

NAVEX Customer Success Story

Kerry Group Sets Global Standards With EthicsPoint[®]

“The case management platform and comms platform are really good. The feature where we can communicate with the reporter is a great way to keep them updated with progress on the investigation of the report.”

Kevin O’Shea,
Senior Legal Counsel – Ethics & Compliance, Kerry Group



Highlights



INDUSTRY
Nutrition



NUMBER OF EMPLOYEES
22,000+



CHALLENGE
Needed to effectively manage a cross-functional whistleblowing and compliance initiative



SOLUTION
Use EthicsPoint to establish the baseline requirements of the Directive, leveraging internal cross-functional teams to manage cases.

Solution

SINGLE-PRODUCT

EthicsPoint[®]
INCIDENT MANAGEMENT

An organisation's hotline reporting system serves many purposes, such as providing:

- A confidential place for employees to clarify policy and discuss or report concerns
- A communications channel beyond the rumor mill
- A way to direct employee questions to the appropriate resource
- An opportunity to provide guidance before a poor decision is made
- An early warning of issues or problem areas brewing in the organisation
- A last internal stop for whistleblowers before they take an issue outside the organisation to a regulator or attorney

[Download the Definitive Guide to Incident Management to Learn More](#)

To learn more about NAVEX E&C Compliance Training® or Policy & Procedure Management® to schedule a demo, please visit

www.navex.com or call us at **+44 (0) 20 8939 1650**.

Challenge: Adapting to New Requirements

When it became clear that the EU Whistleblower Protection Directive's requirements would impact international operations, Kerry Group's internal legal function took over the speak-up program and the company's NAVEX account as a legal responsibility. They were faced with the challenge of needing a new focus team to quickly come to terms with the software and easily adapt the solution to meet new requirements.

Another challenge for Kerry Group was making resources available across their operations. The company wanted to go beyond standard directive requirements and provide documentation for the system across all languages used in the business, including online, external and offline resources.

Finally, there was little to no visibility over the progress of whistleblowing cases, which made it difficult to measure improvements, case-type volumes over time or to report in detail where areas of concern lay.

Solution: Establishing the Baseline with EthicsPoint®

As a long-term customer of NAVEX, with a contract dating c.2009, Kerry Group have used EthicsPoint since they first adopted an internal whistleblower service and implemented a reporting and case management system. After the introduction of the EU Whistleblower Protection Directive, Kerry Group were able to use EthicsPoint to establish the baseline requirements of the Directive, leveraging internal cross-functional teams to manage cases related to their function.

In the process of changing teams to manage the reporting system, Kerry Group also put together a speak-up playbook to complement the new speak up policy and help its teams get to grips with the NAVEX system. This is the go-to document for partner function representatives to support the legal team in managing cases across different departments.

Oversight of the speak-up program is now managed at the top level by a board committee, which receives formal updates and information about the program several times per year. Kerry Group's board is also highly engaged with the development of the internal compliance program and how the NAVEX solution helps enable and promote awareness of the whistleblowing solution.

Kerry Group revised their internal Code of Conduct in 2021 with the involvement of the global executive team, which covered updates to the reporting and incident management system to bring clarity, insights and adaptability to their evolving compliance program.



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: A Single Source of Truth

Kerry Group continues to implement a one-size-fits-all approach to their whistleblowing service within their reporting and case management system. They then segment beyond this baseline to make relevant changes in line with regional laws and localisation requirements. This ensures the speak-up program is communicable and relevant across the territories of their internal stakeholders and external customers.

The company has successfully translated documentation into 26 languages across their reporting channel and incident management documentation. Online, physical and offline awareness materials are available for employees across the business, including those that may not have regular access to an email address. The NAVEX solution gives Kerry Group a single source of truth to find and manage the information that needs to be communicated via these channels.

Additionally, Kerry Group has now delegated regional lawyers to keep track of law changes and oversee policies, their speak up playbook and how they operate the internal speak-up initiative. This works alongside EthicsPoint to offer Kerry Group employees and stakeholders a holistic whistleblowing system and compliance program. In 2022 Kerry Group also rolled out speak up training and internal communications to all employees globally with Navex EthicsPoint an integral part of the training and communications solution.

By the end of 2022, the Kerry Group compliance management team anticipates regularly using reports from EthicsPoint to highlight issue types, timelines, responsiveness rates and countries that need focused attention. Kerry Group will continue to gather this data for regular leadership reports, and the legal team looks forward to measuring future progress using EthicsPoint's data analytics.

About Kerry Group

Established in 1972, Kerry Group is the world's leading taste and nutrition partner for the food, beverage and pharmaceutical markets. Headquartered in Ireland with a strong global team, they currently provide solutions for over 18,000 products from over 150 manufacturing locations worldwide, including North America, Latin America, Asia Pacific, the Middle East and Europe.