

Telephone reporting

According to the EU Whistleblower Protection Directive:

Organisations must enable reporting in writing or orally (telephony and/or face-to-face), or both.

Notable exceptions: In Germany, Sweden, Spain and the Netherlands reporting must be made available both orally and in writing.

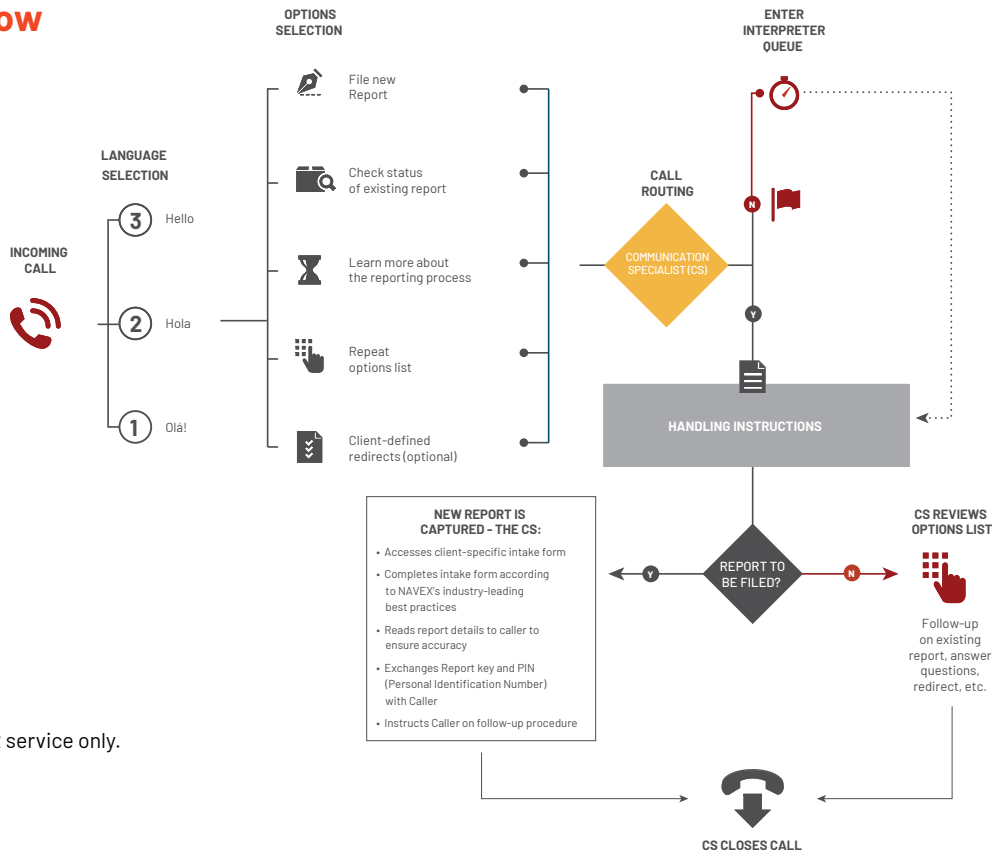
Whistleblowers can raise their concerns using the channel most comfortable and convenient for them – either by web or telephone 24/7, 365 days a year. Our service is developed to address barriers to reporting, and enables individuals to voice concerns safely and confidentially. The whistleblower can make a report at a time that suits them, in their own language, increasing the chances allegations of serious wrongdoing will be reported sooner rather than later.

NAVEX WhistleB offers two telephony options:

1. Assisted-service: the whistleblower can speak to one of our communication specialists in our Call Centre.
2. Self-service: the whistleblower can leave a secure voice message via the Interactive Voice Response (IVR) service.

Each of the options above uses different international toll-free/local numbers*

Call Centre Call Flow



*Local numbers applicable to IVR service only.

Via our Call Centre

■ How the whistleblower makes a report

Our communication specialists are available 24/7/365 and the call centre supports 150+ languages. Our highly-trained communication specialists ask questions in an empathetic manner – putting reporters at ease and helping them feel confident about providing information, without feeling they are being interrogated.

To make a report, the whistleblower dials the toll-free number provided by NAVEX and a standard automated greeting welcomes callers to the hotline to let them know they reached the correct destination. Then, they select the reason for their call which include to file a new report, calling for feedback, or follow-up on an existing case. During this process, they can choose to include their name, or they may remain anonymous.

During the call, the communication specialist asks a sequence of probing questions (as per the web questionnaire) to capture the details of the concern. The communication specialist makes a note of the concern and when the whistleblower finishes their report, the communication specialist reads the report back to the caller to validate the information.

Once the information is confirmed by the reporter, the caller is given a Personal Identification Number (PIN) which is required for further contact. This code enables ongoing communication with the call centre. When the whistleblower reaches out for feedback and/or follow up, they will be asked for their PIN.

■ If an interpreter is required

An interpreter may be required if the caller wants to report in a language other than English where a native speaking person is not available. A three-way conversation will take place between the whistleblower, the interpreter and the communication specialist. The communication specialist tells the interpreter what to ask the whistleblower, and the interpreter relays the information back to the communication specialist in English.

■ How the case manager views the report and responds to the whistleblower

The case manager receives a notification, logs into the Case Management Tool (CMT) and reads the message which will be in English. They can write a response in the CMT for the whistleblower, which is read out when the reporter next contacts the call centre.

■ How the whistleblower checks for a company response

The whistleblower dials the same number used to make their original report and chooses 'calling for feedback' from the menu. The communication specialist asks the reporter for their PIN which allows them to access the company response which is read back to the reporter.

Ongoing communication between the reporter and the organization can continue for as long as necessary.

Via our IVR Service

■ How the whistleblower makes a report

Available 24/7/365 in 40+ languages, the reporter calls the toll-free/local number for the relevant country/language and enters the company code provided by NAVEX. They hear an introduction and can choose to leave a new message, check for a company response, or leave further information. The reporter can remain anonymous and leaves a voice message in their chosen language. After submitting their concern, the caller is given a PIN they can use to follow up on their report and to leave further information at any time.

NAVEX does not have access to the messages/recordings.

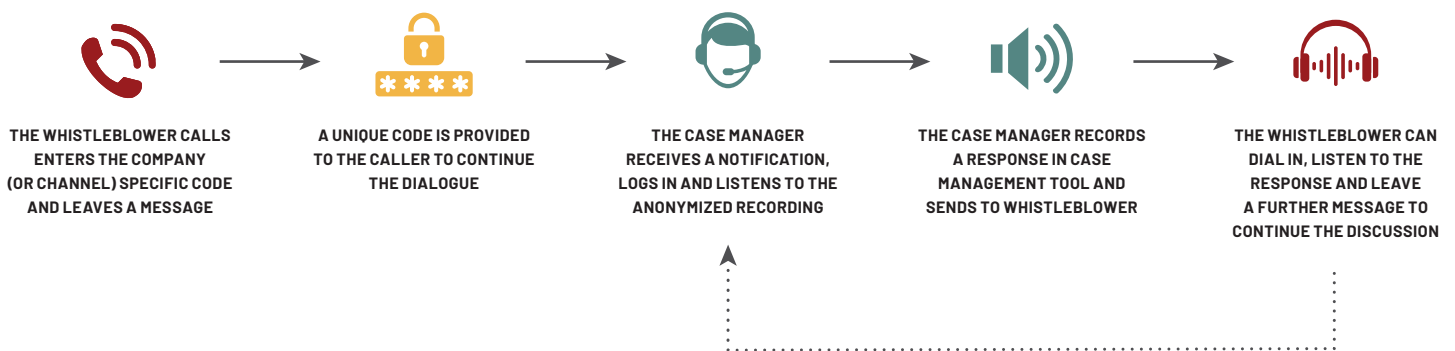
■ How the case manager views the report and sends a response to the whistleblower

The case manager receives a notification within a few minutes of the whistleblower submitting their report, logs in to the CMT and listens to the anonymized recording. The case manager then records a response in CMT and sends to whistleblower.

■ How the whistleblower checks for a company response

The whistleblower dials the same number they used to make their original report, enters their PIN and listens to the response. During this time, they can leave a further message/additional information. Ongoing communication can continue for as long as is necessary.

IVR Call Flow



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In December 2019, WhistleB became part of NAVEX, the company trusted by thousands of customers worldwide to help them achieve the business outcomes that matter most. As the global leader in integrated risk and compliance management software and services, we deliver our solutions through the NAVEX One platform, the industry's most comprehensive governance, risk and compliance (GRC) information system.

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