THE PLAYBOOK

Your ultimate guide to the successful deployment of your speak up program.

GAN INTEGRITY

About GAN Integrity

GAN Integrity enables enterprises to embed ethics in and around their business by engaging everyone from front line workers to third parties and stakeholders on their journey toward ethical business transformation, connecting ethics for everyone

Your essential whistleblowing & incident management playbook

It's all about creating <u>a winning strategy</u>

Deploying a strong speak up program goes beyond the successful implementation of a case management solution. Finding the right technology is a large step in the right direction, but it is not the end station. Your speak up program is impacting much more than your compliance team, it's touching everyone in the organization.
It needs to create a safe space for everyone to speak up, it needs to steer your business culture in the direction you strive for, and finally drive the business towards a more ethical and value-minded future. You can't get there with a set of features. For those reasons, we have put together the ultimate guide to the successful deployment of your speak up program; laying out the different steps we go through to take you from the selection stage of your case management solution to the maintenance of your program.
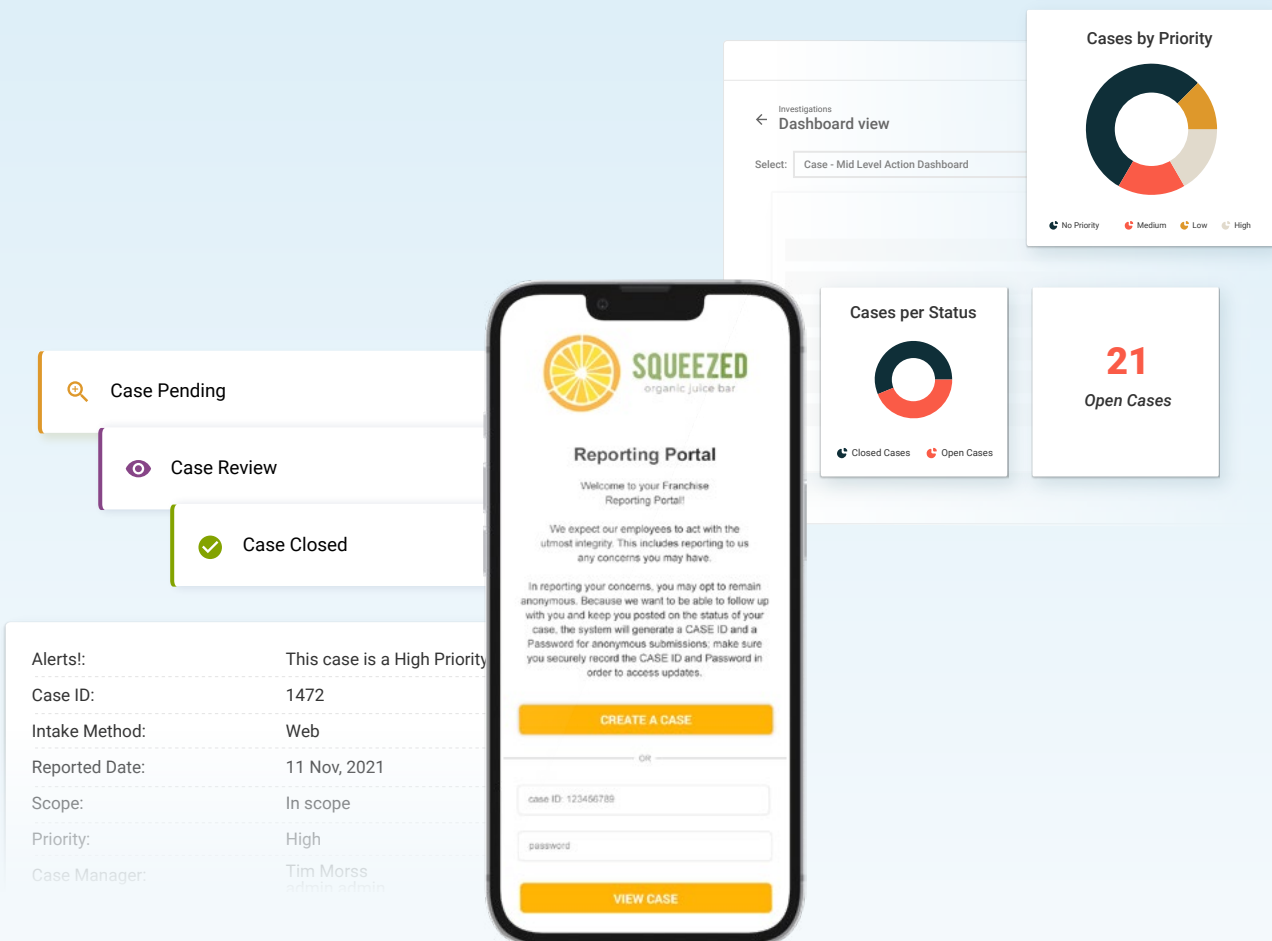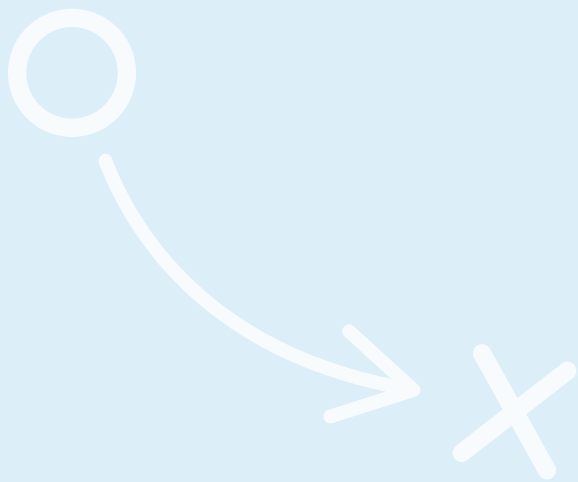
...and the right tools
Intuitive solutions for case managers and employees

Meet your employees where they are

Empower everyone with a seamless reporting experience

Enabling employees and third parties to speak up is more than setting up a hotline. Everyone working in and on behalf of the organization should know where and how to report at all times. For those reasons, GAN Integrity helps you raise awareness throughout your organization with branded and QR-coded posters allowing for quick and easy access to your company's reporting portal.

All they need to do is to scan the QR code displayed on the poster with their phones and they will instantly be directed to the reporting portal. A mobile responsive submission form will capture all the details of the incident allowing managers to appropriately handle cases.

We make implementation a breeze

Deploy your application in **3 simple steps**

We help you make an informed decision when assessing which solution best fits your needs. The goal is to ensure that your application does exactly what you need it to do to make the deployment and maintenance of your speak up program as easy and as seamless as possible. We therefore dedicate a team of experts to help you make an informed decision on the tech that will power your program. We do that in three phases:

1 Scoping

The scoping phase is dedicated to understanding what success means to you, so that we can provide you with the best experience. During this phase we will:

- Identify your challenges, goals and the requirements to the solution.
- Introduce you to our Customer Success team for a smooth handover.
- Define the extent and scope of work to be carried out.

2 Designing

We will advise and collaborate with you on how to best map out and build your process. The turnaround of the design phase will depend on whether you chose to implement a best practice solution or a custom process. Yet, regardless or your choice, we want to make sure that the solution captures all the requirements outlined in the scoping phase and that you are ultimately satisfied with the outcome once materialized.

3 Building

Once you're happy with the designs, we will start executing on the project. Execution relies on three project pillars:

- **Alignment** on a weekly basis with your dedicated implementation team to ensure the project is on track.
- **Iteration and testing** the configuration of the solution to make sure that you get to leverage an optimized platform.
- **Launch!** Now your solution is ready and your best-in-class compliance management platform is ready for rollout within your organizations.

# We empower you to empower your team

All the support you need in one place

Quickly hit the ground running with our comprehensive onboarding package to ensure that you are well equipped to deploy your program yourself and train any other stakeholder in the business on how to use the application.

What does the onboarding package include?

- A recorded online walkthrough of your application available at all times as a link in a widget on your dashboard.

- Comprehensive and user-friendly how-to guides including a detailed step-by-step walkthrough of the platform workflows and functionality, so you will know exactly how to deploy every aspect of your program.
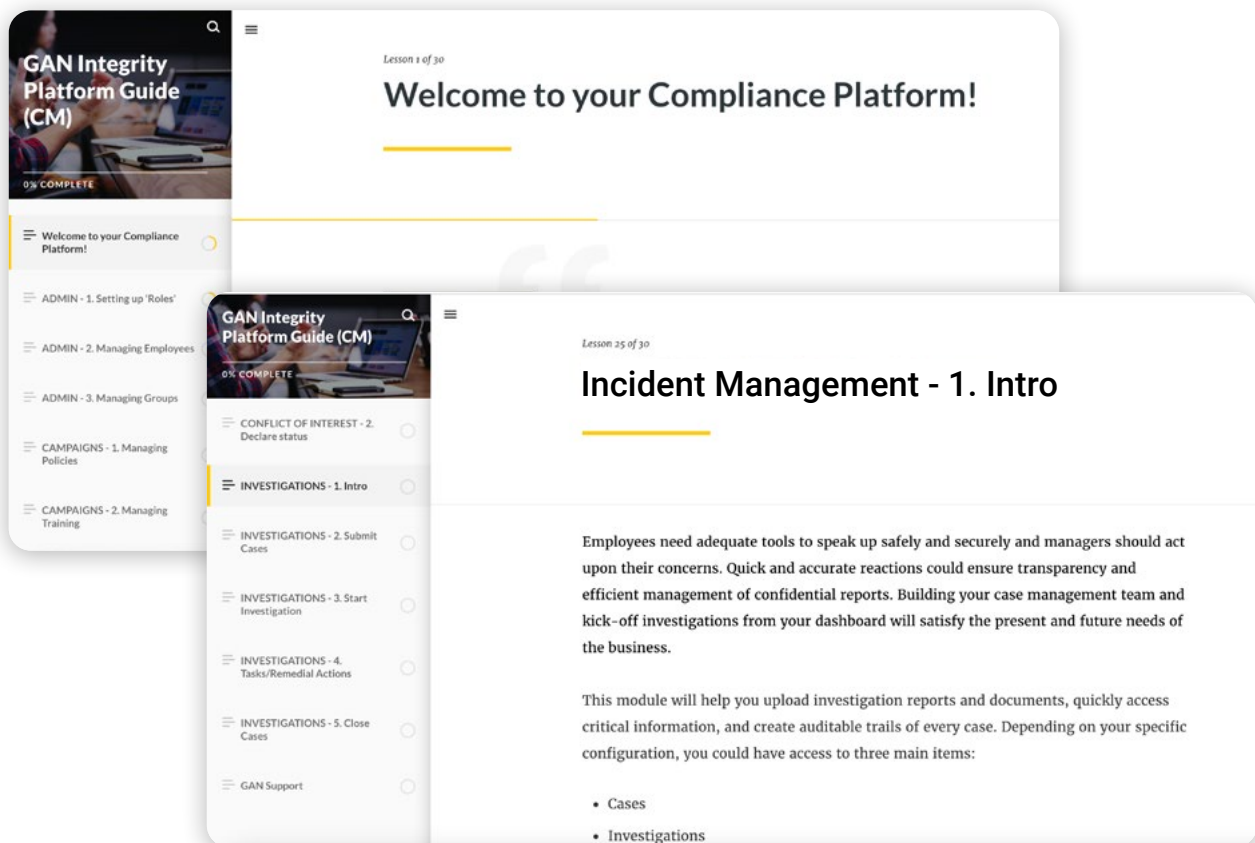
Ready to take the driver's seat?
Online interactive user guides for you and your team.

Branded for a more familiar experience

One size does not fit all, that's why GAN Integrity customizes everything from your reporting channels and platform to onboarding and rollout assets. Each and every component reflects your brand identity and image, ensuring that your employees recognize and feel comfortable adopting your new speak-up program.

Your brand. Your platform.
Customized control.

Our success depends on yours

Our greatest <u>differentiators are our clients</u>

We put a dedicated support team at your service to ensure that you always have the answers you need when you need them, around the clock.

Whether it's guidance on how to use new platform features, or just getting started, our dedicated support team will always be just one step away from getting you quickly back to business. If ever in doubt, submit your questions via our support portal or browse our comprehensive knowledge base packed with detailed video tutorials and support articles to ensure that you can seamlessly progress your projects.

You will also be assigned a dedicated account manager who will regularly check-in to ensure things are going smoothly, keep you informed and act as an escalation point should any issues need further attention.
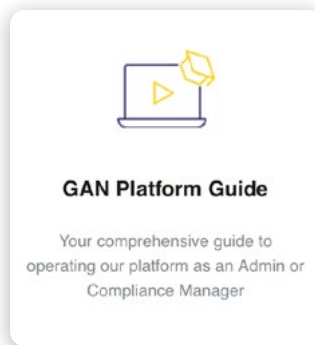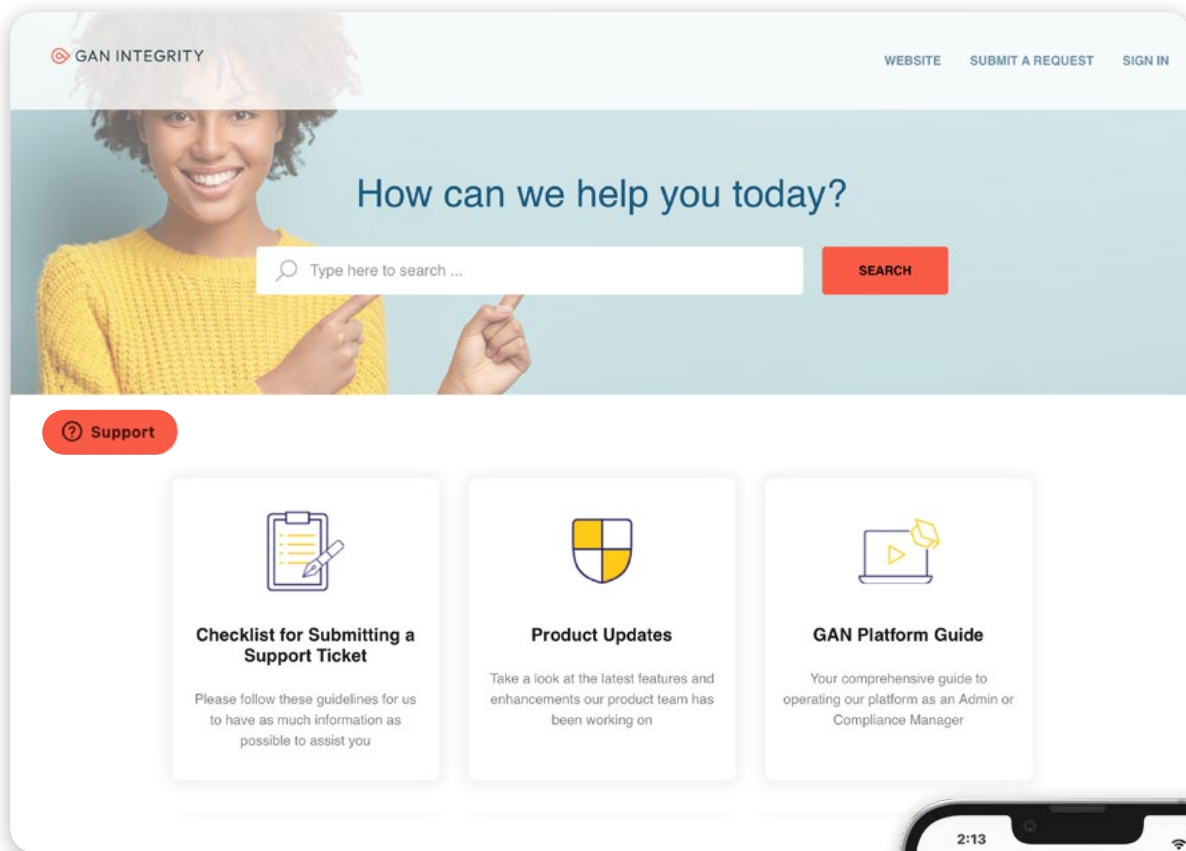
> **Your service and your responsiveness. Your willingness to listen to and act on feedback is fantastic.**
>
> Deborah Spanic
> *Chief Ethics and Compliance Officer*
> *Clarios*

Support is always just one click away

GAN INTEGRITY

WEBSITE   SUBMIT A REQUEST   SIGN IN

How can we help you today?

Type here to search ...   SEARCH

Support

Checklist for Submitting a Support Ticket

Please follow these guidelines for us to have as much information as possible to assist you

Product Updates

Take a look at the latest features and enhancements our product team has been working on

GAN Platform Guide

Your comprehensive guide to operating our platform as an Admin or Compliance Manager

GAN Platform Guide

Your comprehensive guide to operating our platform as an Admin or Compliance Manager

Courses to guide you through all the steps necessary to operate the Platform.

rise.articulate.com

GAN Integrity Platform Guide (CM)

START COURSE

GAN INTEGRITY

Hello there!

Welcome to this introduction to your Integrity Platform powered by GAN Integrity. The following sections will guide you through all the steps necessary to operate the Platform as an Admin or Compliance Manager.

NEW! Ask Compliance Module
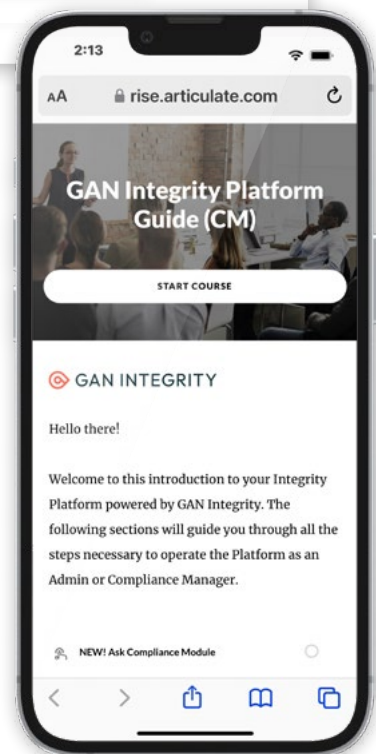
GAN Integrity enables the world's largest brands to do the right thing.

We fulfill our mission by enabling global teams to manage ethics, compliance, and risk with our Integrity Platform, a no-code application building platform.

Schedule a meeting to start driving ethical change

To contact us, visit **ganintegrity.com**