WB Confidential

The web tool for confidential and anonymous reporting

Milano | Roma | Napoli | Brindisi | Bologna | Tirana

What is Whistleblowing

Origins

The practice of "Whistleblowing" stems from financial scandals in the United States and Great Britain, which have had global repercussions and echoes.

It is currently a widespread practice in the Anglo-Saxon world, where it is regulated by specific regulations.

Italy is tackling this issue for the first time through the Anti-Corruption Law 190/2012, which introduces whistleblowing as one of the measures to prevent and combat corruption

Procedure

Whistleblowing is a procedure that allows you to report, confidentially or by name, any crimes, frauds and activities that violate current regulations and codes of ethics / conduct adopted by organizations, both public and private, facilitating the activation of adequate investigation, remediation and mitigation actions.

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Issues

The main criticalities relating to the adoption of organizational models and/or tools to support the correct management of the company derive from:

→ the difficulty of adequately raising the awareness of the staff involved

→ the high cost of implementing and managing the models/instruments

→ the limited capacity of the current models/tools to detect illicit activities beforehand

Which Whistleblowing system?

Depth of the report

NON anonymous Whistleblower (USA, UK...)	WB Confidential
No WB Instruments No Information	Anonymous emails Anonymous letters

Anonymity warranty

WB Confidential

WB Confidential is the web-based application for the management of confidential and anonymous reports within the Whistleblowing process.
The application allows the management of bidirectional interaction flows between the structure of management of reports and the whistleblower, with the possibility of extracting highly customizable reports.
WB Confidential presents itself to users as a Portal divided into:

✓ a public area, freely navigable by stakeholders, within which it is possible to acquire information on the practice of Whistleblowing, on the service and on all the information that the organization intends to transfer to users

✓ an area subject to authentication for sending and monitoring reports sent by stakeholders

the structure of the Portal in a public and a reserved area has been specifically designed to introduce the user to the practice of Whistleblowing in a progressive way and to ensure him about the confidentiality and seriousness of the service offered. The graphic layout of the Portal has been defined with the same objective, it can be customized to re-propose the colors and image standard of the organization.

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Service Workflow

1
The reporter accesses the web platform in a confidential or nominative form

3
The internal control structure has the power to investigate the problem through further information requests to the reporter

5
The internal control structure carries out a final evaluation of the report

7
The internal control structure communicates the outcome of the evaluation to the organisation

9
The organization periodically monitors the most frequent trends and cases of reporting

2
The whistleblower receives an identifier for confidential dialogue and reports an irregularity or misdemeanor

4
The reporter responds to questions and has the possibility to attach documents or evidence

6
The investigation process is carried out and the internal control structure evaluates the actual results as well as the evidence

8
The organisation takes corrective action and applies sanctions as per the disciplinary system

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Look and feel

Concept

The user interface is characterized by a modern and sober design, inspired by the user experience in the world of social networks, in order to recreate a familiar interface that instills trust and reliability.Maximum attention to content and clarity of exposure, in dealing with topics of great relevance and seriousness, facilitating navigation with attractive graphics and immediate understanding.

The user interface is customized with social colors and logo.

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Informative Content

For the organization

in the public area of the platform is available a large section the organization can customize in terms of content and messages

For the employees

Is available a large section in the public area of the portal where the service and the procedure for accessing the Message Board to communicate confidentially with the structure of management of reports is illustrated.

For the internal control structure

The reporting management structure has a back-end investigation and reporting tool organized by subject, area of interest, status, etc.. Other reporting sources (e-mails, faxes, letters, phone calls, etc.) can be integrated into the document repository.

For the stakeholders and outsiders

Is available always up-to-date information on the service and on the regulations in force regarding the management of reports (in the case of a service open to all stakeholders)

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Benefits

Benefits for the Organization

Reports are filtered, verified and managed by the reporting management structure, which will enable the organization to intervene promptly with respect to irregularities that have emerged.

✓ Avoid financial losses and reputational damage, whether resulting from fraud or misconduct

✓ Provide an image of an ethical company with a strong focus on respect for legality

✓ Provide a support tool for surveillance activities, where appropriate

✓ In the event of violations, provide the authorities with concrete elements for the evaluation of the company's commitment to fighting crimes

Benefits for Employees and Stakeholders

Employees or external stakeholders report the offence confidentially or by name and have the opportunity to discuss the matter with experts, without having to disclose their identity, except where required by law.

✓ Report offences or fraud in the strictest confidence

✓ Establish a dialogue with the reporting structure in order to better detail your report

✓ Receive a feedback on the report sent

✓ Benefit from any reward mechanisms provided for by the organization

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WB Confidential Technology

SharePoint

The platform is based on Microsoft SharePoint technology, which provides native features of collaboration, document management, message board, calendars, workflow approvals, through the most usable and known multilingual user interface, common to all Office tools (Word, PowerPoint, Excel, etc..). The platform is highly customizable (the inteface is designed specifically for its need), cross browser usable, and on mobile too.

Confidentiality Warranty

The use of the technology platform by employees completely ensures their anonymity, as the user receives confidential personal credentials not related to his identity.
The structure of the WB Confidential platform, the managed information flows and its configurations are fully compliant with all the main regulations in force on the subject of Whistleblowing

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