Whistleblowing "Make a report" : FAQ

Why does INSEAD offer the OpenTalk service ?

INSEAD recognizes that listening to the voices of employees, customers, and other stakeholders is essential to our success. We are committed to creating an environment where open, honest communications are the expectation.

By implementing Opentalk, we wish to ensure all nominated stakeholders have the opportunity to inform us of wrongdoing and provide supporting information confidentially and securely. Opentalk allows us to be informed before it's too late, to listen and quickly respond to the disclosure.

How does OpenTalk work?

Opentalk provides employees, who are not comfortable using internal pathways, with a confidential and independent process for reporting wrongdoing. Hosted externally, the portal allows for complete anonymity and offers the ability to make your report online or by phone

It provides 24/7 online reporting and tool-free telephone hotline for employees to report (anonymously if preferred) wrongdoing at any level of our institution.

OpenTalk: https://insead.ethicspoint.com

1. Make a report Online or by phone
2. Report sent to appointed officer
3. Follow up with your unique tracking code
4. If found :
   - Non-admissible -> Your report will be destroyed
   - Admissible -> Investigation takes place (you are involved for fact check only, your identification remains confidential, you are protected from retaliation)

Is Opentalk really an independent reporting pathway ?

Yes. Our Whistleblowing portal "Opentalk" is managed by an independent service provider.

The service provider operates in the interest of the employee by securely receiving confidential information, objectively reporting the matter to INSEAD.

When should I use Opentalk ?

The Open Talk whistleblowing portal should only be used to report:

Examples of wrongdoings include:
- Criminal activity;
- Serious failure to comply with INSEAD's codes and policies (e.g. Code of Conduct, Confidentiality charter etc.);
- Misappropriation of INSEAD funds;
- Misreporting financial information to an INSEAD manager or auditors;
- Acts of corruption;
- Abuse of authority for illegal or unethical purpose;
- Endangering health and safety or damage the environment;
- Serious undisclosed conflicts of interest;
- Academic or professional malpractice (e.g. plagiarism, falsification of research results; negligence in one's professional activities);
- Deliberate attempts to conceal any of the above;
- A harassment case that is reported by witness, who is not the victim.

When should I not use Opentalk ?

False reports:
- Opentalk shouldn't be used as an outlet to air grievances or make false reports. If you have a complaint about your manager or colleague, your workload, a third party or some other issue, it's covered by other procedures so raise it with your manager or HR instead.

Emergency Service:
- Do not use Opentalk to report events presenting an immediate threat to life or property. Reports submitted through the website may not receive an immediate response. If you require emergency assistance, please contact your local authorities

Personal grievances:
- Personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law.

Personal grievances should therefore be reported under the INSEAD Anti-Harassment Policy or other applicable policies. The Whistleblowing Policy may however still be applicable in such cases when (i) it is in the public interest or (ii) the report is made by someone other than the victim."

What is the benefit of me speaking up ?

Making INSEAD aware of wrongdoing allows us to take appropriate action in response to the reported wrongdoing. It also allows us to prevent further wrongdoing.

If you see suspect serious wrongdoing your report will help INSEAD address it and maintain our integrity and honesty. This can help us establishing a safe and enjoyable work environment, improving the brand and relationships with those who interface with our school.

What If I don't feel comfortable making my report from my office ?

It is not uncommon to have concerns about privacy and possible tracking of our information in the workplace.
Opentalk website https://insead.ethicspoint.com can be accessed anywhere and at any time where you have access to an internet connection. This means you can use your home computer, the public library, your iPhone or even an internet café.

The website uses the latest in encryption and authentication technology, ensuring that your communications on Opentalk are secure and private.

How do I stay anonymous throughout the process, if I wish to do so ?

After you complete your report, you will be assigned a unique code called a "report key." Write down your report key and password and keep them in a safe place. After 5-6 business days, use your report key and password to check your report for feedback or questions.
This key and password will allow you to access to communicate with the platform.

Who will receive and have access to my report ?

Your report will be notified to an appointed Officer.

If this officer or his reporting manager may be implicated, the report will be sent directly to the Chairman of the Audit Committee.

What will happen to my disclosure once I have made the report ?

After the Appointed Officer has received the disclosure, if further information or evidence is required, this will be requested via the Whistleblowing Portal. Once submitted, INSEAD will investigate the disclosure in accordance with the relevant policies.

Your key and password provided upon completion of your report will allow you later to access to communicate via the Whistleblowing Portal with the Investigator.

Through the message Board within the Whistleblower Portal, you are encouraged to check for status updates and new messages from the Investigator.

Please be patient as an investigation does take time. If you don't see an immediate response, it does not mean no action.

In conclusion, please read the full policy to ensure a clear understanding of the Whistleblowing Policy.