

Disclosure of Malpractice in the Workplace (Whistleblowing) Policy November 2016

Title:	Disclosure of Malpractice in the Workplace (Whistleblowing) Policy
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LT Sponsor:	Penny Lawrence
Area of Governance:	Human Resources
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Confidentiality:	Not confidential
Geographical Scope:	Worldwide, except in countries where the following policy contravenes local legislation. In these cases, local legislation must be followed.

Policy Statement

At Oxfam GB, it is vital that everyone who works for us maintains the highest standards of conduct, integrity and ethics, and complies with local legislation. If an employee, volunteer, partner, consultant or contractor has any concerns about malpractice in the workplace, we wish to encourage them to communicate these without fear of reprisals and in the knowledge that they will be protected from victimisation and dismissal.

This policy does not form part of an employees' terms and conditions of employment and may be subject to change at the discretion of management.

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Raising a concern

Oxfam GB uses this policy to enable employees, volunteers, partners, consultants or contractors, to raise or disclose concerns at an early stage and in the right way. It applies in all cases where there are concerns about malpractice in the workplace, regardless of where this may be and whether the information involved is confidential or not (please see [Disclosure of Malpractice in the Workplace Flow Chart](#)).

Malpractice includes the issues listed below:

- Financial wrongdoing including theft, bribery, fraud, money laundering and aid diversion
- A failure to comply with any legal obligations
- Sexual misconduct, including sexual abuse, harassment or exploitation (see [Safeguarding \[PSEA\] Policy](#))

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- Abuse or exploitation of children, vulnerable adults or beneficiaries (see [Child Protection Policy](#))
- Breach of Oxfam policy
- Abuse of position
- A miscarriage of justice
- Danger to the health and safety of individuals or damage to the environment
- Improper conduct or unethical behaviour
- Activity which would bring the organisation into serious disrepute
- Concerns related to the compliance of OxfamGB's fundraising practices
- The deliberate concealment of information relating to any of the matters listed above.

If you have a concern and have a reasonable belief it is in the public interest, even if it is later discovered that you are mistaken, under this policy you will not be at risk of losing your job or from suffering any form of retribution as a result. This assurance will not be extended to an individual who maliciously raises a matter they know to be untrue or who is involved in any way in the malpractice. Those found to be making false allegations maliciously will have disciplinary action taken against them.

*Malpractice is **not** a complaint about the performance and behaviour of a manager or other work colleague towards you.* Such complaints will be directed for action to the appropriate procedure under the [Dealing with Problems at Work Policy](#) (for employees); the [Resolving Differences Policy](#) (for volunteers); and the [Complaints Policy](#) (for consultants and contractors). Issues that have already been raised and dealt with under any of these policies will not be heard again if reported to the Confidential Reporting/Whistleblowing hotline.

Procedure

If you believe that the actions of someone who works for Oxfam GB could lead to or has resulted in malpractice, please follow the procedure below.

Please note this procedure is **not** intended to replace the [Grievance Procedure](#) in *Dealing with Problems at Work*, which continues to be the appropriate way to raise personal issues relating to the specific job or employment.

1. Raise the matter with your line manager, who will consult with the appropriate contact point (see below). If you feel that you are unable to raise the matter with your line manager, and you are able to, raise it with a more senior manager.

If under exceptional circumstances you feel unable to report to anyone in your line of management or your HR team, you may report the matter in confidence directly to: Speak Up (EthicsPoint) or OxfamGB's Confidential Reporting/Whistleblowing line:

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Speak Up (Ethics Point)

On 13 March 2018, we - as Oxfam GB - launched a new independent whistleblowing hotline and case management system, hosted by the third party EthicsPoint, for use by anyone connected to our work: this includes people we work to support, Oxfam GB staff - including teams in the 27 countries where we are Executing Affiliate (EA) - and agency workers, contractors and consultants, volunteers, partners and supporters. More information is available here.

Anyone using this system can remain anonymous. **Currently, this hotline is for safeguarding issues only**; for other whistleblowing concerns, please do continue to use our original lines - see below for details.

Oxfam GB's Confidential Reporting/Whistleblowing line:

By email to whistleblowing@oxfam.org.uk ;

By telephone leaving a message on the following numbers:

English	Arabic	French	Spanish	Portuguese
0044 1865 472120	0044 1865 472121	0044 1865 472122	0044 1865 472123	0044 1865 472124

By post by writing to: Oxfam, Whistleblowing, Internal Audit Department, John Smith Drive, Cowley, Oxford, OX4 2JY (marking the envelope **Private and Confidential**).

At the point of raising a concern it would be useful for you to share information describing:

- Whether anyone is at immediate risk of harm?
- What happened? If possible make note of dates, times, places, people.
- Who is involved?
- How do you know about it?
- When were you first concerned about it?
- Have you told anybody about it?
- Was any action taken?

In the case that your concerns relate to fundraising practices, and you feel that internal consideration is not possible, you may raise the matter directly with the [Fundraising Regulator](#).

You may report your concerns externally to a [prescribed person or body](#). If you tell a prescribed person or body, it must be one that deals with the issue you're raising.

All managers should:

- report incidents of theft, fraud, or corruption immediately to Oxfam GB's Fraud and Corruption Team (see [Anti Fraud and Theft Policy](#)). They may email the Fraud and Corruption Team at fact@oxfam.org.uk or use this Fraud and Corruption Reporting [online form](#)
 - report Safeguarding concerns relating to sexual abuse or exploitation of children, vulnerable adults, beneficiaries or any Oxfam representative to Oxfam GB's Safeguarding Team within 24 hours, either directly to a member of the [Safeguarding Team](#) or to the confidential team email address safeguarding@oxfam.org.uk or;
 - report any other incidents of malpractice in the workplace to your HR team, or to the Head of Human Resources.
2. A decision will be made on whether it is appropriate to handle such complaints under this policy. Where not appropriate the complainant will be informed and their permission sought to divert the issue to the appropriate procedure under the [Dealing with Problems at Work Policy](#).
 3. When matters are reported to the Counter Fraud Team, the Fraud and Theft Response Plan will be followed. If an investigation is conducted, the outcome may involve taking disciplinary action if misconduct has been proved, which may include dismissal. Oxfam's disciplinary process is informed by the [Dealing with Problems at Work Policy](#).
 4. When matters are reported to the Safeguarding Team, the Safeguarding Investigation Guidelines will be followed. If an investigation is conducted, the outcome may involve taking disciplinary action if misconduct has been proved, which may include dismissal. Oxfam's disciplinary process is informed by the [Dealing with Problems at Work Policy](#).

You will be notified once the matter has been resolved, but outcomes are subject to confidentiality and may not be communicated.

Oxfam GB will take appropriate action, which may end in dismissal, in accordance with the relevant procedure against any employee, volunteer or consultant who:

- Has been found to be victimising another individual for using this procedure, or deterring them from reporting concerns under it.
- Made a disclosure maliciously that is known to be untrue or without reasonable grounds for believing that the information supplied was accurate.

Frequently asked questions

What if the line manager is involved in the alleged malpractice in some way?

If the line manager is involved in the alleged malpractice in some way, the matter should be raised with the next senior manager in the management line. Concerns regarding financial wrong doing may be raised directly with the Fraud and Corruption team (fact@oxfam.org.uk) and concerns relating to sexual abuse or exploitation of children, vulnerable adults, beneficiaries or any Oxfam representative to the Safeguarding Team (safeguarding@oxfam.org.uk) who will bring it to the attention of Independent Senior Management and HR to decide how the concern should be dealt with. Concerns may also be reported through the confidential reporting line as shown above.

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Can the disclosure be made anonymously?

You are strongly encouraged not to make anonymous disclosures as details and further concerns cannot then be checked with you and this may seriously limit the ability of investigators to pursue your concerns. Nonetheless, all disclosures, made anonymously or otherwise, will be reviewed but lack of information may limit the nature, extent and outcome of the investigation.

Who will conduct the investigation?

Normally an independent person from within Oxfam GB will be appointed. On rare occasions, external investigation support may be sought.

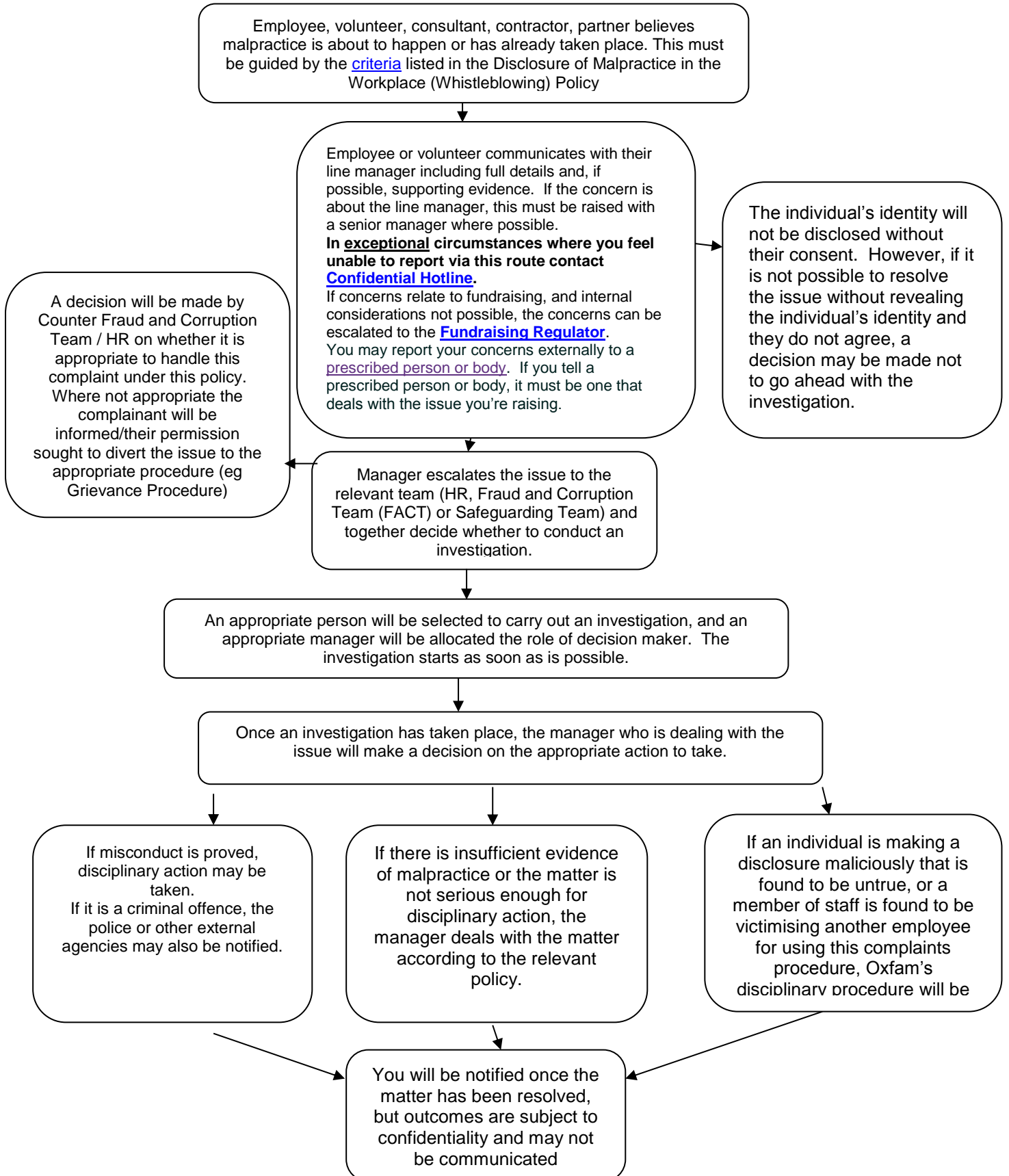
What if the matter involves a criminal offence?

The issue may also be reported to the police if a criminal offence, such as fraud or theft, has been committed. In cases of internal Fraud, please notify the Fraud and Corruption Team at fact@oxfam.org.uk.

What if the matter is a complaint about the performance or behaviour of a manager or colleague against me?

Such complaints will be directed for action to the appropriate policy under [Dealing with Problems at Work](#) unless the concerns relate to concerns of sexual misconduct or other forms of malpractice listed in this policy.

Disclosure of Malpractice in the Workplace (Whistleblowing) Flow Chart



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