MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

ISO 37002: IMPLEMENTATION OF WHISTLEBLOWING SYSTEMS

"Designing and Implementing Ethical, Confidential, and Compliant Whistleblowing Frameworks"

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

With increased regulatory pressure and public expectations for ethical conduct, organizations must have robust systems to encourage and protect whistleblowers. ISO 37002:2021 offers comprehensive guidance on establishing, implementing, maintaining, and improving a whistleblowing management system (WMS). This course provides a step-by-step approach to ISO 37002 implementation, from initial design to full integration and continual improvement.

Participants will explore how to align whistleblowing systems with governance, risk, and compliance objectives, build trust in reporting channels, and ensure safe, confidential, and impartial handling of disclosures.

Objectives

By the end of this course, participants will be able to:

- Understand the ISO 37002 standard structure, objectives, and principles
- Plan, implement, and sustain a whistleblowing management system
- Build safe and effective reporting and investigative procedures
- Protect whistleblowers against retaliation
- Monitor, audit, and improve the WMS for long-term effectiveness
- Align whistleblowing systems with ethics, governance, and compliance functions

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Why Attend

- Learn to develop ISO 37002-compliant whistleblowing systems
- Create a speak-up culture that enhances organizational integrity
- Reduce the risk of fraud, misconduct, and regulatory violations
- Support employees, stakeholders, and whistleblowers with confidence
- Integrate ethical reporting within your organization’s overall GRC structure

Target Audience

This course is ideal for:

- Compliance, ethics, and risk management professionals
- HR managers and internal auditors
- Governance officers and legal counsel
- Whistleblowing program coordinators
- Executives responsible for internal controls and transparency

Individual Benefits

- Practical ability to design and implement a WMS aligned with ISO 37002
- Skills to manage whistleblower reports and conduct fair investigations
- Deep understanding of whistleblower protection, anonymity, and impartiality
- Enhanced leadership in driving ethics and compliance initiatives

Organizational Benefits

- Full alignment with ISO 37002 global standards
- Increased employee confidence in speaking up without fear
- Stronger ethical culture and internal transparency
- Improved internal issue detection and regulatory compliance
- Reduced legal risk and reputational damage

Instructional Methodology

- Lectures – Covering ISO 37002 requirements and implementation framework
- Workshops – Policy development, reporting procedures, and risk mitigation exercises
- Case Studies – Real-world incidents and organizational response analysis
- Group Discussions – Challenges, solutions, and peer exchange
- Templates – Sample policies, reporting forms, and investigation workflows

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Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Format:** Modules with 2 coffee breaks and 1 lunch break each day

Day 1: Whistleblowing Foundations and ISO 37002 Overview

- Introduction to ISO 37002:2021
- Ethical principles, scope, and benefits of whistleblowing
- Legal and regulatory frameworks
- Building a business case for a whistleblowing system

Day 2: Designing the Whistleblowing Framework

- Governance structure and leadership commitment
- Drafting policies, procedures, and reporting protocols
- Stakeholder roles and responsibilities
- Communication and training strategies

Day 3: Implementation Strategies

- Establishing secure, anonymous, and accessible reporting channels
- Handling and managing disclosures
- Ensuring confidentiality, trust, and impartiality
- Preventing retaliation and supporting whistleblowers

Day 4: System Operation and Integration

- Case management and documentation
- Aligning whistleblowing systems with compliance and risk
- Internal audits and performance metrics
- System automation and whistleblowing software tools

Day 5: Monitoring, Review, and Continuous Improvement

- Key performance indicators (KPIs) for effectiveness
- Internal review and third-party evaluation
- Corrective and preventive actions (CAPA)
- Final project workshop: Drafting an ISO 37002 implementation roadmap

Certification

Certificate of Completion – ISO 37002: Whistleblowing System Implementation signifying competence in designing and operating whistleblower systems according to ISO best practices.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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