

NAVEX®



NAVEX Customer Success Story

Kingspan Empowers Safety with Speak-Up Hotline

“At Kingspan, we hold ourselves accountable to high standards of integrity, honesty and compliance. Having an effective speak-up program in place helps support these standards.”

Paul Starkey

Group General Counsel, Kingspan



Highlights



INDUSTRY

Building products and manufacturing



NUMBER OF EMPLOYEES

20,000 + globally



CHALLENGE

To embed an engaging and easy-to-use speak-up program across Kingspan's different business units and global presence



SOLUTION

NAVEX Hotline and Incident Management

Solution

SINGLE-PRODUCT

EthicsPoint®

INCIDENT MANAGEMENT

About Kingspan

Kingspan is a global manufacturing business in the building sector producing a range of sustainable construction materials. Operating across 80+ countries with a dedicated team of over 20,000 employees, Kingspan's key markets include insulation, ventilation, light, water storage and flooring systems.

Challenge:

Kingspan's goal was for workers to feel they could express concerns openly and without retaliation, having a positive experience of the process if they felt the need to speak up. The organization needed visibility of the facility to be as broad and accessible as possible to effectively support the global speak-up program and ensure both existing and new employees understood how and when to use the hotline.

Solution:

NAVEX rolled out the EthicsPoint Hotline and Incident Management solution across Kingspan's international operations, with English and local language speak-up hotlines for all global and remote employees. EthicsPoint also allowed Kingspan to investigate ethics and compliance reports from across the organization's reporting channels within one centralized database.

Communication and training were essential to the rollout of these hotlines. They connected the speak up program messaging to Kingspan's code of conduct, positioning speaking up as part of the organization's desire to act with honesty, integrity and within the boundaries of the law.

Results:

Working with NAVEX has enabled Kingspan to continually raise awareness of internal reporting resources and the hotline for all its employees. NAVEX poster templates and QR codes to the online resources have also proved beneficial in promoting awareness alongside regular training and communication.

Data from the Kingspan whistleblowing program, including hotline reports, is regularly analyzed at divisional level as part of the company's monthly auditing process. This analysis is also shared with the board, helping them stay up to date with employee concerns and what actions are being taken to address them.

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