

Empowering Voices, Elevating Compliance: A New Era for Whistleblowing

OVO Energy case study

Company Overview

OVO Energy is the UK's largest independent energy supplier. Against the backdrop of a complex regulatory landscape, OVO knows the importance of identifying risks before they snowball. The key to doing that internally is building trust with their employees by finding a trusted third party to facilitate reporting.

Company: OVO Energy

Company Size: Over 8,000 Employees

Industry: Energy

Workforce Demographics: Field and Corporate

Location: United Kingdom

The Challenge

Establish an Industry-leading Ethics & Compliance Function

OVO needed to implement a misconduct reporting solution that was independent, easy to use, and could handle complaints anonymously. Will Randle, the company's Director of Risk & Compliance, explained that this was an important step in establishing credibility with all of OVO's stakeholders, from the Board to employees.

“Misconduct reporting and case management was one of the first areas of focus for OVO's incoming non-executive directors. They valued independence, anonymity, and clarity around conflict of interest above all else.”

The Outcome

Enabling Ethics and Compliance at Scale

Ultimately, OVO went with Diligent speak up and case management platform (formerly Vault Platform) for a few key reasons:

- Diligent's technology sits independent from the company's core infrastructure, offering true anonymity for reporters. OVO is building trust by putting reporters in direct contact with their case managers.

Will Randle

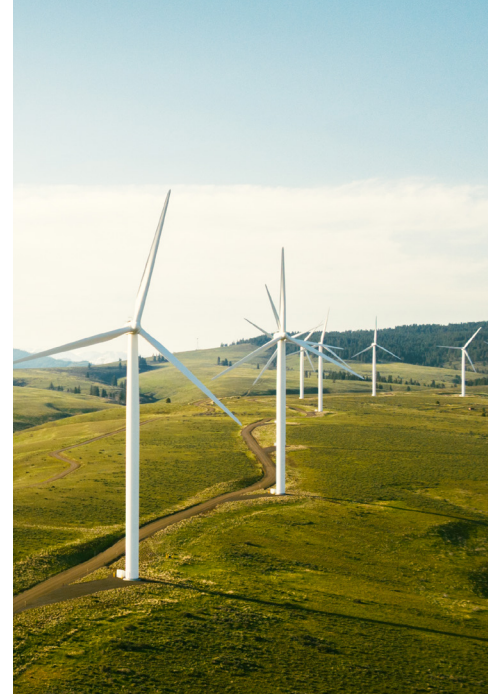
Director of Risk & Compliance
OVO Energy



- Diligent enables OVO to develop and run the Ethics and Compliance processes they need at scale.
- Diligent's case management is the central system of record for all misconduct reports and provides accurate visibility of incidents and associated metrics.
- The Resolution Hub's user-friendly interface allows case managers to investigate and resolve cases more efficiently and effectively than ever before.

Enabling Trust at Scale

Will Randal, Head of Risk and Compliance, says "Diligent provides a framework on which we can build our own custom solution. The ability to add manual reports, plus the use of custom fields and other case management tools allows us to generate extremely granular insight into our Ethics and Compliance position. It's really boosted our credibility and trust amongst employees."



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 | diligent.com