptions involving serious risk, illegal activity, or legal reporting obligations.

8. Documentation and Audit Trail

All escalation decisions will be:

- documented internally by ProEdge;
- include rationale for decision-making; and
- retained in accordance with contractual data governance requirements.

9. No Investigative Role

ProEdge's role is strictly limited to data collection, thematic analysis, and reporting. ProEdge does not conduct investigations, determine culpability, or engage in disciplinary processes.

Any escalated information is provided solely for GNWT's internal review and response.

10. Review and Amendment

This Addendum may be reviewed and amended by mutual written agreement between GNWT and ProEdge to reflect operational needs, legal requirements, or best practices.



Government of
Northwest Territories