



Top Sustainability Consulting Firm Chooses WhistleBlower Security Inc.



The Company

An international consultancy specializing in the planning and implementation of corporate sustainability and social responsibility programs.



The Challenge

Incorporate hotline capabilities into clients' social/sustainability programs to comply with the Global Reporting Initiative (GRI) and other relevant mandates.



The Result

Successful implementation that fulfills client requirements for functionality, support, and value—while keeping friction out of the company's client engagements.

With WhistleBlower Security's *IntegrityCounts*, the company is able to:

- **Ensure that clients comply** with international grievance hotline mandates
- **Readily integrate hotlines** into clients' overall sustainability/CSR infrastructure
- **Confidently maintain** positive, high-touch client experiences

Hotline Features, Support, and Value, Help the Company's Partners Help Clients

When you run a sustainability consulting firm, you face challenges on multiple fronts. On the client front, you have to work closely with your internal initiative champions to bring about changes that affect just about every aspect of your client company's operations and culture. At the same time, you must keep abreast of constantly evolving sustainability-related regulations, coalitions, and best practices from all over the world.

And on the vendor front, you have to find technology partners who can deliver the functionality your clients need—without reflecting badly on your firm by causing your clients too much pain and not delivering enough gain.

Fortunately, as this sustainability consulting leader discovered, WhistleBlower Security fits the bill perfectly. In fact, by delivering the right hotline capabilities with the right support at the right price, WhistleBlower has helped this company's clients successfully fulfill their grievance monitoring and reporting requirements as part their broader corporate governance initiatives.

Mining for Excellence

The consultancy firm's Sustainability Advisor, offers one of their clients, a multi-national mining company that places special emphasis on corporate responsibility, as an example of why engagement with them is a wise decision for C-level executives that want to "do the right thing" for both ethical and pragmatic reasons.

This client faces a variety of pressures that make diligent attention to governance, risk, and compliance (GRC) an important factor in its success. Those pressures include:

- **Sustainability.** They must not only implement best practices for minimizing any and all potentially adverse environmental impacts, it must also document its practices in a way that conforms to Global Reporting Initiative (GRI) guidance.
- **Safety.** In addition to employees, workplace safety affects their business performance, brand, and critical relationships. To be truly proactive about safety, however, they can't just try to do things right. It must also quickly discover and correct anything that is being done wrong.
- **Social Responsibility.** They must look after the welfare of contractors, vendors, and neighbors—as well as local employees. To fulfill this social responsibility, company managers need to be alert to issues such as sexual harassment, racism, and nepotism.

“To help make our client the best company it can be over the long-term, we must keep all stakeholders fully engaged—including employees, managers and executives, outside contractors, and the local community, WhistleBlower Security has facilitated that collaboration superbly.”

- Sustainability Advisor

Whistleblower: Vital Vigilance

Like many companies of similar size and structure, the client at first used Excel spreadsheets and informal communications to gather information, manage cases, and report on results. This rudimentary approach soon proved to be insufficient. For one thing, it’s very hard to get meaningful reporting out of multiple ad hoc spreadsheets. For another, without a formal grievance process, employees had no real idea of who to complain to about what.

Once the client’s management realized that it needed a more structured solution to support its GRC and GRI efforts, it started to evaluate available vendor offerings. With the help of consultancy firm’s team they chose WhistleBlower Security.

Unfortunately, the silver market softened considerably at about this time. So the Whistleblower project got shelved along with many others.

The project was soon resurrected, though. One reason is that rising silver prices enabled the client to fund almost all the initiatives it had shelved. Another is that the company expanded its operations through acquisition—making it more important than ever to unify and streamline hotline, case management, and reporting across all departments and locations. Yet another reason is that the consultancy firm’s Sustainability Advisor was on the case to champion the implementation of WhistleBlower’s *IntegrityCounts* to support all of the client’s sustainability, safety, and social responsibility programs.

The consultancy firm has lots of positive things to say about WhistleBlower as a partner in their broader engagement with the client. “WhistleBlower had all the functionality we needed, didn’t try to make us pay for any functionality we didn’t need, had great references in the mining vertical, and most importantly was super helpful and responsive as we designed and rolled out the system—consistently responding to us within hours if not sooner.”



Those results included:

- **A clear, trustworthy way for anyone to report anything.**
WhistleBlower makes it easy for employees to call a human operator or submit their issue via a web form. They also have the choice of making their report wholly anonymous—or providing their identity to WhistleBlower only in case there's a need to follow up.
- **Call center staff trained to get it right and complete.**
WhistleBlower significantly outshines its erstwhile competition at the most important link in the end-to-end grievance remediation chain: that critical first contact. WhistleBlower operators make sure they get complete and accurate information, while also putting callers at ease regarding their anonymity and the client's process. This highly positive experience doesn't just ensure that cases can be properly researched and resolved. A positive experience also makes it more likely that an employee will call again if and when they have something important to report.
- **Accurate, actionable reporting.**
Rather than trying to piece together a picture of what's going on with the client from disparate spreadsheets, the company's managers now have a "single source of the truth" that's accurate, complete, and up to date. Plus, thanks to the fact that the attributes of each incident (category, subcategory, location, time/date, etc.) are fully captured at intake, managers can more easily see trends and anomalies as they occur—so they can be more proactive about making the client a better company overall going forward, rather than just reacting to individual incidents as they occur.
- **A structured, customized governance process.**
With the WhistleBlower's *IntegrityCounts* platform in place, the client can control and track how incidents come into case management so HR issues can be handled by the HR department and operational safety issues can be handled by operations. The platform also eliminates the drawbacks of unstructured communications—which can lead to errors of hearsay, issues that go unreported due to personal favoritism, and poor documentation.
- **A framework for continuous improvement.**
Because the client's governance process is now well-defined, it can be incrementally re-defined as necessary to make it better. For example, the company has extended the Whistleblower hotline to serve members of the community as well as employees. The company has also modified its incident reporting taxonomy to better reflect and support its sustainability, safety, and social goals.