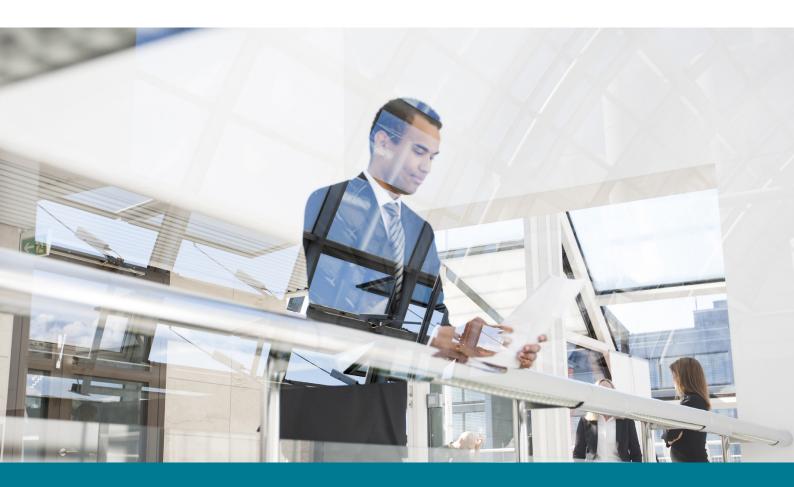# WhistleB

WHISTLEBLOWING CENTRE

WhistleB
Sustainability Report 2019

July 2018-December 2019

Contributing to high business ethics

"We are committed to providing a market leading, secure whistleblowing service and outstanding customer support. We help our customers safeguard high ethical standards, and thus create sustainable profits. This is at the heart of WhistleB."

Gunilla Hadders, Founder

WhistleB's key contribution to our customers and their stakeholders is helping them prevent and reduce the risk of wrongdoings. We do this by providing a secure whistleblowing service, the purpose of which is to encourage individuals to blow the whistle on suspected misconduct without any risk of retaliation.

The whistleblowing service can be used to alert others about serious risks affecting individuals, the organisation, society or the environment. The scope of whistleblowing includes serious improprieties concerning accounting, bribery, the life or health of individuals, discrimination and serious environmental crimes.

WhistleB has vast experience in helping national and multinational organisations to deploy a trustworthy reporting channel coupled with secure case management that ensures customers comply with applicable laws. We are committed to delivering a global solution for secure reporting and management of cases, with market-leading security and legal expertise.

The WhistleB whistleblowing service helps customers:

Prevent risks
Reduces the risk of wrongdoing. A whistleblowing service shows the organisation's commitment to doing the right thing and its dedication to following up on the organisation's business ethics guidelines.

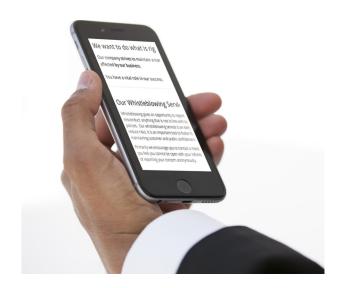### Receive early warning signs
Deals swiftly with wrongdoings before they escalate. Organisation's benefits from receiving important information, information that is difficult to get through other communication channels.

Gain trust
Demonstrates to stakeholders that the organisation takes compliance and sustainability matters seriously. The whistleblowing service helps build a trusted brand.

Customer dialogue

WhistleB conducts annual customer studies. The latest study was conducted in March 2019 and combines results from a questionnaire sent to some 300 customers, including companies, public authorities and organisations. Most of these organisations have their headquarters in Europe, but many operate international. The WhistleB service is currently used in more than 150 countries worldwide. Survey participants used the WhistleB whistleblower channel to anonymously answer a web-based questionnaire. The most striking result of the 2019 WhistleB customer study was that some 50% of the respondees stated that building trust was the main benefit of

having a whistleblowing system in place. Further, the steep upward trend in the total number of reports received by organisations continued for the second year in a row.

Key findings

- Significant increase in the number of reports received

- 50% of the messages led to an anonymous dialogue between the whistleblower and the employer

- Financial irregularities, harassment and discrimination account for more than half of the reports received

- More organisations are opening up their whistleblowing service to external stakeholders

- 50% of all whistleblower messages led to investigations

In the 2019 WhistleB customer study, building trust, detecting unethical behaviour at an early stage and working preventively were cited as the major benefits of the whistleblowing system, summarised by customers as follows:

"Building trust and having a channel when nothing else seems possible for the whistleblower."

"Detecting fraud and corruption earlier."

"Offering this service is a natural part of our risk culture."

Material topic: **Customer data privacy**

Safeguarding our customers' data privacy

> "We help our customers to minimise business risks and to strengthen their performance and brands. Tougher anti-corruption laws, stronger protection of whistleblowers and a growing demand to follow up on ethical guidelines are key drivers for continuously developing the WhistleB service."
>
> Karin Henriksson, Founder

WhistleB offers industry-leading security to protect customer data and anonymous whistleblowers. We build this on four pillars:

- Adherence to ISO27001 and ISO 27018 to systematically protect customer information and personal data.
- Highest data privacy and security settings for WhistleB service users.
- Reliable and flexible service platform for hosting and development.
- Commitment to global compliance.

The top priority of the WhistleB service is to safeguard the anonymity of the whistleblower and to protect sensitive customer data. Building trust in the service and protecting sensitive data is paramount for all WhistleB customers, and the principles of *Security by default and by design* are embedded in the WhistleB service. This means that data security is the basis for all functions in the service. It also means that WhistleB service users can trust that personal data is managed in compliance with current data protection laws.

Our customers must always be able to trust the quality of our service.

Customer data privacy:
0 incidents

Material topic: **Compliance**

Compliance

"We ensure that the WhistleB service is compliant with national data protection laws including the EU General Data Protection Regulation, the strictest such law in the world."

Jan Stappers Legal Counsel, Data Protection Officer

The WhistleB solution conforms to the strictest data protection laws in the world.

We enable customers to manage their data in compliance with current data protection regulations, for example through secure data retention and deletion, user logs for secure follow up of case management and clear guidelines. In May 2018, the EU's General Data Protection Regulation (GDPR) came into effect, and the WhistleB service was externally assessed for compliance with the GDPR. The service also includes support for correct management and communication in compliance with national regulations on whistleblowing. The GDPR's stricter requirements on the management of personal information have resulted in a growing number of organisations opting for the security of WhistleB's web-based encrypted whistleblowing solution.

Examples of how WhistleB meets key GDPR demands:

- Data is stored within the EU/EEA.
- Personal data is secured; data is encrypted in storage and transmission as well as in back-ups.
- User logs are created for follow up and audits.
- Data can be extracted, corrected and deleted.
- The individual's right to be forgotten is ensured.

We want to do what is right

We conduct business in a responsible and transparent way. We are driven by customer care and high business ethics as a foundation for sustainable profit.

The WhistleB Code of Conduct describes how we want to do business and confirms our commitment to high business ethics and sustainability. We are aware of the ethical risks connected to some of the markets in which we operate and our Code of Conduct includes requirements on social, environmental and anti-corruption business practices.

We conduct a risk assessment and, as a minimum, we always comply with laws and regulations where we offer our services. We conduct internal training based on our Code of Conduct and have implemented an internal whistleblowing service to monitor compliance.

Responsible suppliers and business partners

Our business requires that we can provide key competences to our customers. WhistleB cooperates with a global network of experts and partners who have the capability and experience to deliver market-leading advice to support investigations. Their expertise includes the fields of corruption, fraud, controverting competition, forensic technology, data analytics, forensic accounting, crisis management and communication. Our suppliers follow the WhistleB Supplier Code of Conduct as a minimum.

Code of Conduct:
0 violations

Our values

Customer dedication: we promise our customers the best possible service.

Staying ahead: we offer our customers a cutting-edge solution and top expertise.

Industry-leading security: we provide our customers a secure service, which builds trust.

Keeping track of
our environ-mental footprint

We have a very small environmental footprint as our core business idea is based on providing a digital service and embedding digitalisation throughout our own operations. The main environmental footprint of our activities comes primarily from international business travel, so we calculate and compensate for the climate emissions we cause.

Climate compensation

WhistleB climate emissions were offset by third party verified climate Projects (Gold standard, Plan Vivo). The projects contribute to UN's sustainable development goals.

About us

WhistleB Whistleblowing Centre AB has its head office in Stockholm, Sweden. We are grateful for the trust that our customers have given us in more than 150 countries. Our customers include global and regional companies in various sectors as well as investors, public authorities and associations. We are committed to giving our customers the best service wherever they are.

A global approach demands diversity, and we aim to create a diverse organisation in terms of skills and experiences from local markets, and also concerning gender and age. The WhistleB Board consists of three members, two women and one man.

About the report

This report has been prepared in accordance with the GRI Standards: Core option. It covers the period July 1 2018 – December 31 2019 and describes our framework and performance covering the prioritised business critical issues identified by our stakeholders as well as identified risks and opportunities.

Priority stakeholders are our customers and our business partners and suppliers. We have an on-going dialogue with our customers through different channels including a customer forum. Integrity and security are key issues in these dialogues.

Material topics identified

Customer data privacy
- High external impact
- High priority for our customers

Compliance
- High external impact
- High priority for our customers, business partners and suppliers

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102-2 Activities, brands, products and services	2
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102-5 Ownership and legal form	7
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102-7 Scale of the organisation	Annual report
102-8 Information on employees and other workers	7 Permanent full time employees and 1 part time employee
102-9 Supply chain	6
102-10 Significant changes to the organisation and its supply chain	No
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102-12 External initiatives	ISO 37002 Whistleblowing management systems
102-13 Membership of associations	The Swedish Anti corruption Institute (IMM), Transparency International and Association of Certified Fraud Examiners (ACFE)
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102-50 Reporting period	July 1 2018 - December 31 2019
102-51 Date of most recent report	June 30, 2018
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WhistleB

WHISTLEBLOWING CENTRE

WhistleB offers a next generation whistleblowing service, a third party solution that enables a whistleblower to report a suspicion of misconduct securely and anonymously. Our customers include global and regional companies in various sectors as well as investors, public authorities and associations. The WhistleB service is used in more than 150 countries, on all continents.

WhistleB has more than 20 years of experience in the fields of compliance and corporate sustainability.

More information about WhistleB:
www.whistleb.com

Contact

If you have any questions regarding this sustainability report, please contact:

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