

WhistleB

WHISTLEBLOWING CENTRE



Whistleblowing service

Reporting Channel and Case Management Tool

How WhistleB contributes

USER FRIENDLY AND FLEXIBLE SYSTEM

The straight forward web and phone (IVR) based channels are accessible 24/7 in your required languages.

Easy-to-use and multilingual Case management tool.

- ✓ Flexible – changes can be done by the customer.
- ✓ Immediate safe machine translation and a professional translation services are available in the encrypted Case management tool.

SECURE SYSTEM - EU BASED

Complies with present data protection laws, including the EU GDPR, the strictest such law in the world.

Enables users to comply with the GDPR requirements.

TOP QUALITY CUSTOMER CARE

Time-efficient, correct and positive roll out of the service.

Dedicated, senior team to support you during the use of the system.



User-friendly and flexible system

How the whistleblowing system works

1. REPORTING

A person sends a message about a concern.

The web-based and phone based Reporting channels are available in your required languages. The web-based channel is device independent, allowing for access from smartphones.

2. CASE MANAGEMENT - INVESTIGATION

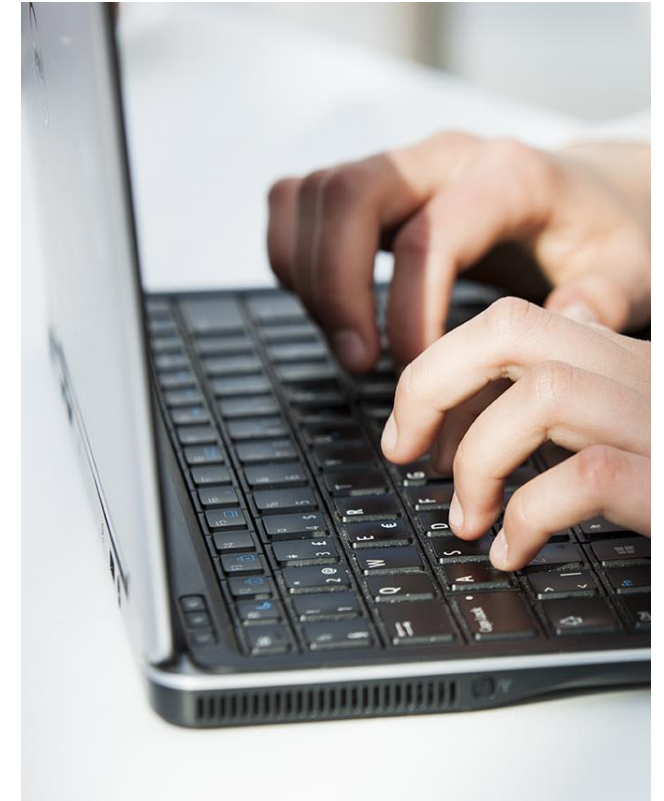
The authorised users of the Case management tool get a notification (sms and e-mail) of an incoming message and logs into the tool to review the message and to take action. Advanced case management functionalities are available to support an efficient investigation process.

3. DIALOGUE

Further dialogue with the person reporting is possible with remained anonymity.

4. FOLLOW UP AND STATISTICS

Online statistics according to categories set by the customer.



User-friendly and flexible system

Tool for efficient, correct & secure case management



- ✓ The tool facilitates a flexible and secure organisational set up of the case management process; submission of cases to defined teams, possibility to assign cases further to individuals and teams.
- ✓ Advanced investigation support including categorisation of cases, communication with users and external individuals, file upload, predefined answers etc.
- ✓ Translation support by 1) Safe machine translation and 2) professional translators.
- ✓ Efficient follow up including online statistics, KPIs and presentations.
- ✓ Security by design, the tool supports correct management of cases. Cases can be archived or deleted when the investigation is closed, in compliance with the legal requirements in the markets where you offer the service. User and case logs are available.

Secure system – EU based

Legal compliance & Information security

- ✓ The legal basis for the WhistleB service is compliance with present data protection laws including EU General Data Protection Regulation (GDPR). External assessment.
- ✓ DPIA Data Protection Impact Assessment. Internal assessment.
- ✓ Information security management system according to ISO 27001. External assessment.
- ✓ Customers are assisted to process personal data in accordance with the GDPR.



Secure system – EU based

Data security



The WhistleB service is designed with the principles of security by default and by design to ensure data security and correct management of personal data. Example of key security elements of the service are:

Encryption. Customer data is encrypted in communication and storage.

Secure authentication. Access to the WhistleB service includes multi-factor authentication to access the service.

Secure data. Real-time replication combined with back-ups utilizing primary and secondary data centers.

Intrusion detection and prevention. WhistleB is protected against online attacks for all authentication in the service.

Availability of data. Performance and security of the WhistleB service is monitored 24/7/365, by an external party.

Vulnerability and penetration testing by external IT security expert.

MORE INFORMATION:
<https://whistleb.com/trustcentre/>

Top quality customer care and service

Implementation support & client dedication

Thought-through and proven implementation process:

1. START UP	2. CUSTOMIZATION	3. SET UP	4. LAUNCH
Review of project plan and implementation package.	Possible customization of templates (whistleblowing guidelines, reporting form and communication templates).	Whistleblower reporting channel and company Case management tool.	Communication of the service.
Immediate	According to customer time-plan	Immediate	According to customer time-plan

No IT installation at customer

- ✓ Dedicated, senior team to assist you in working with the system in a time-efficient and correct way.

Customer examples

WhistleB is a global and fast-growing company, with a market coverage of 150+ countries on all continents. Our customers include global companies in various sectors such as banks, investment and pension funds and public authorities. Examples:

Group Renault car manufacturer. Global operations, 180 000 employees.

Group Keolis private operator of public transport. Operations in 20 countries, 63 000 employees .

Nordea Bank one of the biggest banks in Europe, 30 000 employees.

Groupe Auchan one of the world's principal distribution groups, 340 000 employees.

Covéa Mutual insurance company, 25 000 employees.

La Banque postale 30 000 employees, part of La Poste.

JTEKT international automotive components, sensors, bearings and machine tool reseller.

SCA leading timber, pulp and paper manufacturer.

Cargotec Corporation manufacturer and distributor of cargo-handling machinery in 100+ countries.



About us

- ✓ WhistleB is a global company, offering a next generation whistleblowing service, with a market coverage of 150 countries.
- ✓ Long term commitment. 25 years of experience in the fields of business ethics and compliance.
- ✓ Signatory of UN Global Compact
- ✓ Senior, dedicated client care team, with many years of experience in the field of whistleblowing.

Sustainable Profit, a handbook by the founders of WhistleB, Gunilla Hadders and Karin Henriksson. Available in English, Chinese, French and Swedish.

MORE INFORMATION:
<https://whistleb.com/>



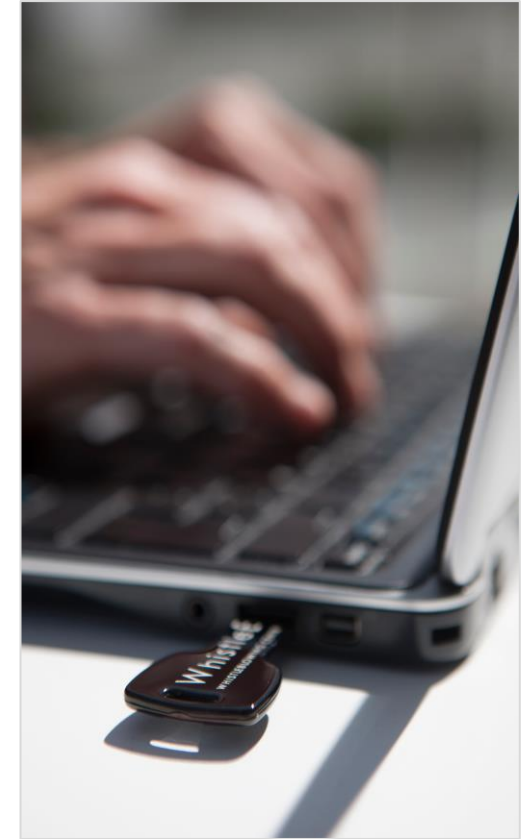
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WHISTLEBLOWING CENTRE

FAQs

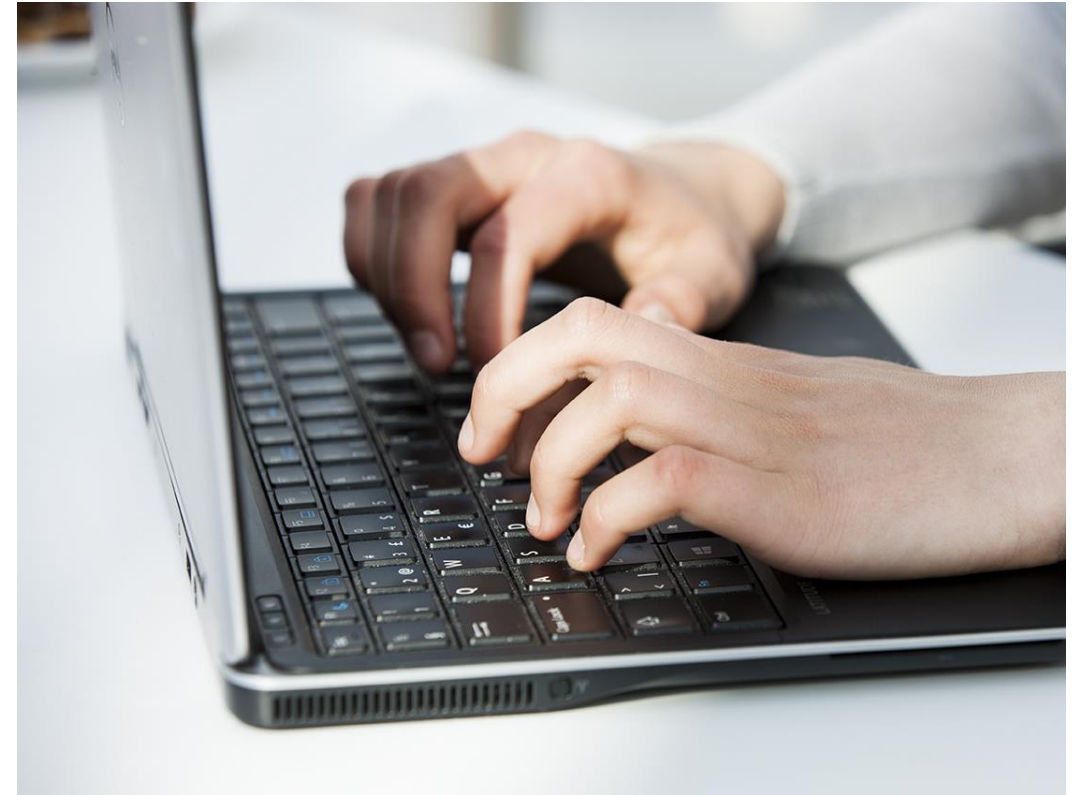
Why should we use a third party provider?

- ✓ The success of the service is based on trust. Trust that the whistleblower can be anonymous throughout the investigation and is protected against retaliation.
- ✓ Anonymous whistleblowing increases the likelihood of getting reports on serious misconduct and hence have the chance to minimise damage and risks.
- ✓ True whistleblower protection implies that you need a whistleblowing solution that is separate from your own IT environment. You must be able to show that a whistleblower cannot be tracked



How is the anonymity of the whistleblower protected?

- ✓ The whistleblowing service is distinct from the employer's IT systems and web services.
- ✓ WhistleB does not store IP addresses nor information connected to the source of attached documents.
- ✓ All messages are strongly encrypted and can only be decrypted by designated individuals. WhistleB cannot decrypt or read a message.
- ✓ WhistleB is compliant with ISO 27001, information security and 27018, security in the cloud.



Can WhistleB support our global organisation?

The WhistleB service platform is designed for high scalability and flexibility, offering a future proof service to our customers.

EXAMPLES OF FEATURES:

- ✓ Reporting in any language
- ✓ Inbuilt language support for case managers
- ✓ Assignment of cases throughout your global organisation, or decentralized reception of cases by local teams
- ✓ Online corporate statistics
- ✓ Correct management of personal data, in compliance with national legislations.



How does WhistleB support our internal set up – can we have different roles and authorities?

- ✓ The WhistleB service allows for different user roles and authorities; security manager, case manager, delegation manager.
- ✓ The customer decides who is authorised to access whistleblower messages. Usually the team for managing cases consists of internal members, but external parties can be added to support, either for receiving all cases or in certain investigations.
- ✓ Activities made by the team members are logged and can be audited on a case or individual basis.



How does WhistleB ensure the highest possible level of data privacy?

WhistleB has made data privacy our top priority. The WhistleB service is continuously monitored and regularly tested, including penetration testing by external IT security experts. [Visit the WhistleB Trust Centre »](#) to learn more about whistleblowing and data privacy.

ASSESSMENTS AND CERTIFICATIONS

- ✓ GDPR compliance. External assessment.
- ✓ DPIA
- ✓ ISMS compliance with ISO 27001. External assessment.
- ✓ ISO 27001 and ISO 27018 certifications, Microsoft Azure
- ✓ Cloud Security Alliance, CSA
- ✓ Regular vulnerability and penetration tests. External assessment.



WE SUPPORT



How can we categorise our cases to get statistics for follow up?

EXAMPLES OF CATEGORIES:

- ✓ Company brands
- ✓ Country (France, China etc)
- ✓ Subject (fraud, harrassment etc)
- ✓ You define the categories you want for follow up.
- ✓ Statistics is available for any choosen category and for any chosen period of time.
- ✓ Key Performance indicators are available.
- ✓ Corporate statistics gives you an overview of data for different sevice accounts.

Find out more

- ✓ [WhistleB Customer study](#)
- ✓ [Top tips on whistleblowing - Our very best advice for a trusted and efficient whistleblowing system](#)
- ✓ [WhistleB trust centre](#)
- ✓ [How it works](#)

WhistleB

WHISTLEBLOWING CENTRE

Screenshots

The whistleblower fills in the straightforward reporting form.
The multi-lingual reporting form can be customised.

We want to do what is right

Our company strives to maintain a transparent business climate and high business ethics. We value the safety and respect of everyone affected by our business. You have a vital role in our success.

Our Whistleblowing service

Whistleblowing provides an opportunity to report suspicions of misconduct; anything that is not in line with our values and policies. Our whistleblowing service is an early warning system to reduce risks. It is an important tool to foster high ethical standards and maintaining customer and public confidence in us.

Primarily we encourage you to contact a manager in our organisation. If you feel you cannot be open with your information, we offer the option of reporting your concern anonymously.

When can I use the Whistleblowing service?

Whistleblowing can be used to inform about a concern about something that is not in line with our values and ethical code, and that may seriously affect our organisation or a person's life or health.

For workplace-related issues and complaints, we ask you to please contact your supervisor or manager.

Your message will be securely handled

The whistleblowing service is provided by an external partner WhistleB, Whistleblowing Centre, to ensure anonymity. The communication channel is encrypted and password-

How do I submit an anonymous message?

You do not need proof of your suspicions, but all messages must be made in good faith.

Your message is submitted easily and securely by following the instructions in the form. After having sent your message you will receive an ID and a password on the screen. Save these in a secure manner. You will remain anonymous throughout this dialogue.

Within 10 calendar days, we may post a response or follow-up question for you.

Create message »

Follow up

Thank you for your contribution.

Describe your issue

Please provide a thorough description of the issue so that we can investigate it further.

What is your concern?

When did this happen?

Where did it happen?

Details of the case

Please describe what has happened and why you are submitting this report. If you wish to be anonymous, make sure that you do not include information in the report that can reveal your identity.



Add attachment (optional). Metadata is removed to ensure anonymity.

Further dialogue with the anonymous whistleblower is possible thanks to a personal ID given at the end of the reporting session



Your message has been received.

We will deal with your concern promptly.

Important information for Follow up

We may have information to share or need to ask a follow-up question to complete the investigation. You can read a reply from us within 10 calendar days by following these instructions.

Instructions

1. Save your ID and password below. Your ID and password will remain throughout the dialogue. Please note that we can not restore your ID or password after you have left this page.
2. You can read the answer from us by selecting "Follow up" on the start page of this communication channel or by using the web link below. Enter your ID and password. If you have forgotten them, please send a new message.

Web address for Follow up:

<https://report.whistleb.com/followup>

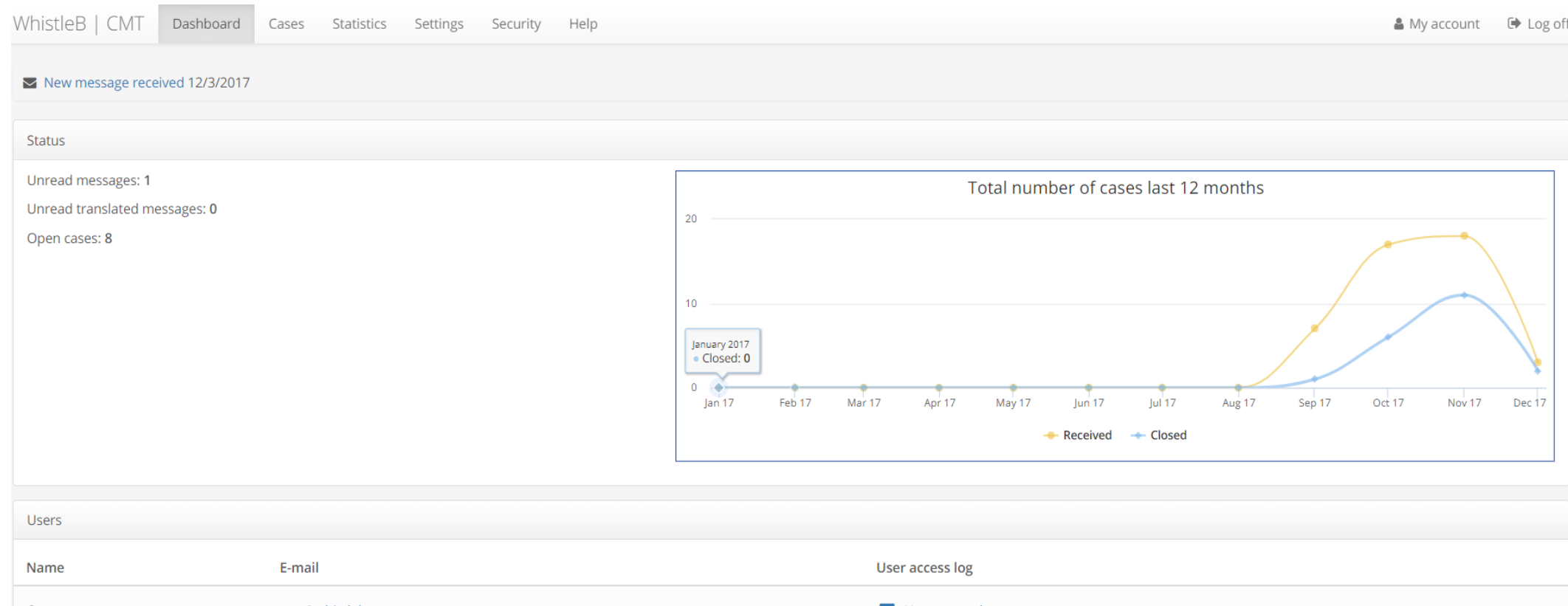
Your ID

4294941744

Your password

xY5deuhW

The company whistleblowing team receives a notification and logs into the Case management tool. Secure login including multi- factor authentication.



Features to facilitate case management and the investigation process

- ✓ Dialogue with an anonymous whistleblower.
- ✓ Built in language support to enable dialogue in any language.
- ✓ Different levels of user authority.
- ✓ Delegation of reports to assigned users.
- ✓ Discussions: send the information you select to users or external parties.
- ✓ Categorization of reports, according to customer requirements.
- ✓ Closing/archiving of reports, according to law.
- ✓ Uploading of files and Notes section.

The screenshot displays the WhistleB case management interface. On the left, a sidebar contains navigation links: 'General and categories' (highlighted in blue), 'Summary and notes', 'Files', and 'Case log'. The main content area is divided into two panels. The left panel, titled '#32 Open case' and 'General and categories', contains a form with the following fields: 'Case name' (text input), 'Subject' (dropdown menu), 'Whistleblowing' (checkbox, checked), 'Teams' (dropdown menu with a note: 'Only members with authority to assign can assign this case to other teams'), 'Owner' (text input), and 'Last update' (11/20/2018). At the bottom of this panel are buttons for 'Schedule for deletion', 'Schedule for archiving', and 'Print'. The right panel, titled 'Dialogue', shows a message received on 11/20/2018 in English. It contains a form with fields for 'What is your concern?', 'When did this happen?', 'Where did it happen?', and 'Details of the case'. Below the form are buttons for 'Safe machine translation' and 'Send for translation'. A second message section shows a message created on 11/20/2018, with a 'Message sent' status and an 'Unread' indicator. It includes a 'Thank you for your message' message in a non-English language and a 'Safe machine translation' button. At the bottom right of the dialogue section is a 'Create message' button.

Overview of reports. All actions are logged in the system.

<div>OpenDeletedArchived</div> <div>Search</div>						
#	Name	Categories	Teams	Received	Last update	Actions
65	N/A Unanswered		channel team annademo	11/23/2018	11/23/2018	...
64	Test	Discrimination	channel team annademo	11/23/2018		<div><div>View log</div><div>Schedule for archiving</div><div>Schedule for deletion</div></div>
63	N/A Unanswered		channel team annademo	11/23/2018		
62	N/A Unanswered		channel team annademo	11/23/2018	11/23/2018	
60	Test	Human Rights, Sweden	channel team annademo	11/21/2018	11/21/2018	...
59	N/A Unanswered	Environment	channel team annademo	11/15/2018	11/15/2018	...
58	Test	Internal, Sweden	channel team annademo	11/15/2018	11/15/2018	...
57	N/A Unanswered	Not relevant, Environmental	channel team annademo	11/2/2018	11/2/2018	...

Online statistics and KPIs to meet group /company specific requirements for efficient follow up

