

# "FairCall" ethics line service

An important element of managing the risks of fraud, corruption and other illegal or unethical conduct is having a secure, confidential channel through which employees feel comfortable raising concerns. Business Services employees have a unique perspective on the frontline services they provide and are best placed to highlight wrongdoing. However, they need support and encouragement to do the right thing.

**KPMG takes a forensic approach to enhance the value gained from calls to our FairCall ethics line service**



**Whistleblowing is an important source of intelligence to help organisations in the Business Services sector identify wrongdoing and risks to service delivery. Your employees can raise concerns, safe in the knowledge that they will be listened to, treated with respect and do so without fear of reprisal. The implementation of FairCall demonstrates your commitment to an ethos of ethical and transparent standard of conduct.**

KPMG has a reputation for quality, integrity and confidentiality. Our Forensic practice is known for getting to the facts. Our "FairCall" ethics line service operates with all of these attributes.

*"I do not yet have an independent whistle-blowing line"*

The vast majority of acts of fraud, corruption and other misconduct are committed by people already working within the victim organisation.

Organisations can reduce the damage to their business and reputation by early detection and response to suspicions. KPMG's FairCall line can provide your employees with the opportunity to speak up across multiple, easily accessible reporting mechanisms.

The existence of the FairCall service within your organisation demonstrates to your employees that you are serious about listening to what they have to say and as such, have chosen one of the leading professional service providers to be their point of contact when they wish to report a concern.

*"I am concerned as to the effectiveness of my current arrangements"*

How often does your hotline ring? When you review a report, do you wish that just one more question had been asked?

FairCall staffed by KPMG Forensic professionals who are trained and experienced in gathering evidence. You may only have one opportunity to gather the facts to understand the substance of an issue. High quality questioning skills can provide the opportunity to respond to the information as it is being received, rather than merely recording it.

We aim to provide you with high quality information from the FairCall service, every time an employee within your organisation contacts us, allows you to respond quickly and effectively, helping to save you money, time and resources.

*How can we help?*

FairCall is an independent and external whistle-blowing hotline service operated by KPMG Forensic.

We encourage your employees to report their concerns on any number of matters, where they feel unable to speak up internally. Where legislation permits, their identities are protected. We aim to increase their confidence that their concerns will be recorded fairly and accurately and passed on to their employer for action to be taken.

*How it works*

Your employees can report their concerns 24/7, 365 days a year wherever they are in the world via a number of different secure reporting mechanisms:

- Toll free telephone numbers
- Email
- Web-portal
- Fax
- Postal address

All calls and other reports to FairCall are handled by trained KPMG Forensic staff who have the knowledge, experience of financial crime and misconduct and questioning mind-set to probe the issue and accurately record what has been received. The process is carried out in a relaxed manner.

Your employees can remain anonymous and are assured of complete confidentiality from your organisation (legislation permitting).

We do encourage callers to provide contact details in order to allow updates to be provided to them, which is an important aspect of whistle blowing hotline arrangements. We also provide case reference numbers to facilitate follow up by them.

Within 24 hours of a matter being reported to us, the identified Authorised Contact(s) within your organisation will receive a detailed report describing the matter.

What happens thereafter is up to you. Through KPMG's extensive international network of accredited Forensic practices, we are on hand to provide advice and assistance if required to help you respond.

Our FairCall service includes the provision of regular management information to help you understand the pattern of calls received in terms of subject matter and geography.

#### *KPMG's FairCall service is International*

The FairCall service can cover your locations worldwide. We have a core network of over 70 international toll free numbers routed to our KPMG Forensic team.

Translation services are available in over 200 languages. We have arrangements in place to provide a translator to callers within 50 seconds of their call being answered.

We appreciate that compliance with a myriad of international laws and regulations can be complex. That's why we ensure that we comply with EU Data Privacy Legislation and Whistle Blowing regulations and have knowledge of additional requirements depending on your global footprint.

#### *FairCall is designed to be cost effective*

Our fees are based upon the number of staff you employ and where they are based globally. These fees include access to online and other content to assist you in raising awareness amongst your employees of the types of matters they can report and the different ways they can contact us.

We recognise that some organisations may wish to structure fees based on different factors and we will gladly discuss alternatives.

#### *KPMG's FairCall service is flexible*

We recognise that every organisation differs in size, type of business, geographical locations and what it expects from its external and independent whistle blowing hotline service provider. We will get to know your business and adapt the Faircall service line to help your organisations' requirements.

## **KPMG's FairCall service is Professional**

KPMG is not a call centre provider. We are a leading professional services firm with over 11,000 partners and staff providing audit, tax and advisory services across 22 offices in the UK. Internationally, KPMG has over 162,000 people in member firms across 155 countries.

KPMG's Forensic team helps clients to prevent, detect and respond to allegations of fraud, bribery, corruption, illegal acts and other ethical breaches. We have investigated some of the largest and most sensitive breaches of corporate governance in the last 20 years, in the UK and internationally.

We understand these issues and we bring that knowledge to bear at the point matters are reported for the first time, through the FairCall service.

## **Contact us**



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