

WhistleB

a NAVEX Global® Company



WhistleB Ready-to-Launch

Reporting channel and integrated Case management tool

Secure, simple and efficient, with possibility for future upgrades

Please contact us: contact@whistleb.com

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How we contribute

WhistleB offers a user-friendly whistleblowing system, with the highest possible security level, that your employees and stakeholders can use to report suspected ethical and compliance-related misconduct. Whistleblowing cases are efficiently managed in the Case management tool.

The WhistleB solution in a nutshell



USER-FRIENDLY AND LEGALLY COMPLIANT

For the person reporting: the straightforward reporting channel is accessible 24/7/365, multilingual and accessible from any device. **For the organisation:** the intuitive Case management tool is compliant with current data protection laws globally, including the **GDPR**, and enables users to comply with these regulations.



HIGHEST SECURITY STANDARDS

The system safeguards the anonymity of the whistleblower and protects sensitive data. The WhistleB platform is certified in accordance with ISO 27001; information security management, and ISO 27018; protection of personal data in the cloud.

Data is stored in EU.



IMPLEMENTATION

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



CUSTOMER SUPPORT

WhistleB provides advice on whistleblowing case handling, including organisation and case workflow, data privacy and communication.

Description of the WhistleB offering

- | | | |
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1. A user-friendly system

Ready-to-Launch: how it works

1.	2.	3.
The whistleblower reports a concern. The web-based reporting channel can be accessed from any device, including smartphones.	The organisation's whistleblowing team receives a notification and logs in to the Case management tool to review the message and take action.	Further dialogue with the anonymous whistleblower is possible thanks to a personal code given at the end of the reporting session.

A **multilingual reporting channel** includes a web-based landing page, questionnaire and the possibility to have an anonymous dialogue. The Ready-to-Launch plan includes 3 languages. The channel can be customised.

Watch a short film about the [Reporting channel](#)

An integrated Case management tool

Messages are received and managed in the multilingual Case management tool, which offers features to facilitate case management and investigation. The Ready-to-Launch plan includes the following functionalities:

- ✓ **Dialogue** with an anonymous whistleblower. You can use predefined answers and you are informed when a whistleblower has read your message.
- ✓ **User management** allows for different user roles, adding and updating users (up to 3 users)
- ✓ **Case management:**
 - categorisation of cases
 - summary and notes, file upload
 - possibility to add cases manually
 - cases can be archived or deleted when the investigation is closed, in compliance with the legal requirements in the markets where you offer the system (for example GDPR).
- ✓ **Multifactor authentication**
- ✓ **User and case logs**
- ✓ **Efficient follow up** including statistics, KPIs and report generator.

Watch a short film about the [Case management tool](#)

The Ready-to Launch plan can be upgraded with more languages, users and advanced functionality. For more information please see [here](#).

2. Compliance

The WhistleB system is used in 150 countries and complies with current data protection laws, including the EU GDPR, the strictest such law in the world. The system enables users to comply with the GDPR requirements for handling of personal data; and protection by default and by design. Data is stored in the EU.

The basis for legal compliance is information security, which underpins processes and functions of the system. WhistleB works systematically with information security, including personal data handling. The information security management system, ISMS, complies with the international standard ISO 27001.

QUALITY CONTROL AND EXTERNAL ASSESSMENTS

- ✓ GDPR compliance
- ✓ DPIA Data Protection Impact Assessment
- ✓ ISMS compliance with ISO 27001
- ✓ ISO 27001 and ISO 27018 certifications, Microsoft Azure
- ✓ Regular vulnerability and penetration tests
- ✓ WhistleB is a signatory of the UN Global Compact

“Altogether the company’s WhistleB service is well-engineered from a GDPR perspective. Apart from its fundamental design, which conforms to the most stringent requirements, the service also provides a host of GDPR compliant functions, such as the ability to perform selective purging. These are to be considered very advanced features that are extremely well aligned with GDPR requirements.”

Göran Gräslund, Legal Counsel and former Director General at Swedish Data Protection Agency.
External assessment of WhistleB GDPR compliance. January 2020



3. A secure solution

The WhistleB third-party solution safeguards the anonymity of the whistleblower and protects sensitive data. Building trust in the system is paramount for WhistleB customers.

WhistleB offers Zero-knowledge privacy. Zero-knowledge privacy means that no one, not even WhistleB, can look into the content of your sensitive data. Only you and those who you decide to share with can access the data.

Examples of key security features

- ✓ **Secure authentication.** Access to the WhistleB system includes multi-factor authentication.
- ✓ **Intrusion detection and prevention.** Protection against online attacks for logins in the system.
- ✓ **Encryption.** Customer data is encrypted in communication and storage. WhistleB does not have access to sensitive customer data such as whistleblower messages and dialogue, unless otherwise authorized by the customer.
- ✓ **Availability of data.** Real-time replication combined with back-ups utilizing primary and secondary data centres. Performance and security of the WhistleB system is monitored 24/7/365 by an external party. The WhistleB system is available to its users from anywhere, at any time.
- ✓ **Anonymity.** WhistleB does not track whistleblower metadata, such as IP addresses.

The WhistleB system has been designed to offer a future-proof solution to our customers. It is hosted by Microsoft Azure for the highest availability and secure hosting. Platform services are delivered to customers through data centres, each designed to run 24/7/365. Data is stored within the EU (Northern Europe). The platform is certified in accordance with ISO 27001 - information security management and ISO 27018 - protection of personal data in the cloud.

The encrypted data can be exported to another database for further use.

"The privacy of the whistleblowers is preserved. Outpost24 attacked the application from the Internet and was not able to retrieve sensitive data."

Outpost24, vulnerability and penetration testing, March 2020

Additional information available at [WhistleB Trust Centre](#)

4. Implementation

WhistleB provides support and advice based on our many years of experience. Our thorough and well-established project plan is the basis for an efficient launch of the system.

Implementation support:

GUIDELINES

Whistleblowing is governed by whistleblowing guidelines and data protection laws.

- ✓ Template for whistleblowing guidelines (GDPR compliant).
- ✓ Access to guidance on handling personal data for whistleblowing purposes in the countries where you operate.
- ✓ Best practices for case management

COMMUNICATION SUPPORT

- ✓ The reporting channel includes text to inform about the purpose and use of the system, adapted to national data protection regulations on whistleblowing.
- ✓ Customisable landing page and whistleblower questionnaire.
- ✓ Communication support and templates for internal and external communication: texts, ppt, film, poster and FAQs for the whistleblower.

SET UP AND INTRODUCTION TO THE SYSTEM

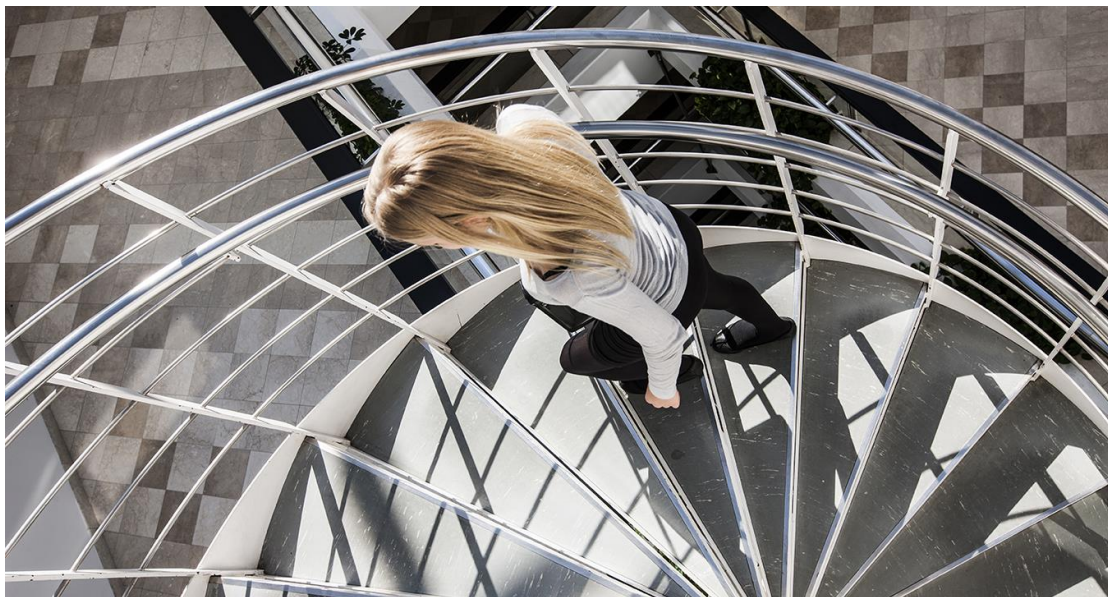
The Ready-to-Launch plan includes an implementation meeting where we walk you through the steps of the implementation and review the implementation material and case management in the service. We provide support and recommendations based on our experience.

5. Ongoing customer support

- ✓ **Customer support** is available on weekdays during office hours (CET).
- ✓ **Customer Newsletter:** Legal, technical and market updates are communicated in the WhistleB system newsletter for customers.

Optional, based on customer needs:

- ✓ **Counselling:** WhistleB gives advice on whistleblowing case handling, including organisation and case workflow, data privacy and communication.
- ✓ **Expert network:** WhistleB cooperates with a global network of experts who have the capability and experience to deliver market-leading advice to support investigations, including case handling. Experts work in fields such as corruption, fraud, countervailing competition, forensic technology, data analytics, forensic accounting, crisis management and communication.



6. Price

Our offering

- ✓ Reporting channel in up to three languages. Please see section 1.
- ✓ Integrated Case management tool. Please see section 1.
- ✓ Unlimited number of reports
- ✓ New releases of the system

Price: EUR 155 per month

Implementation, as described in section 4: EUR 800 (one-time fee)

Optional services:

- ✓ Additional support: meetings, training sessions, customisations: EUR 150 /h
- ✓ Translation of customised texts in the reporting channel

The service can be upgraded according to your organisations need of advanced functionality and language support.

Invoiced yearly. Minimum contracting period: 12 months. Terms of payment: 30 days.

The above prices are based on the standard WhistleB service agreement, published on the whistleb.com.

VAT is not included in the fees above.

7. About WhistleB

WhistleB Whistleblowing centre AB is a global whistleblowing service provider, with a market coverage of 150 countries on all continents. The company is headquartered in Stockholm, Sweden. WhistleB is a Navex Global company.

Our customers include companies in various sectors as well as investors, public authorities and associations.

Management team at WhistleB



Gunilla Hadders



Karin Henriksson

Founders and senior advisers Gunilla Hadders and Karin Henriksson Gunilla Hadders and Karin Henriksson developed and implemented WhistleB’s market-leading whistleblowing service based on their background and experience in the sustainability sector. This system is now used by hundreds of customers, in 60 languages and more than 150 countries. The co-founders of WhistleB are actively engaged in the management and development of WhistleB, a market leader in terms of customer support and a state-of-the-art service in terms of customer functionality and security.



WhistleB has more than 20 years of experience developing and implementing business-driven ethics and sustainability work, including codes of conduct, ethical guidelines and communication. The book *Sustainable Profit*, written by Gunilla Hadders and Karin Henriksson, is available in English, French, Chinese and Swedish.

“A Whistleblowing function that members of staff can trust is a key sustainability tool for the board. It is important that irregularities... can be reported anonymously, e.g. through an independent external third party.”

Leif Johansson, Chairman of the Board, Ericsson and AstraZeneca, former CEO at Volvo.

Quote from *Sustainable Profit*

Customer references

Companies

Group Renault global car manufacturer, 180 000 employees	https://group.renault.com/en
Société Générale multinational bank	https://www.societegenerale.com
Nordea the largest bank in the Nordics	https://www.nordea.com
Cargotec Corporation manufacturer and distributor of cargo-handling machinery in 100+ countries	https://www.cargotec.com/en
Axel Johnson Group companies in the sectors of retail (Åhléns, Axfood etc), real estate and asset management	https://www.axeljohnson.se/en
Groupe Auchan one of the world's largest retail and distribution groups, 340 000 employees	https://www.auchandirect.fr
Atea market leader in IT infrastructure for businesses and the public-sector in the Nordics	https://www.atea.com
JTEKT international automotive components, sensors, bearings and machine tool reseller	https://www.jtekt.co.jp/e
Brasilagro Brazil's largest rural development company	http://www.brasil-agro.com
AmerSports sporting goods company, brands including Salomon, Atomic Skis, Suunto and Peak Performance	https://www.amersports.com
Keolis private operator of public transport	https://www.keolis.com/en
Fiskars Group consumer goods company, brands including Iittala, Gerber, Hackmann, Rörstrand, Royal Copenhagen	https://www.fiskarsgroup.com
Orkla consumer goods company, brands including Abba, Pierre Robert, OLW, Jordan, Göteborgs kex, Cederroth	https://www.orkla.com
SCA pulp and paper manufacturer	http://www.sca.com/en
Bonnier media group of 175 companies	https://www.bonnier.com/en
Klarna bank providing online financial services	https://www.klarna.com/international
Barilla Group international food company	https://www.barillagroup.com/en
Clarins cosmetics company	https://int.clarins.com
Hermès French high fashion luxury goods manufacturer	https://www.hermes.com

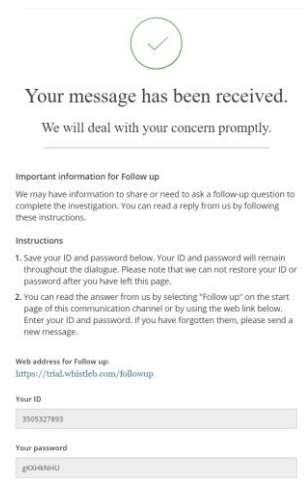
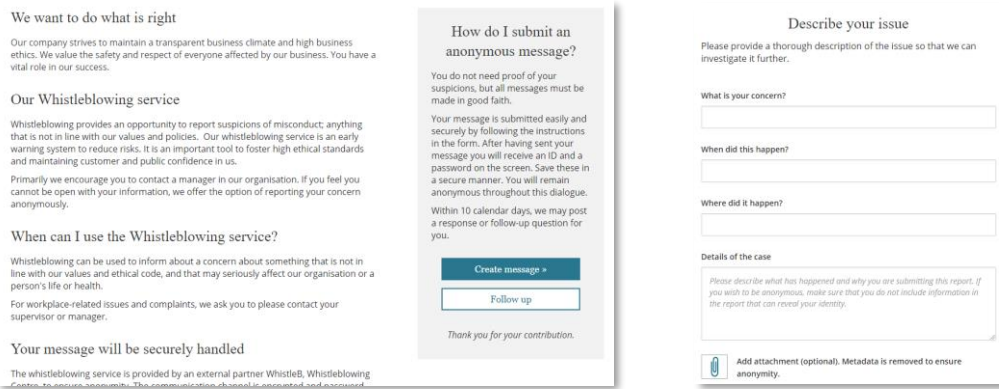
Authorities and Associations

Swedfund finance institution of the Swedish state	https://www.swedfund.se/en
The Commerce Commission of New Zealand	http://www.comcom.govt.nz
Austrian Federal Competition Authority	https://www.bwb.gv.at
Karolinska University Hospital	https://www.karolinska.se/en
Sixth Swedish National Pension Fund	http://www.apfond6.se/en/English
Swedish Bankers' Association	https://www.swedishbankers.se/en-us

Additional customer references are available on request.

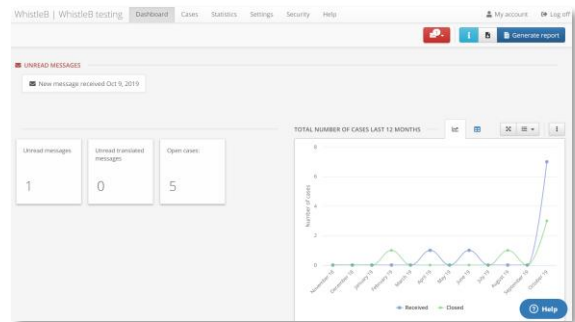
Screenshots

REPORTING CHANNEL: The whistleblower fills in the straightforward questionnaire and sends the message. The multi-lingual questionnaire and supporting texts are available in more than 60 languages.

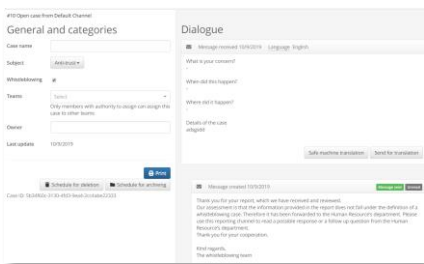


Further dialogue with the anonymous whistleblower is possible thanks to a personal ID and a password, given at the end of the reporting session.

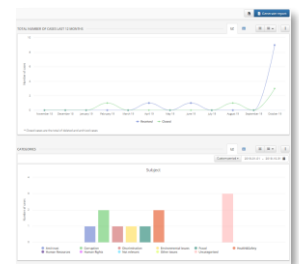
CASE MANAGEMENT TOOL: The receiving team receives a notification of the incoming whistleblower message and logs into the user-friendly Case management tool...



... with features to facilitate case management and the investigation process. Examples:



Open	Deleted	Archived					
#	0	Name	Categories	Teams	Received	Last update	
12	N/A	Unread		channel team testing	10/9/2019	10/9/2019	
11	N/A	Unread	Health&Safety	channel team testing	10/9/2019	10/9/2019	
10	N/A	Unread	Anti-trust	channel team testing	10/9/2019	10/9/2019	
9	N/A		Corruption	channel team testing	10/4/2019	10/9/2019	
8	N/A		Fraud	channel team testing	10/4/2019	10/9/2019	
7	N/A		Discrimination	channel team testing	10/4/2019	10/9/2019	
2	N/A		Corruption	channel team testing	10/4/2019	10/9/2019	



Dialogue with the whistleblower and case handling by appointed individuals.

Overview of cases. Actions are logged in the system.

Online statistics: Cases can be categorised to meet specific requirements on statistics.