WhistleB®
By NAVEX

How WhistleB Works

WhistleB is an easy-to-use whistleblowing system and has been purpose-built for receiving and channelling confidential reports to authorised personnel.

Our whistleblowing system makes it simple and safe for the whistleblower to report wrongdoing confidentially and anonymously and for you to manage the reports. For more information watch our online demo.

WhistleB is used by many organisations in more than 150 countries and is compliant with national data protection laws, including the EU GDPR and the EU Whistleblower Protection Directive. Compliance with relevant national and EU laws is embedded within the system to reduce your legal risks and it comes with the tightest security to keep you, your employees, your data and your organisation's reputation safe.

CLICK HERE TO BUY WHISTLEB ONLINE TO GET THE BEST DEAL.

Reporting Channel

This is where employees and other stakeholders report suspected wrongdoing, easily, safely and anonymously. Individuals are able to report in their own time whenever it is most convenient for them 24/7, 365 days a year. The Reporting Channel has a web-based landing page and questionnaire, both of which can be customised so that you receive information that is vital to your organisation. Our web platform is easy to navigate in 60+ languages and allows reports to be made without having to complete lengthy questionnaires breaking down the barriers to whistleblowers coming forward. You can set up separate Reporting Channels for different groups, such as legal entities, suppliers and customers.

Legal information on national data privacy restrictions is included in the relevant language version of the Reporting Channel.

A telephone reporting service via our Interactive Voice Response (IVR) is also available. For further information please contact us.

YOU CAN VIEW OUR SHORT REPORTING CHANNEL VIDEO HERE.

Case Management Tool

The Case Management tool is easy to use and guides and facilitates the receipt, monitoring and management of cases. Whistleblowing reports are managed as "cases" securely and efficiently in the online Case Management tool. The user interface is available in 14 languages – Brazilian Portuguese, Czech, Danish, English (US), English (GB), Finnish, French, German, Hungarian, Italian, Polish, Romanian, Russian, Spanish, and Swedish.

The Case Management tool ensures secure ongoing communication with all whistleblowers even if they have chosen to remain anonymous as well as external stakeholders. It has embedded language support, provides online statistics and follow-up functionality.

The Case Management tool provides excellent support in defining your security settings such as multi-factor authentication and user authority management. Security is maintained through the use of role-based access control that restricts the level of information available according to the authorisation levels of individual users.

The WhistleB Case Management tool enables you to adhere to legal requirements on whistleblowing in different national jurisdictions and comply with legislation for the correct handling of personal data.

Developed to meet the need of the directive, you can log reports received via internal channels, including, by face-to-face and by post which means you can manage all reports in one place and have an overarching view no matter how they were submitted.

A resource centre is built into the Case Management tool, you will be guided through a seamless implementation process and gain access to essential documents and information; expertise, best practises, guidelines and communication support all in one place.

YOU CAN VIEW OUR SHORT CASE MANAGEMENT VIDEO HERE.

From making a report to case closure

1 Employee makes a report

The whistleblower reports a concern by accessing the unique web address assigned to the Reporting Channel. This takes the whistleblower to the landing page of the Reporting Channel which provides additional information about the reporting process. The whistleblower chooses their local language, completes the questionnaire and describes what has happened. They can report anonymously, or they may choose to identify themselves, the whistleblower can review the report before submitting.

Once submitted, the report is sent to appointed individuals within your organisation. The whistleblower is given a personal identification number and a password which they use to review feedback from the organisation, or send further information to help with the investigation of their concern. The whistleblower is informed to log back into the system within a given time frame of submitting their report as determined by your organisation.

The web-based channel can be accessed from any device, including smartphones. It is easy to use, safe and secure, reports are encrypted, no IP addresses nor other metadata are tracked, and anonymity is ensured.

2 Organisation receives a case

The appointed case manager receives an immediate notification by email / SMS, they log into the Case Management tool using their personal log in details to review the message received and action. Login is secure and includes multi-factor authentication. The dashboard highlights received messages and the link to the Reporting Channel. If the report was made in a local language, you can choose to use the secure online translation, or you can request a professional translation which is done by a person.

You decide which individual(s) should have access to which cases, and only authorised case managers can decrypt and read the report.

3 Ongoing dialogue between the organisation and the whistleblower

The system facilitates ongoing dialogue between the case manager and the anonymous whistleblower. The case manager submits a response against the case id in the local language. To read the response the whistleblower logs into the Reporting Channel using the personal identification number and password they were given at the time of submitting their report, the company response will be available to read. The whistleblower can send further information, ongoing dialogue can continue until the case is investigated and closed. Data is encrypted during transmission and in storage.

4 The investigation takes place through to case closure

Investigation of cases is supported by advanced functionality including categorisation of cases, process status, notes, file upload for evidence, secure chat between authorised individuals, or complete re-assignment of cases. You can review the case log to ensure all actions have been taken. Once an investigation has been completed the case is closed in compliance with data protection legislation, such as GDPR. Cases can either be deleted or archived, if archived personal data such as names should be removed from the report.

5 Summarised overview of all current and historical cases including trend analysis

Statistics and report generation tools provide an overview of current and historic data, status, alerts, performance indicators and in-depth analysis. The dashboard accommodates individual settings, and the report generator offers flexible presentation possibilities. Statistics can be presented according to your needs and can be easily downloaded for further analysis.

ABOUT NAVEX

In December 2019, WhistleB became part of NAVEX, the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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