



Whistleblowing Channel

Encourage transparency in your company

Sesame Time

Sesame Advanced

HR Starter

Professional Plan

Enterprise Plan

File for the administrator

Hello!

Welcome to Sesame, the software that simplifies HR management.

In this file, we will explain what the “**Whistleblowing Channel**” section is and how you can install it in your dashboard.

We will take you step by step, so don't worry. We are here to help you with whatever you need!

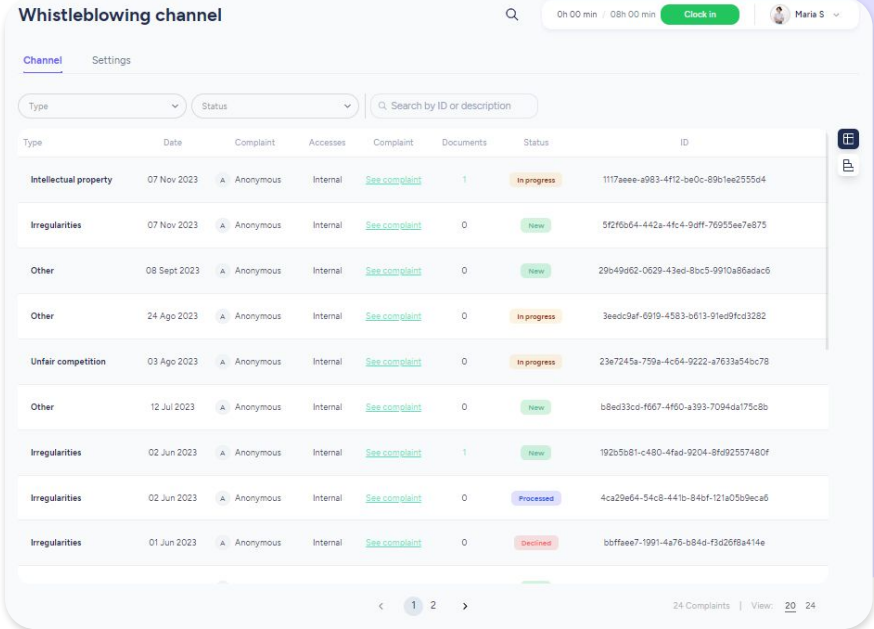
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1. Whistleblowing Channel: What is it and how can it be used?

The Whistleblowing Channel is a space for any employee or partner of your company to inform the **System Manager** of any type of illegal act affecting the company.

Sesame HR allows **reports** to be made **anonymously** and provides the option of **attaching documents**.



The screenshot displays the 'Whistleblowing channel' interface. At the top, there is a search bar and a user profile for 'Maria S'. Below the search bar, there are filters for 'Type' and 'Status', and a search input field labeled 'Search by ID or description'. The main content is a table with the following columns: Type, Date, Complaint, Accesses, Complaint, Documents, Status, and ID. The table contains ten rows of complaint data.

Type	Date	Complaint	Accesses	Complaint	Documents	Status	ID
Intellectual property	07 Nov 2023	Anonymous	Internal	See complaint	1	In progress	1117aeee-a983-4f12-be0c-89e1ee2355d4
Irregularities	07 Nov 2023	Anonymous	Internal	See complaint	0	New	5f2f6f64-442a-4fc4-9dff-76955ee7e675
Other	08 Sept 2023	Anonymous	Internal	See complaint	0	New	29c49d62-0620-43ed-8bc5-9910a86adac6
Other	24 Ago 2023	Anonymous	Internal	See complaint	0	In progress	3eedc9af-6919-4583-b013-91ed9fcd3282
Unfair competition	03 Ago 2023	Anonymous	Internal	See complaint	0	In progress	23a7245a-759a-4c64-9222-a7633a54bc78
Other	12 Jul 2023	Anonymous	Internal	See complaint	0	New	b8ed33cd-f667-4f60-a393-7094da175c8b
Irregularities	02 Jun 2023	Anonymous	Internal	See complaint	1	New	192b5b81-c480-4fad-9204-8fd92557480f
Irregularities	02 Jun 2023	Anonymous	Internal	See complaint	0	Processed	4ca29e64-54c8-441b-840f-121a05b9ecae
Irregularities	01 Jun 2023	Anonymous	Internal	See complaint	0	Declined	bbfffee7-1991-4a76-b84d-f3d26f8a414e

At the bottom of the table, there is a pagination control showing '1' of 2 pages and a footer indicating '24 Complaints | View: 20 / 24'.

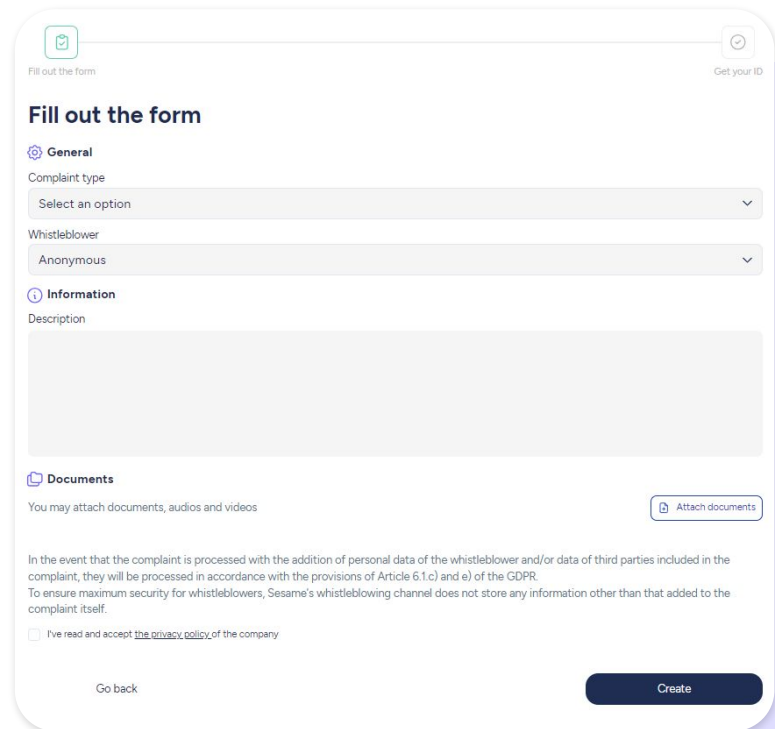
2. Installation

In order to understand how the **Whistleblowing channel** works, it's key to be clear about the roles involved and the terms we use to refer to them:

- Employees, clients and providers will be **Whistleblowers**.
- The person in charge of the report is the **System Manager**.

Please note: As this is a sensitive matter, **only the Owner role will be able to install the Whistleblowing Channel and assign the System Manager role in the system**. It should be noted that it is not necessary to self-assign the role of System Administrator.

On the other hand, **only System Managers** will view the Whistleblowing Channel in their menu.



The screenshot shows a web form titled "Fill out the form" for reporting a complaint. The form is divided into sections: "General" and "Information".

- General**: Contains a "Complaint type" dropdown menu with the text "Select an option" and a "Whistleblower" dropdown menu with the text "Anonymous".
- Information**: Contains a "Description" text area.
- Documents**: Includes a sub-header "Documents" and a button labeled "Attach documents". Below this, there is a paragraph of text: "You may attach documents, audios and videos".
- Privacy Policy**: A paragraph of text stating: "In the event that the complaint is processed with the addition of personal data of the whistleblower and/or data of third parties included in the complaint, they will be processed in accordance with the provisions of Article 6.1.c) and e) of the GDPR. To ensure maximum security for whistleblowers, Sesame's whistleblowing channel does not store any information other than that added to the complaint itself." Below this is a checkbox labeled "I've read and accept the [privacy policy](#) of the company".
- Navigation**: At the bottom, there is a "Go back" link and a dark blue "Create" button.

At the top of the form, there are two icons: a document icon with the text "Fill out the form" and a user icon with the text "Get your ID".

2.1 How to configure the System Manager role?

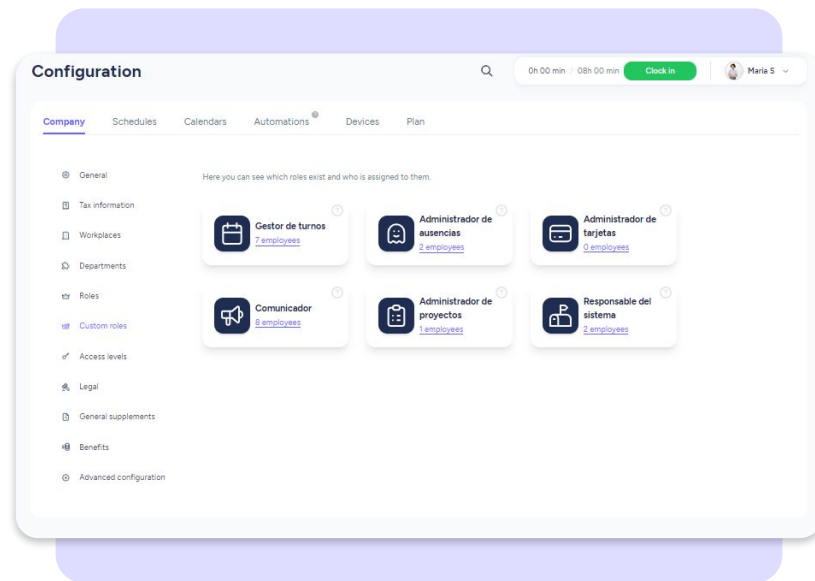
The person with the Owner role needs to follow this path:

[Configuration](#) >> [Company](#) >> [Custom roles](#) >> [System manager](#)

2.2 How to configure the whistleblower role?

Your employees will be able to see the Whistleblowing Channel in their employee profiles. In order for them to be able to see it, you will need to enable the view as follows:

[Whistleblowing channel](#) >> [Settings](#) >> [General](#) >> [Show whistleblowing channel to employees](#)



Show whistleblowing channel to employees

Once you set up your whistleblowing page, enable the view so employees can access it.

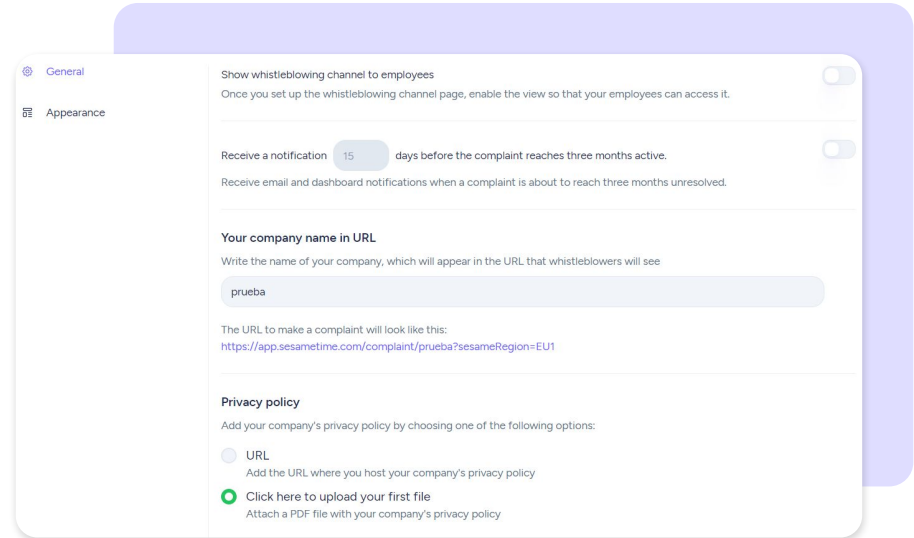
3. Settings

Whistleblowing channel >> Settings >> Your company name in URL

Scheduling a notice X days before your reports are active for three months can help prevent any reports from being overlooked and ensure compliance with the law.

In order to add your **whistleblowing channel** to your website, you may customise its URL with your company name.

Additionally, it is important to add your company Privacy Policy in your whistleblowing channel. There are two options: add the URL where the company's policy is host or upload a PDF file.

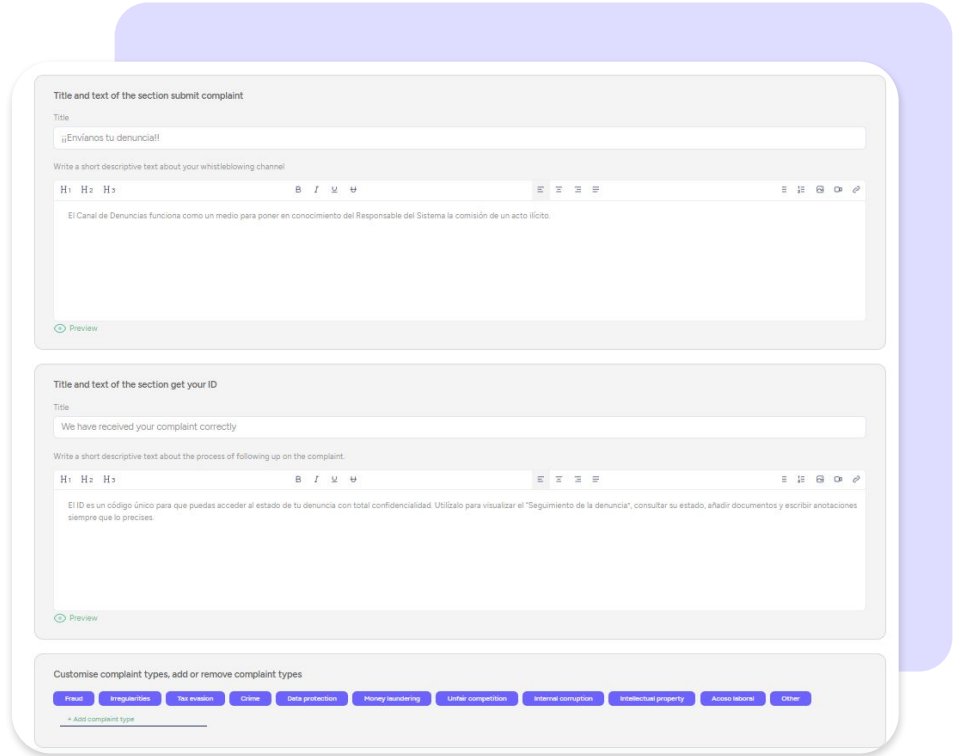


3. Settings

Whistleblowing channel >> Settings >> Appearance

You will also be able to customise the section where your employees, customers and providers will submit their report and get their ID.

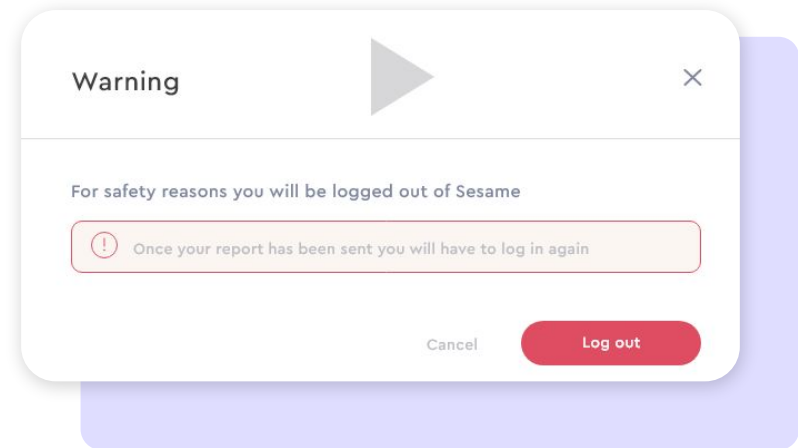
In order to quickly filter reports from your dashboard, you can **add labels**, so that informants can identify the cause and tag their report.



4. How can whistleblowers access the whistleblowing channel?

Once you have assigned whistleblowers and allowed their display, your team will be able to view in the bottom right of their **Employee profile** the following link **“Go to whistleblowing channel”**.

If users want to report something, they will have to click on **“logout”** to access when the warning is displayed.

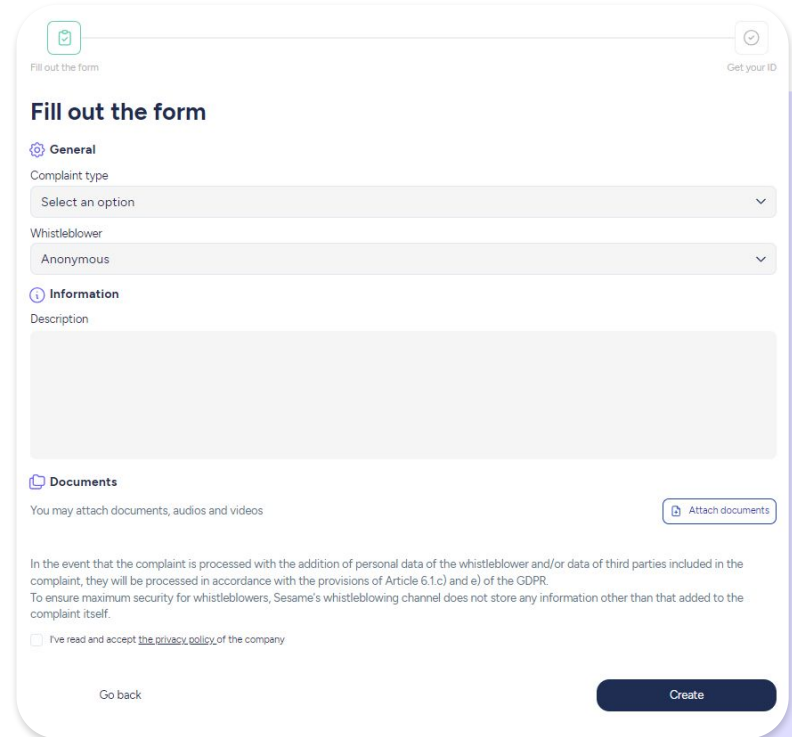


Next, they need to choose between the options “**anonymous**” or “**non-anonymous**” and fill out the form with all the necessary information: **reason** and **attached files** (in case they have documents that are proof of the issue).

Once they are done providing all the information, it’s time to “send” the document. They will receive the **ID Code** to follow up their report. From the follow up page, employees will be able to **chat** with the system manager and add useful **files** to support their report. From the follow up page, employees will be able to chat with th system manager and add useful files to support their report.

*It’s **very important that they keep their ID** to check the status of their report.* They may also check it from their employee profile:

“Go to whistleblowing page”



The screenshot shows a web form titled "Fill out the form" with a progress indicator at the top right. The form is divided into three sections: "General", "Information", and "Documents".

- General**: Contains a "Complaint type" dropdown menu with the text "Select an option" and a "Whistleblower" dropdown menu with the text "Anonymous".
- Information**: Contains a "Description" label and a large, empty text input area.
- Documents**: Contains the text "You may attach documents, audios and videos" and an "Attach documents" button with a document icon.

Below the "Documents" section, there is a privacy notice: "In the event that the complaint is processed with the addition of personal data of the whistleblower and/or data of third parties included in the complaint, they will be processed in accordance with the provisions of Article 6.1.c) and e) of the GDPR. To ensure maximum security for whistleblowers, Sesame's whistleblowing channel does not store any information other than that added to the complaint itself." Below this notice is a checkbox with the text "I've read and accept the [privacy policy](#) of the company".

At the bottom of the form, there are two buttons: "Go back" on the left and "Create" on the right.

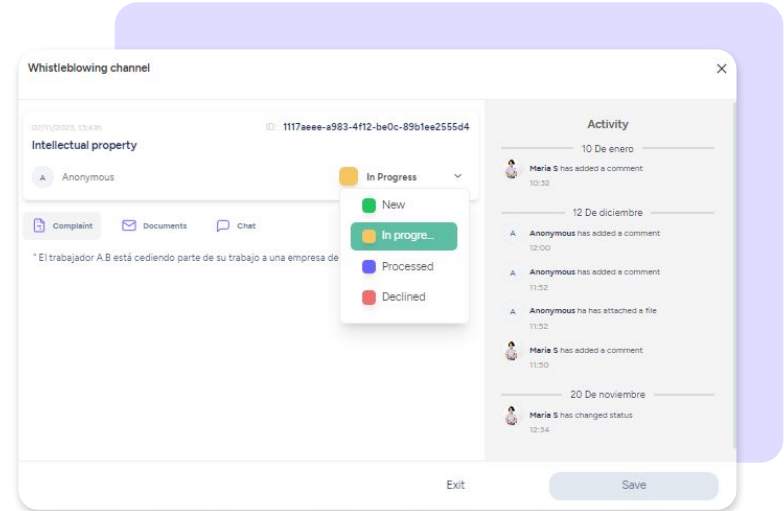
5. How to view reports?

As the **System Manager** you will find all the reports in **Whistleblowing Channel >> Channel**.

Here you will be able to:

- Access the report.
- Download attached files.
- View a timeline of the process.
- Communicate with the whistleblower via chat and have a two-way conversation.
- Change the report's status:
New- In progress - Processed - Rejected.

To save all your changes you just need to click on **"Process"**.



Grow your company Empower your team!

Do you still have questions? In our help centre you can find many resolved queries. If that's not enough, we'd love to hear from you!

Contact us, we are just one phone call away: [+34 96 062 73 51](tel:+34960627351).

Email us, we will reply as soon as possible: soporte@sesametime.com