



A Law Debenture Company

Benchmarking Report 2023





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Introduction

Safecall has been supporting businesses globally for 23 years. Over this period, whistleblowing has evolved from an uncommon practice to being much more widely acceptable and encouraged. Speaking up allows employee voices to be heard and their concerns addressed. This in turn affords businesses a better view of what is going on within their company, enabling them to protect their reputations and create better workforce cultures

2022 saw many businesses fully return to the workplace. Whilst we have seen some fluctuations in statistics, this return has not created huge shifts in reporting trends.

The continued implementation of the EU Whistleblowing Directive by European Union member states has resulted in increased scrutiny of whistleblowing processes - there has been an increased preference for independent providers of reporting avenues, employee training, and investigations. As such, Safecall has seen its fastest year of growth with new clients joining us from across the world.

There has also been an ongoing debate about the necessity of a hotline as part of speak up channels in the last year, with several providers citing voicemail as a viable alternative.

At Safecall, our telephone hotline is central to our offering and operations. We employ highly trained former police officers to put your employees at ease when making a disclosure. Our report handlers ensure we provide you with the most factually accurate and comprehensive report possible to support your investigations.

With the trust established via our telephone reporting service, it comes as no surprise that our hotline receives the highest percentage of named reports - and also that the substantiation level is significantly higher.

We are 50% more likely to receive a serious report such as racism, bullying, harassment or victimisation via the hotline as opposed to online channels.

It is clear there is still a desire to actually talk to someone when the nature of the disclosure is more serious or emotional.

We also offer a best in class online reporting platform.

More than 50% of reports now come from our online channels. We have been investing heavily, with new functionality and modules released regularly to ensure an optimised experience at all stages of the reporting process. This investment continues in 2023.

At Safecall we are proud of the services we provide. We truly believe we offer the best independent whistleblowing support, training and investigations available. We want you to know what is happening within your organisation, and make sure you are as equipped as possible to respond to any concerns.

Joanna Lewis
Managing Director - Safecall Ltd

How we calculate our benchmarks

The benchmarks are calculated using our entire client base - no organisations are excluded due to their size. We do this to give as representative a sample of the industry sector as possible: from start-ups to global companies.

To give an easily scalable figure, we provide a number of reports per employee (by industry sector). This allows a scale up or down approach, depending on an organisation's current number of employed people.

The metrics provided are useful for comparisons but there are many factors to consider other than the size of businesses or number of employees.

For example, some of the most significant variables are less tangible, such as workplace culture or employee demographics.

Data is not collected on reports received via internal channels which may also impact our published numbers.

It is important to point out that this report is not intended to offer judgement on your own reporting metrics. It is intended as an informative guide to improve awareness of current whistleblowing trends.



Overview of the data

In 2022, our client base grew to more than 900 active clients covering over 4,000,000 employees, contractors and volunteers.

We supply services, not only to direct employees, but to our clients' wider supply chain, contractors and even the public. 2022 also saw our highest ever number of reports received from over 130 countries worldwide.

We take data protection very seriously. As such, all the data used in this report is anonymised and aggregated. All data displayed has a minimum sample size of 20 records.

Safecall isn't focused on throughput. Instead we focus on the quality of the information gathered, and the relationships built with reporter and customer. Whether a concern is about unfair treatment in a retail store, or complex fraud in the banking sector, a comprehensive and actionable report will be created for the organisation and reporter.

Similarly, no matter the avenue through which a concern is submitted, it will be handled by a specialist operator with extensive experience in investigations, interviews and evidence gathering.

The countries we cover

During 2022, Safecall received reports from 136 countries across the world, a marked increase from 2021.

These reports were in 68 languages.

As we expand the number of customers we partner with, we see the locations from which we receive reports continue to diversify. Whilst the majority of our clients remain headquartered in the western hemisphere, last year we received our highest number of reports from South-East Asia (particularly from our 'Real-Estate' and 'Manufacturing' customers).

The reports we receive from our industry sectors

2022 produced a similar spread of reports to our 2021 report with no great changes in the number of reports received per sector.

The only notable changes are a decrease in the share of reports received from 'Construction' and 'Non-Profit' companies. This is attributable to the return to 'normal' levels of reporting following the COVID pandemic and the subsequent change in working conditions.

Industry %	Change	Industry %	Change
Airports / Airlines	-1%	Logistics	1%
Banking and Finance	-1%	Manufacturing	1%
Care / Support	1%	Mining	0%
Construction	-3%	Non-Profit	-4%
Education	1%	Nuclear	1%
Emergency Services	0%	Oil & Gas	0%
Engineering	0%	Pharmaceuticals	0%
Facilities Management	1%	Private Equity	-1%
Food Processing / Wholesale	0%	Professional Services	0%
Healthcare	4%	Retail	0%
Housing Association	0%	Sport	-1%
Legal Services	0%	Support Services	0%
Leisure Industry	1%	Technology	-1%
Local Government	0%	Utilities	0%

With increased awareness of whistleblowing and confidential reporting, led by the EU Whistleblowing Directive, external reporting facilities are becoming the norm rather than the exception. An increased number of organisations are choosing Safecall as their external provider as a result. In conjunction with a growing ethics and compliance space, this has resulted in an increase in our number of clients in all industry sectors.

Our intake methods

We are proud to offer a market leading whistleblowing hotline service and advanced online reporting portal.

Telephone hotline answered by experienced call handlers

Our call handlers are all former UK police officers, each with over 25 years' experience in recording reports accurately and in detail. This means whistleblowers - whether direct employees or supply chain workers - will always speak to a professional with real-world experience in handling difficult conversations. These in-depth conversations usually result in more comprehensive reports leading to more thorough investigations with actionable outputs.

New advanced online portal

We have recently invested heavily in the next generation of our online reporting mechanism and portal.

This supports greater ease of access and makes processing reports easier. Our new chat functionality enables continued contact between report managers and whistleblowers with all conversations captured, whilst still allowing anonymity to be maintained.

Below is the increase or decrease in each reporting mechanism:

Method	Percentage change 2021 to 2022
Web	+14%
Telephone	-7%
Email	-6%

The majority of our email reports are from non-profit customers, and these have decreased in line with UK/EU GDPR guidance to encourage the decommissioning of email addresses.

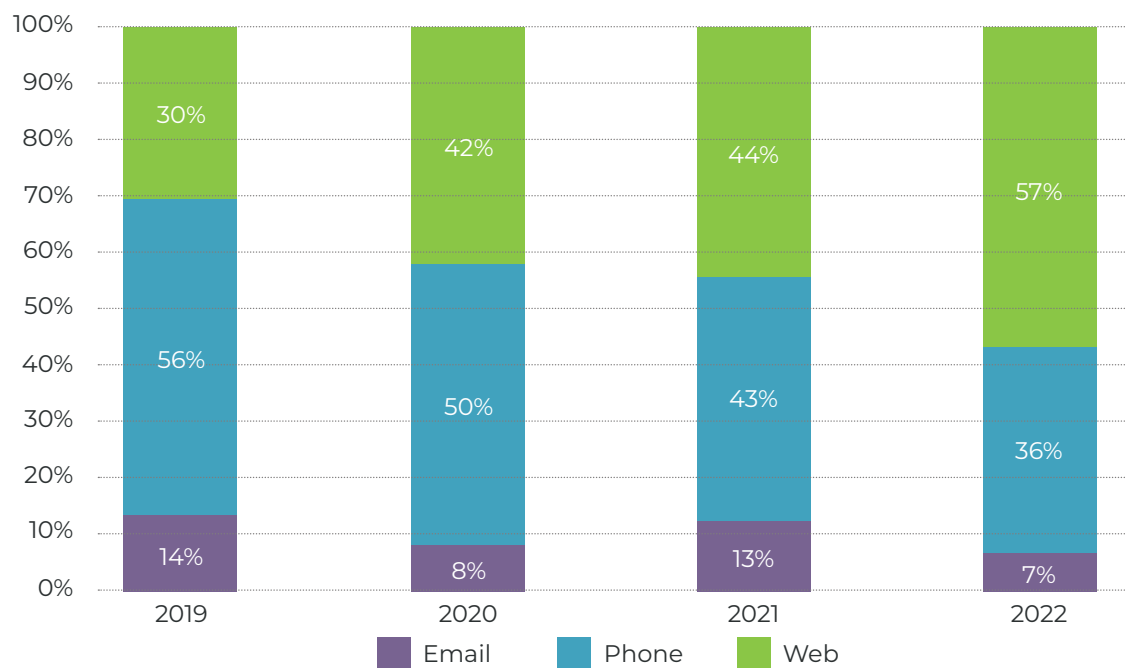
Volunteers and those working in volatile areas require simple and safe methods to send reports. Our improved web offering means more reporters are happy to switch from email to our online portal - meaning we are able to provide a high quality report to our customer.

In 2022 we have seen an increase in web reporting and a decline in the percentage of phone reports we receive. This is due to an increase in web-based reports from South-East Asia where there is a marked preference to use online reporting methods.

Telephone reports remain stable across the rest of the world with approximately 36% of all reports being received via this channel.

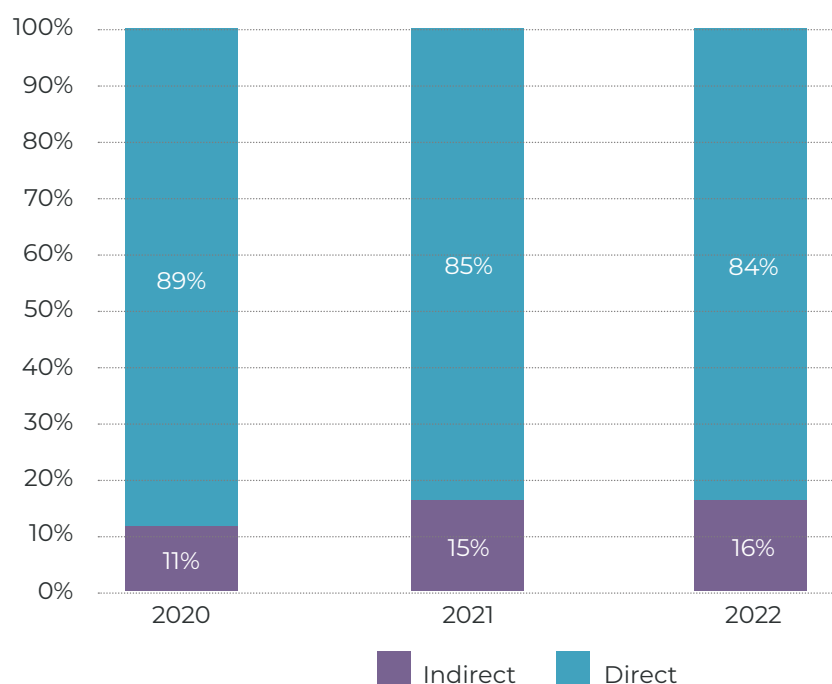
We continue to see very healthy uptake of our telephone services with the greatest number of substantiated reports coming from this intake method. When looking at the last 6 months of 2022, it is 50% more likely for us to receive a report of bullying, harassment, victimisation or racism via a hotline call than via a web report.

Reports Received by Origin



Reporter Employment Status

For the first time we're also producing statistics regarding the number of reports we receive from outside directly employed reporters. For 2020 to 2022 the overall statistics are as follows:



As confidential reporting becomes the norm, and the widened legal scope of the EU Whistleblowing Directive takes effect, we're seeing a steady growth in the number of reports received outside of the directly employed workforce.

Average number of reports per employee

We are often asked how many reports a client can expect when they 'Go Live' with the Safecall service.

The most basic measure of this is the average number of reports received per employee across the entire client base.

This value is calculated by removing any outlier companies (those that are the top and bottom 5% of reports received) and using the remaining number of reports and the total employee numbers covered.

Average number of reports per employee (All Sectors)

Rate	1/420
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The number of reports per employee remains fairly consistent with 2021.

This is an effective figure to illustrate the average number of reports a new client can expect to receive once they are onboarded.

Most organisations have different ideas of: what 'external reporting services' cover; what can be reported through them; and what information is received through the channels. This leads to differing rates of uptake and reporting levels across industry sectors. Furthermore, the reporting rates between companies within each sector can vary substantially.

With the introduction of the EU Whistleblowing Directive there is now a standardisation of what a confidential reporting service should include for companies headquartered in EU member states.

Any company subject to the EU Whistleblowing Directive should ensure the service is open to anyone who has a legitimate issue to raise. This varies slightly depending on your exact jurisdiction, but it is certainly best practice to ensure your whistleblowing arrangements (whether internal or external) cover your employees, supply chain, volunteers, contractors and the public.

If you have any questions about the EU Whistleblowing Directive, check out our summary at www.safecall.co.uk/en/whistleblower-hotlines/eu-whistleblowing-directive-2019-1937/

As reporting systems become integrated as part of company culture, we continue to see an increase in the levels of reporting we receive. Whistleblowing is no longer unusual for most organisations.

Average number of reports per employee (Industry Sectors)

Our client base is broken down into 28 industry sectors. See Appendix 1 for more information about what is included within each industry sector.

The averages presented are calculated by removing the top and bottom 5% of reporting companies.

All these figures are highly dependent upon the current understanding of a client's employee numbers. If these employee numbers differ to those we currently hold, this will cause a large degree of variability - these figures are for indicative purposes only.

We saw the highest number of reports per employee for 2022 in the 'Emergency Services' sector.

We have also experienced a shift in the other top two reporting sectors - 'Mining' and 'Nonprofit' have overtaken 'Healthcare'.

All three of the above sectors receive some of the highest levels of HR reporting across our sector splits. This is a result of difficult working conditions, direct access to HR services, and geographical diversity within the sectors.

'Education', 'Manufacturing' and 'Financial Services' remain our lowest reporting sectors.

When speaking to our clients in these sectors, we see multiple reasons for this: internal reporting mechanisms absorbing most of the reports; enhanced HR provisions; levels of whistleblowing education are all contributing factors.

If you're concerned about the number of reports your organisation is receiving, do not hesitate to get in touch. We're always here to help customers ensure they get the best benefit out of the Safecall service.

Industry Sector	Average Number of Reports per Employee (2020)	Average Number of Reports per Employee (2021)	Average Number of Reports per Employee (2022)
Airports / Airlines	1/700	1/450	1/530
Banking and Finance	1/750	1/600	1/780
Care / Support Living	1/380	1/250	1/380
Construction	1/330	1/300	1/400
Education	1/1000	1/860	1/1000
Emergency Services	1/130	1/120	1/155
Engineering	1/533	1/500	1/670
Facilities Management	1/604	1/400	1/425
Food Processing / Wholesale	1/589	1/500	1/450
Healthcare	N/A	1/300	1/220
Housing Associations	1/350	1/300	1/250
Legal Services	1/1000	1/500	1/500
Leisure Industry	1/670	1/300	1/350
Local Government	1/500	1/400	1/360
Logistics	1/1000	1/400	1/450
Manufacturing	1/700	1/500	1/830
Mining	1/300	1/300	1/160
Non-Profit	1/330	1/300	1/200
Nuclear	1/800	1/500	1/350
Oil & Gas	1/400	1/600	1/450
Pharmaceuticals	1/200	1/200	1/300
Private Equity	1/850	1/800	1/825
Professional Services	1/550	1/450	1/600
Retail	1/420	1/400	1/300
Sport	1/400	1/900	1/450
Support Services	1/1000	1/450	1/500
Technology	1/1000	1/900	1/750
Utilities	1/380	1/400	1/500

It should be noted that the above figures don't take into account the seriousness of a claim or concern.

Whilst some organisations or industries receive significantly less reports through Safecall, the reports may be of a higher risk (e.g. financial fraud, reputational damage or health and safety concerns) to the company or organisation.

Reporting rates vary year on year for every organisation, and the company culture, the current change agenda, and growth strategy all contribute to the number of concerns raised by employees.

Companies that regularly advertise, refresh and talk about their speak up services receive, not only more reports, but more consistent numbers of reports year-on-year. They are far more likely to catch significant reports earlier. Some industry sectors also provide a wider range of reporting mechanisms for their employees. For example, many financially regulated customers will have additional SAR reporting mechanisms required by legislation, or a construction company will have dedicated health and safety reporting mechanisms.

If you're concerned about the number of reports you receive, whether this is high or low in comparison to your peers, contact us and we can discuss options around employee engagement, training or culture.

Classifications of the reports we receive

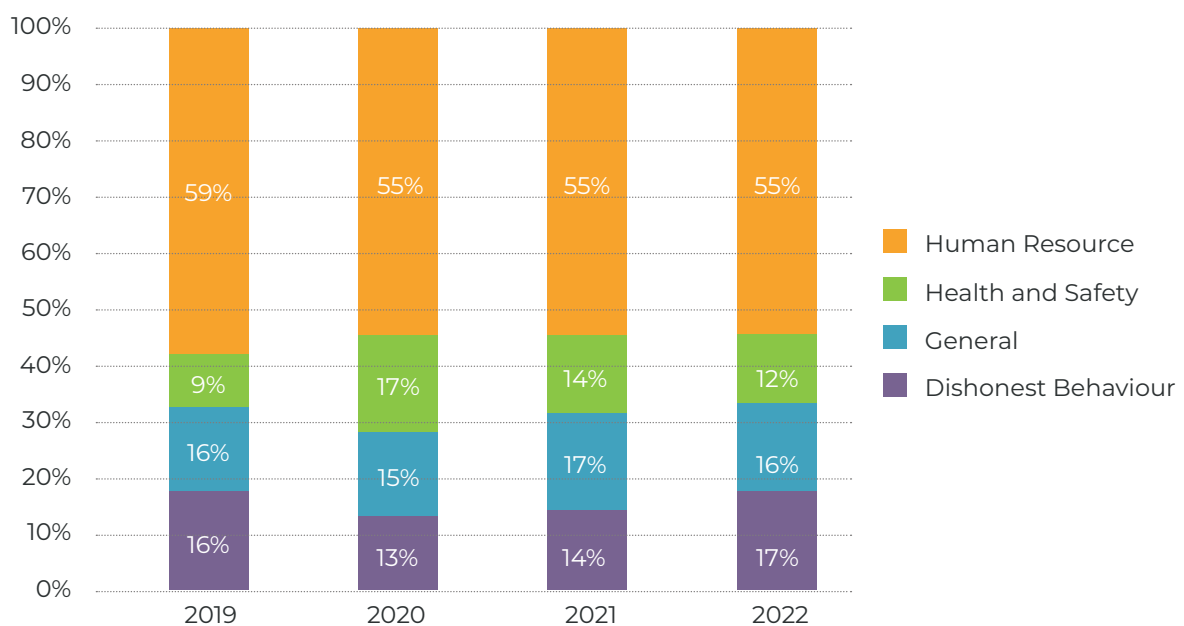
All reports are classified into one of four main classifications: Human Resources, General, Dishonest Behaviour and Health & Safety.

The number of 'Health & Safety' reports received has continued to decrease post-COVID.

As predicted in Q4 of 2022, we have also seen an increase in the number of 'Dishonest Behaviour' reports, perhaps due to more scrutiny by colleagues, as office working returns for the majority. A worsening economic situation will also have had an impact on the level of risks employees will take, leading to an increase in the levels of serious 'Dishonest Behaviour' reports.

The share of reports changes as the number of reports received in a particular category increase or decreases. These figures can be useful for comparison purposes if a particular industry sector is not captured within our industry classifications. Reports continue to be predominantly HR related with over 55% of the share of reports in 2022 being classified accordingly.

Classification Reports



Sub-Classifications of the reports we receive

Whilst all reports are classified into four major categories, they are also sub-classified into 1 of 21 sub-classifications.

During the COVID-19 pandemic there have been large changes in some sub-categories.

These will be given in absolute increases or decreases year-on-year, along with the percentage shares for 2019, 2020, 2021 and 2022.

Below is the summary of the share of each sub-classification for 2019, 2020, 2021 and 2022 with associated changes.

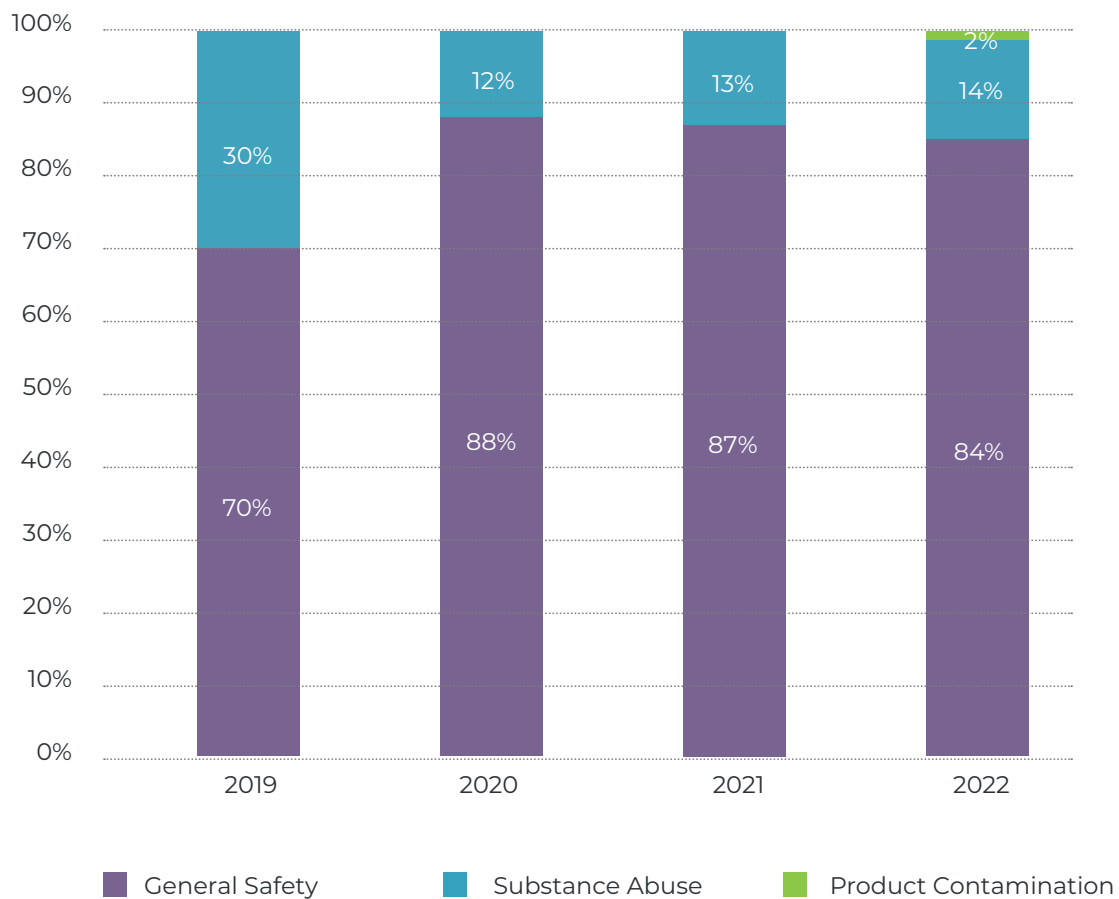
Human Resources

Sub-Class	2019	2020	2021	2022
Bullying	16%	13%	14%	14%
Discrimination	3%	3%	5%	6%
Harassment	4%	4%	4%	9%
Racism	2%	3%	2%	2%
Unfair Treatment	74%	76%	74%	68%
Victimisation	1%	1%	1%	1%

In HR, there has been a rise of 4% in the number of harassment cases received. Whether this is related to a return to office working, or high-profile cases involving harassment, is debatable.

The majority of these cases are received within the Western Hemisphere where a focus on diversity and inclusion is more prevalent than it has been in previous years.

Health & Safety



The number of general safety reports remains higher than pre-COVID levels but continues to decline from 2020 levels.

Substance abuse continues to be an issue for Safecall's clients, particularly within the 'Construction' and 'Manufacturing' sectors. There has also been a slight uptick in food product contamination concerns being raised. Plus, as companies feel a more competitive economic climate, there are always concerns raised by staff around company health and safety practices.

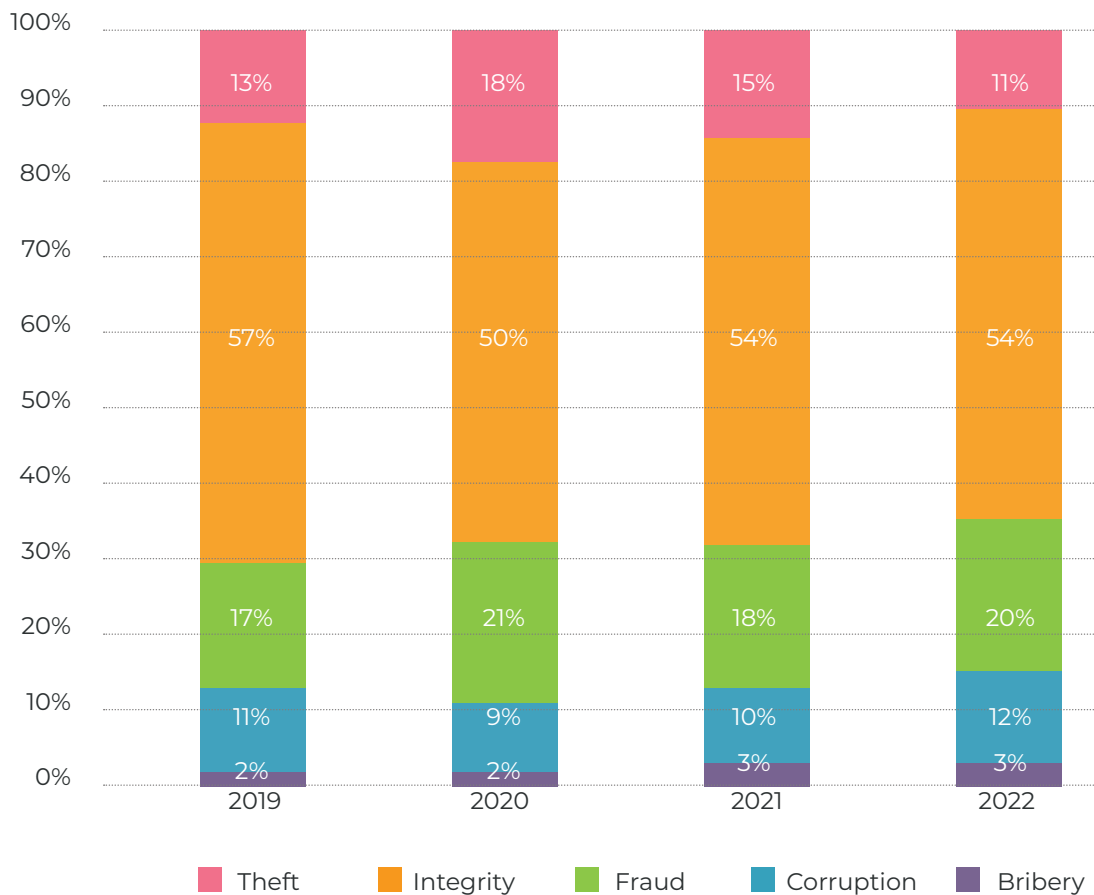
Dishonest Behaviour

'Dishonest Behaviour' reports, whilst generally increasing against the other classifications, have remained fairly steady at the sub-classification level.

The number of integrity reports remains highest, with small increases in corruption and fraud being reported.

Corruption and fraud cases tend to be some of the most serious issues reported to Safecall and often form a qualifying disclosure under whistleblowing legislation.

Dishonest Behaviour Reports



General

Sub-Class	2019	2020	2021	2022
Corporate Governance	1%	<1%	1%	1%
Data Protection	7%	5%	5%	7%
Environmental	<1%	<1%	<1%	2%
Failure to Act on Previous Report	1%	<1%	1%	1%
Policy	34%	35%	29%	37%
Regulatory Compliance	1%	2%	3%	4%
Reputation	56%	57%	60%	48%

Within the 'General' classification, we continue to see an emphasis on reputational, policy and compliance reports.

Many whistleblowing systems are managed by internal risk and governance teams which emphasise these areas as reportable concerns. In turn, these drive high levels of reporting on these topics.

We continue to support risk and compliance teams within all industry sectors.

Anonymity of reports

Every reporter has a choice when making a report to Safecall: anonymous, semi-anonymous or named.

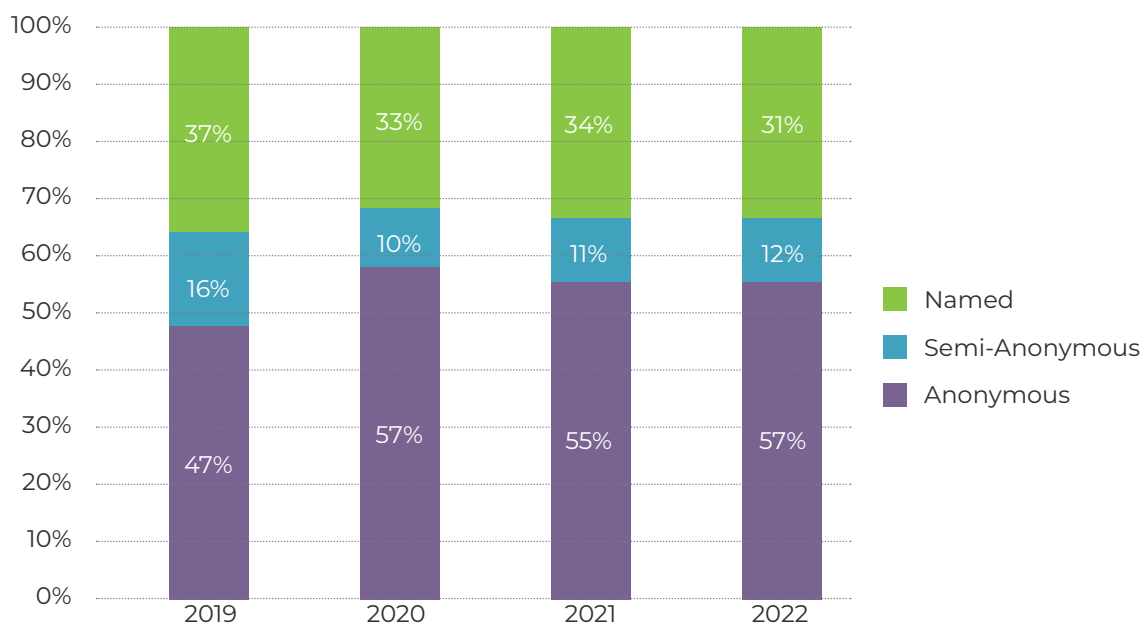
An anonymous report is from a totally unknown person with no contact details or identifying information left by the reporter.

With the introduction of our messaging facility within the Safecall Portal, a client can communicate in real time with a wholly anonymous person, with their anonymity being maintained.

A semi-anonymous reporter is partially anonymised. The reporter is comfortable revealing their identity to Safecall but does not want these to be passed to the client organisation. Again, the messaging facility can be used with full functionality and messaging alerts if the reporter has provided Safecall with an email address.

With a named reporter, a set of contact details will be available and provided by Safecall to the employer. The reporter will also specify if they are happy to communicate directly with the organisation outside of the Safecall portal.

Anonymity Reports



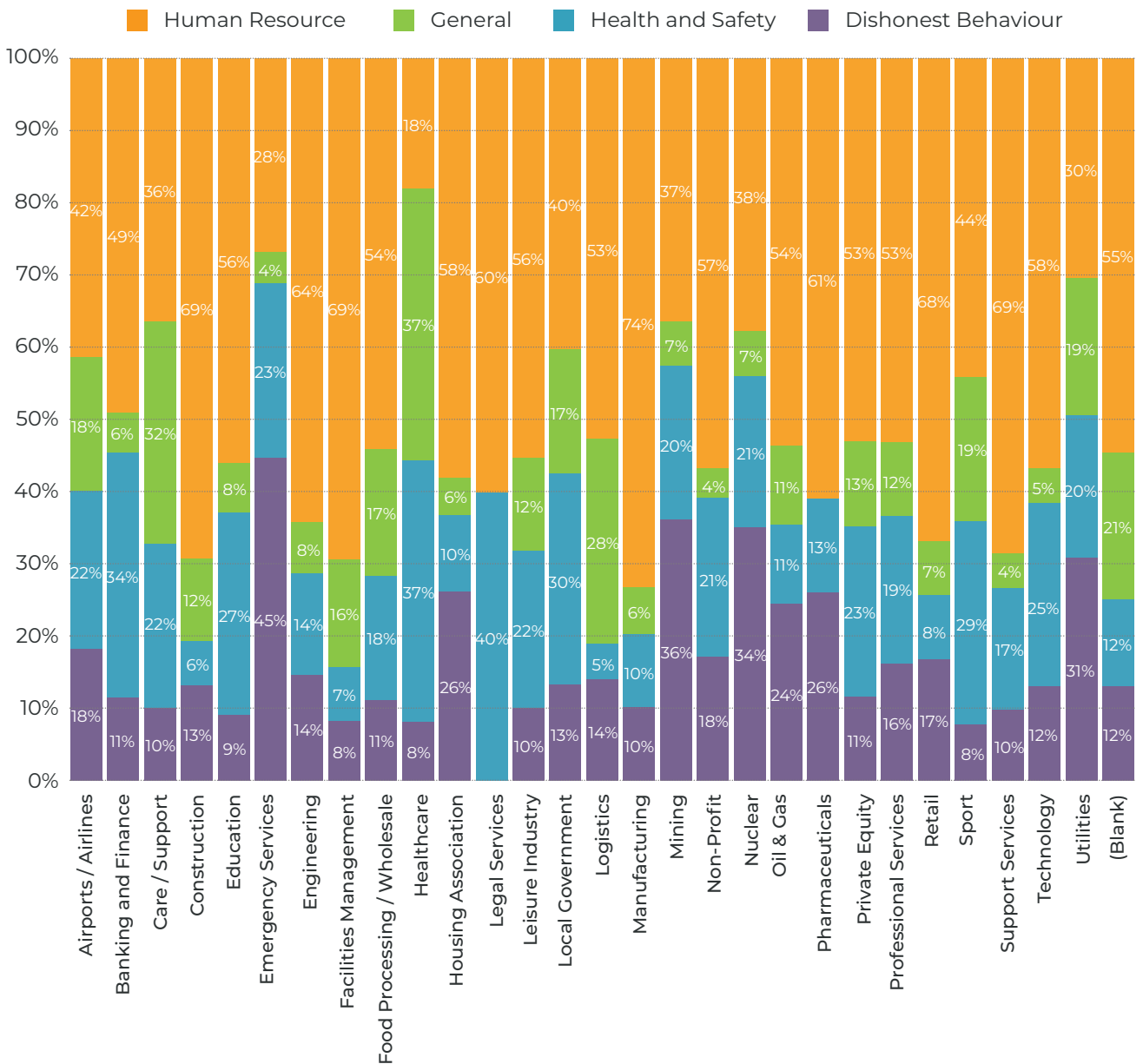
In 2022, we have seen a slight increase in the number of anonymous reports received. This is due to a higher number of web reports received from the South-East Asia region. Semi anonymous reports remain constant with many reporters choosing to give their details to Safecall, making any subsequent investigation easier.

Breakdown by industry

Below is a combination of different measures broken down by industry sector. These include: classification, report origin, and report substantiation.

It's important to note that each business is different and there are many reasons why an organisation may be seeing variations in their own figures. These include: company culture; geographic culture; age, diversity; or even local infrastructure issues.

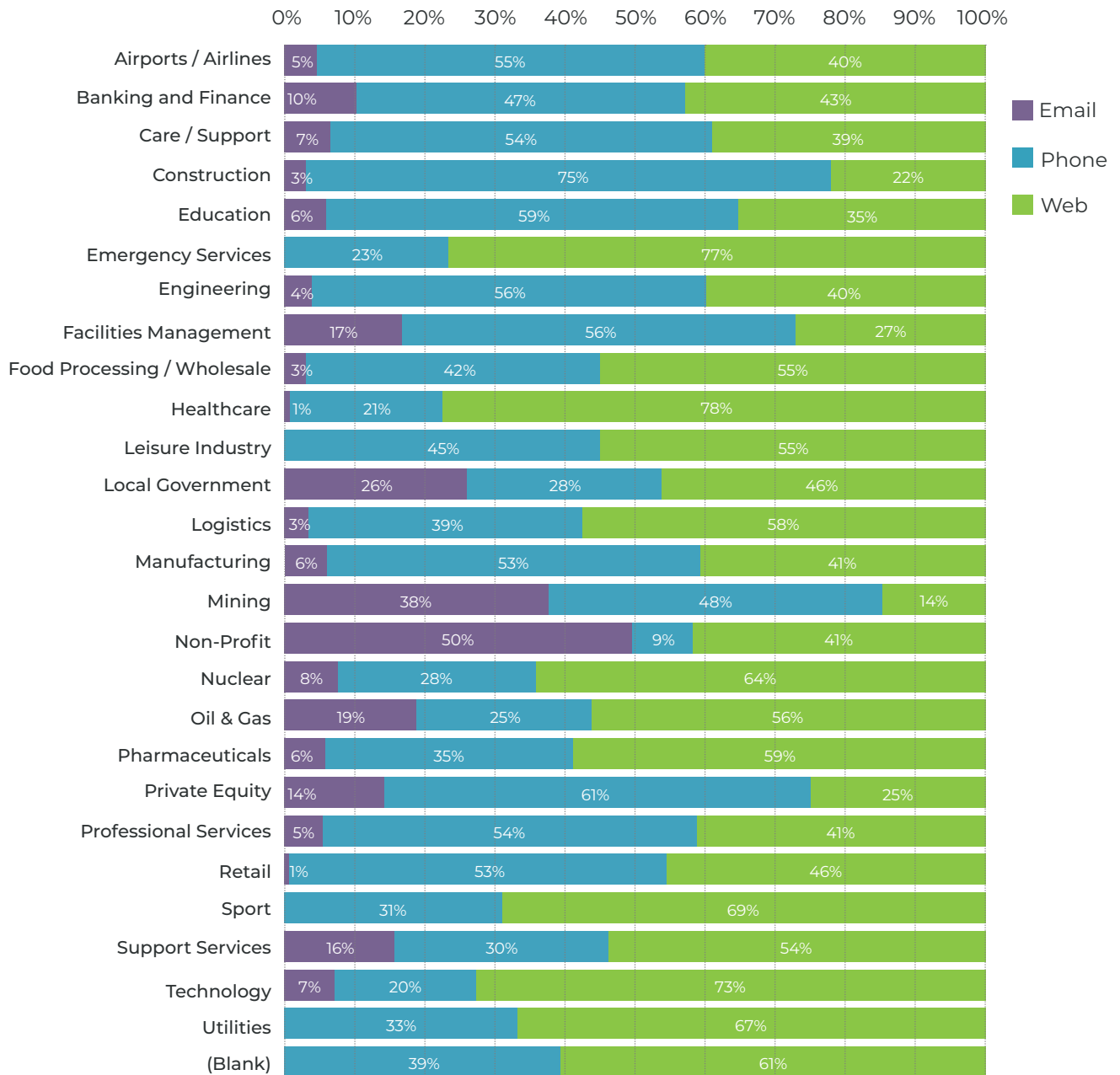
Classifications by industry sector



Similarly to the overall benchmarks for classifications, the vast majority of industries receive the largest percentage of their reports in the 'HR' category, closely followed by 'Health and Safety', or 'General'.

It is worth highlighting that certain industries have higher reporting rates of 'Dishonest Behaviour', such as Emergency Services.

Report origins by industry sector



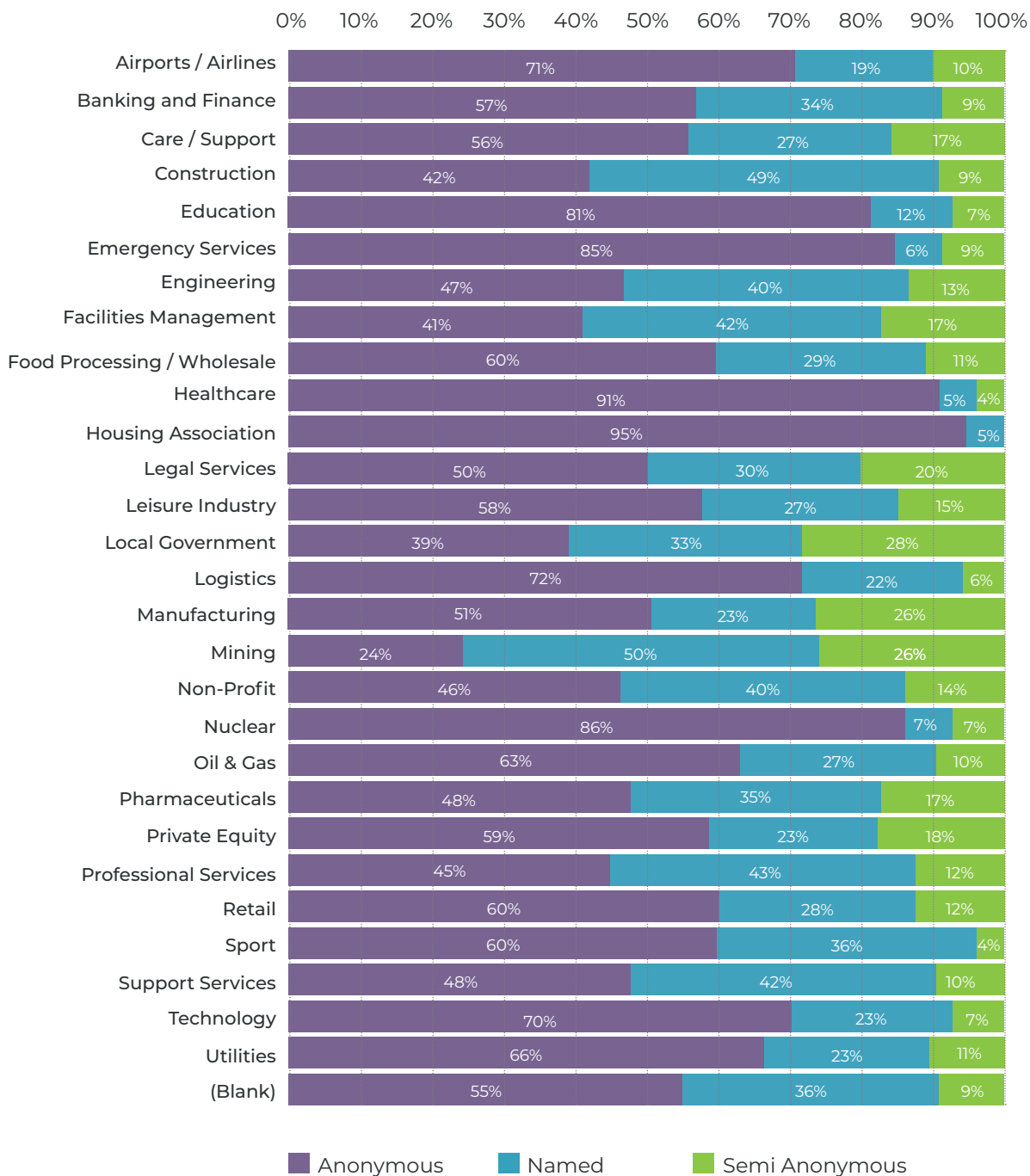
The way in which reporters contact Safecall varies and is linked to factors including: cultural views; company culture; and ease of access. Safecall provides two major reporting methods in many different languages to make raising a concern as easy as possible.

The majority of contact in 2022 was received via phone and web intake. The data trends towards more web reporting as younger generations become more comfortable with using the Internet. The sectors that see high anonymity rates tend to receive high numbers of web reports and lower substantiation - this is because experienced handlers cannot gain more in-depth information directly from the reporter via this channel.

Report anonymity by Industry

Similar to the overall statistics for anonymity below is a breakdown of anonymity status chosen by industry.

The anonymity status chosen varies between industry sector but remains fairly consistent throughout the Safecall client base.



Report Closure

Our report closure and case management functionality has had great feedback.

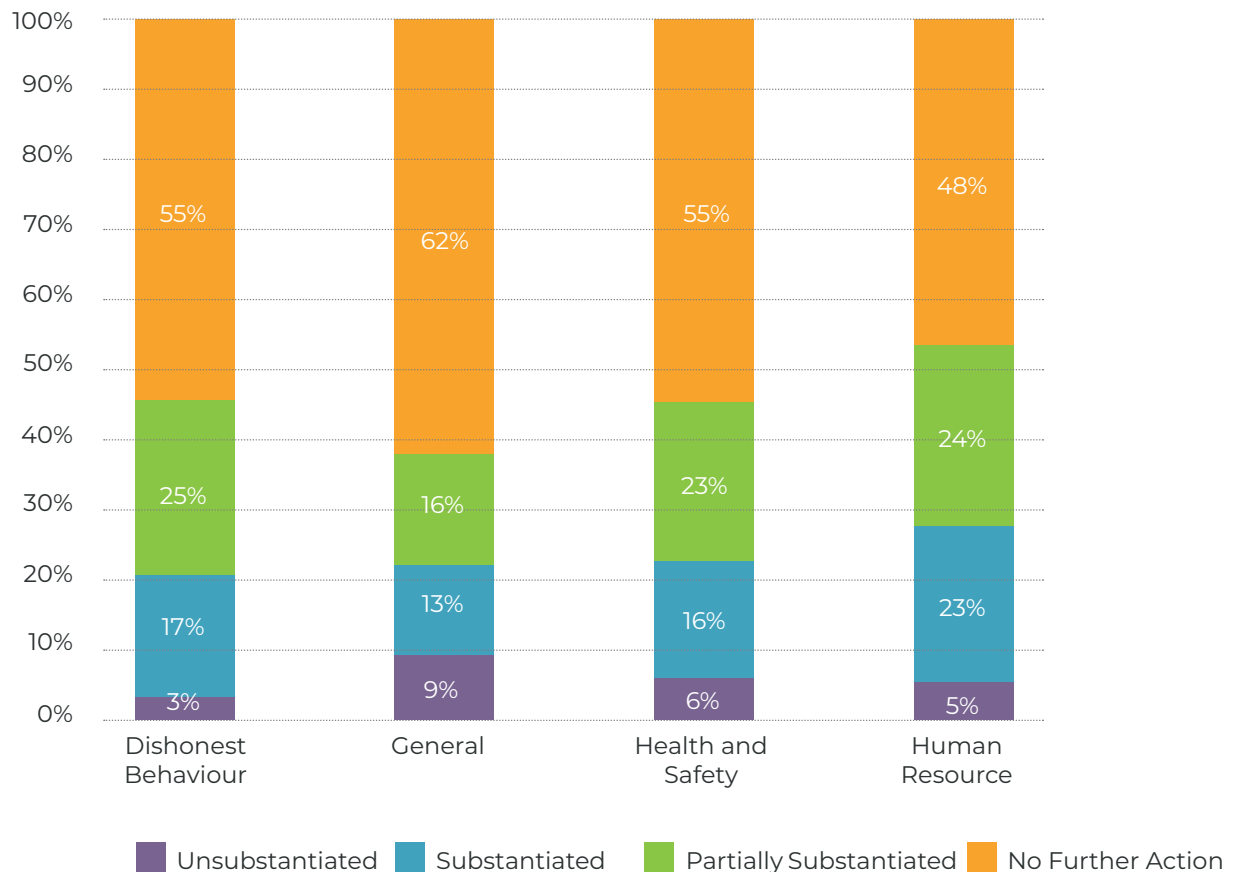
The ability to manage cases from initial receipt, to investigation, to conclusion provides a simple, secure solution to running your confidential reporting system.

We began tracking how many reports resulted in some form of action, or were substantiated or unsubstantiated, in 2019. In late 2019, we added both 'partially substantiated' and 'no further action' as conclusions.

We saw a steady increase in the number of substantiated cases throughout 2021, with more clients having the ability to investigate on-site and in person.

As of year end 2022 we have seen the number of substantiated reports decrease – most likely in line with an increase in the number of online web reports we have received.

Our phone intake method provides significantly higher substantiation rates in comparison with both web and email - this is why we recommend all of our customers advertise our freephone numbers clearly.



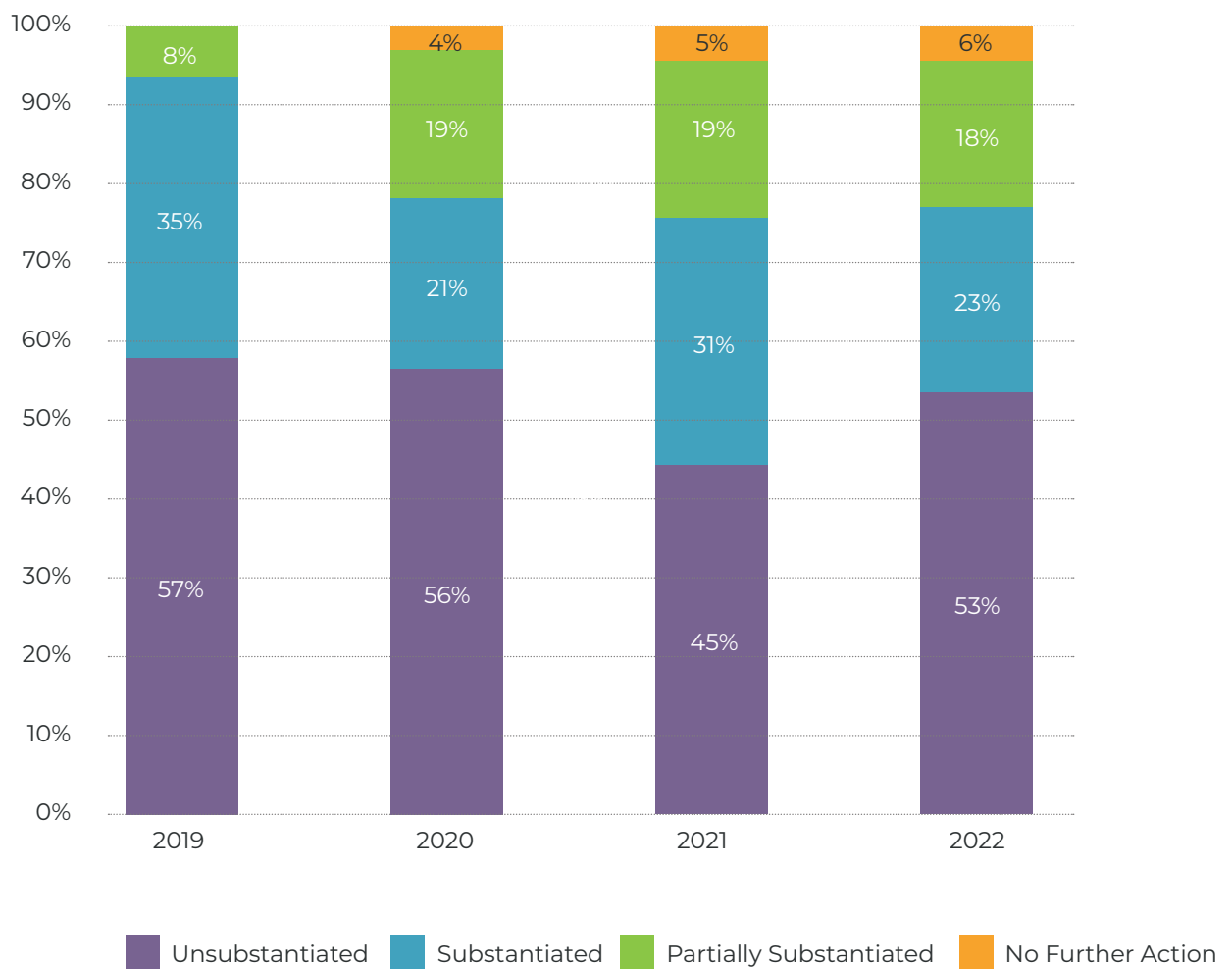
Below are the substantiation rates per Safecall classification.

There are a large number of unsubstantiated reports for each classification, as is to be expected based on the overall data. It should be noted that this does not record the outcomes related to further allegations or concerns raised during an investigation - only the initial allegation itself.

Reports related to dishonest behaviour, such as fraud or corruption, often require in-depth knowledge of the specific issue. This often results in lower substantiation rates. Conversely, issues related to HR are often much easier to investigate and prove.

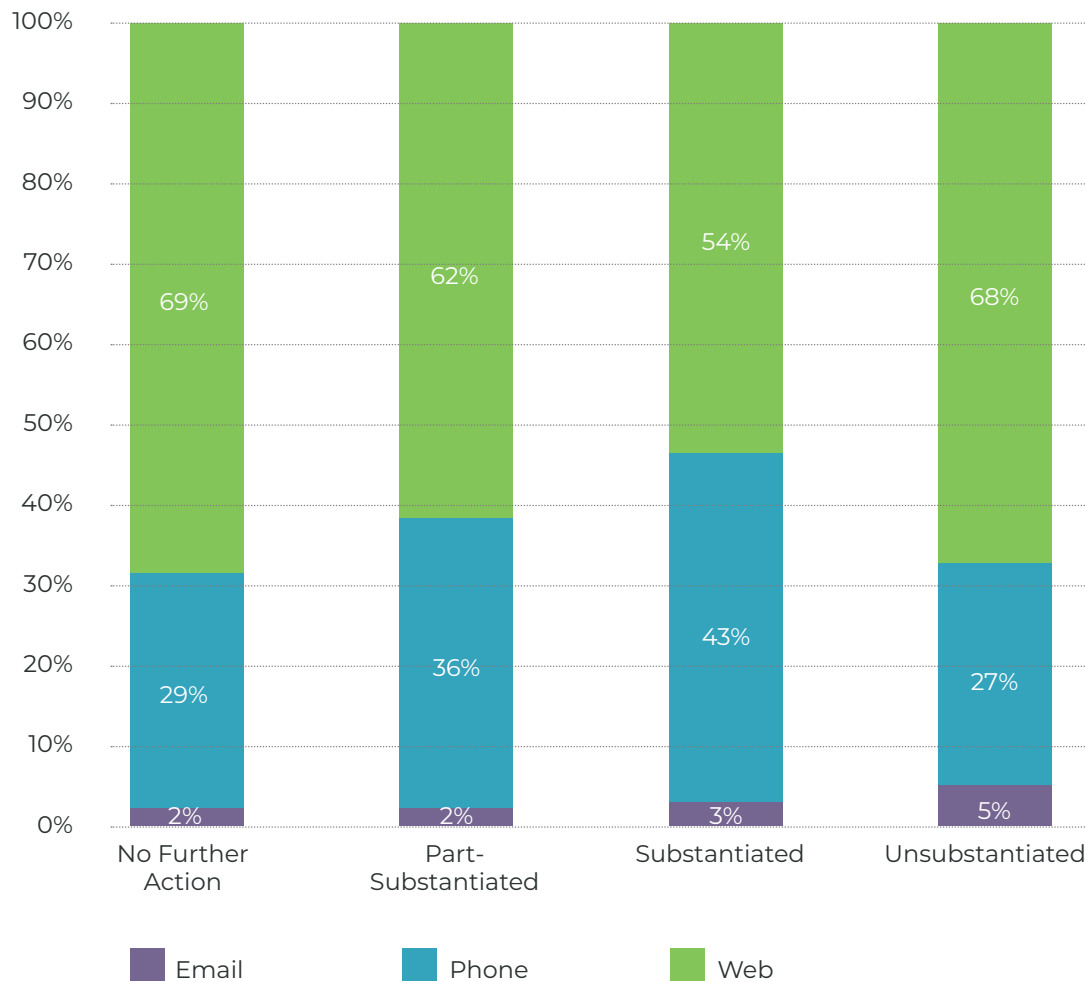
Feedback from customers confirms that there are occasions when a whistleblowing report requires more extensive investigative experience than the report manager currently holds. Should this be the case, Safecall can offer a fully independent investigation service led by former UK police officers.

Call +44 (0)19 1516 7720 for advice and details of our professional investigation service.



We've also looked at the level of substantiation of reports by different intake methods.

As we expected, there is a much higher rate of substantiation for our phone intake method. These reports are almost always more comprehensive than the email intake (for those that still allow this), and web reports, as we're able to obtain much more pertinent information from reporters.



There is no category for 'Voicemail' in the above chart.

This is because voicemail is regarded as insufficiently interrogative and an insecure method of reporting by the whistleblowing industry. Several whistleblowing service providers do offer it as an alternative to a telephone hotline. However, it is a poor substitute for a comprehensive two way conversation between whistleblower and an experienced call handler.

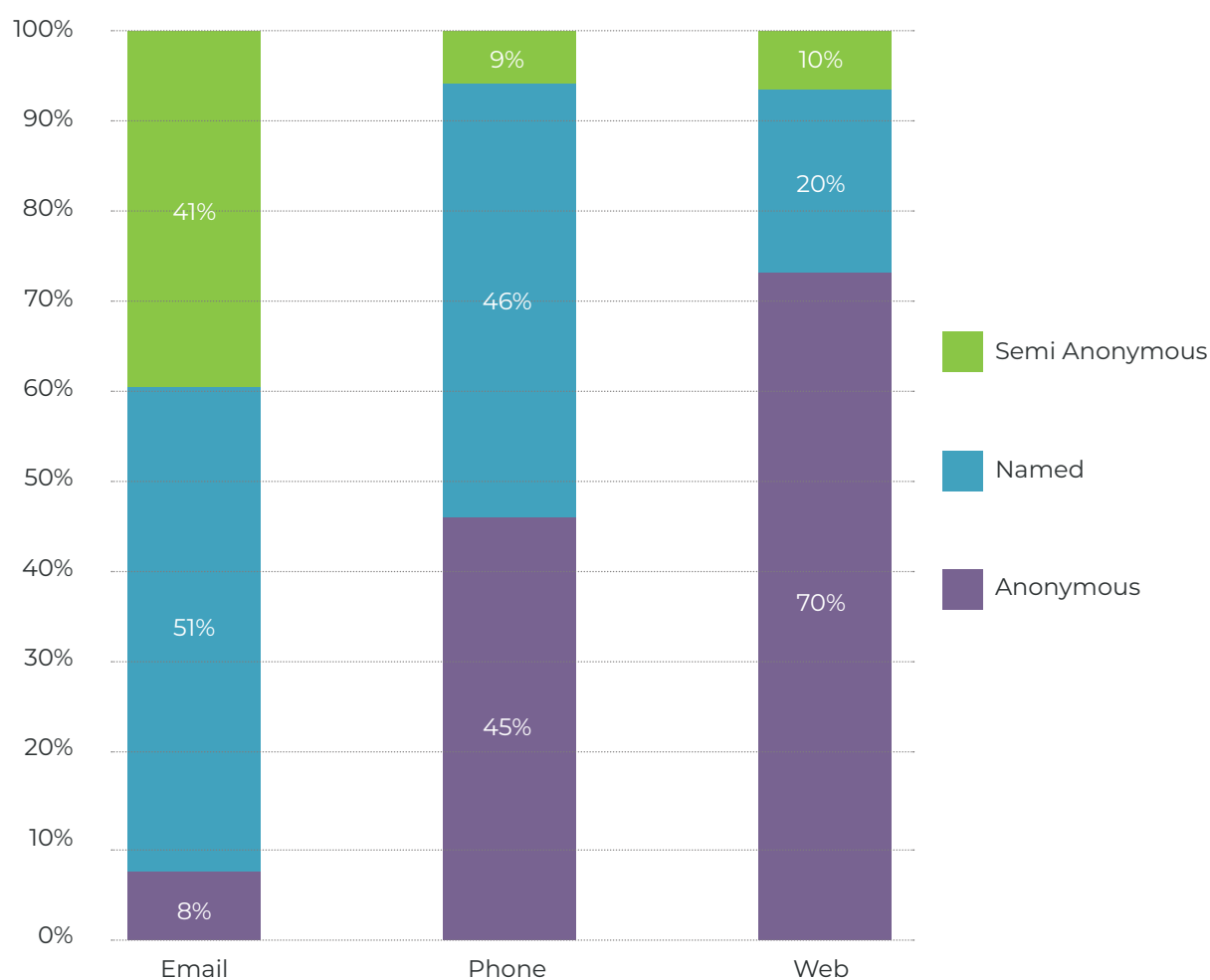
There is a clear preference for telephone reporting channels in the US, Brazil and UAE. There is a greater preference for web reporting in Japan, Pakistan and France.

In addition, there are clear preferences for 'digital' methods in Spain and China but the figures are highly dependent upon the industry sectors we cover within these countries.

Anonymity by Report Origin

The anonymity chosen by a reporter strongly links to the type of reporting method they choose.

The below comparison shows the differing reporting preferences based on the reporting channel chosen by the reporter.



Upon initial contact, almost every reporter wishes to remain anonymous.

When reporting via the phone, our call handlers have the opportunity to discuss this with the caller and explain the benefits of either being fully named or partially anonymous. This helps us provide a more comprehensive and actionable report to the client.

Email reporting requires a reporter to raise their concern using a specific email address and as such most are classified as semi-anonymous.

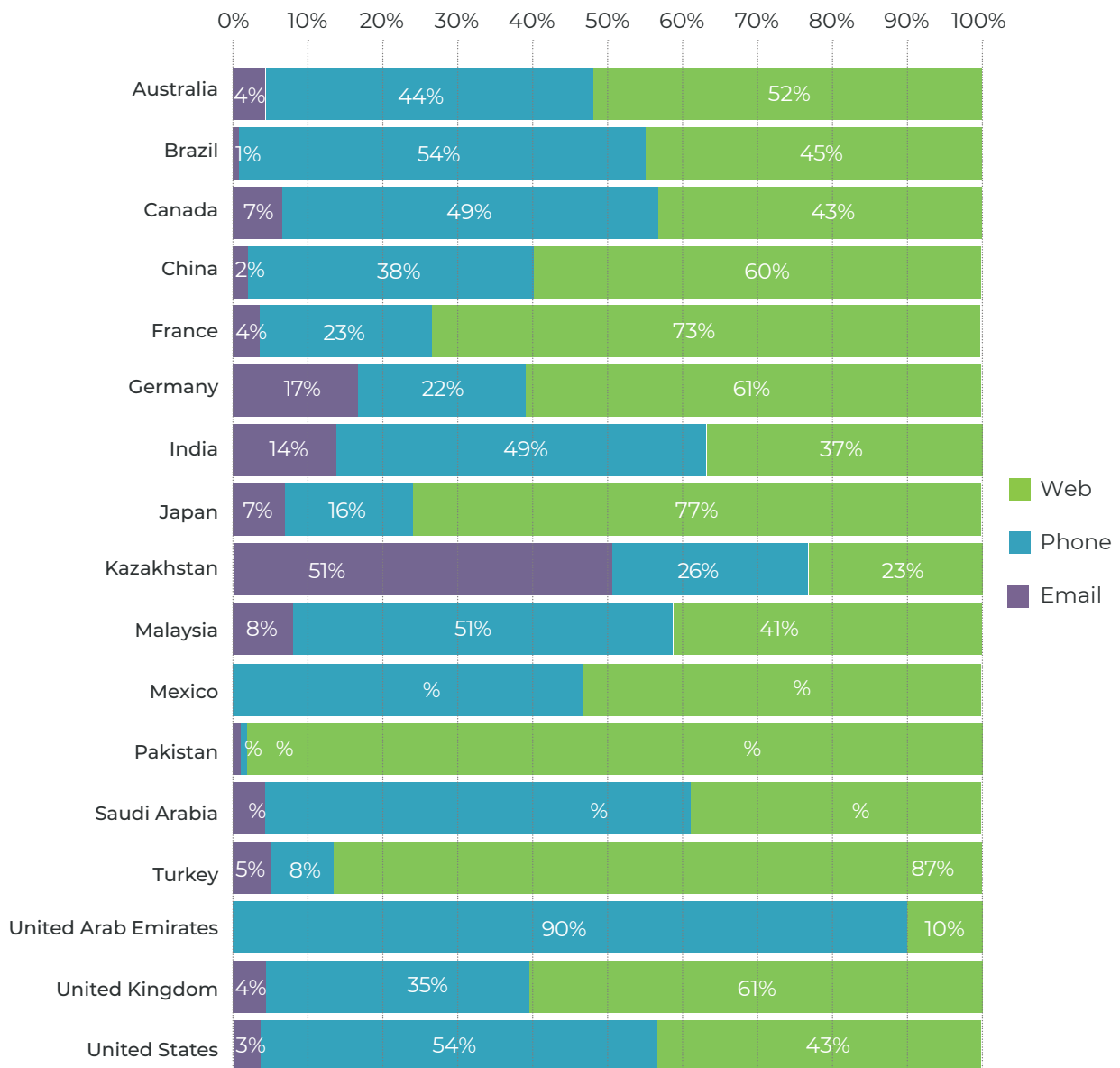
We will always protect any reporter who wishes to remain anonymous and as such will always default to not sharing their information if they give no specific instruction.

Reports by Country

Reporting Channel Preference by Country

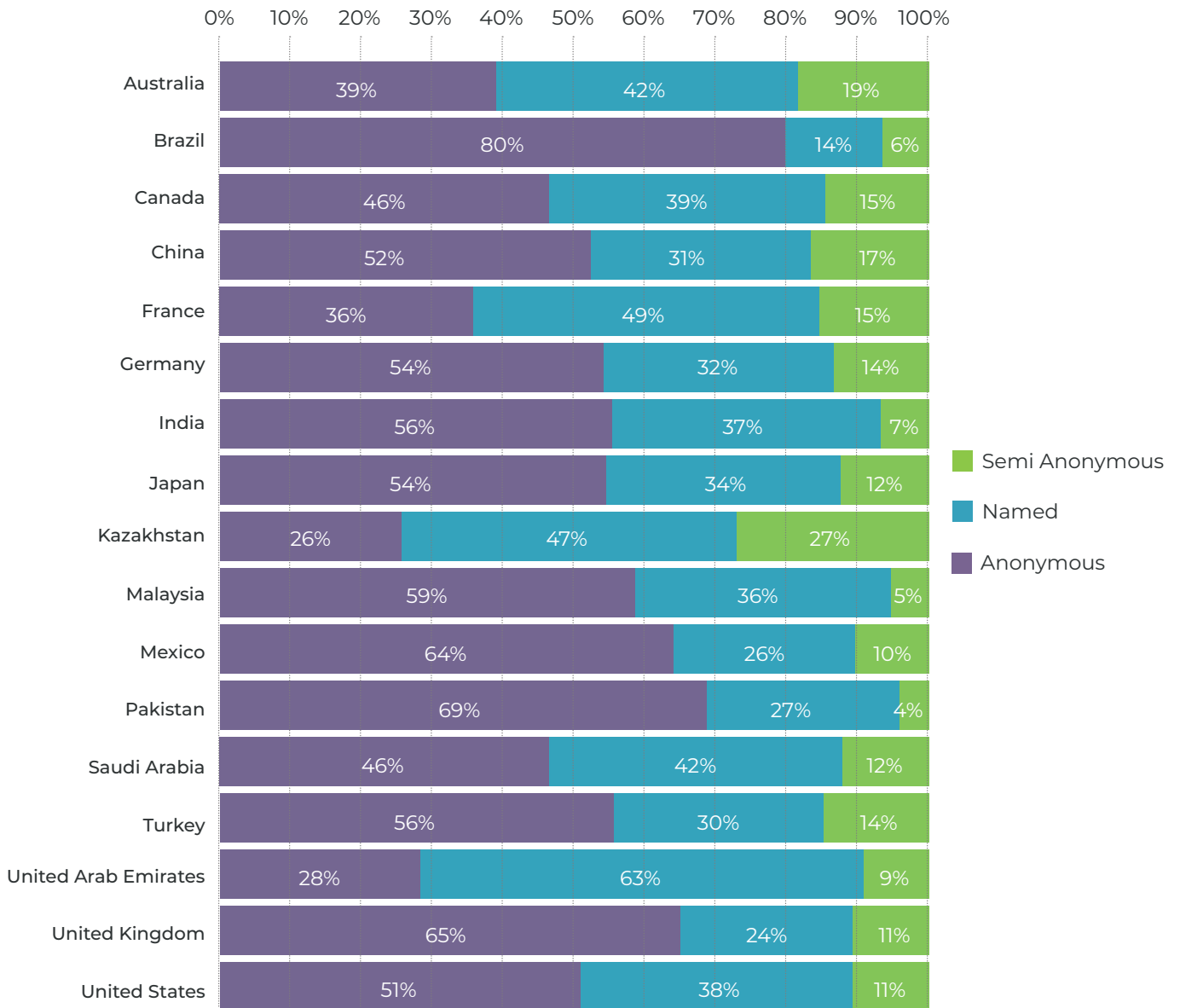
For our top reporting countries, we have compiled the reporting channel preferences for each.

There are many cultural, educational and political factors that contribute to channel preferences. This will give a broad overview of the reporting channel preferences for workforces in these countries.



Anonymity Preference by Country

The same statistics for anonymity preference are available for the same top reporting countries.



These figures offer insight into many cultural differences between countries.

Whilst employees in the UK may feel comfortable reporting an issue, they tend not to want to report this as a named individual and opt to be anonymous. The majority of UK based companies have robust internal reporting channels through HR, internal audit or legal teams. Many reporters feel uncomfortable raising issues with senior management in a named capacity until they are reassured that it is the right channel and action will be taken. This is juxtaposed with countries such as the UAE where whistleblowers feel more comfortable opting to be named in the first instance.

How can Safecall Help?

With our ever-expanding selection of products and services, we're ready to help you create a world-class ethics and compliance programme.

Training

Safecall has been successfully delivering investigation and interview training courses to both public and private clients for several years.

We offer both in-person and digital classroom-based workshops.

A typical course duration is 2½ hours. Delegates will be able to see, talk to, and message the trainer live. Also, all the content from face-to-face courses can be viewed live online through the secure video link.

Class sizes will be small to facilitate interaction between the trainer and delegates.

The Safecall Handbook and associated literature will be available online for all delegates.

Using Microsoft Teams to host the course, delegates will confirm their identity to the trainer within a virtual waiting room, and then enter the online classroom for the duration of the course.

You can now book your place on any of our courses online by going to:
www.safecall.co.uk/en/training/online-training



Investigations Training

Who is the course for:

The workshop is essential for managers and practitioners to develop their knowledge and skills enabling them to scope, plan and conduct professional investigations.

Learning objectives

By the end of the course the candidates will be able to:

- Identify the key legislation relating to the management of whistleblowers
- Assess the nature, impact and scope of an investigation
- Identify the responsibilities of an investigator
- Describe the principles of robust and meaningful terms of reference
- Organise and conduct an ethical and effective investigation
- Demonstrate investigative planning, rationale and auditable decision making
- Structure and prepare an investigation report

Interview Training Course

Who is the course for:

Interview evidence can often not be heard if it is ruled inadmissible due to poor or oppressive practice.

Give your staff the confidence to conduct a thorough, professional and fair interview which can withstand the rigours of later challenge. Do you know how to get the best from your witnesses and assist their recall of difficult or historic events? Sign up for the course and let our trainers show you how.

Learning objectives

The objectives are that by the end of the course delegates will be better able to:

- Explain the background to investigative interviewing
- Outline the principles of investigative interviewing
- Explain the PEACE framework
- Plan an interview and engage the interviewee
- Use different questioning techniques
- Understand compliant and non-compliant interview techniques

eLearning

Whistleblowing is hugely important when it comes to maintaining a business' reputation and keeping its employees and supply chain safe. That's why we offer a range of training options to educate staff at all levels on the importance of a healthy and open speak up process.

Our whistleblowing training courses are designed to not only educate staff on the whistleblowing and speak up processes, but also to build confidence that the system works and can be trusted.

We provide two courses: 'Whistleblowing basics for all-staff', and 'Whistleblowing for managers'.

Whistleblowing basics for all-staff provides staff at all levels with a better understanding of the importance of whistleblowing, the reporting procedures, and the responsibility that firms have towards members of staff who speak up.

Whistleblowing for managers focuses on what managers, and other senior members of staff, need to know to better support whistleblowers throughout the entirety of the complaints and investigation processes.

Our whistleblowing eLearning courses are fully compliant with SCORM (Shareable Content Object Reference Model). This means that either course can be hosted on your Learning Management System with ease. If you would prefer, however, we can also arrange to host the session for you.

Independent Investigation Services

Let Safecall be your trusted third party to help you with investigations.

Given the background of our staff, we are uniquely placed to help our clients when they are faced with a situation that can't be handled in-house and requires an investigation.

Our investigators are all former police officers (often senior investigating officer level) with significant operational experience. Depending on the requirements we would allocate individuals with the appropriate skill set to match the specific nature of the investigation.

Terms of reference and investigative parameters are agreed with the client at the outset. Any investigation is overseen by the Director of Operations at Safecall, Tim Smith who is a former Chief Superintendent and Firearms Commander at Northumbria Police.

Put simply, we help clients navigate through the challenges they face when dealing with internal investigations in an open, transparent and efficient manner.

Case Management Software

Safecall's case management system allows your organisation to fully manage its whistleblowing function.

Even with Safecall as your external reporting provider, you will receive reports of wrongdoing internally.

These reports can be added and addressed alongside reports from Safecall. Your organisation can ensure consistency of approach across all reports, regardless of channel.

All reports can be risk assessed and classified by department, allegation type and how the reporter was made aware of the service. You can modify or enter your own classifications, departments and investigators as required.

KEY FEATURES:

- Handle all reports end-to-end within the platform
- Add a disclosure which has been made outside of the Safecall system
- Risk assess reports
- Data redaction controls
- Assign investigators to address reports
- Communicate with whistleblowers even when they are anonymous
- Record outcomes of investigations and conclusions
- Keep evidence in one place

Appendix 1

Industry Sector	Description
Airports / Airlines	Airport services and facilities along with support services.
Banking & Finance	Including the Insurance, Asset Management, Pension Services, Investment Banking, Retail Banking and Investment Services.
Care / Support Services	Care Homes, External Carers, Supported Living, Children's Services, Special Needs Care & Fostering Services.
Construction	Hard Facilities Management, House Builders, Civil Engineering Contractors and Development.
Education	Schools, Education Providers and Training Providers.
Emergency Services	Police Forces, Fire Services and Ambulance Services.
Engineering	Technical Manufacturing, Engineering Services, Design Services and Development Services.
Facilities Management	Soft Facilities Management, Cleaning Services and Facilities Consultancy
Food Processing / Wholesale	Food Manufacturing, Farming, Animal Husbandry, Food Processing, Frozen Foods
Healthcare	NHS & Private Healthcare
Housing Associations	Local and National Housing Associations
Legal Services	Law Firms, Solicitors and other Legal Support Services
Leisure Industry	Hotels, Spas, Gyms, Gaming and Gambling Businesses
Local Government	Local Councils and other Local Government Organisations
Logistics	Postage Services, Road Haulage and Ocean Haulage (Not including Air Freight)
Manufacturing	Industrial Manufacturing Businesses and other Factory environments
Mining	Mineral Processing and Extraction
Non-Profit	Charity and NGO sector
Nuclear	Nuclear Power Generation, Security, Remediation and Decommissioning
Oil & Gas	Oil Extraction, Gas Extraction and Oil & Gas Products
Pharmaceuticals	Medical Equipment Manufacturing, Drug Manufacturing, Cosmetics and Pharmaceuticals Manufacturing and Sales
Private Equity	Investment and Portfolio Management Services
Professional Services	Other Professional Services
Retail	Retail Stores including Clothing, Furniture and Misc
Sport	Including Sport Bodies, Regulatory Bodies and Sports Clubs
Support Services	Other Support Services (Administration Services, other Facilities Services & Misc)
Technology	IT Technology Solutions, Software Providers and Research & Development
Utilities	Utilities providers including Water, Gas and Electric as well as Electricity Generation and Distribution Networks.





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