

Introduction to Whistleblowing

Whistleblowing is the act of reporting unethical, illegal, or harmful practices within an organization. A **Whistleblowing System (WB)** provides a **secure, confidential, and structured channel** for employees, suppliers, or stakeholders to raise concerns without fear of retaliation.

Why It Matters

- **Compliance:** Required under global laws and standards such as the EU Whistleblower Directive, ISO 37002, SOX, and GCC frameworks (SAMA, NCA, NESAs).
- **Risk Reduction:** Enables early detection of fraud, corruption, harassment, and safety breaches before they escalate.
- **Corporate Culture:** Promotes transparency and integrity, empowering people to speak up.
- **Trust & Reputation:** Protects brand value, strengthens regulator and investor confidence.

Part of GRC

Whistleblowing is not a standalone tool. It is a core component of Governance, Risk, and Compliance (GRC):

- **Governance** → Enables leadership oversight and accountability.
- **Risk Management** → Identifies hidden risks that audits and controls may miss.
- **Compliance** → Ensures alignment with legal obligations and audit requirements.

Risks of Ignoring Whistleblowing

Failing to implement or act on whistleblowing can expose organizations to serious consequences:

- **Hidden Misconduct** → Fraud, corruption, or harassment remain undiscovered until they escalate.
- **Regulatory Breach** → Non-compliance with whistleblower protection laws leads to fines, sanctions, or legal action.
- **Reputation Loss** → Scandals damage brand image, investor trust, and customer loyalty.
- **Culture of Silence** → Employees lose confidence, leading to disengagement and higher turnover.
- **Financial & Operational Impact** → Fraud and misconduct create direct financial loss and disrupt stability.

DiGRC Whistleblowing System

The DiGRC Whistleblowing System is a secure and intelligent platform that allows organizations to detect, manage, and resolve misconduct in a structured and compliant way. It has two sides, each designed with a clear purpose:

- **Client Side (Whistleblower-Facing Website)**- A simple and secure webpage where employees, suppliers, or stakeholders can safely report concerns, remain anonymous if they choose, track their case, and communicate with investigators.
- **Admin Side (Management & Control Tools)**-A comprehensive dashboard for investigators and managers, with case management, workflow automation, fraud checks, user management, activity logs, reporting dashboards, and AI support to ensure cases are handled fairly, quickly, and in line with regulations.

Client-Side (Whistleblower-Facing Website)

A secure and easy-to-use webpage where employees, clients, or any stakeholders can report concerns confidentially or anonymously, track their case with a unique ID, and communicate safely with investigators.

Module	Usage	Implication for the Organization
Secure Reporting Website	Simple, user-friendly webpage for employees, vendors, or stakeholders to report misconduct confidentially.	Encourages reporting by lowering barriers, ensuring accessibility and trust.
Case Submission	Submit details of misconduct with optional evidence.	Provides early visibility into fraud, compliance breaches, or misconduct.
Case Tracking	Each submission receives a unique Case ID for follow-up.	Builds transparency and trust by showing progress without revealing sensitive info.
Secure Follow-Up (Chat/Reply)	Whistleblower communicates with investigators anonymously.	Reduces information gaps, builds engagement, ensures clarity in investigations.
Secure Reporting Website	Simple, user-friendly webpage for employees, vendors, or stakeholders to report misconduct confidentially.	Encourages reporting by lowering barriers, ensuring accessibility and trust.
Navigation & Guidance	Categorization (fraud, harassment, safety, compliance breach).	Ensures cases are routed correctly, reducing investigation delays.
Anonymity Assurance	Identity fully protected by design; no technical trace-back.	Meets global legal requirements, reassures whistleblowers, drives higher reporting rates.

Whistleblowing System – Admin-Side Modules

A comprehensive control panel where managers and investigators can manage cases, track activities, enforce workflows, and generate reports with full oversight — ensuring investigations remain efficient, compliant, and trustworthy.

Module	Usage	Implication for the Organization
Portal Builder	Create separate reporting portals for subsidiaries, regions, or misconduct types.	Tailored reporting aligned with organizational structure.
Form Builder	Configure fields, design structured forms, enable multilingual reporting.	Standardized and compliant data collection.
Case Management	Intake, assign, escalate, investigate, and resolve cases.	Provides a structured lifecycle, reduces oversight risks.
Workflow & Automation (DiFlow)	Automates routing, approvals, escalations, and deadlines.	Ensures consistency, reduces manual effort, enforces SLA timelines.
Fraud Management System (FMS)	Validates authenticity, filters duplicates and false reports.	Protects system credibility, saves resources.
Notification Center	Sends automated updates for new cases, deadlines, and escalations.	Improves accountability and speeds response.
Reporting & Dashboards	Visualizes trends, KPIs, and case insights.	Helps leadership take preventive action and meet regulatory reporting needs.
Evidence & Audit Trails	Stores files, notes, and tamper-proof logs.	Strengthens compliance and supports regulator audits.
User Management	Define roles (Admin, Case Officer, Reviewer) and permissions.	Prevents misuse and enforces accountability.
Case Officer Logs	Track investigator actions and communications.	Gives management full visibility and oversight.
Survey Tool	Run employee ethics and compliance culture surveys.	Identifies systemic cultural risks early.
Anonymity Controls	Ensures whistleblower identity remains hidden unless voluntarily disclosed.	Builds trust and ensures legal compliance.
AI Assistance	<ul style="list-style-type: none"> - Categorizes reports by type & severity - Suggests next steps - Detects duplicate cases - Drafts investigation summaries - Flags overdue cases 	Saves time, ensures consistency, reduces human error, and gives managers better insight for faster resolution.