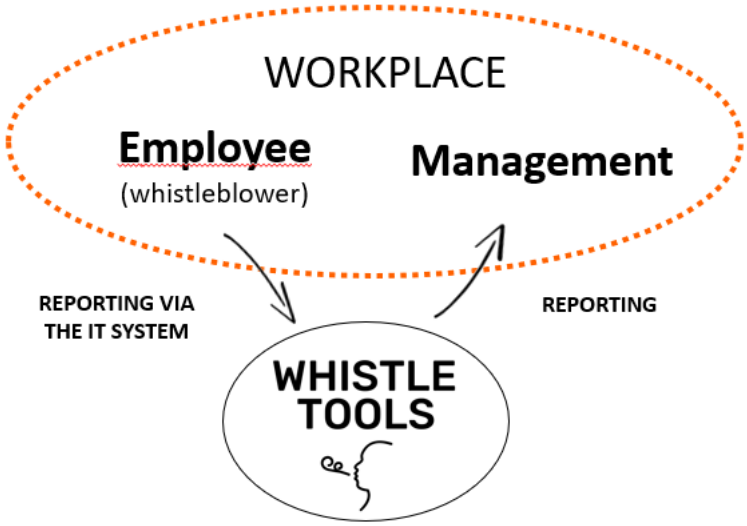
How does our solution work?

In short, our solution is based on an outsourcing model in that you don't need to manage, monitor or take care of incoming messages. This means you don't need to create users or have employees to keep an eye on alerts.

We manage the IT system and make sure employees have access. You don't need to set up administrators to create user roles, etc.

Your scheme is an internal scheme according to the rules in the Whistleblower Act. This means that when an employee - a "whistleblower" - makes a report, the message does not go to a public authority, but to us, who are responsible for processing the report.



When and how do we access the IT system?

Once the subscription agreement is signed, you'll have access to the system immediately, and you don't need to take any further action beyond briefing your employees. We have prepared various information material for your employees, which is available in our Library and accessible to you as a customer.

Reports are made at www.whistleworld.tools In addition, you can also use our app, which is available in the App Store (iPhone) or Google Play (Android). It works in the same way as downloading other apps to your smartphone or tablet.

If you use smartphones or tablets, you can both use our app or access via a web browser. This means that you can use the system via your phone browser by entering the link above. On a regular computer, you can use the link in the web browser you normally use, such as Google Chrome, Edge or other browsers.

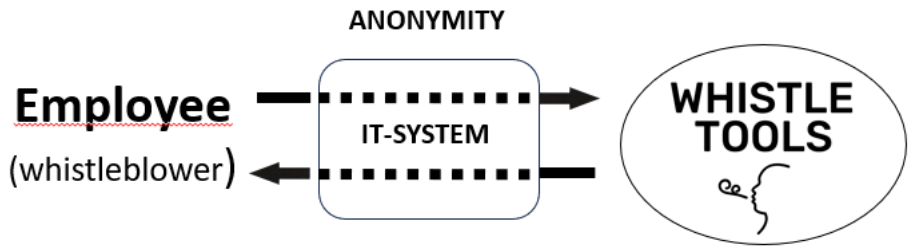
Do we need to do anything when we start using the system?

No - we monitor the system and receive alerts. We will contact you when we have received a report and have had the opportunity to review it.

What happens when an alert is received?

First, we send an acknowledgement of receipt of a report to the whistleblower, which is required by law and must be done within 7 days.

We then review the report and assess whether there is sufficient factual information to proceed with the case. In our experience, there is often missing information, so we usually initiate an anonymous dialogue with the whistleblower via our system to gather additional information.



How do we review a report?

Once we've gathered as much information as possible, our lawyers process the report and involve our team of occupational health and safety experts, lawyers and accountants when appropriate. We handle all types of cases, from sexual harassment and health and safety issues to financial crime.

Suggestions on how to handle the report

Once we have reviewed the report, we will make a recommendation on how we suggest the matter should be handled.

This includes a description of the case itself and any attached documents uploaded by the whistleblower. We outline the various legal, health and safety and accounting issues and finally present a proposal for the next steps in the case.

Subscriptions do not include any subsequent counselling (e.g. in connection with personnel matters or litigation). However, the team that prepared the proposal is ready to continue working on the case, and any costs for this will be charged separately.

When subscribing to the subscription, the Customer specifies 3 contact persons in order of priority according to an escalation principle. Feedback will generally be given to the first prioritised contact person, unless Whistle Tools assesses that the person in question may be directly or indirectly involved in the case in a way that disqualifies them. If this is the case, the next person on the list will be contacted.