



A Law Debenture Company

Benchmarking Report 2023





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Introduction

2022 saw the return to office working en-masse for most companies in a post-pandemic world.

This does not mean that 2022 was a return to normality for businesses: with a world-wide cost of living increase, a threatened financial downturn, and introduction of new whistleblowing legislation all combining to create a complex whistleblowing landscape.

In 2022, we received sustained levels of reporting across many industry sectors and report classifications. There has been an upturn in the number of dishonest behavior related reports including Fraud and Corruption. HR concerns remain the highest reported category for our client base, making up 55% of all concerns.

The data contained in this report will help you understand trends in misconduct reporting across different industry sectors and countries. This allows you to determine and demonstrate the performance of your organisation's whistleblowing arrangements relative to your peers.

There are many factors associated with an effective whistleblowing management system.

Working across our client base, we have established Best Practice guidance to help you to get the most from your whistleblowing arrangements. Part of this is to provide a quality service, over and above a call centre or contact form to handle concerns.

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

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

For example, some of the largest contributing factors are those that are less tangible, such as workplace culture or employee demographics.

Data is **not** collected on the number or severity of reports received via internal channels which may also impact our published numbers. Therefore, it is important to point out that there is no right or wrong answer when it comes to your own reporting metrics. This report is simply a guide to help you.

Overview of the data

In 2022, our client base grew to more than 900 active clients covering over 3,000,000 employees, contractors and volunteers. Recently, a greater emphasis has been placed on the scope covered by internal whistleblowing and confidential reporting systems.

Safecall now 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 relationship built with reporter and customer.

Whether a concern is about unfair treatment in a retail store, or a complex fraud in the banking sector, a comprehensive and actionable report will be created for the organisation and reporter. Similarly, whether a concern is submitted via the web or telephone, 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.

In addition, we have recently invested heavily in the next generation replacement of our online reporting mechanism and portal. This is to allow greater ease of access, relaying actionable information and support for our customers with enhanced chat and case management functionality. 2022 has seen the greatest number of reports we've ever received.

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, we have 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 previous 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 no doubt a return to more normal levels of reporting following the COVID pandemic and an acceptance of the changing working conditions. We have observed increases in the Healthcare sector; and those that saw decreases during 20/21 have seen increases in 2022.

This however does not take into account that in some industries a decrease in the number of employees has not been reflected in a decrease in the number of reports. This is more accurately reflected in the per-employee reporting numbers later in this report.

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 an increased awareness surrounding whistleblowing and confidential reporting, led by the EU Whistleblowing Directive, external reporting facilities are becoming the norm rather than the exception. We have seen an increased number of organisations choosing Safecall for their external service as a result. When combined with an expanding ethics and compliance space worldwide, 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 with in excess of 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.

Advanced online portal

To make processing reports easier, we don't force reporters to remember codes, and our new chat functionality enables continued contact between report managers and whistleblowers, whilst still allowing anonymity to be maintained and all conversations captured. Our portal is an ongoing investment in optimisation and added functionality.

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 and our improved web offering means more reporters are happy to switch from email to using our online portal, not only encouraging the reporter to speak up but also providing a quality report to our customer.

In 2022 we have seen a material switch to web reporting and a decline in the number of phone reports we receive. The origin of this change is the large number of increased web-based reports from South-East Asia where there is a marked preference to use online reporting methods.

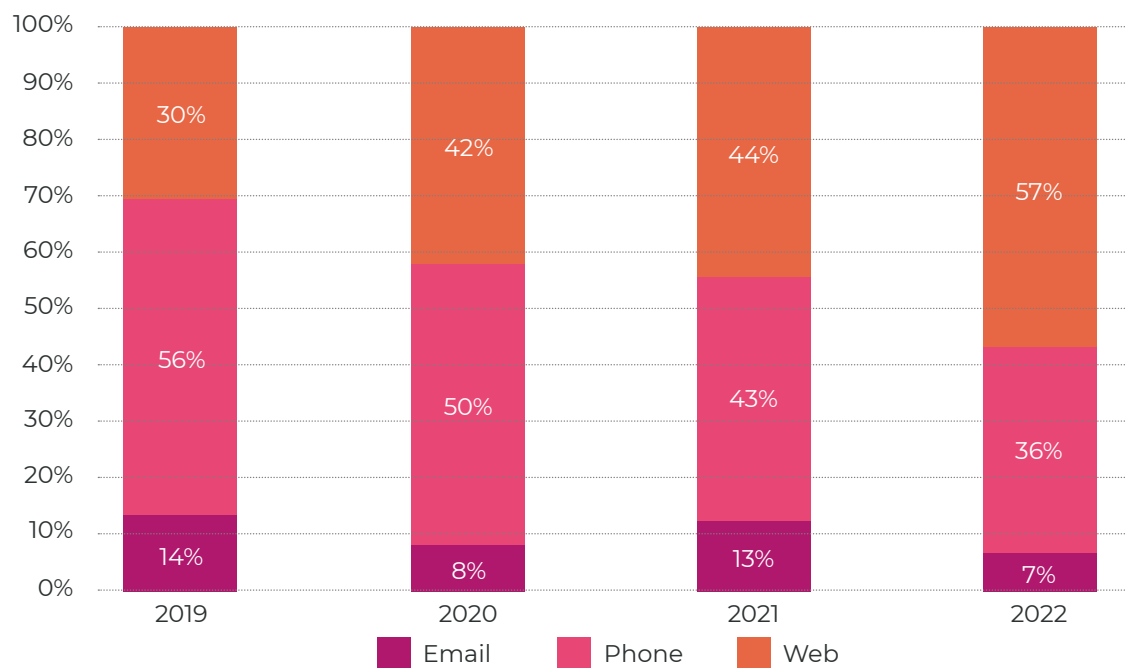
Telephone reports remain stable across the rest of the world with approximately 50% of all reports being received via this channel, dependent on the individual country.

As an additional guide, published later in this document is the percentage share of reports received for the entire client base. Some may find this useful when comparing their own systems if their own industry sector is not available later in this report.

An increase in the number of email reports is due to the continued support Safecall give to many global charities. Whilst Safecall continues to encourage the decommissioning of email addresses in line with the UK/EU GDPR, volunteers and those working in volatile areas require simple and safe methods to send reports. Safecall recommend that any organisation considering email reporting, unless it is completely unavoidable, should instead publicise our web reporting options as this inevitably produces a higher quality, actionable, report.

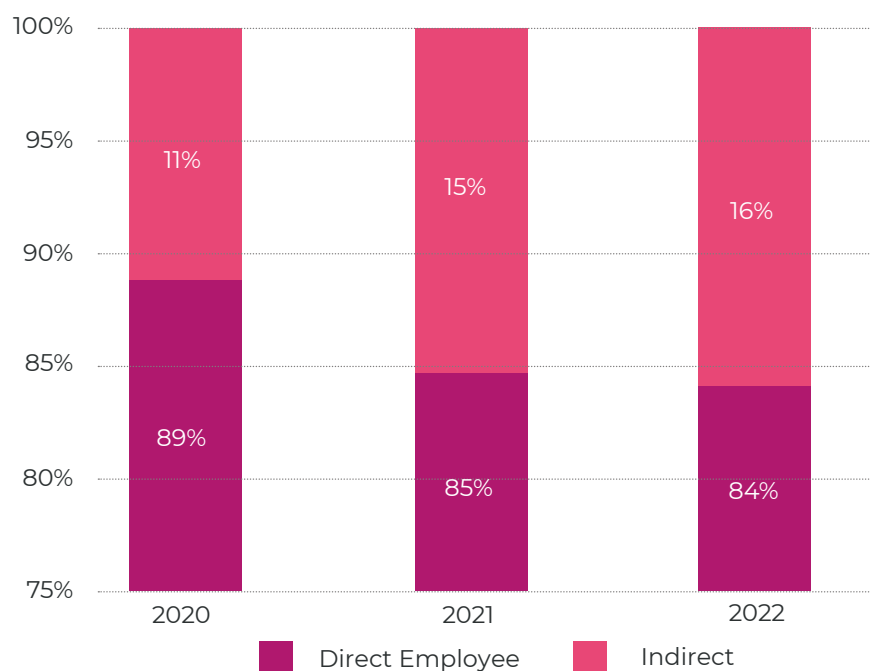
In 2021 web and telephone reporting remained consistent with a small increase in the proportion of web reports taken. We continue to see very healthy uptake of our telephone services with the greatest number of substantiated reports coming from this intake method.

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:



We're seeing a steady growth in the number of reports received outside of the directly employed workforce as confidential reporting becomes the norm and the increased scope that is legally obliged by the EU whistleblowing directive takes hold.

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.

This is a much more difficult question to answer than many would believe.

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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Whilst this is a crude measure of the number of reports received it has proved to be quite effective as a way to determine the average number of reports received when new clients are on-boarding.

Most organisations have a different idea of what an external reporting service covers, what can be reported through it and what is received through the channel. This leads to differing rates across industry sectors and rates between companies within sectors can vary substantially.

With the introduction of EU Whistleblowing Directive there is now a standardisation of what a confidential reporting service should include, for those company's head quartered in Europe.

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 internally managed or externally) 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 <https://www.safecall.co.uk/en/whistleblower-hotlines/eu-whistleblowing-directive-2019-1937/>.

We see the number of reports per employee remain fairly consistent with 2021 at around 1/400 to 1/420.

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 out of the ordinary 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.

Like the “All Sectors” measure the averages are calculated by removing the top and bottom 5% of reporting companies.

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

We saw the highest number of reports per employee for 2022 in the Emergency Services sector. We have experienced a shift in the other top two reporting sectors with those in the Mining and Non-profit sectors overtaking Healthcare.

All three sectors receive some of the highest levels of HR reporting across our sector splits, no doubt related to continued difficult working conditions, direct access to HR services, and geographical diversity within the sectors.

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

When speaking to our clients in these sectors we see multiple reasons for this. Whether it's internal reporting mechanisms absorbing most of the reports, enhanced HR provisions or levels of education we're always here to help customers ensure they get the best benefit out of the Safecall service.

If you're concerned about the number of reports your organisation is receiving, do not hesitate to get in touch.

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 none of the above figures take into account the seriousness of a claim or concern.

Whilst some organisations or industries receive significantly less reports through Safecall they may be of a higher risk (examples include financial fraud, reputational risk or health and safety concerns) to the company or organisation. Reporting rates vary year on year for every organisation.

The company culture, the current change agenda, and growth strategy all contribute to the number of concerns raised by employees, creating variations. Those 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 and 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.

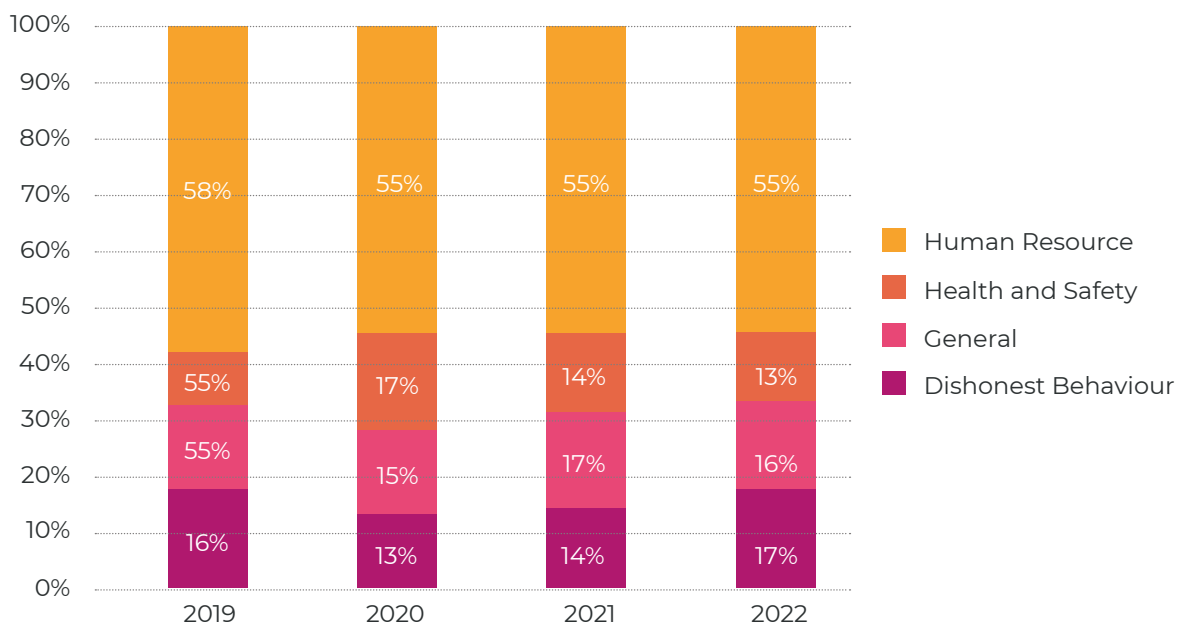
Classifications of the reports we receive

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 as the world moves into the post-COVID "new-normal". As predicted in Q4 of 2022, we have seen an increase in the number of dishonest behaviour reports, perhaps due to more scrutiny by colleagues, as office working is certainly returning for the majority. A decreasing economic situation also has an impact on the level of risk employees will take, leading to an increase in the levels of serious dishonest behaviour reports experienced by our customers. Some organisations may find the share of reports received useful.

This changes as the numbers of reports received in a particular category increase or decreases and may be used to compare a reporting system 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 related to HR.

Classification Reports



Classification	2019	2020	2021	2022
Dishonest Behaviour	16%	13%	14%	17%
General	16%	15%	17%	16%
Health & Safety	9%	17%	14%	13%
Human Resources	58%	55%	55%	55%

Sub-Classifications of the reports we receive

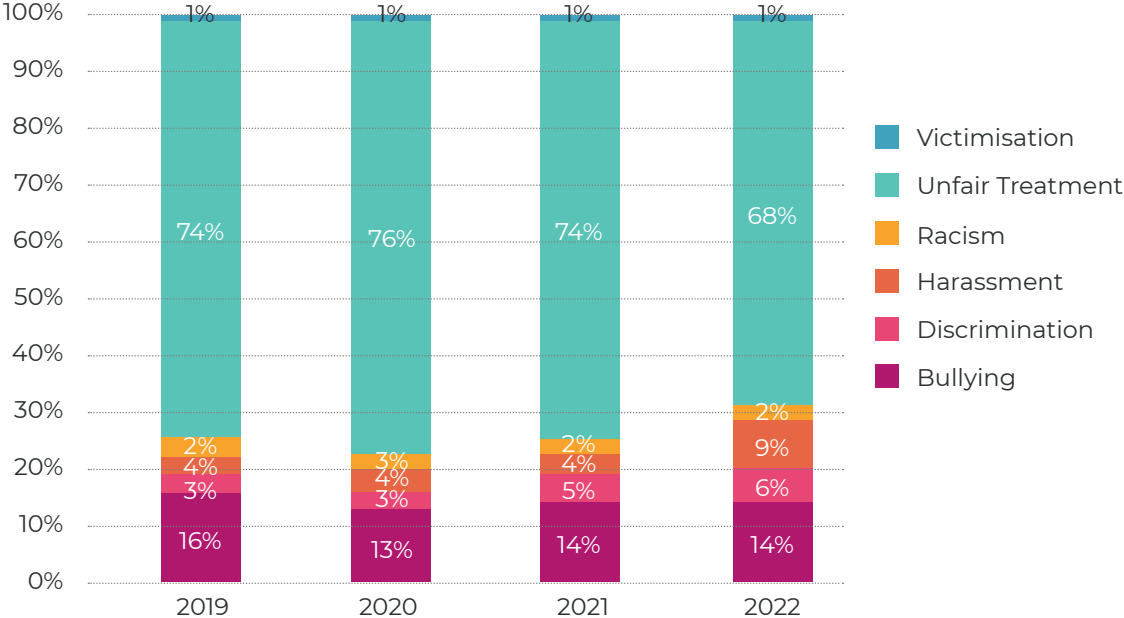
Whilst all reports are classified into four major categories they are also sub-classified into 1 of 21 sub-classifications.

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

These will be given in both 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

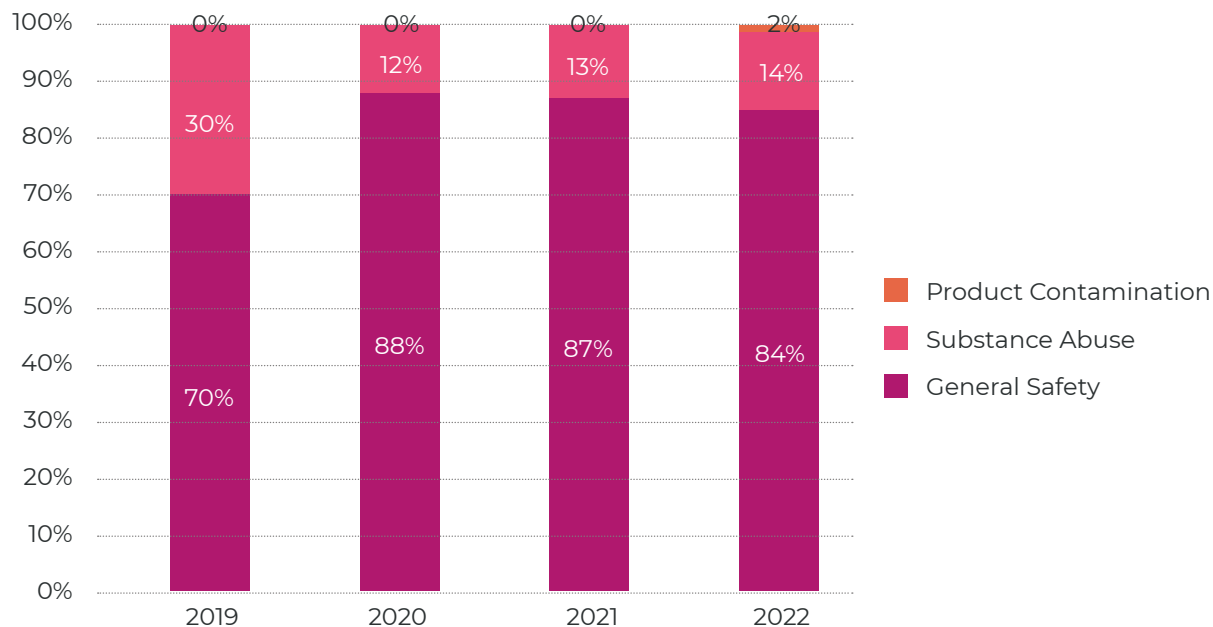


Sub-Class	2019	2020	2021	2022
Bullying	16%	13%	14%	14%
Discrimination	3%	3%	5%	6%
Harassment	4%	4%	4%	9%
Racism	2%	3%	2%	2%
Unfair Treatment	74%	76%	74%	68%
Victimization	1%	1%	1%	1%

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 certainly more prevalent than it has been in previous years.

Health & Safety



Sub-Class	2019	2020	2021	2022
General Safety	70%	88%	87%	84%
Substance Abuse	30%	12%	13%	14%
Product Contamination	0%	0%	0%	2%

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.

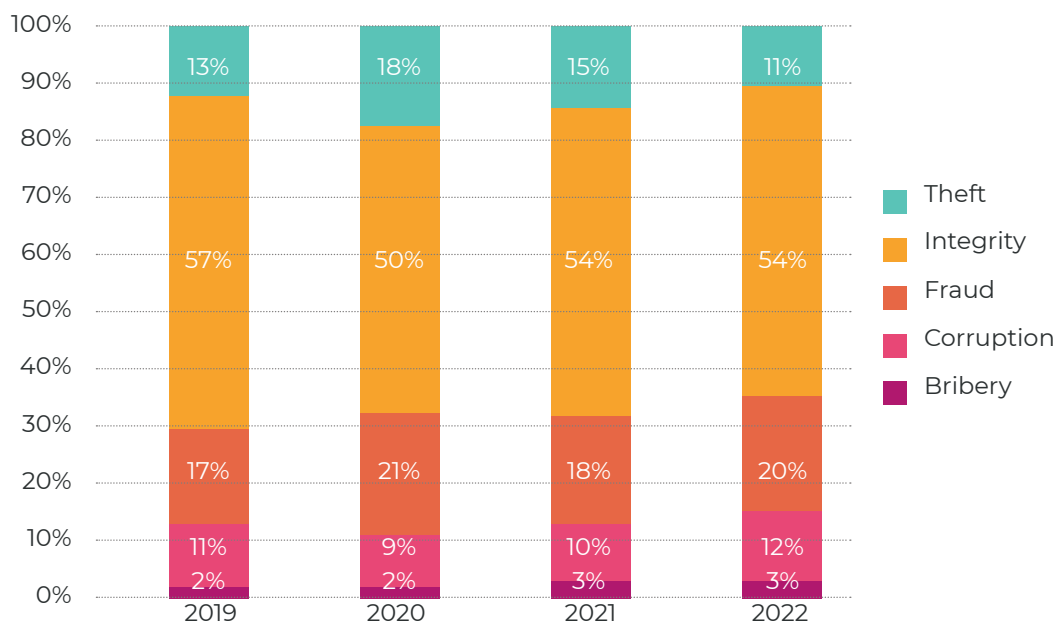
Dishonest Behaviour

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

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

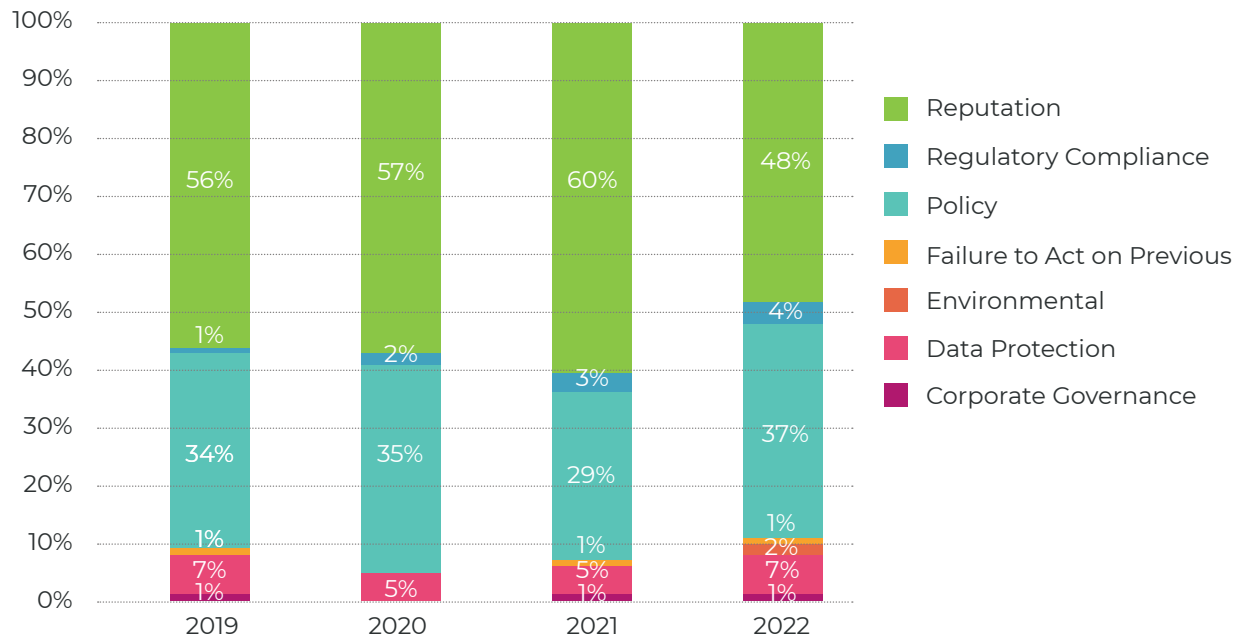
Corruption and fraud cases do however tend to be some of the most serious issues reported to Safecall and often form a qualifying disclosure under whistleblowing legislation.

Dishonest Behaviour Reports



Sub-Class	2019	2020	2021	2022
Bribery	2%	2%	3%	3%
Corruption	11%	9%	10%	12%
Fraud	17%	21%	18%	20%
Integrity	57%	50%	54%	54%
Theft	13%	18%	15%	11%

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 reports and policy / compliance.

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 as well as strong governance within all industry sectors.

Anonymity of reports

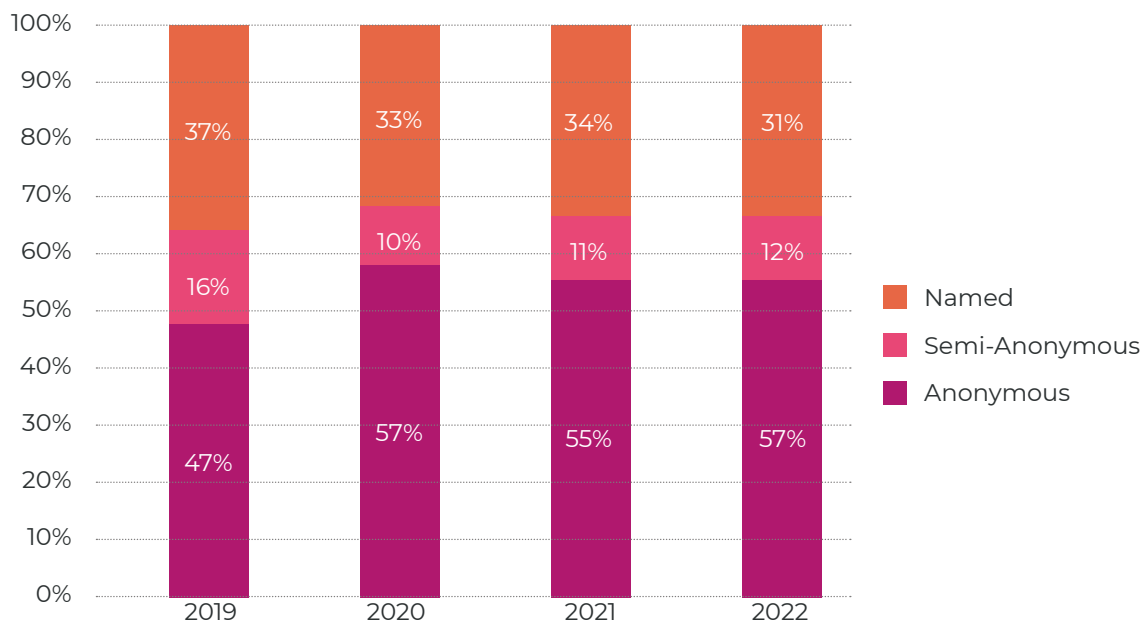
Every reporter has a choice when making a report to Safecall: anonymous, semi-anonymous or named. An anonymous report is from a totally unknown person with no contact details or identifying information left by the reporter.

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

A semi-anonymous reporter is partially anonymised. The reporter is comfortable revealing their identity to Safecall but does not wish 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 combination 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



Status	2019	2020	2021	2022
Anonymous	47%	57%	55%	57%
Semi-Anonymous	16%	10%	11%	12%
Named	37%	33%	34%	31%

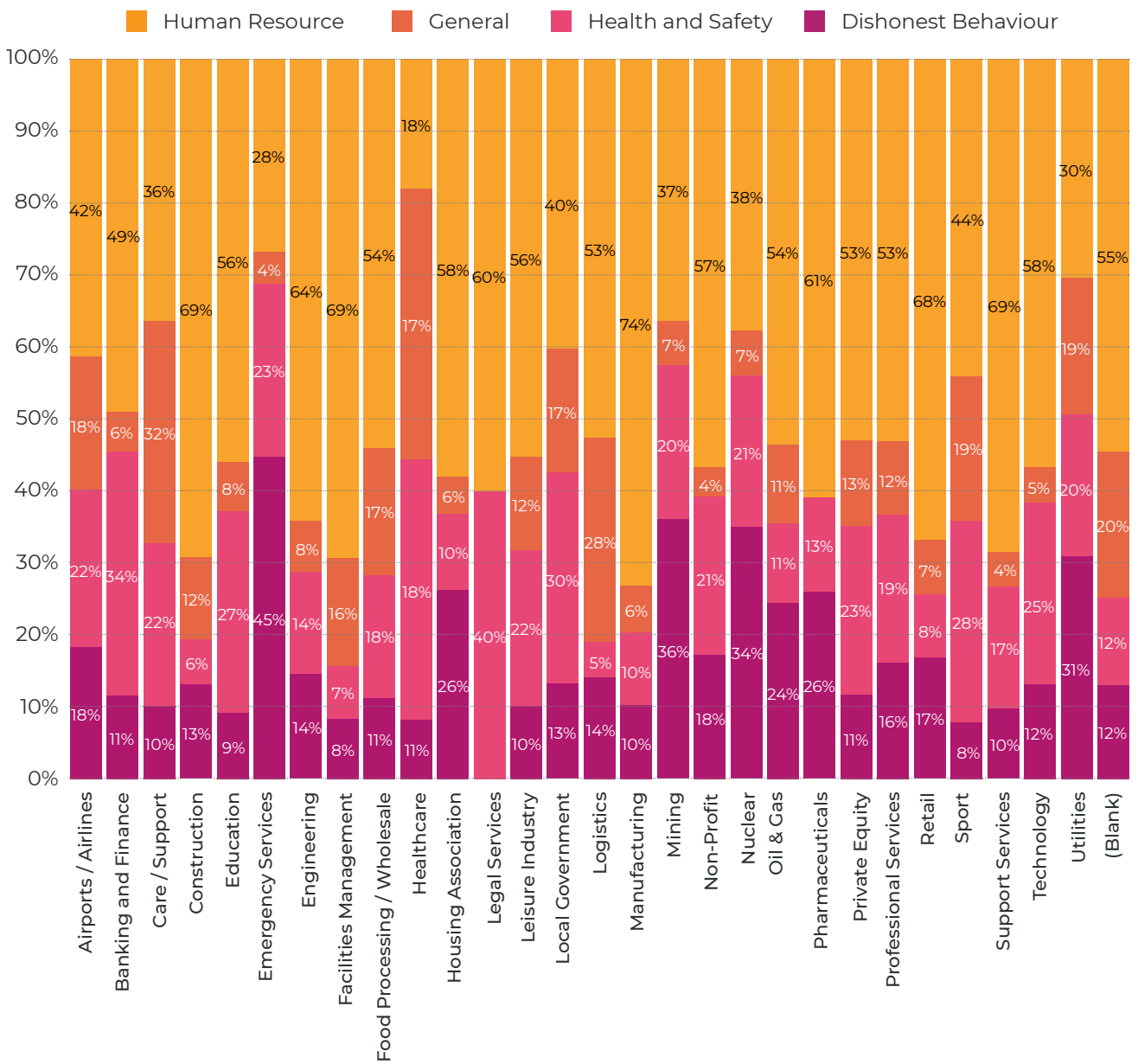
In 2022, we have seen a slight increase in the number of anonymous reports received. This is due to a higher number of web reports received from the South-East Asia region. Semi-anonymous reports remain constant with many reporters choosing to give their details to Safecall, making any subsequent investigation 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 is worthwhile highlighting that each business is different and there are many reasons why an organisation may be seeing variations such as company culture, geographic culture, age diversity or even local infrastructure issues.

Classifications by industry sector



Similar to the overall benchmarks for classifications, the vast majority of industries receive the largest percentages 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 in the Dishonest Behaviour classification, such as Emergency Services.

Report origins by industry sector



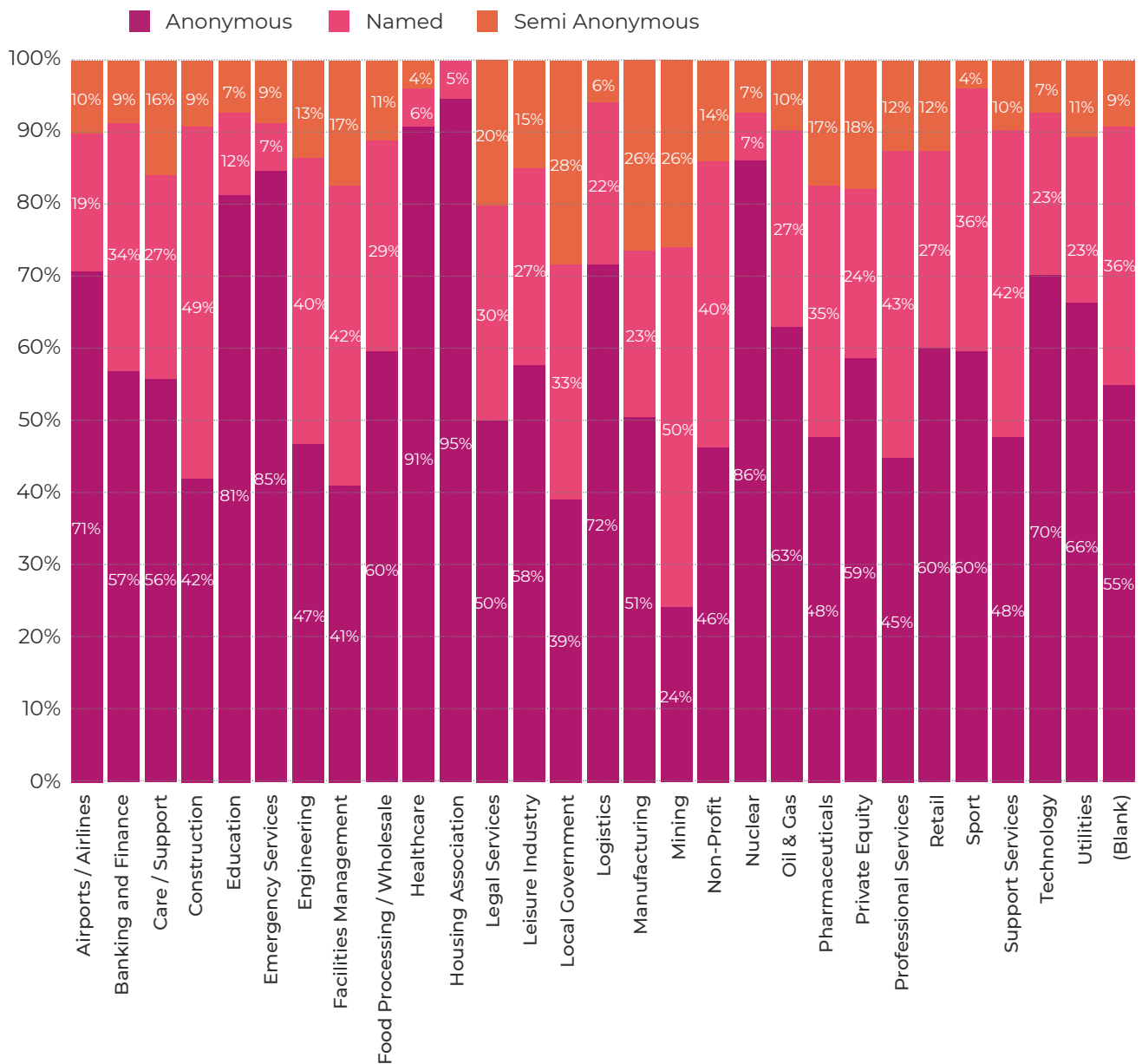
The way in which reporters contact Safecall varies and is linked to factors including cultural views, company culture, and ease of access. Safecall provides two major methods in many different languages to make raising a concern as easy as possible.

The majority of contacts in 2022 were received via the phone and web intake. Both methods strive to convey accurate and comprehensive information to the client. The data trends towards more web reporting as younger generations become more comfortable with using the internet in favour of having a live conversation. Those sectors that see high anonymity rates tend towards receiving high numbers of web reports where our experienced handlers do not have the ability to converse directly with the reporter.

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 some great feedback.

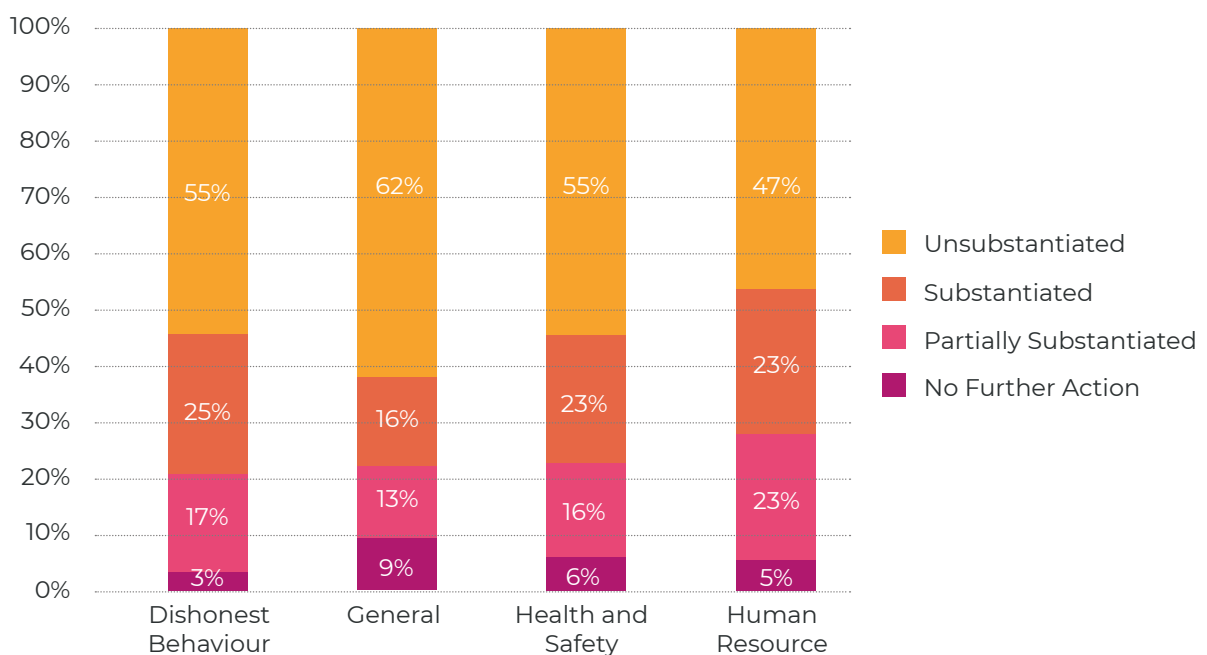
The ability to manage cases from initial receipt to investigation to conclusion provides a simple, secure solution to run your confidential reporting system.

We began tracking how many reports resulted in some form of action or were substantiated or unsubstantiated in 2019 with an addition in late 2019 of both partially substantiated and no further action as conclusions.

We saw a steady increase in the number substantiated cases throughout 2021 with more clients having the ability to investigate on-site and in person. As of year end 2022 we have again seen a decrease in the amount of substantiated reports – 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 which is why we recommend all of our customers advertise our freephone numbers clearly.

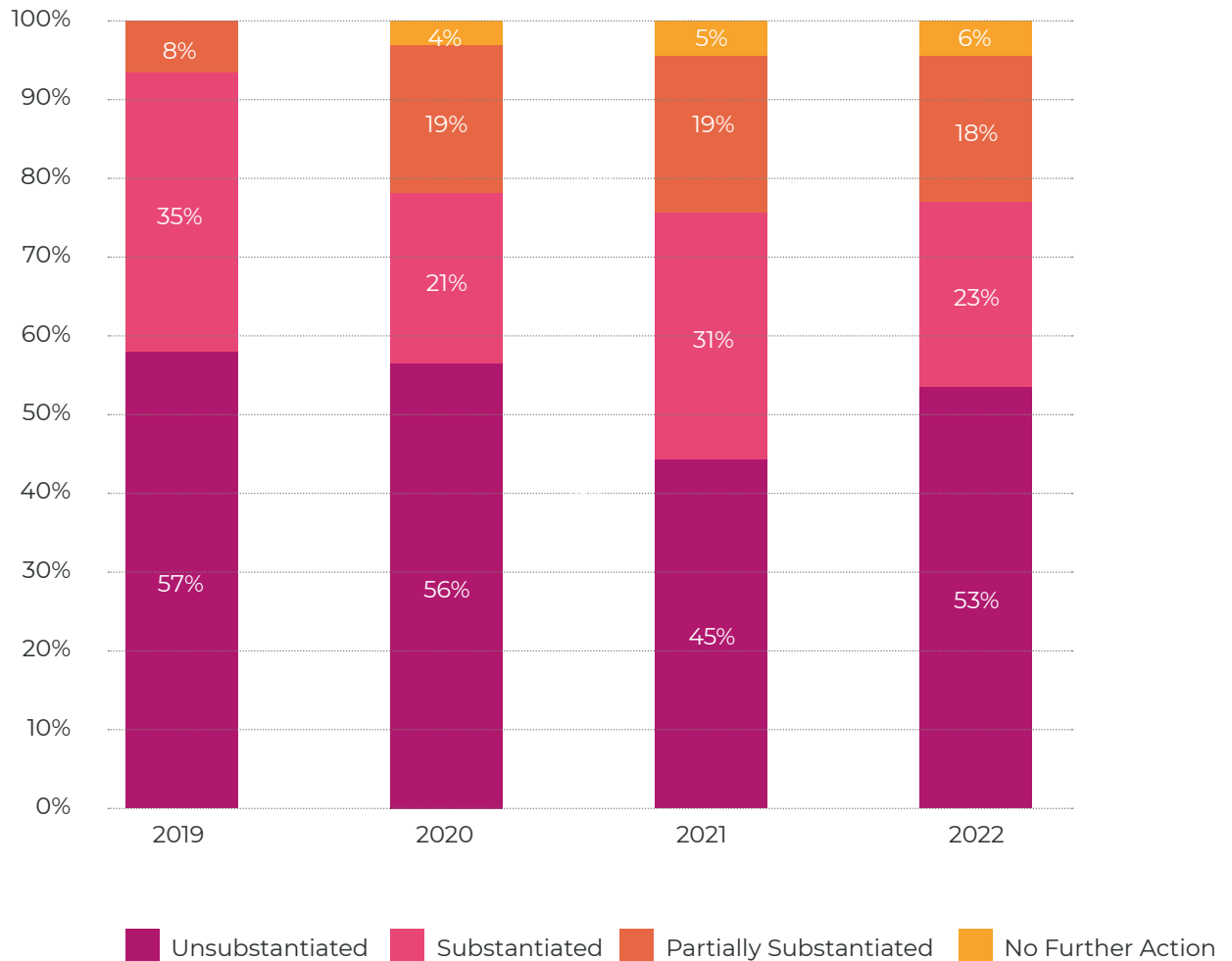
Closure	2019	2020	2021	2022
Unsubstantiated	57%	56%	44%	53%
Substantiated	35%	21%	31%	23%
Partially Substantiated	8%	19%	19%	18%
No Further Action	<1%	4%	5%	6%



Below is also the substantiation rates per Safecall classification.

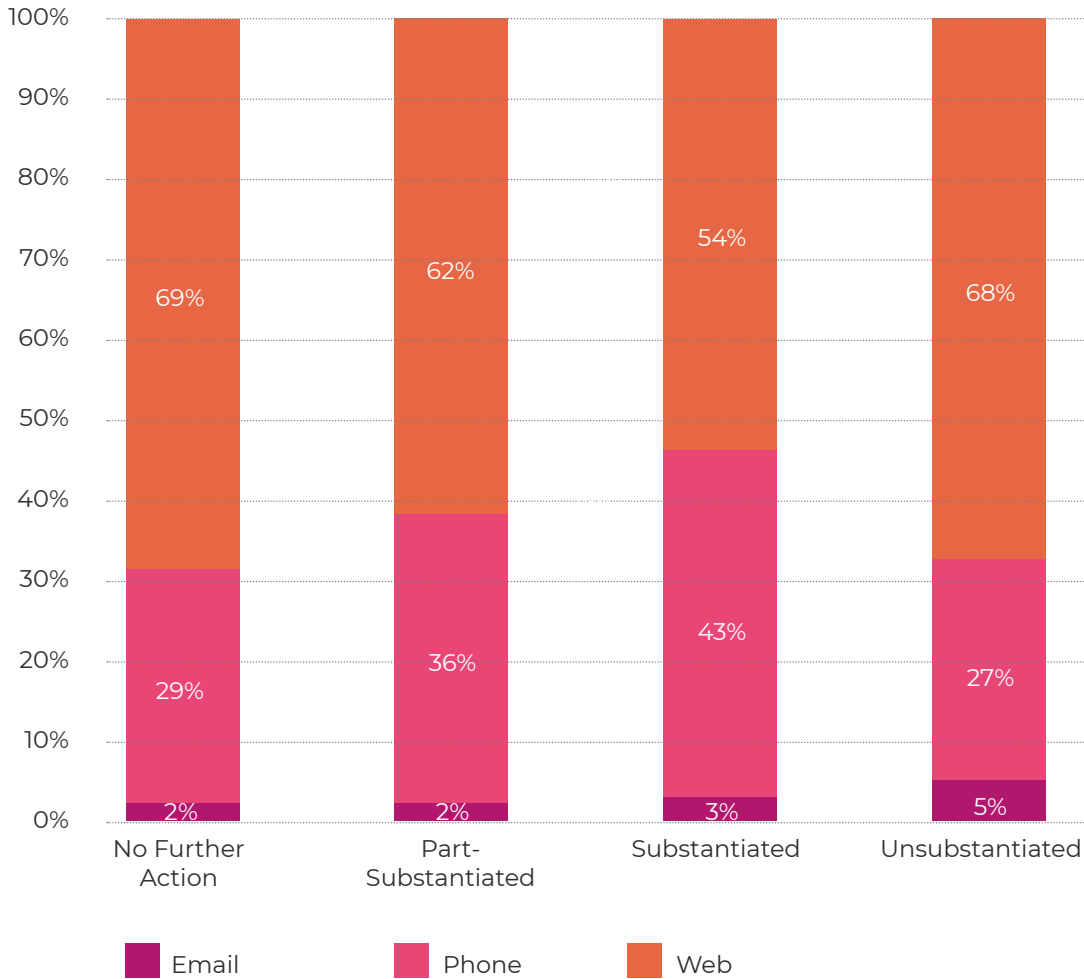
There are a large number of unsubstantiated reports for each classification, as is to be expected based on the above overall data. It should be noted that this does not record the outcomes related to other allegations or further concerns raised during an investigation but only to the initial allegation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

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



We've also looked at the substantiation rates of the different intake methods that we provide.

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



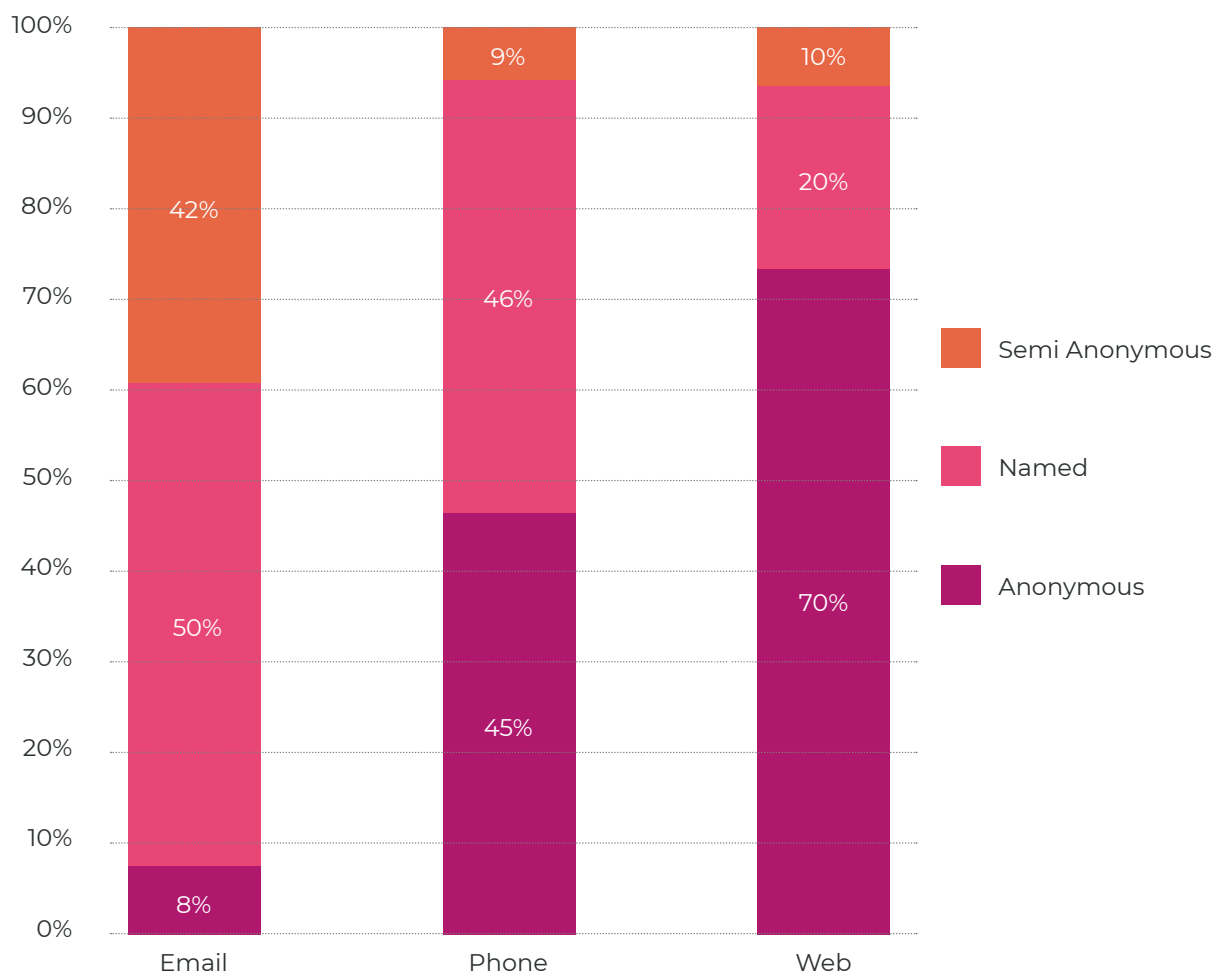
There is no category for 'Voicemail' in the above chart.

This is important 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, but it is a poor substitute for a comprehensive two-way conversation between whistleblower and an experienced call handler.

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.



There is a strong preference when reporting via the web to remain anonymous. Even via the phone almost every reporter upon initial contact wishes to remain anonymous. When reporting via the phone however 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 inevitably results in a more comprehensive and actionable report to the client.

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

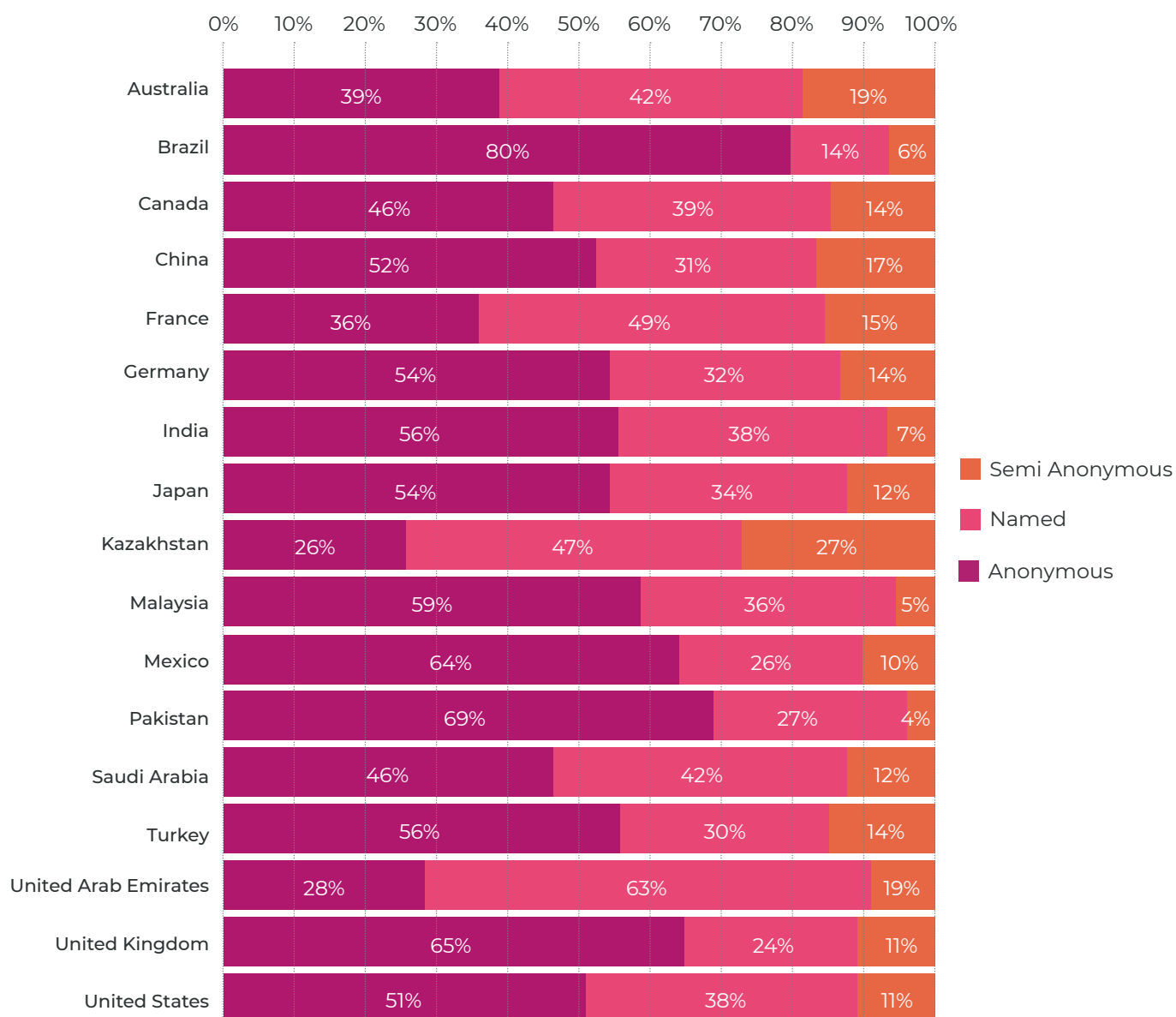
We will always protect any reporter who wishes to remain anonymous and as such will always default to not sharing their information if they give no specific instruction. We will always help to build confidence in your confidential reporting systems.

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 the various channel preferences. This will give a broad overview of the reporting channel preferences for workforces in these countries.

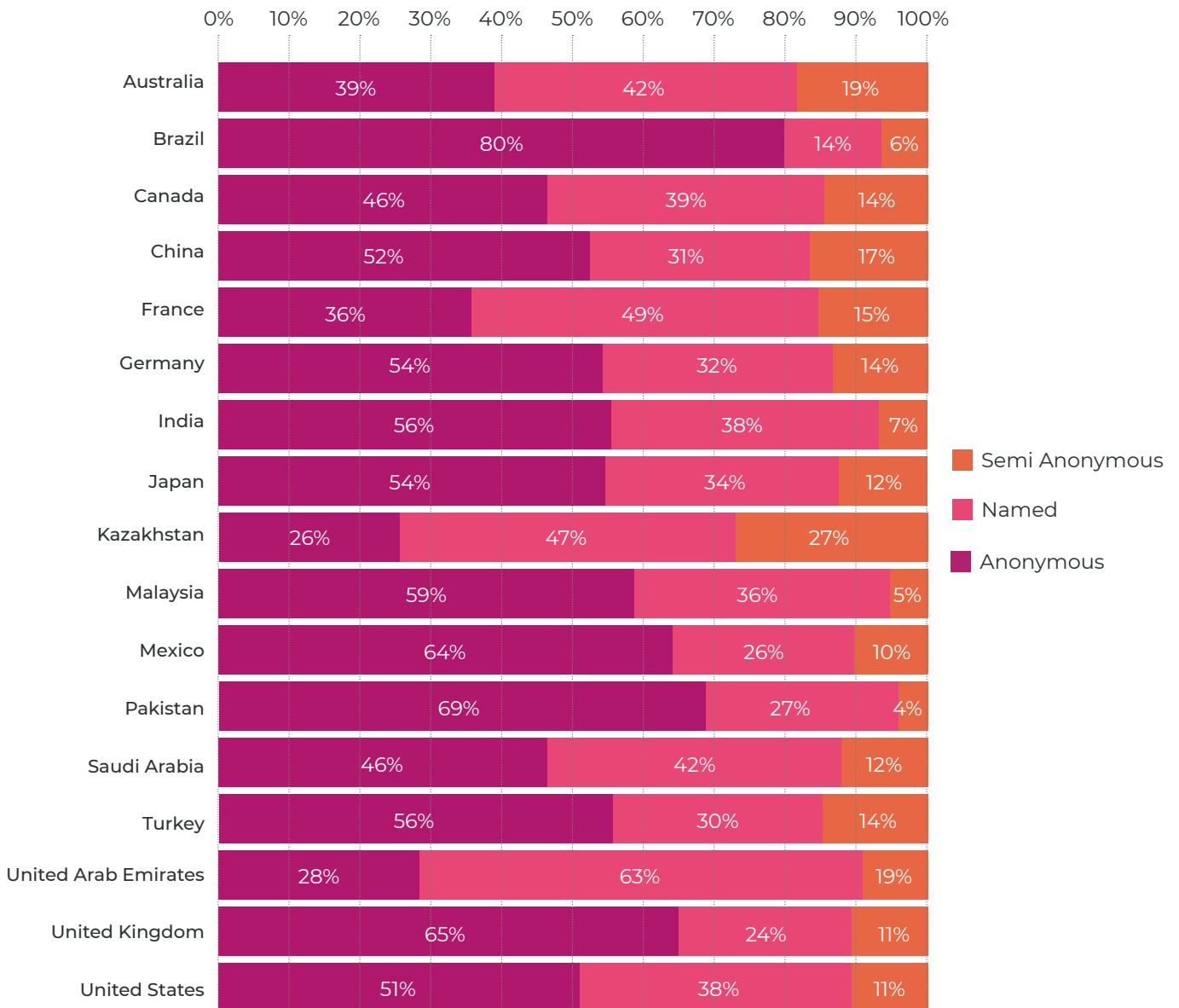


There are clear preferences for telephone reporting channels in the US, Brazil and UAE with greater preference for web reporting in Japan, Pakistan and France.

There are clear preferences for 'digital' methods including both web and email in Spain and China but all of these figures are also highly dependent upon the industry sectors we cover within these countries.

Anonymity Preference by Country

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



These figures again give 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 where possible. The majority of UK based companies have robust internal reporting channels through HR, internal audit or legal teams. Many reporters therefore 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 like the UAE which feel far 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 always on hand to help you create a world-class ethics and compliance programme.

Online Training

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

The suspension of all face-to-face educational courses in March 2020 has resulted in the creation of a digital classroom-based investigation workshop.

The 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: <https://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 whistle-blowers
- 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 technique
- Understand compliant and non-compliant interview techniques

eLearning

Whistleblowing is hugely important when it comes to keeping a business trustworthy and its customers/clients safe. That's why, at Safecall, we can provide you with a range of training options that will educate staff at all levels on the importance of a healthy and open complaints process.

Our whistleblowing training courses are designed to not only educate staff on the whistleblowing and complaints resolution 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, at no extra cost.

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

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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