

Whistleblowing Hotline

Protect your employees and your business



Hear,
See,
Speak out



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How Expolink can help you safeguard your company

Whistleblowing and corporate governance have been prominent features in the news of late. From health service scandals to government exposés, the importance of transparency and a robust code of ethics are now widely accepted as integral to a supportive and safe environment in which to work and live. At Expolink we believe that establishing a culture of integrity and trust within your organisation is elemental in maintaining a progressive and successful business.

Expolink established a whistleblowing hotline in 1996 in response to a growing need for broader corporate governance. We are proud to be the first outsourced whistleblowing service in the UK and Europe. Our global

whistleblowing helpline supports over 20% of FTSE 100 companies, many FTSE 250 companies, Fortune 500 companies, local authorities, government departments, police forces, retail organisations, charities and multi-national corporations of all sizes. We have clients in over 120 countries and our expert translation service covers over 200 languages.

Protecting your business

Fraud and malpractice adversely affect all businesses, regardless of their sector, size or structure. The advent of legislation such as The Bribery Act means companies are required to not only acknowledge and act on their legal and ethical responsibilities, but also address their moral obligations to their employees. While ethics concerns the overall way

your company is run, morals apply to our relationships with other people; between those who run the organisation and their employees. Being compliant and providing a safe environment for your staff marks an organisation as progressive and principled.

Your moral responsibility

Most corrupt, illegal and immoral practices go undetected because employees fear the consequences of reporting them through internal channels. Expolink solves this problem by providing an external confidential hotline service 24 hours a day, every day of the year; the hotline enables individuals to report criminal or inappropriate behaviour and gives companies the information they need to take rapid, remedial action. Good corporate governance

comes from the top, a result of the management decisions that you make. It must then be supported long term by employees empowered to report wrongdoing in their workplace; thus maintaining a culture of ethical and moral responsibility. It is impossible for management to constantly monitor their entire operations. By entrusting staff to be guardians of your business, you protect it and help ensure long term success.

If you would like to speak to one of our sales advisors to find out more, just call 01249 661604 or email hotline@expolink.co.uk

We look forward to hearing from you.

David Crook
Chairman and founder
Expolink Europe Ltd

Our service

Research suggests that employees place greater trust in a whistleblowing service that is not part of their company. A whistleblowing hotline not only provides a mechanism for exposing systemic fraud, it also serves as a useful catalyst for capturing other corrupt practices, such as bullying, which can have an equally debilitating effect on corporate performance and reputation.

Our unique global whistleblowing service has been refined and enhanced as Government legislation and the needs of our clients have matured. At all times we protect your interests as the employer, while supporting your employees.

We succeed through clear communication, frankness, integrity, positive attitudes and a partnership approach to service excellence.

How it works

- All whistleblowing calls are handled by highly trained, compliant and experienced call handlers; acting with tact and consideration at all times.
- Whistleblowing calls can be made anonymously and confidentially (although we encourage employees to provide contact names so we can feedback the outcome of their whistleblowing report), and should you wish, your employees can make a report via email or our web-based reporting system.
- Issues are verbally summarised for every call for optimum accuracy.
- The whistleblower is given a unique call number in case they wish to phone back.
- The whistleblower's demeanour is noted.
- A report is prepared and thoroughly checked by management to ensure high levels of accuracy.
- Whistleblowing reports are submitted to authorised recipients within two hours (a unique PIN is required for verification).
- All Expolink's activities are handled within the UK to ensure the service meets the requirements of the EU data protection laws.
- File deletion is based on the Guttman principle, US DoD standard, when erasing reports from our systems. This ensures optimum security.



Benefits to your business



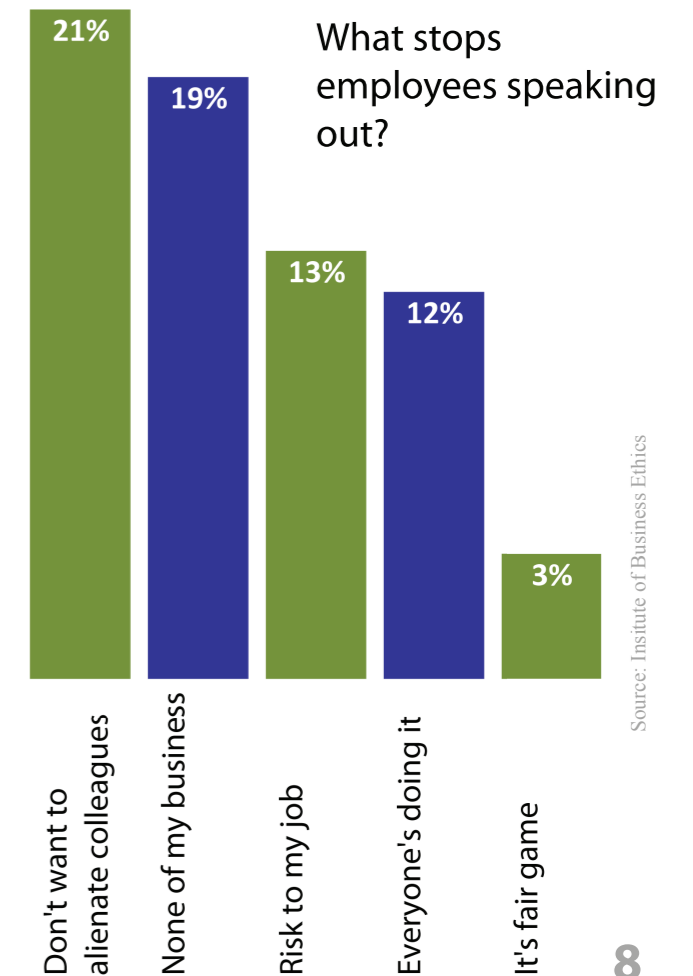
Expolink supports over five million employees of our clients and their suppliers, in over 120 countries and 200 languages.

Expolink's whistleblowing service is personally tailored to each and every customer requirement. Call handlers are trained to record all the facts and information pertinent to a client's investigation impartially, without providing advice or counselling. Expolink works in partnership with its clients and compliments your existing, internal HR structure providing you with a progressive service that can protect your business against losses arising from fraud or malpractice.

With Expolink you will benefit from an impartial, professional external whistleblowing service - there's no fuss, no hassle. We are dedicated to protecting and collecting information with complete confidentiality, giving your employees the peace of mind they need to speak out about malpractice in the workplace. We pride ourselves on personalised services with global vision. Anonymity and confidentiality are assured – we only report to authorised recipients and all our procedures are vigilant and

backed by state of the art software and disaster recovery systems.

Expolink is 100% compliant with all the latest regulations and codes of best practice. Working in partnership with Expolink's whistleblowing hotline, you will have the support of an account management team for day to day liaison. Our internal processes are stringent and client-focused. We maintain thorough recruitment and training programs and regular performance monitoring to ensure staff are compliant, professional and up to date on all relevant legislation.



The way we work

Consultation

Getting to know your business is essential to Expolink. We have to understand your environment as it can impact how your employees, suppliers and clients use the service. To do this we base your consultation around the culture of your business, types of employees, global and local legislation, existing processes in place and what you want to achieve. We identify key areas of risk and help develop the most effective strategy to communicate and market the service to your employees and suppliers.



Proposal

We provide you with a simple and transparent price document and separate proposal/presentation, which covers how the operational side of your service will work and a comprehensive proposal for your aforementioned communication strategy.

The proposal reflects a service matched to your requirements.



Implementation

It takes approximately one week to implement the service. We work to your specifications to ensure the service fits seamlessly into your organization, that all agreed criteria are adhered to and that awareness of the hotline is optimised within your business. We can point you in the right direction in relation to local data protection laws and assist you with anything else you require for successful implementation of the service.



Ongoing Consultation

We monitor your use of the service, discuss legislation, if applicable, or changes that directly affect how Expolink provide the service. Statistical management reports are supplied monthly with detailed analyses of the nature of the calls (e.g harrassment, fraud), referral source and follow-up details; both by individual occurrence and by trends over a rolling year including bench-marking data.



Get in touch

If you'd like to know more about how we can help your organisation, please contact us via any of the means below and one of our team will be happy to help.

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