

# Building a World-Class Ethics & Compliance Program: Neptune's Journey with Vault

## Neptune Energy case study

### Company Overview

Neptune Energy is an independent oil and gas exploration company. They operate worldwide, with a particular presence in the North Sea, North Africa, and Asia-Pacific (APAC) region. Neptune experienced a rapid increase in headcount following an acquisition in 2018. This presented Kate Ash, Neptune's Global Ethics and Compliance Officer, with a formidable challenge: to build a world-leading ethics and compliance function almost from scratch.

Neptune said: "The people we were trying to reach were often several steps down complex supply chains, and were either fearful of reprisal or simply unaware of how the reporting process worked."

**Company:** Neptune Energy

**Company Size:**  
Over 2,000 Employees

**Industry:** Energy

**Location:** Worldwide

### The Challenge

#### Building an E&C Function from Scratch

Neptune needed a bulletproof misconduct reporting system that is not only trustworthy and credible but is also accessible to an extremely diverse range of stakeholders. They'd previously used a hotline system but found that it wasn't fit for purpose. In particular, Neptune found that a hotline solution did not allow for the proper investigation of anonymous reporting. Instead, Neptune partnered with Diligent (formerly Vault Platform) to enable global whistleblowing using an innovative suite of solutions for speak up and case management.

"Diligent's support for anonymous reporting is a vital value-add, providing clarity, trust, and safety throughout the organization."

“Facing a huge and slightly daunting opportunity to build a world-leading E&C function, we chose Diligent to fulfill Neptune's ethics and compliance requirements and to provide us with the framework to expand our processes as the organization scales and changes.”

**Kate Ash**  
Global Ethics &  
Compliance Officer  
Neptune Energy



## The Outcome

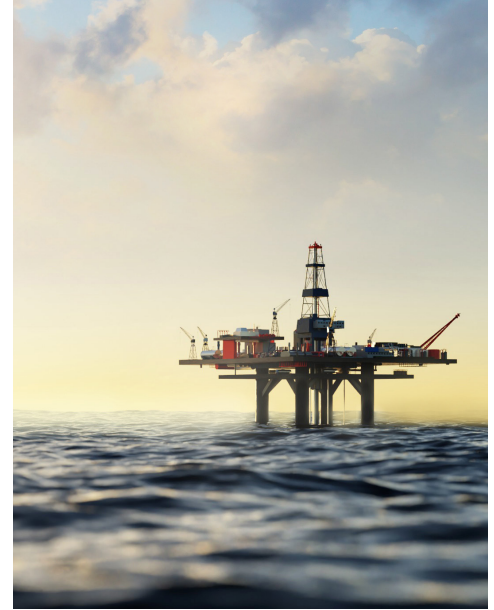
### Finding a Trustworthy Reporting System

Kate said: Diligent's reporting is enabling us to address specific risks within the organization, with a current focus on human rights and modern slavery. Third-party stakeholders can now make anonymous reports through a trusted and independent platform, while the leadership team has access to extremely granular data, allowing them to close the loop on reports quickly and efficiently."

### Enabling Trust at Scale

"Stakeholders at all levels can report whatever they need, safe in the knowledge that their report will receive the attention it requires."

**Kate Ash**



**Book a demo** ▶

Ready to revolutionize misconduct reporting and resolution at your business?

## 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

## Learn more

[info@diligent.com](mailto:info@diligent.com) | [diligent.com](https://diligent.com)