



NAVEX Customer Success Story

Fresenius Kabi promotes open, speak-up culture and stays on top of reporting requirements with NAVEX

"NAVEX allows us to customize their system to get the data we need in the way we need it – not only for reporting but also for our own analysis."

Jan Ehling

Vice President Compliance Investigations



Highlights



Industry

Healthcare/
Pharmaceutical



Employees

40,000



Challenge

Stringent, complex compliance laws across the wholeworld, reporting and audit requirements and meeting the goal of creating a transparent culture where everyone has a voice



Outcome

Promote a speak-up culture and meet compliance requirements by easily and efficiently managing incident reports, case investigations tracking and program trend reporting through a centralized platform

Solution(s)

NAVEX One®

Whistleblowing & Incident Management

About Fresenius Kabi

Based in Bad Hamburg, Germany, Fresenius Kabi is a global healthcare company specializing in lifesaving medicines and technologies for infusion, transfusion and clinical nutrition. The company's products and services are used for the therapy and care of critically and chronically ill patients.

Fresenius Kabi is committed to increasing efficiencies in patient therapy and care and improving access to high-quality healthcare worldwide. It aspires to lead globally in its product segments – all for the benefit of its patients, customers and stakeholders.

The Fresenius Principles form the basis of the company culture, which supports Fresenius Kabi to create a fair, productive and open work environment and offer customers the best service and product performance possible.

Challenge

Fresenius Kabi is a large pharmaceutical company with multiple global entities employing over 40,000 people worldwide. As with all pharmaceutical companies, it is subject to stringent compliance with anti-bribery and antitrust laws, conflicts of interests, anti-harassment laws and more. Fresenius Kabi is in many regional markets – so inherent, complex risks are associated with ever-changing local compliance laws. They must fulfill regular reporting obligations that aggregate data and information from Compliance, HR, Finance and ESG.

Jan Ehling, vice president compliance investigations, and his team, manage global compliance investigations with the help of NAVEX One Whistleblowing & Incident Management, which they have used for their whistleblowing and incident management program for over ten years.

Ehling's team, who report to the chief compliance officer, pre-assess all inbound cases, get in touch with the reporting parties, investigate cases directly or route them to the appropriate persons in the group. In this context, they work with a large network of local compliance officers, regional compliance officers, and business unit compliance offices. "Our team does an excellent job staying on top of everything, and using EthicsPoint is very helpful," Ehling shares.

Outcome

Using Whistleblowing & Incident Management, the ethics and compliance team can present case statistics for relevant stakeholders to the extent necessary within the legal boundaries. "One of the helpful aspects about NAVEX is that we can make easy adjustments ourselves such as creating custom fields to enable easier reporting for the European Union's Corporate Sustainability Reporting Directive (CSRD)," Jan explains. "CSRD requires compliance data points in the non-financial reporting and NAVEX makes it easier and faster to set their system up to get the data we need – not only for reporting but for internal analysis and external audits, too."

Another benefit of using NAVEX One is using data to identify both high-level trends and those at the country or regional level.

"To promote our hotline, we have an intranet page where we publish learnings from case reports and how the company is continuously improving the compliance management system. We also have posters in all our offices and work with our local and regional compliance officers to conduct workshops to reinforce the speak-up culture" shares Jan.



Whistleblowing & Incident Management

Build, measure, and grow your speak-up program to foster trust, shared responsibility, and the highest standards of ethical conduct with NAVEX's industry leading whistleblowing and incident management software.

Results

Fresenius Kabi actively promotes a culture where people feel free to speak up not only in compliance-related situations but also in everyday work.

Ehling shares, "We have a very good speak-up culture and one of the ways we achieved that is by being highly responsive to whistleblowers." The investigations team has committed to responding to any incident report within 24-48 hours and now use translation tools to respond in any language. "The NAVEX system is very valuable as you can see the history of the case report, enabling greater context when responding to and managing the case."

In terms of confidentiality, the reporting structure ensures there is no bias or conflict of interest with any investigation. They are completely independent on a global level and get to decide who participates in the case. NAVEX One Whistleblowing & Incident Management provides a secure platform for communicating with a reporter.

"In terms of working with NAVEX, my team's feedback is that for them, the solution is intuitive as well as easy to work with and this is coming from a team with extensive legal, compliance and forensics backgrounds," Jan shares. "That's the best part of any tool – when it just works and provides value – and you don't have to think too much about it when you're working with it. The real return on investment (ROI) is in the time savings for my team and the quality of the audit-ready reporting."

To learn more about what NAVEX offers or to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

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