sesame

Whistleblowing Channel

Encourage transparency in your company

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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!

Content

1. Whistleblowing Channel **3**

2. Installation **4**

2.1. How to configure the System Manager role? 5

2.2. How to configure the Whistleblower role? 5

3. Configuration **6**

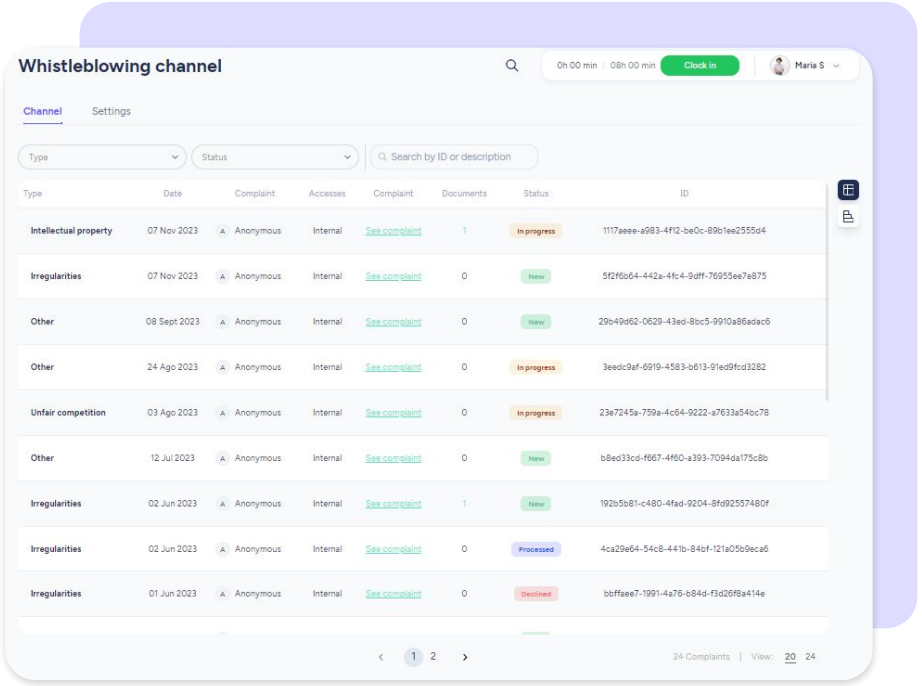
4. How can whistleblowers access the whistleblowing channel? 7

5. How to view the reports? 9

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**.



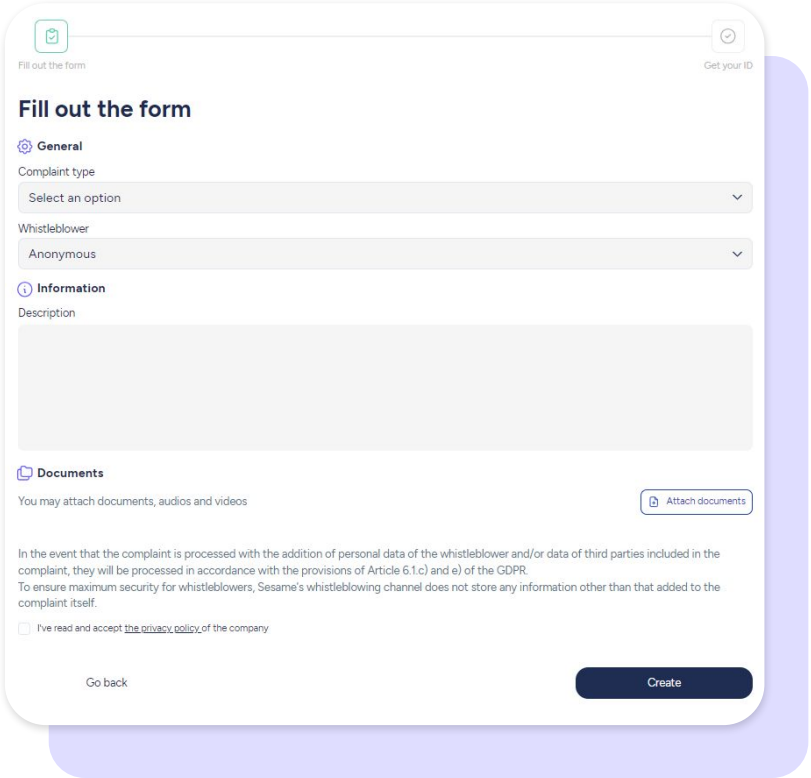
2. Installation

In order to understand how the **Whistleblowing channel** works, it's key to be clear about the roles involved and 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.



2.1 How to configure the System Manager role?

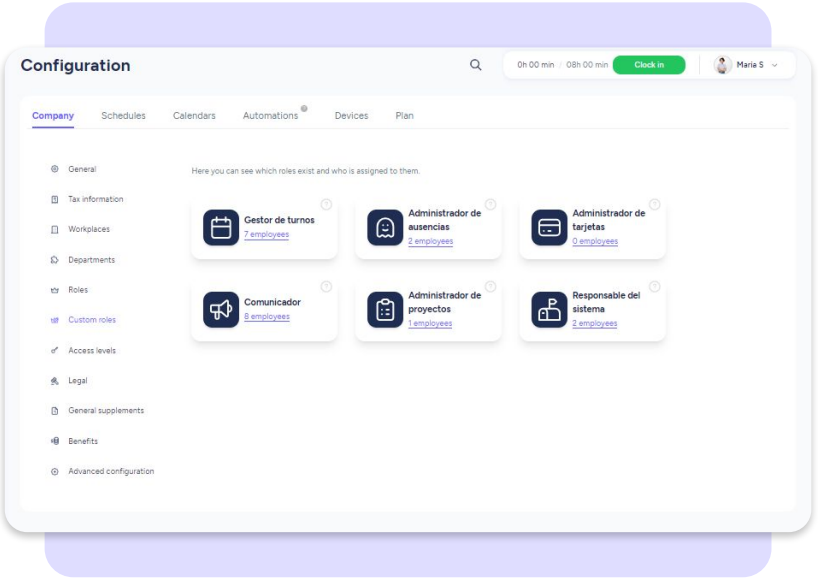
The person with the Owner role needs to follow this path:

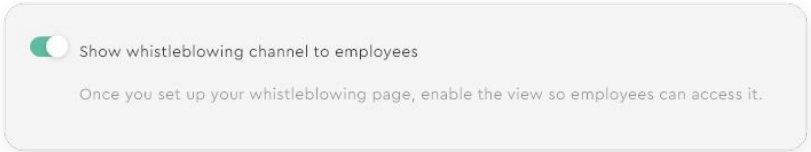
Configuration >> Company >> Custom roles >> System manager

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





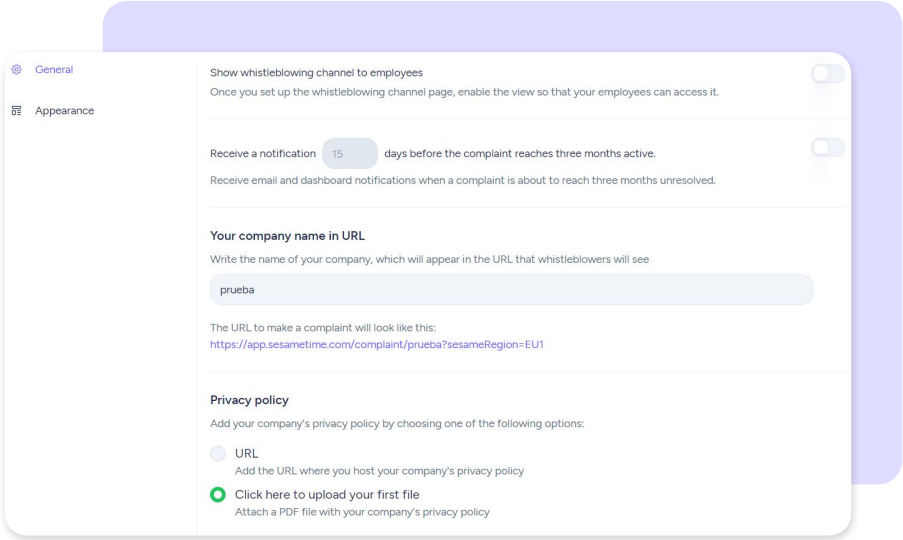
3. Settings

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.

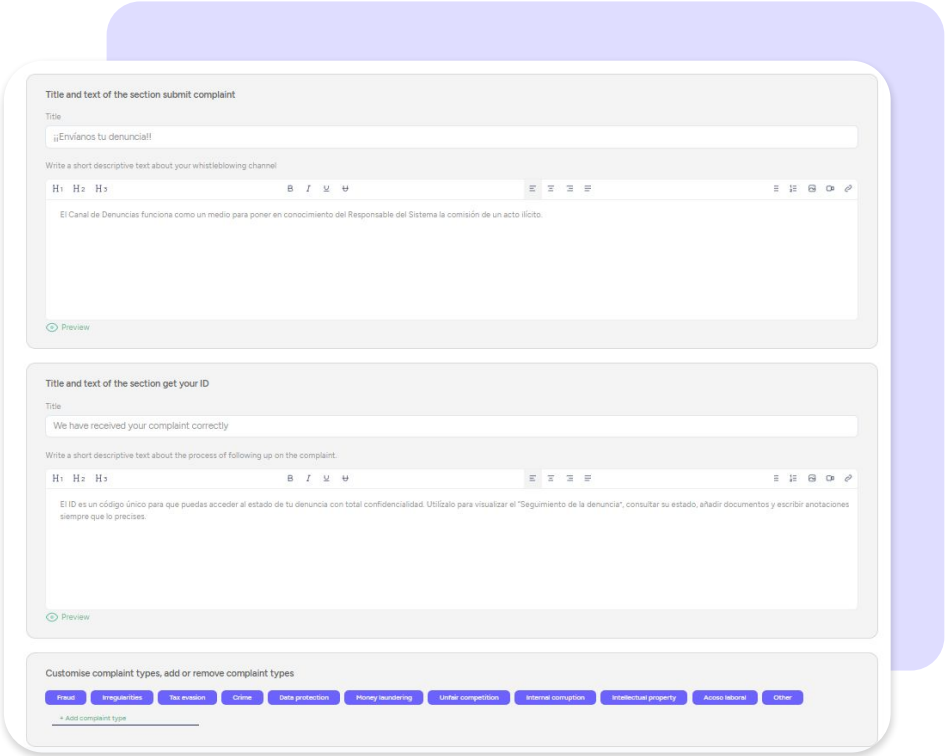


3. Settings

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.

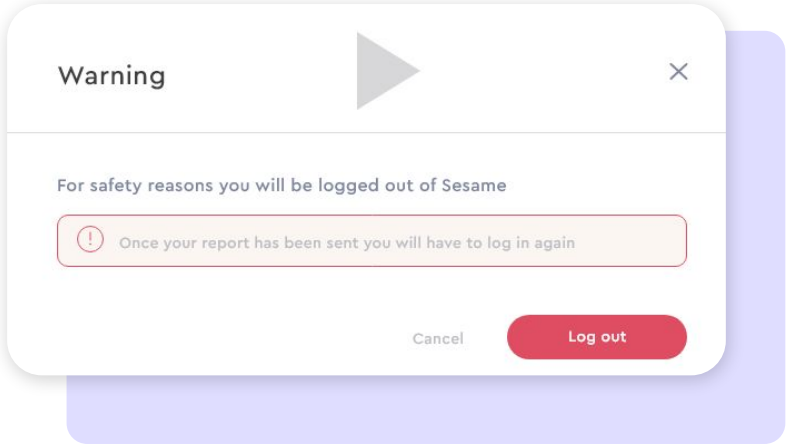
In order to quickly filter reports from your dashboard, you can **add labels**, so that informants can identify the cause and tag their report.



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.

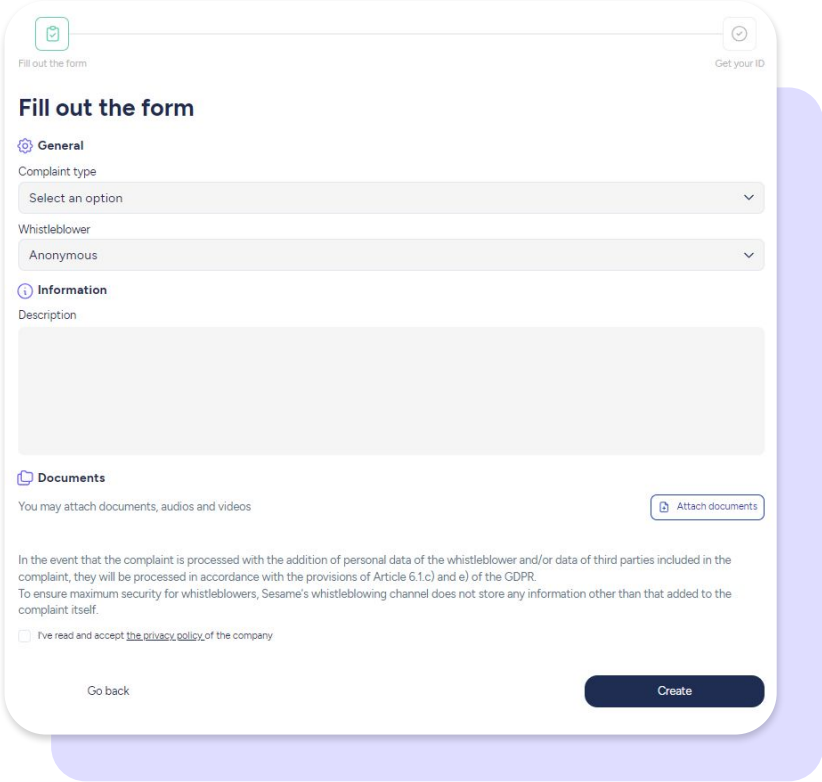


Next, they need to choose between the options “**anonymous**” or “**non-anonymous**” and fill out the form with all the necessary information: **reason** and **attached files** (in case they have documents that are proof of the issue).

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”



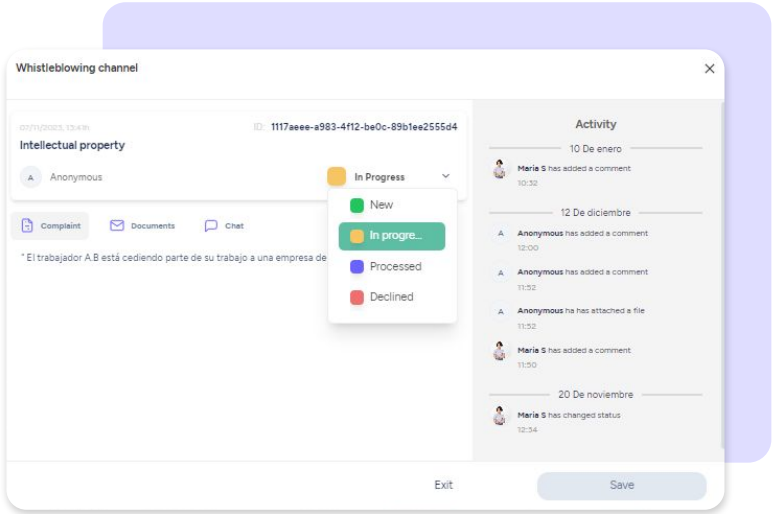
5. How to view reports?

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**.

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