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# WhistleB

WHISTLEBLOWING CENTRE



## Checklist for a trustworthy whistleblowing service

### Endorsement

- Are your Code of Conduct and other behavioural codes linked to the whistleblowing channel?
- Do you explain why you have the whistleblowing channel in place, how the security of the service is organised and how you protect the whistleblower's anonymity?
- Have you clearly explained and given examples of issues that should be reported through the whistleblowing channel?
- Has the whistleblowing channel been endorsed by the Board of Directors, Management and by the Works Council or employee representative?

### Reporting

- Is the whistleblowing channel accessible 24/7/365 from all devices with internet access, including smartphones?
- Is it possible to report while remaining anonymous and untraceable, and is it possible to establish a dialogue with an anonymous whistleblower?
- Is it easy to upload supporting documents, such as pictures?
- Can you ensure that there is no tracking of a whistleblower's metadata, including the IP address?
- Is your whistleblowing channel provided by an external service provider to ensure anonymity?

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## Case management and investigation

- Is your whistleblowing team instantly notified of incoming reports, e.g. by sms and/or email?
- Do you have guidelines and routines in place for the investigation process?
- Do you have a Case management tool for efficient handling of reports, including the possibility to safely assign or delegate cases to the right level in the organisation?
- Do you have secure translation support?

## Follow up

- Can you easily create statistics, e.g. number of reports sorted by time period, areas of concern or geographical area?
- Are you able to present the outcomes of investigations in whistleblowing reports internally and externally, improving transparency, credibility and conduct?

## Data security

- Is data encrypted during storage, transmission and in back-ups?
- Is data protected against online attacks for all authentications in the service?
- Is the service vulnerability and penetration tested regularly?

## Legal compliance

- Is the whistleblowing service compliant with current laws and regulations on data protection in all countries where you offer the whistleblowing channel?
- Is it ready for upcoming laws and regulations, such as the General Data Protection Regulation (GDPR)?
- Are user logs created for follow up and audits?
- For whistleblowing in the EU, can you ensure personal data is stored within EU?
- Are the rights and obligations of the whistleblower ensured and explained, e.g. whistleblower protection?
- Are the rights and obligations of the subject of the whistleblowing message ensured and explained?

## Adaptability

- Is your whistleblowing channel available in all languages required in the markets where your organisation operates?
- Is the whistleblowing channel easily customisable to your organisation's specific situation?
- Does the whistleblowing channel allow for continuous adaptation to changing circumstances and whistleblowing experience gathered?

WhistleB offers a next generation whistleblowing service, a third-party solution that enables a whistleblower to report a suspicion of misconduct in a secure way. Our customers include global and regional companies in various sectors as well as investors, public authorities and associations. We have a market coverage of 100+ markets on all continents.

More information about WhistleB: [www.whistleb.com](http://www.whistleb.com)

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