



Whistleblowing' means the reporting by employees or volunteers of suspected misconduct, illegal acts or failure to act within First and Last Mile CIC (FLM). The aim of this Policy is to encourage volunteers, employees and others who have serious concerns about any aspect of our work to come forward and voice those concerns. The Policy is designed to ensure that the concerns about wrongdoing or malpractice can be raised within FLM without fear of victimisation, subsequent discrimination or disadvantage.

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

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

What should be reported?

Any serious concerns that you have about service provision or the conduct of officers or members of FLM or others acting on behalf of the company that:

- make you feel uncomfortable in terms of known standards
- are not in keeping with FLM constitution and policies
- fall below established standards of practice
- is improper behaviour.

The Act makes it unlawful for FLM 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.

FLM 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 the company, your colleagues and those for whom you are providing a service.

All concerns will be treated in confidence and every effort will be made not to reveal the identity of the reporter if that is their wish. If 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.

If an allegation is made in good faith and reasonably believed to be true, but it is not confirmed by the investigation, FLM will recognise the concern and you have nothing to fear. If, however, you make an allegation frivolously, maliciously or for personal gain action may be taken against you.

You may raise your concern by telephone, in person or in writing. 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
- the date and time of the alleged incident

FLM 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 FLM will be the public interest. In order to be fair to all employees and volunteers, 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.

Where appropriate, the matters raised may:

- be investigated by the Directors.
- be referred to the police.
- be referred to an external auditor
- be referred and put through established procedures.
- form the subject of an independent inquiry.



Flm - Policies Whistleblower Policy

The Director investigating your concern will keep you informed of progress throughout the investigation and will inform you of the outcome, as appropriate.

This document is available on the FLM Intranet, as a printed copy in each bus in the driver's Handbook. It will be reviewed, approved and endorsed by the Directors or when legislation changes.