

Introduction

In this policy 'Whistleblowing' means the reporting by employees of suspected misconduct, illegal acts or failure to act in line with ABCA's policies and procedures

The aim of this Policy is to encourage employees and others who have serious concerns about any aspect of ABCA's work to come forward and voice those concerns.

Employees are often the first to realise that there may be something seriously wrong within the Company. 'Whistleblowing' is viewed by ABCA as a positive act that can make a valuable contribution to ABCA's efficiency and long-term success. It is not disloyal to colleagues or to the Company to speak up. ABCA is committed to achieving the highest possible standards of service. To help achieve these standards it encourages freedom of speech.

If you are considering raising a concern you should read this Policy first. It explains:

- The type of issues that can be raised
- How the person raising a concern will be protected from victimisation and harassment
- How to raise a concern, and
- What ABCA will do

If you are unsure whether to use this Policy or want independent advice at any stage, you may contact the independent charity **Public Concern at Work** on **020 7404 6609**. Their advisers can give you free confidential advice on how to raise a concern about serious malpractice at work.

Policy Aims

The Policy is designed to ensure that you can raise your concerns about wrongdoing or malpractice within ABCA without fear of victimisation, subsequent discrimination, disadvantage or dismissal.

It is also intended to encourage and enable you to raise serious concerns **within** ABCA rather than ignoring a problem or 'blowing the whistle' outside.

This Policy aims to:

- Encourage you to feel confident in raising serious concerns at the earliest opportunity and to question and act upon concerns about practice
- Provide avenues for you to raise those concerns and receive feedback on any action taken
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
- Reassure you that you will be protected from possible reprisals or victimisation if you have made any disclosure in good faith.

Policy Scope

This Policy is intended to enable those who become aware of wrongdoing in ABCA that affects some other person or service, to report their concerns at the earliest opportunity so that they can be properly investigated.

The Whistleblowing Policy is not intended to replace existing procedures. If your concern relates to your own treatment as an employee, you should raise it under the existing grievance procedures. If a client has a concern

about services provided to him/her, it should be raised as a complaint to ABCA Systems

Who can raise a concern under this Policy?

The Policy applies to all of the following:

- Employees of ABCA Systems
- Employees of contractors working for ABCA, for example, agency staff, subcontractors
- Employees of suppliers
- Anyone else who ABCA are providing services to under a contract or other agreement, for example, where ABCA are in a customer's premises.

What should be reported?

Any serious concerns that you have about service provision or the conduct of employees of ABCA or others acting on behalf of ABCA that:

- Make you feel uncomfortable in terms of known standards;
- Are not in keeping with ABCA's policies and procedures;
- Fall below established standards of practice, or improper behaviour.

These might relate to:

- Conduct which is an offence or a breach of the law (a criminal offence has been committed or failing to comply with any other legal obligation)
- Racial, sexual, disability or other discrimination
- Health and Safety of the public and/or other employees
- Damage to the environment
- Unauthorised use of ABCA equipment and assets
- Possible fraud and corruption
- Neglect or abuse of clients, or
- Other unethical conduct.

This list is not exhaustive.

Protecting the Whistleblower

Your legal rights

This policy has been written to take account of the Public Interest Disclosure Act (1998) which protects workers making disclosures about certain matters of concern, when those disclosures are made in accordance with the Act's provisions and in the public interest.

The Act makes it unlawful for ABCA to dismiss anyone or allow them to be victimised on the basis that they have made an appropriate lawful disclosure in accordance with the Act.

Rarely, a case might arise where it is the employee that has participated in the action causing concern. In such a case it is in the employee's interest to come into the open as soon as possible. ABCA cannot promise not to act against such an employee, but the fact that they came forward may be taken into account.

Harassment or Victimisation

ABCA is committed to good practice and high standards and to being supportive of you as an employee.

ABCA recognises that the decision to report a concern can be a difficult one to make. If you honestly and reasonably believe what you are saying is true, you should have nothing to fear because you will be doing your

duty to your employer, your colleagues and those for whom you are providing a service.

ABCA will not tolerate any harassment or victimisation of a whistle-blower (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith and will treat this as a serious disciplinary offence which will be dealt with under the disciplinary rules and procedure.

Support to you

Throughout this process:

- You will be given full support from senior management
- Your concerns will be taken seriously, and
- ABCA will do all it can to help you throughout the investigation

If appropriate, ABCA will consider temporarily re-deploying you for the period of the investigation.

For those who are not ABCA employees, the Company will endeavour to provide appropriate advice and support wherever possible.

Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal your identity if that is your wish. If disciplinary or other proceedings follow the investigation, it may not be possible to take action as a result of your disclosure without your help, so you may be asked to come forward as a witness. If you agree to this, you will be offered advice and support.

Anonymous Allegations

This Policy encourages you to put your name to your allegation whenever possible. If you do not tell us who you are it will be much more difficult for us to protect your position or to give you feedback. This policy is not ideally suited to concerns raised anonymously.

Concerns expressed anonymously are much less powerful but they may be considered at the discretion of the Company. In exercising this discretion, the factors to be taken into account would include:

- The seriousness of the issue raised
- The credibility of the concern, and
- The likelihood of confirming the allegation from other sources

Untrue Allegations

If you make an allegation in good faith and reasonably believing it to be true, but it is not confirmed by the investigation, ABCA will recognise your concern and you have nothing to fear. If, however, you make an allegation frivolously, maliciously or for personal gain, appropriate action that could include disciplinary action, may be taken.

Raising a Concern

Who should you raise your concern with?

This will depend on the seriousness and sensitivity of the issues involved and who is suspected of the wrongdoing. You should normally raise concerns with your Line Manager or the HR Department.

If you are unsure who to contact you may call the independent charity **Public Concern at Work** on **0207 404 6609** for advice.

How to raise a concern

You may raise your concern by telephone, in person or in writing via the anonymous suggestion box on the Intranet. The earlier you express your concern, the easier it is to take action. You will need to provide the following information:

- The nature of your concern and why you believe it to be true
- The background and history of the concern (giving relevant dates)

Although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you have a genuine concern relating to suspected wrongdoing or malpractice within the Company and there are reasonable grounds for your concern.

You may wish to consider discussing your concern with a colleague first and you may find it easier to raise the matter if there are two (or more) of you who have had the same experience or concerns.

You may invite your trade union, or fellow colleague to be present for support during any meetings or interviews in connection with the concerns you have raised.

What ABCA will do?

ABCA will respond to your concerns as quickly as possible. Do not forget that testing your concerns is not the same as either accepting or rejecting them.

The overriding principle for the Company will be the public interest. In order to be fair to all employees, including those who may be wrongly or mistakenly accused, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.

The investigation may need to be carried out under terms of strict confidentiality, i.e. by not informing the subject of the complaint until (or if) it becomes necessary to do so. In certain cases, however, such as allegations of ill treatment of others, suspension from work may have to be considered immediately. Protection of others is paramount in all cases.

Where appropriate, the matters raised may:

- Be investigated by management, internal audit, or through the disciplinary/grievance process
- Be referred to the police

Within 10 working days of a concern being raised, the person investigating your concern will write to you:

- Acknowledging that the concern has been received
- Indicating how the Company proposes to deal with the matter
- Telling you whether further investigations will take place and if not, why not.

The amount of contact between you and the investigating manager considering the issues, will depend on the nature of the matters raised, the potential difficulties involved and the clarity of your information. It is likely that you will be interviewed to ensure that your disclosure is fully understood.

Any meeting can be arranged away from your workplace, if you wish, and a union or fellow colleague may support you in this meeting

ABCA will do what it can to minimise any difficulties that you may experience as a result of raising a concern. For instance, if you are asked to give evidence in criminal or disciplinary proceedings, ABCA will arrange for you to receive appropriate advice and support.

You need to be assured that your disclosure has been properly addressed. Unless there are any legal reasons why this cannot be done, you will be kept informed of the progress and outcome of any investigation.