

PRODUCT SHEET

GlobalSuite® Whistleblowing channel

Where there's trust, there's productivity

Irregular conduct in the company? Let us manage it simply, confidentially and with a total guarantee of success.

What is GlobalSuite®?

It's a GRC solution that optimises the risk management, security, continuity, auditing and Compliance of your business. GlobalSuite® automates, sets up and monitors each process, ensuring that everything is done correctly.

What does GlobalSuite® Whistleblowing Channel allow you to do?

With GlobalSuite® Whistleblowing Channel you will be able to report any potentially irregular activity or conduct that may imply a breach of the Code of Conduct or a criminal offence; a simple questionnaire, a single software and total confidentiality.

And furthermore:

- Tracing actions carried out for communication management.
- Monitoring and management of the status of each requirement.
- Two-way comment creation.
- Viewing statistics by company.
- Adaptation of the software for the management of internal or external equipment with total independence.

Main features

Creation of Complaints

- Adding information.
- Ability to attach files.
- Adding those involved in the events and witnesses.
- Viewing of company documentation: code of ethics, terms of use, corporate policy.
- Two-way communication with managers.
- Future addition of comments and attachments.
- Life cycle monitoring.

Complaint management

- Alerts of receipt and automatic acknowledgement of receipt.
- Viewing of complaints.
- Attached files review.
- Creation of comments for complaints or people involved.
- Ability to create two-way comments.
- Cooperation between managers.
- Deadline alerts.

- Automatic and manual anonymisation of personal data.
- Downloading of reports and evidence.
- Life cycle stages management.

Channel management

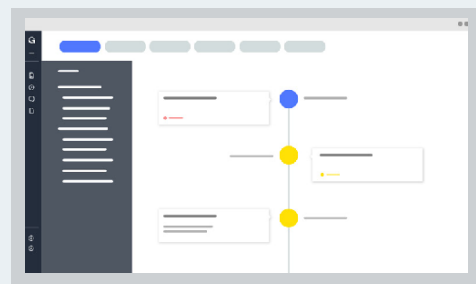
- Creation, management and deletion of sub-entities.
- Creation and deletion of users.
- Creation and deletion of complaint managers.
- Configuration and parameterisation of platform: logotypes, texts, colour styles, support documentation for complainants and managers, queries and alerts.
- Access by ADFS.
- Mail servers.
- Editing access to complaints.
- Viewing of connection records and shares.
- Viewing of statistics by company and by manager.

Ability to make a complaint by phone

- Ability to set up a telephone number to process communications by phone.



STATISTICS BY COMPANY



COMPLAINT TRACEABILITY

“ Three levels of licensing and different capacities to adapt ourselves to each company and type of business. We train your business to anticipate any change.”

And the best part: it's a turn-key Solution

GlobalSuite® Whistleblowing channel has a series of pre-set solutions for frameworks at both global, regional and local level.

You will be able to start working from day one, without the need to invest time loading compliance, risk and controls catalogues or methodologies. Everything is set up to optimise time and to allow you to focus on what's most important: your goals and processes.

Regulations, standards and methodologies that can be managed with the software:

- ✔ **Directive (EU) 2019/1937**
- ✔ **ISO 37002**
- ✔ **ISO 37001**
- ✔ **GDPR**
- ✔ **ISO 37301**

Why GlobalSuite®?

We are a solution that adapts to the needs of each organization.

With our turnkey projects, the client receives an environment ready to start working.

We are multilingual.

Available in different languages, and ready to be translated into any language.

We apply globality to the local market.

We are prepared for any framework, rule, regulation or legislation.

We have a modular GRC.

We offer modularity from specific areas to the entire organisation.

We offer accompaniment and advisory support.

Our specialised team will help you maintain and manage your management systems.

We ensure security, privacy and continuity.

Certified in ISO 27001, ISO 22301, ISO 20000, ISO 37001, ISO 9001 and UNE 19601.

The whistleblowing channel that's ready to go

Easy to use. Intuitive and user friendly

Language selection to facilitate complaints in the preferred language of the company

Secure communication. 100% Anonymous and confidential

Maintenance and continuous updating of the solution.

Specialised customer service to help you with any query if you need it.

Personalisation so that you can add your company's logo and corporate colours.

