

## User Guide: Food Safe Reports Whistleblowing Portal

This guide provides step-by-step instructions on how to use the Food Safe Reports confidential reporting system. Our platform ensures 100% anonymity for employees while providing employers with a secure dashboard to manage food safety concerns.

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### Instructions for Employers

The employer's role is to provide the secure "Speak Up" channel and manage any reports that are submitted.

#### 1. Account Setup & Registration

- **Sign Up:** Visit the [Registration Page](#) and enter your company details (Name, Contact Info, Address).
- **Select Plan:** Choose your subscription based on your employee count (1-100, 101-200, 201-500, or 500+ employees).
- **Activate:** You will receive an activation email to set your password. (Check your junk/spam folder if it does not arrive promptly).
- **Payment:** Log in and pay your subscription using the provided link to fully activate the account features.

#### 2. Rollout to Staff

- **Get Your Code:** Once activated, the system generates a **Unique Company Code**. This code is what your employees will use to access your specific portal.
- **Print Posters:** Download and print your **FREE PDF Poster** from the dashboard. This poster should be displayed in high-traffic staff areas (like canteens or locker rooms). It contains your unique code.

#### 3. Managing Reports

- **Dashboard:** Log in to your [Employer Dashboard](#) to view all submissions.
- **Automated Alerts:** You will receive real-time email notifications whenever a new report is filed.
- **Investigation:** Use the dashboard to track ongoing cases. You can view reports currently under investigation or archive them once they are resolved.

#### 4. Internal Process

- **Procedure:** We recommend that you create your own company procedure for logging complaints. All employees should be trained on this procedure. This ensure that when you are undergoing your BRC Audit, you can show that all employees have been made aware of the Food Safe Reports solution.

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## Instructions for Employees

Your identity is **100%** protected. No IP addresses are tracked, and the employer never sees who submitted the report.

### 1. Accessing the Portal

- **Website:** Go to [www.foodsafereports.com](http://www.foodsafereports.com) and click the "**Employee Area**" or "**Register Complaint**" button.
- **Company Code:** Enter your unique **Company Code** (Found on the Food Safe Reports posters displayed at your workplace).

### 2. Submitting a Report

- **Detail the Concern:** Provide as much information as possible regarding the food safety hazard, quality issue, or unethical behaviours you observed.
- **Language:** You can submit your report in your preferred language using the multilingual support options.
- **Send Anonymously:** Click the "Send" button. The system will escalate your concern directly to the designated recipient in your company's management without revealing your identity.

### 3. What to Report

You should use this system to report any evidence of:

- Unsafe food handling or raw materials.
- Product integrity or quality issues.
- Illegal or unethical practices.
- Breaches of the BRC Global Standard.

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## Our Guarantee

- **100% Anonymity:** We do not store personal data or identify the source of the report.
- **24/7 Availability:** The portal is accessible 365 days a year from any web-enabled device.
- **Full Compliance:** Our system meets all requirements for a "Confidential Reporting System" as outlined in **BRC Global Standard for Food Safety (Clause 1.1.6)**.