

Helping Kavak Cultivate a Speak Up Culture

Kavak case study

Company Overview

Kavak is a leading technology-driven platform that has revolutionized the buying and selling of pre-owned vehicles across Latin America. Kavak quickly scaled into Mexico's first tech unicorn and one of the region's most prominent startups. With over 8,000 employees and teams across Latin America, building and maintaining a strong speak-up culture across diverse, dispersed, and dynamic teams became a challenge.



Company: Kavak

Company Size: 8,000 FTEs


Industry: Online Automotive Marketplace

Location: Mexico, Brazil, Argentina, Colombia, Chile, and the United Arab Emirates (UAE)

The Challenge

A Global Solution for a Global Team

As a global company, Kavak was looking for a reporting partner that would work for all of its front-line and corporate employees. This presented their Chief People Officer with a number of challenges, particularly when it came to complex reporting lines and multiple languages. Handily, Diligent's highly configurable automated triage and translation services in over 75 languages in real time ensures everyone at Kavak feels empowered to speak up.

 The app speaks for itself. It's an **enabler for transparency, communication and accountability.**"

People and Culture Leader



The Solution

The Whole Package

When looking for a speak up partner, Kavak wanted something that would work for all of its employees. That's why Kavak went with Vault by Diligent. On top of an easy-to-use interface, Diligent offers translations in over 20 languages, ensuring that everyone feels empowered to speak up and share their experience and ideas.



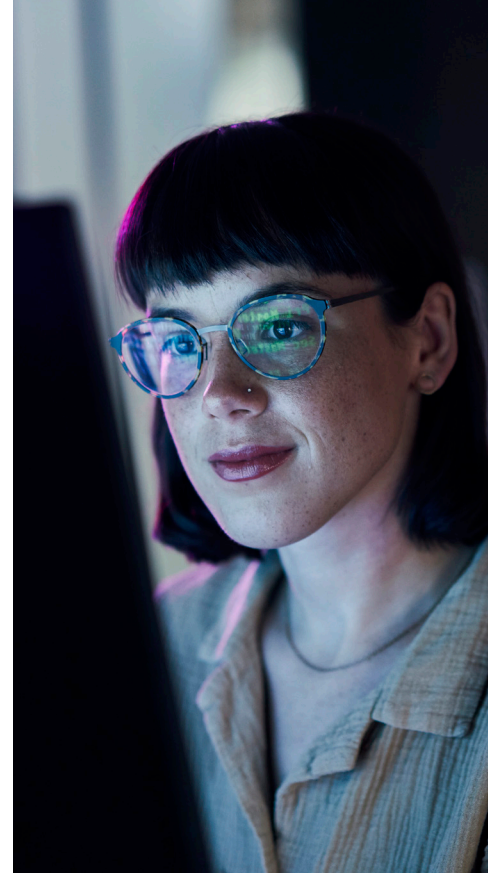
With Diligent, Kavak now brings its Code of Ethics to life for all employees, beginning with when they join the team. Employees experience a tangible 'Rules of the Game' onboarding session, where they simulate a variety of real experiences and discuss how these do – or do not – reflect Kavak's ethics. They are introduced to Diligent's technology and shown how to use it, so they're prepared when they hit the ground running. Reporters can choose to submit named or anonymous reports, or even submit with the pretext of finding safety in numbers, thanks to GoTogether™, which enables employees to surface a report under the condition they're part of a pattern.

The Outcome

A Speak Up Culture to be Proud of

With Diligent, Kavak is doing more than just talking about speak up culture; it's actively building it.

Kavak wanted a reporting platform that its employees would actually use. Diligent's team guided the Kavak team through best practices and worked on a comprehensive roll-out plan to help boost adoption amongst their employees. They now have a safe, effective and, if they choose, anonymous channel to share ideas and concerns with leadership and to truly feel empowered.



About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organizations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view.

Highest security standards

- 256-bit encryption
- Remote locking
- Two-factor authentication

Industry-leading support

- 24/7/365 support
- White glove service
- Unlimited user training

Compliance attestations

- ASAE 18 audits
- ISO-certified
- Third-party security testing

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