

ISO 37002: Whistleblowing Management System

Course Overview

This 4-day program provides a **practical and structured understanding of ISO 37002**, enabling organizations to **design, implement, operate, and continuously improve** an effective Whistleblowing Management System (WBMS).

The course emphasizes:

- Building **trustworthy and confidential reporting mechanisms**
- Ensuring **protection against retaliation**
- Managing whistleblowing cases with **fairness, independence, and transparency**
- Aligning whistleblowing practices with **governance, compliance, and risk management**

Participants will gain hands-on insight into **policy development, reporting channels, investigation workflows, audit readiness, and continual improvement**, using real-world scenarios and best practices. The training is suitable for both **implementation and assurance roles** and aligns with other ISO Management System Standards.

Course Prerequisites

Mandatory

- Basic understanding of **organizational governance and compliance concepts**
- Familiarity with **internal policies, codes of conduct, or ethics programs**
- Working knowledge of **risk management or control environments**

Recommended (Not Mandatory)

- Exposure to ISO Management System Standards (ISO 37001, ISO 37301, ISO 27001, ISO 9001)
- Understanding of whistleblower protection laws and employment regulations
- Prior experience in audits, investigations, HR, legal, or compliance roles

Day 1 – Foundations & Standard Overview

Objective: Build a strong conceptual and regulatory base for ISO 37002

1. Introduction to Whistleblowing
 - Definition, purpose, and ethical importance
 - Global whistleblowing trends and failures
 - Benefits to governance, transparency, and trust
 2. Overview of ISO 37002
 - Background and intent of the standard
 - Relationship with ISO MSS structure (Annex SL)
 - Applicability to public, private, and non-profit sectors
 3. Key Principles of ISO 37002
 - Trust, impartiality, confidentiality
 - Protection against retaliation
 - Transparency and accountability
 4. Stakeholders & Governance
 - Roles of governing body, top management, whistleblowers
 - Independence of the whistleblowing function
 5. Legal & Regulatory Context
 - Alignment with labor laws and data protection
 - Interaction with anti-bribery and ethics regulations
 - Role of International Organization for Standardization in compliance frameworks
-

Day 2 – WBMS Design & Policy Framework

Objective: Understand how to design and structure a compliant WBMS

1. Context of the Organization (Clause 4)
 - Internal and external issues
 - Interested parties and expectations
 - Scope definition of the WBMS
2. Leadership & Commitment (Clause 5)
 - Policy establishment
 - Ethical tone at the top
 - Assignment of authority and responsibility
3. Whistleblowing Policy Development
 - Policy structure and mandatory elements
 - Communication and accessibility
 - Inclusion of anonymous reporting
4. Risk-Based Approach
 - Identifying whistleblowing-related risks
 - Retaliation risk assessment

- Integration with ERM and compliance risk
 - 5. Planning the WBMS (Clause 6)
 - Objectives and KPIs
 - Change management considerations
-

Day 3 – Operational Controls & Case Management

Objective: Master reporting, investigation, and protection mechanisms

1. Support & Resources (Clause 7)
 - Competence and training requirements
 - Awareness programs
 - Secure infrastructure and tools
 2. Reporting Channels
 - Internal vs external channels
 - Anonymous and confidential reporting
 - Digital platforms, hotlines, and ombuds models
 3. Case Intake & Assessment
 - Receipt, acknowledgment, and triage
 - Case classification and prioritization
 - Conflict of interest handling
 4. Investigation Process
 - Evidence handling and documentation
 - Fairness, objectivity, and timelines
 - Use of internal vs external investigators
 5. Protection & Anti-Retaliation Controls
 - Safeguards for whistleblowers and reporters
 - Handling malicious or false reports
-

Day 4 – Performance, Audit & Continuous Improvement

Objective: Ensure effectiveness, assurance, and continual improvement

1. Monitoring & Measurement (Clause 9)
 - WBMS performance indicators
 - Trend analysis and reporting to leadership
2. Internal Audit of WBMS
 - Audit scope and criteria
 - Auditor competence
 - Common non-conformities
3. Management Review

- Inputs, outputs, and decisions
- Strategic improvements
- 4. Nonconformity & Corrective Action (Clause 10)
 - Root cause analysis
 - Corrective and preventive actions
- 5. Integration & Certification Readiness
 - Integration with ISO 37001, ISO 37301, ISO 27001
 - Documentation checklist
 - Certification vs implementation roadmap