



An Introduction

- Outsourced Whistleblowing Hotlines
 - Investigations
 - Training

Helping to keep organisations and employees safe

Ready to Talk?
0191 5167720



Who is Safecall?

- More than 750 client organisations
- UK, EU, global
- 2.5 million+ employees covered
- 2000+ offices and workplaces
- 150 countries
- 68+ languages

Our Ethos

- **People focused** – every one of our call handlers has more than 25 years' experience in handling difficult issues and situations
- **Ethical** – our service protects the integrity of your organisation, brand, and reputation, by creating a safe space for your people to live and work
- **Trusted** – 97.5% client retention rate*
- **Secure and confidential** – We adhere to GDPR; ISO 27001, HIPAA, FedRAMP, SOC1, SOC2 & UK G-Cloud; Data Protection best practice measures; AES256 encryption in transit and at rest; Secured two-factor authentication and regular independent penetration testing

*2021 Safecall MI Report



Why outsource your whistleblowing capabilities?

- No overheads
- Single Point of Contact
- Easy set-up (often within 24 hours)
- Expert call-handlers maximise your chance of detecting misconduct
- Expert account managers guide promotion to employees
- Promotes transparency
- Demonstrates good governance to your stakeholders
- Safeguards your corporate culture
- Helps you comply with relevant regulation

Experienced and Responsive

" Their call handlers and operations managers are experienced and responsive. They know what to ask to get the information we need in order to make genuine, positive change within our organisation. "

Air Liquide



Hotline Module

Essential telephone and Online whistleblowing channels, staffed exclusively by experienced investigators, let people raise concerns securely at any time of day and in their preferred language.

Investigator Module

Advanced management features to allow in-house Investigation of reports, with customisable classes and departments, and the ability to triage existing cases and file internal whistleblowing.



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External Investigations

When a situation can't be handled in-house and requires an investigation, we can help you. We're independent, transparent, experienced investigators, and we'll agree all terms of reference / parameters in advance.

Training

If you want to give your team the ability and knowledge to conduct a thorough internal investigation, our training can give you the skills you need. Investigation and Interview training in the classroom, at your premises or online.



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Onboarding... what to expect

We can set up your accounts and start protecting your organisation, usually within 24 hours.

You'll let us know the appropriate contacts who should receive reports from Safecall. This will be your Trusted Team. You can add or amend Trusted Team members in our case management platform.

We'll also provide you with a reporting link to be added to your website, as well as pre-prepared material including posters, wallet cards, pop-out cards, FAQ's and launch communications.



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Meet the Call Handler

This is Michael. He's one of our call handlers.

He has more than 25 years' experience and is skilled in speaking with and interviewing people, from all walks of life, often in difficult and emotional circumstances; giving people the time and space to relay important information in their own words.

Whatever the call... potential fraud, racism, sexism, bullying, discrimination or other wrongdoing in the workplace... you can rely on Michael to record the situation calmly and accurately.



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