

Making a world of difference

KPMG offers extensive experience to implement and enhance Speak Up programs—allowing all stakeholders to report any concerns related to ethical practices and empowering companies to create environments where anyone can speak up without fear of reprisal.



Generating trust

Reimagined, multichannel user experience creating an open line of communication for:

- Employees
- Customers
- Vendors
- · Other stakeholders



Effectiveness and efficiency

Help minimize costs by improving efficiency and productivity:

- Enhanced data quality and insights to help drive timely action
- Technology enablement to help empower quicker decision-making and reduce non-value-adding tasks and processes
- Average of 15 percent to 20 percent savings over three-year contract duration



Personalized approach

Extraordinary people delivering a customized approach:

- Experienced, dedicated KPMG Speak Up resources speaking over 25 languages live in a 24/7 "follow the sun" model
- Delivery approach customized to each client's specific needs and Speak Up program
- · Reduced time to case closure





Risk mitigation

Reduce risk by providing a safe and confidential way to speak up:

- Identify and address potential risks before they escalate
- Potential to prevent financial and reputational damage
- Demonstrate a company's commitment to ethical behavior
- Help create a culture of transparency and accountability

Ethics Speak Up process overview

The evolving, complex risk landscapes of today's organizations demand multifaceted enterprise systems that surpass traditional methods by handling the overwhelming volume, velocity, and variety of business data; predicting future events; identifying overlooked trends and patterns; and suggesting actions, rather than acting as mere data repositories.

Process steps Assignment/ Follow-up Conclusion Intake Investigation Triage Employee/vendor Reviewer Detailed inquiries · Answer inquiries · Ensure cases are and examination reports an assesses the from reporters closed properly incident through and remediation report for Establish facts Submit call/web completion and is completed attachments Evaluate portal/email accuracy Ensure the (pictures/ implications · Agent records all · Case is documents) from reporter receives Identify remedial information categorized. reporters final actions and track through guided prioritized, and communications completion interview and assigned using translates Al technology · Agents monitor progress of case

KPMG case management system using AI

Analytics and insights throughout the lifecycle of the case and for reporting

Contact us



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