ISO 37002:2021 (E)

Whistleblowing management systems — Guidelines

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Context of the organization

4.1 Understanding the organization and its context
4.2 Understanding the needs and expectations of interested parties
4.3 Determining the scope of the whistleblowing management system
4.4 Whistleblowing management system

5 Leadership

5.1 Leadership and commitment
5.1.1 Governing body
5.1.2 Top management
5.2 Whistleblowing policy
5.3 Roles, responsibilities and authorities
5.3.1 Top management and governing body
5.3.2 Whistleblowing management function
5.3.3 Delegated decision-making

6 Planning

6.1 Actions to address risks and opportunities
6.2 Whistleblowing management system objectives and planning to achieve them
6.3 Planning of changes

7 Support

7.1 Resources
7.2 Competence
7.3 Awareness
7.3.1 General
7.3.2 Personnel training and awareness measures
7.3.3 Training for leaders and other specific roles
7.4 Communication
7.5 Documented information
7.5.1 General
7.5.2 Creating and updating documented information
7.5.3 Control of documented information
7.5.4 Data protection
7.5.5 Confidentiality

8 Operation

8.1 Operational planning and control
8.2 Receiving reports of wrongdoing
8.3 Assessing reports of wrongdoing
8.3.1 Assessing the reported wrongdoing
8.3.2 Assessing and preventing risks of detrimental conduct
8.4 Addressing reports of wrongdoing
8.4.1 Addressing the reported wrongdoing

8.4.2 Protecting and supporting the whistleblower
8.4.3 Addressing detrimental conduct
8.4.4 Protecting the subject(s) of a report
8.4.5 Protecting relevant interested parties
8.5 Concluding whistleblowing cases

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation
9.1.1 General
9.1.2 Indicators for evaluation
9.1.3 Information sources
9.2 Internal audit
9.2.1 General
9.2.2 Internal audit programme
9.3 Management review
9.3.1 General
9.3.2 Management review inputs
9.3.3 Management review results

10 Improvement

10.1 Continual improvement
10.2 Nonconformity and corrective action

Page count: 33