



Embedding integrity across the globe

FairCall

KPMG Forensic

KPMG offers a worldwide network of FairCall centres, forensic triage and innovative technology for concern intake. Using our service, organisations can receive and address concerns timely and react appropriately to embed and enhance a culture of ethics and integrity

Over twenty years of forensic experience, global hotlines and secure reporting mediums

For any company, a whistle-blowing mechanism is imperative to help embed a culture of integrity by addressing the issues that matter most to employees and other stakeholders. It is also an invaluable tool to discover ethics and compliance issues before they become scandals that damage employee morale, corporate reputation, and the bottom line.

KPMG has been a leader in providing FairCall services to companies of all sizes and geographic complexity since 1996, when we established our first accredited forensic call center. We now have KPMG FairCall centers across the globe. This network enables KPMG to offer a global service to multinational clients: one that centralises data and insights so both business leaders and headquarters can keep on top of events and respond appropriately and providing an anonymous method for individuals to report concerns and receive ongoing feedback.

The basics of our service-offering are straightforward: a service that employees or other stakeholders can access via telephone, web portal, email, fax, or letter, in order to anonymously report ethics and compliance concerns. However, what is not basic is the value that forensically trained ethics line personnel bring to concerned individuals and our clients.

Forensically trained team from telephone-to-triage

When a whistle-blower calls KPMG FairCall, they speak live to forensically trained staff in their preferred language. Our FairCall agents are not third-party contractors or traditional call center employees trained purely to ask a series of set questions.

They are highly trained KPMG Forensic staff who offer several key advantages, including:

1

Training and experience. Our forensic agents know how to respectfully elicit the maximum information from concerned whistle-blowers. This creates a positive call experience and encourages usage.

2

Local languages and knowledge. With our global network, KPMG FairCall agents speak to whistle-blowers in their preferred language. We don't use third-party interpreters or translation services.

3

Live responses. KPMG FairCall operates live 24 hours a day, 365 days a year so whistle-blowers can make reports immediately, before they lose courage or face threats.

4

Bespoke solutions and report triage. Since our team are experienced professionals, they can adapt to unique client requirements and provide a comprehensive yet concise report of concerns. Our triaging capabilities allow reports to be assessed by forensic professionals who can effectively identify the nature of the allegations reported, escalate based on severity and facilitate investigations (where required)

Ethics and compliance officers and other executives cannot be everywhere at once. Effectively uncovering, addressing, and rooting out unethical behaviors that threaten an organisation's reputation or survival requires empowering stakeholders with the right tools and processes to speak up when they see something is amiss. Gaining employee trust means issues are reported internally, not on social media, and handled appropriately. When stakeholders can contribute to the integrity of the company without fear of retaliation, they invest in the company mission with increased performance and loyalty.

Contact us



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