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'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 you can raise your concerns about wrongdoing or malpractice within FLM without fear of victimisation, subsequent discrimination or disadvantage.

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 they 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; or
- are improper behaviour.

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.

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 your identity if that is your 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 you make an allegation in good faith and reasonably believing it to be true, but it is not confirmed by the investigation, FLM 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.

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 (giving relevant dates)



# Flm - Policies Whistleblower Policy

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 the external auditor.
- be referred and put through established child protection/abuse procedures.
- form the subject of an independent inquiry.

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

## Document Distribution, Review & Authority

This document is available 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.

Name Andy Swarbrick

Position Director

Signed

A handwritten signature in blue ink, appearing to read 'A. Swarbrick', is written over a light blue circular background.

Dated 13 Apr 2023