

NAVEX Customer Success Story

Berry Gardens provides a comprehensive, multi-lingual whistleblowing solution using NAVEX Ethics Point®

“As a company, our people are the foundation of our business, which is why creating an inclusive working environment where our employees feel valued, safe and secure is so incredibly important. We want our employees to have confidence in us as an employer and trust that any issues are listened to, managed, and addressed. We are constantly looking for ways to improve the working conditions for our employees and introducing a confidential reporting line in multiple languages allows us to continue to build trust and respect with our employees.”

Nick Allen
Chief Operating Officer at Berry Gardens



Highlights



INDUSTRY

**Wholesale
FMCG Trade**



**NUMBER OF
EMPLOYEES**

250+



CHALLENGE

Established reporting channels had the potential to feel uncomfortable and lacked confidentiality.



SOLUTION

New intake methods ensure identity protection and ease of access, guaranteeing the highest level of reporting.

Solution

SINGLE-PRODUCT

EthicsPoint®
INCIDENT MANAGEMENT



Key Objectives

- Ensure employees have the confidence to report sensitive concerns that may not be suitable to raise through existing channels.
- Facilitate whistleblowing reporting for a multi-lingual workforce of over 250 employees that speak at least 6 different languages.
- Enable regular analysis that provides reassurance to business leaders and auditors that the business is compliant with legal obligations.

EthicsPoint® Solutions

- Implementation of a confidential reporting hotline with regular training and awareness sessions to encourage employee reporting.
- A combination of direct local language support and efficient translation services to support a diverse workforce.
- Provision of simple and clear monthly reporting capabilities that facilitate understanding and awareness of any issues raised.

To learn more about EthicsPoint® Incident Management or to schedule a demo, please visit WWW.NAVEX.COM or call us at **+44 (0)20 8939 1650**.

Berry Gardens has a long history of advocating ethical practices, with core values of openness, honesty, and fair dealing with growers, suppliers, staff, and customers. During a risk and compliance audit conducted by BOC, the business was asked about the concerns that employees were raising and how they were being reported.

At the time, concerns were typically raised through traditional avenues – either by highlighting issues with line managers or HR representatives or by providing feedback via suggestion boxes. However, both channels had drawbacks – some employees didn't feel comfortable reporting face-to-face, while suggestion boxes couldn't guarantee the security and confidentiality of reports.

The senior leadership team consistently looks for ways the organisation can improve current processes and culture, so this was an opportunity to focus on enabling and encouraging confidential reporting to help the business maintain and improve its high ethical standards.

Choosing NAVEX

Through conversations with employees, partners, and customers, Berry Gardens decided implementing a confidential, multi-channel reporting system would be the best way to enable employees to speak up about sensitive matters in confidence.

NAVEX's EthicsPoint Incident Management solution was recommended as a comprehensive and cost-effective option to support the organisation's multi-lingual workforce and provide the reporting capabilities needed to satisfy stakeholders.

For employees, being able to speak directly to an empathetic and supportive person in their preferred language makes them feel more comfortable about reporting concerns. For the business, this personal approach results in closer engagement, making it easier to clarify the details of reports early on and gain a deeper understanding of issues being raised.

The Importance of Training & Awareness

Having an incident management solution in place is one thing, but Berry Gardens understands it does no good if employees don't know when, how, or why they should make a report.

The organisation provides induction and annual refresher training on whistleblowing to ensure employees understand how to make a report and what to expect when they do; what incidents or concerns they should report; why making a report is important; and how it can impact the organisation if issues go unreported.

Regular reminders are also key, so Berry Gardens ensures there are visual cues placed around the workplace, using posters and on-screen displays. These approaches are so successful in reinforcing a "speak-up" culture, the company is now deploying a series of videos to create more informative and engaging awareness material.

Why NAVEX?

- The ability of contact centre staff to be empathetic and supportive when logging reports drastically improved the comfort of and engagement with Berry Gardens' employees.
- Multi-lingual capabilities were critical to support the diverse workforce, with the speed and quality of translations helping the business respond faster.
- Confidentiality and the ability to provide anonymous reporting are key for reassurance, while 24/7 support, 364 days a year ensures people can report whenever they're ready.

[Download the Definitive Guide to Whistleblowing Hotlines to Learn More](#)

Crucially, the senior leadership team continues to communicate directly with employees about the programme and make regular requests for people to report any suspected issues. This proactive executive support helps to embed the company's ethical values into the corporate culture.

A Comprehensive Solution

Since implementing the EthicsPoint solution, whistleblowing policy and reporting have become the focal point for providing reassurance to stakeholders due to the high levels of engagement with the programme.

Employees appreciate the programme and are happy to see the expression of support from leadership, boosting their confidence in the business. Team and department managers at all levels also applaud the implementation for the positive impact it has on workplace culture.

HR grievances can also be reported through the system. By integrating incident reporting with HR processes, not only can Berry Gardens' employees be confident issues are being monitored and dealt with accordingly, the business also has a greater understanding of why people are engaging with the programme.

The comprehensive case management software means everything is easily managed in one place, kept secure through password protection, and role-based access controls. Monthly reports enable senior leadership and site management to keep up to date with progress and any areas of current concern, helping them to predict and mitigate future risks.

About Berry Gardens:

Berry Gardens is a co-operative of British berry growers and the UK's largest supplier of the nation's berries and cherries with a turnover of £316.7m in 2020. Founded 50 years ago, initially supplying British fruit during the core summer months, Berry Gardens have grown into a dynamic business supplying most retailers, food service and wholesalers with award winning fruit. Berry Gardens supplies all of Britain's leading retailers from a state-of-the-art 150,000 sq. ft. fruit packing and storage facility based in Kent.

Wholly owned by UK growers, Berry Gardens is a co-operative of innovative and entrepreneurial growers focused on quality and customer satisfaction, building industry leadership, and sustainable, profitable businesses.

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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