



WHISTLE BLOWING POLICY

(This policy applies to any individual noticing an incident of fraud or malpractice taking place in MANEPO)

1. INTRODUCTION

MANEPO is committed to being an open and fair organisation, accountable to all stakeholders, ranging from the people benefiting from its work to its employees and donors. MANEPO aims to ensure that it remains free from all kinds of malpractices, wrongdoings and unethical actions. All policies and procedures prevalent in MANEPO try to reinforce and embed these values in all working practices in MANEPO.

It is essential for all concerned that disclosures of wrongdoing or malpractices are dealt with properly, quickly and discreetly. This is in the interests of MANEPO, its employees, any persons who are the subject of such allegations, as well as the person making the disclosure.

This whistle blowing policy is designed to act as a safeguard against fraud, bribery and malpractices of any kind. This policy is also to protect people who bring such instances to light. It describes the process of raising concerns relating to malpractices, fraud, bribery and any wrongdoings happening anywhere in the sphere of MANEPO's work. This policy goes to the extent of allowing serious concerns regarding malpractices, to be raised without any fear of detrimental treatment, as long as these concerns/doubts are raised in good faith.

MANEPO will not tolerate any malpractices and/or wrongdoings and encourages employees and others to come forward and raise concerns about any such actions rather than ignoring them. MANEPO is committed to providing an atmosphere where such concerns can be raised without any fear.

2. PRINCIPLES

This policy is based on the following principles that will reflect a culture of openness, transparency and accountability in MANEPO: -

- Transparent and open working environment.
- Protection against detriment for those pointing out instances of malpractices.
- Equal opportunities
- Accountability

3. WHAT AND WHO IS THIS POLICY MEANT FOR ?

This policy covers employees of MANEPO, consultants, suppliers of goods, beneficiaries of MANEPO's work, volunteers and any person involved in MANEPO's work which has not been covered above.

MANEPO is committed to achieving dissemination of this policy internally (including volunteers and temporary staff) and aims to share it widely outside the organisation (where appropriate, e.g. partners, consultants, preferred contractors etc).

3.1 LIST OF ACTIONS COVERED UNDER THIS POLICY

This list is not intended to be exhaustive but just gives an outline of actions, which are covered by the whistle blowing procedure.

- Exploitation and/or Abuse of older persons. (Physical, Sexual, psychological, Financial or otherwise)
- Fraud
- Misappropriation of Funds, misuse of MANEPO property
- Bribery and corruption
- Criminal or any other unlawful acts
- Health and Safety risks
- Environmental Damage

3.2 DIFFERENCE BETWEEN WHISTLE BLOWING AND GRIEVANCE

This policy is not meant for raising personal grievances. It is also not meant to be a medium to raise any individual employment matters/issues. MANEPO's grievance procedure should be used for such cases. The whistle blowing procedure is basically meant for raising serious concerns about Frauds/Malpractices or issues of public interest taking place anywhere in MANEPO.

4. PROTECTION AGAINST DETRIMENTAL TREATMENT

MANEPO recognises the fact that employees discovering a case of fraud and/or malpractice will be in a highly stressful situation and are concerned about any backlash towards them if they raise a concern.

Hence to alleviate these fears and promote an atmosphere of openness and accountability, MANEPO assures anyone raising a case of malpractice/fraud and/or a doubt about malpractice/fraud in good faith that he/she will not be subject to any kind of detriment and/or victimisation.

MANEPO will try to keep the identity of the individual confidential.

At the same time MANEPO will protect the reputation of the individual(s) against which an accusation is made until the investigation has proven their responsibility in the malpractice.

5. IMPLICATIONS OF MISUSE

Severe disciplinary action will result if this procedure is used for personal gains, or if there is evidence of a purposeful and/or malicious false allegation.

Employees are expected to follow this procedure before approaching any external bodies and failure to do so will result in the disclosure not being protected under the law, as well as disciplinary action.

6. THE PROCEDURE

6.1 INTERNAL WHISTLE BLOWING

6.1.1 RAISING A CONCERN/SUSPICION OF A MALPRACTICE

A concern or a credible suspicion of a malpractice can be raised verbally or in writing. MANEPO will not expect the individual to prove that the concern raised is true. It just

expects the individual to raise it in good faith and provide all details, which point out that there are reasonable grounds for raising the concern.

MANEPO requests the concern to be in writing, listing the name of the individual raising the concern, his/her relationship with MANEPO, exact nature and details of the concern. However, concerns may also be raised by telephone or email if the individual prefers.

Anonymous allegations may not be investigated under this policy.

It is best to raise a concern or even a doubt about a malpractice as soon as it is detected/suspected. Remember – You will not be criticised for doubts raised that turn out to be untrue but were made in good faith.

Anyone who detects/suspects the presence of a case of malpractice can

- ☞ Approach their respective supervisor, who will advise them regarding the next step of action.*

OR

- ☞ Alternatively if the individual feels that the supervisor may be involved in the fraud/malpractice or if he/she does not feel comfortable talking to the supervisor then he/she can directly contact the Executive Director.*

6.1.2 RAISING A CONCERN DISCREETLY - WHAT NOT TO SAY/DO

Individuals who have raised or are about to raise a concern of malpractice internally should not do any of the following: -

- Try to investigate the concern on their own.
- Try to contact the person/s involved in the malpractice/fraud in an effort to gather evidence.
- Discuss the matter with anyone internally or externally other than the prescribed people listed in the policy.

6.1.3 INVESTIGATION

MANEPO undertakes to investigate all concerns about malpractices promptly and efficiently. MANEPO will immediately start investigations in all cases of Fraud/malpractice.

Investigations may be referred to/carried out by: -

- A single person, nominated by MANEPO.
- The investigating committee
- The police if the situation so demands.
- An external auditor

The confirmation will provide the following details:

- How the concern is going to be investigated.
- Who will take part in the investigation
- How much time the investigation is expected to take.
- Whether any further information/help is required from the individual.
- Whether the individual will be called for a face-to-face meeting.
- Confirm the individual of his/her immunity against any detriment

The individual will be kept informed about the course of the investigation as far as is reasonably practicable and appropriate.

MANEPO assures complete confidentiality in dealing with all concerns except when there is a legal requirement to reveal the identities of witnesses etc, or when it is necessary to reveal the identity of the whistle blower, e.g. to prove the case in a court of law.

6.1.4 THE OUTCOME OF THE INVESTIGATION

Upon completion of the investigation, if the concern is found to be genuine, those responsible for the malpractice will be subject to disciplinary action under MANEPO's disciplinary policy. If the matter warrants it, MANEPO will prosecute and/or refer the matter to the Police or ACB if it is necessary and appropriate.

MANEPO will inform the individual in writing about the outcome of the investigation, detailing the evidence used for proving the case, the people who have been found engaged in the malpractice and the penalties that will be applied on them. MANEPO expects the individual to treat this information in the strictest of confidence.

6.2 EXTERNAL WHISTLE BLOWING

The whistle blowing procedure of MANEPO aims to encourage individuals to raise cases of malpractice without fear of a detriment to them, so that these can be detected and deterred immediately.

MANEPO expects that concerns be raised internally before going external with them.

7 REPORTING A BRIBE

ANY EMPLOYEE WHO RECEIVES OR GIVES A BRIBE FOR THEIR OWN PERSONAL BENEFIT HAS COMMITTED FRAUD AND THE INCIDENT SHOULD BE REPORTED IN THE SAME WAY AS ANY OTHER FRAUD. HOWEVER, DURING THEIR DAY TO DAY WORK STAFF MAY BE ASKED TO PAY BRIBES OR "INCENTIVES" IN ORDER TO CONTINUE THE WORK OF THE ORGANISATION.

MANEPO IS COMMITTED TO FOSTERING A CULTURE IN WHICH BRIBERY AND OTHER FORMS OF CORRUPTION ARE NOT ACCEPTABLE. MANEPO WILL KEEP A REGISTER OF POTENTIAL AND PAID BRIBES WHICH IT WILL SHARE WITH THE ACB.

8 DISSEMINATION OF THE POLICY

To ensure full dissemination of the policy to all concerned stakeholders who come under the sphere of MANEPO's work, the following will be put in place :

- Policy displayed on the website;
- Policy displayed prominently in all work places;
- A clause relating to this to be added in MANEPO's Memorandum of Understanding with partner organisations as well as in all consultancy contracts.
- A clause also to be included in our contracts with suppliers and other logistical service providers at all locations where we work.

**Appendix A: -
Template of Letter to be used for raising a doubt/case of Fraud/Malpractice: -**

GENERAL INFORMATION: -

<ul style="list-style-type: none">Name: -
<ul style="list-style-type: none">Preferred telephone number(s) on which you could be contacted: -
<ul style="list-style-type: none">Relationship with MANEPO: - (eg, employee, suppliers/contractors etc.)

**INFORMATION REGARDING THE FRAUD/MALPRACTICE
(PLEASE BE SPECIFIC AND COMPLETE AS MANY SECTIONS AS YOU CAN. USE ADDITIONAL
SHEETS OF PAPER IF REQUIRED)**

<ul style="list-style-type: none">Nature of the Fraud/Malpractice. (Use this section to tell us about what Fraud/Malpractice is happening, and where) E.g. Someone is misappropriating funds.
<ul style="list-style-type: none">Details of the Fraud/Malpractice. (Use this section to tell us how is the Fraud/Malpractice being done and since when) E.g. How are the funds being misappropriated.
<ul style="list-style-type: none">When and how did you find out about the Fraud/Malpractice. E.g. I detected the misappropriation of Funds in January 2016 when going through the account statements.

- **Who do you think is/are involved in the Fraud/Malpractice? (Please give the names and job titles of all the people who you think may be involved.)**

- **Who else is aware about this Fraud/Malpractice? (Please give names of other people who may be aware about this) E.g. Apart from me, I think two colleagues of mine are also aware about this.**

- **Have you told anyone else about this Fraud/Malpractice? If yes, give the details of the people whom you have told about this.**

- **Please give any other additional details about the Fraud/Malpractice that you believe could be helpful in investigating the matter.**

Signed: -

Date: -

Thank you for your effort in trying to bring this case of Fraud/Malpractice to our attention. You will receive a confirmation about how the matter is going to be investigated within 14 days or as soon as is reasonably practical. Please do not mention this matter to anyone else and do not try to investigate the matter on your own.

**Appendix B: -
Letter of Confirmation to be sent to the individual raising a concern about a
Fraud /Malpractice.**

Dear (Insert name and surname),

Thank you for raising this concern about (Enter case of Fraud/Malpractice) at (Enter location where it is taking place) I write to confirm that based on the letter you sent on (enter date), we have decided to investigate this matter. Please find details on our planned course of action below: -

Who will investigate and how

This investigation will be conducted by (enter details of people/organisations that will be involved in conducting the investigation. Also give very brief details about how the investigation will proceed if that is reasonable)

Time Frames

We aim to start and complete the investigation as quickly and discreetly as possible. As per the current situation, this investigation period should last till (Enter a tentative date for the completion of the investigation). Please be advised that this date is a tentative date and it may be extended if the course of the investigation so demands. However we will keep you informed about any changes or extensions to the investigation period.

Request for additional information

We will contact you if we require additional information relating to this case / We require the following additional information regarding this case. (Delete as appropriate and if applicable list the additional information required from the whistle blower)

Your rights

You have a right not to suffer any detrimental treatment on account of raising this concern. We would like to inform you that during all stages of this investigation, we will remain committed to ensuring that you are treated fairly. If however you feel that you are threatened, abused, or treated unfairly, please raise it immediately with us. We assure you that all such cases of threatening/abusive behaviour will be dealt with swiftly and effectively. Your identity will be kept a secret during the entire course of this investigation. However, we may be forced to reveal it if there is a specific request by a court of law or a regulatory body.

Outcome

The outcome of this investigation will be communicated to you in writing. However I would like to request you that this must be treated in the strictest of confidence.

I once again thank you for your effort in raising this concern. Please feel free to contact me if you require any further help or information.

Yours Sincerely,

Executive Director