

## Whistleblowing point

In the [Integrity System Guide](#), the importance of and need for external whistleblowing point has been put forward and translated into new parts for the Code of Conduct of Partos and Accreditation Requirement. Relevant to mention is that the Ministry of Foreign Affairs as a donor requires organisations to have a policy on the protection of whistleblowers. To support organisations to put this into practice, a market scan was conducted, in which the various available options for whistleblowing organisations are illustrated.

As Partos, we firstly explored if we could fulfil the role of whistleblowing point ourselves. Because of our membership structure and relations and since the back-system requires expertise and capacity, this appeared not to be viable. Market research was done in cooperation with some of our members. The result is meant to guide member organisations which do not have an external whistleblowing point yet and are looking to have one. It is not meant as a limitative list. In the search, we focussed on internationally operating organisations. Relevant criteria when choosing were:

- approachable in multiple ways (email, phone) in countries where you operate
- communication in native language possible, e.g. by an interpreter
- anonymous reporting possible and guaranteed
- providing services for all kinds of integrity breaches and having a specialist for different themes

A general recommendation is to separate the whistleblowing service and the investigation procedure. If an organisation provides both services, a conflict of interest might occur. In any case, you should at least pay attention to this aspect when contracting a whistleblowing organisation. Ask yourself: how do they prevent conflict of interest? One of the providers mentioned here below stated that they offer a point of reports and refer to external research companies in case an investigation is needed or asked for.

This checklist can support you when choosing a whistleblowing point.

We considered comparing the prices of different organisations, but in practice that was not feasible, as the pricing depends on the size of the organisation and on specific agreements. We also found out that it is not hard to obtain offers as most organisations have client desks which can be easily approached by phone or email.

- [Navex global](#) - Reference: Oxfam Novib Netherlands
- [See Hear Speak Up](#) - Reference: Hivos
- [Safe Call](#) - Reference: Nederlandse Rode Kruis

As you can see, our market scan identified organisations in the UK. For Dutch organisations, we recommend [Gimd](#).

Lastly, it is very well possible that your organisation is using another whistleblowing point. Please share this with Anne-Marie Heemsker ([amh@partos.nl](mailto:amh@partos.nl)), so that we enrich our view on the whistleblowing landscape.