

Ethics Line

A channel run by an independent third party, with genuine anonymity and no retaliation. It is the only way it gets used.

What it is, and what it solves

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Most internal fraud is uncovered by a report, not by a control. And most internal channels receive none: when the mailbox is managed by the very organisation being reported on, nobody with something to lose uses it.

Anonymity is not a technical detail, it is the operating condition. There is also an obligation behind it: Colombian Law 2195 of 2022 and Chapter XIII require a whistleblowing channel with reporter protection for corporate transparency and ethics programmes (PTEE).

What's included

- 01 Multiple intake routes: web form, telephone line and email.
- 02 Anonymity with follow-up: the reporter receives a code to check status and answer questions without revealing their identity.
- 03 Intake and initial triage handled by Risks International, not by a department of the company being reported on.
- 04 Classification by subject and severity, with escalation to the agreed body and pre-set rules for conflicts of interest.
- 05 Reporter protection: non-retaliation policy, confidential handling of identity, and a record of measures taken.
- 06 Case management software, with triage and call recording.
- 07 Statistics and reporting: volume, subjects, response times and outcomes.

How it works

STEP 1

The report arrives

By web form, telephone line or email – anonymously if the reporter wishes.

STEP 2

Intake and triage

Risks International handles intake and triage, by subject and severity, with the call recorded in the case management system.

STEP 3

Escalation

To the agreed body, applying the conflict-of-interest rules set in advance.

STEP 4

Reporting and measurement

Delivery to the compliance officer or committee, plus statistics on volume, subjects, times and outcomes.

What your organisation gains

01 Run by a third party, which is why it gets used

Intake is not handled by a department of the company being reported on. That is what turns an empty mailbox into a channel with real reports.

03 Those who will not write, call

Web form, telephone and email. The route matters: some reports only ever arrive through one of the three.

05 You can tell whether it works

Volume, subjects, times and outcomes. Without statistics there is no way to tell «no problems» from «nobody uses it».

02 Anonymity that still allows follow-up

With a code, the reporter checks status and answers the investigator's questions without ever identifying themselves.

04 Conflict-of-interest rules agreed in advance

What happens when the report names the general manager is decided when the channel is set up, not once it is already on the table.

What you receive

- Channel in operation, with its intake routes publicised.
- Intake, classification and escalation procedure.
- Delivery of reports to the compliance officer or the committee.
- Periodic channel statistics.

Service level agreements

INDICATOR	COMMITMENT	HOW IT IS MEASURED
Platform support availability	Monday to Friday, 7:30 a.m. to 5:30 p.m., business days in Colombia.	Requests outside those hours are handled on the next business day.
Whistleblowing channel operating hours	PENDING VALIDATION	—
First response time to a report	PENDING VALIDATION	—

PENDING VALIDATION

Fields marked «pending validation» are not an oversight in this document: they are commitments the firm has not yet put in writing. They are published in plain sight rather than filled in with a plausible figure, because an invented service level agreement binds just as much as an agreed one.

Purpose and conditions

Services are provided for the sole purpose of preventing, monitoring and controlling money laundering, terrorist financing, transnational bribery and corruption.

This document describes the scope of the service. Commercial and contractual terms are set out in the quotation, which carries its own legal provisions.

Personal data is processed under Colombian Law 1581 of 2012. Data protection channel: habeasdata@risksint.com

Request your quote at
risksint.org/precios/linea-etica



MORE INFORMATION



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