

NAVEX<sup>®</sup>

**VANDERLANDE**

## NAVEX Customer Success Story

# Vanderlande Overcomes Company Culture Challenges Using EthicsPoint<sup>®</sup> Software

“We believe embedded risk management practice is part of doing ‘good business’ that is why we have renamed the function the ‘Good Business Department’”

**Carl Messemaeckers van de Graaff**

*Executive Director Governance, Risk and Good Business*



## Highlights



### INDUSTRY

**Logistics  
and Process  
Automation**



### NUMBER OF EMPLOYEES

**9,000+**



### CHALLENGE

Implement a companywide speak up programme covering the 9000+ employees Vanderlande has based in airports, manufacturing operations and parcel logistics and distribution centers around the world.



### SOLUTION

NAVEX E&C

## Solution

**SINGLE-PRODUCT**

**EthicsPoint<sup>®</sup>**

INCIDENT MANAGEMENT

## About Vanderlande

Vanderlande is a Dutch originating logistics and process automation company that has operated for over 90 years. They were acquired by Toyota Industries Corporation (TICO) in 2017 and today serve some of the world's largest food retailers, over 600 airports globally, and handle more than 52 million parcels with cutting-edge solutions.



## Challenge:

In 2017, after the acquisition by TICO, Vanderlande and other group business entities needed to launch a new speak-up programme that would meet the needs of a scattered and role-diverse workforce. The company had to ensure that the local entities could meet the regulatory requirements, such as those in the EU Whistleblower Protection Directive. There were also cultural challenges to overcome. For example, speaking up in Europe is largely seen as 'doing the right thing', but is often less so in Asia Pacific or the Middle East.

## Solution:

The NAVEX EthicsPoint solution was already used by parts of the group outside Vanderlande before being implemented across the entire company. Along with an internally created "Good Business" initiative, Vanderlande rolled out NAVEX EthicsPoint following the implementation of a training and engagement programme. Together, these helped to embed the solution and encourage employees to see the value in speaking up about issues.

The internal mandatory training programme consists of videos, policy training, questionnaires and FAQs all hosted on the company intranet. It is supported by local language posters displayed across all business, project and service locations to remind and encourage employees to engage with the speak-up programme. All new employees undertake the mandatory training as part of their onboarding experience.

In 2018 and 2019, global face-to-face speak-up training was introduced for all new managers, who have remained supportive of the whistleblowing programme and its benefits to employees and the business.

The implementation of NAVEX EthicsPoint was smooth, and since the implementation Vanderlande has added an external speak-up line for 3rd parties. They have found that most employees use the online reporting functionality in English, however, Vanderlande now offers the service to employees in the local language. Employees feel comfortable using the service and trust the service with their data.

To learn more about NAVEX E&C Compliance Training® or Incident Management® or to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+44 (0) 20 8939 1650**.



### **Whistleblower Hotline Intake**

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your programme, helping you spot trends and take corrective action before minor issues become major.

### **Incident Management: EthicsPoint®**

Capture and investigate E&C reports from across your organisation in a centralised database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

### **Awareness Solutions**

Raise awareness of key E&C programme components, including your hotline and key training messages, with NAVEX's proven awareness materials.

## **Results:**

Following the implementation of the NAVEX EthicsPoint speak-up programme and the risk and compliance training, Vanderlande has seen positive results.

A notable development is the renaming of their compliance department to the 'Good Business' department. They also moved on from 90% of their speak-up calls being about fraud and corruption-related matters to employees seeing a wider benefit in speaking up about other matters such as HR-related concerns.

In addition, only 20% of whistleblowing reports are now being made anonymously, showing that employees have a good level of trust in the process.

Finally, all cases are reviewed by the Risk Committee, which also reports the annualised case numbers to the board, the Audit Committee and TICO. By doing so, senior executives can gain a deeper analytical insight into what trends or potential areas of concern are unfolding within the business. It also allows them to understand the true value of the company's whistleblowing programme.

Vanderlande's next step in their 'Good Business' journey is to take the practice across the wider area of GRC by implementing an integrated GRC solution throughout the company.