



# Speedy Freight

## WHISTLEBLOWING POLICY

This document details the company policy regarding whistleblowing, which applies to all employees within the Speedy Freight support centre, managed offices, franchisees and employees of Speedy Freight franchisees.

### 1 What is a whistleblowing policy?

It is a mechanism for employees to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing within the organisation then this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management.

This policy is designed to ensure that no members of staff should feel at a disadvantage in raising legitimate concerns in these circumstances.

This policy is intended to assist individuals who believe they have discovered serious malpractice or impropriety. It is not designed to question financial or business decisions taken by the Company nor should it be used to raise any matters which would normally be considered under the Company's harassment or disciplinary procedures. Minor incidents should be dealt with through normal line management and wherever possible employees should approach their line manager in the first instance to discuss their concerns.

### 2.1 Scope of Policy

This policy is designed to enable employees of the Company and Associated Franchises to raise serious concerns internally and at a high level. These concerns include:

- Financial malpractice
- Failure to comply with a legal obligation or statute
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour
- Breach of confidentiality
- Attempts to conceal any of the above

## **2.2 Safeguards**

### **2.2.1 Protection**

This policy is designed to offer protection to those employees who disclose such concerns (a 'whistle blower'). Disclosing a genuine concern can be made without fear of reprisal and will not affect the whistleblower's employment within the Company.

Disclosures must, however, be made:

- In good faith
- In the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety
- To an appropriate person (see section 2.2.5 below)

The Company will not tolerate harassment or victimisation of a whistle-blower, which will be treated as a disciplinary offence.

### **2.2.2 Confidentiality**

The Company will treat all such disclosures in a confidential and sensitive manner. The identity of a whistle-blower may be kept confidential so long as it does not hinder or frustrate any investigation. However, the whistle-blower may need to provide a statement as part of the evidence required.

### **2.2.3 Anonymous Allegations**

The Company encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the Company.

### **2.2.4 Untrue Allegations**

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against the whistle-blower. In making a disclosure the whistle-blower should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious allegations, and particularly if he or she persists in making them, disciplinary action may be taken against that individual.

### **2.2.5 Procedures for Making a Disclosure**

Disclosures under this policy should in most circumstances be made to an appropriate senior executive i.e. Founder Director or Managing Director.

Disclosures will be investigated by the appropriate senior executive unless the complaint is against another senior executive or is any way related to the actions of a senior executive. In such cases, the complaint should be made to the Business Risk & Quality Assurance Manager who will arrange for the appropriate investigation.

However, all employees also have the right to bypass line management and take their concerns direct to the Business Risk & Quality Assurance Manager who has the right to refer issues back to the management if he feels that the management can appropriately investigate the complaint without any conflict of interest. The Business Risk & Quality Assurance Manager could also authorise an investigation by an independent 'investigating officer'

### **2.2.6 Investigations**

If there is evidence of criminal activity or activity which contravenes any regulations under which the Company operates, then the 'investigating officer' will inform the appropriate authorities. The Company will ensure that any internal investigation does not hinder a formal external investigation.

Due to the varied nature of these sorts of complaints, timescales for investigations may vary considerably. The 'investigating officer' will ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The 'investigating officer' will as soon as practically possible, send a written acknowledgement of the concerns to the whistle-blower and thereafter report back to them the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the whistle-blower informed as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the whistle-blower will be in writing and sent to their home address or an address nominated by the whistle-blower. Alternatively, the format may be electronic (email) - depending on the wishes of the whistle-blower.

#### **CONTACT DETAILS**

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