

Whistleblowing Policy



1. Purpose

The purpose of this policy is to provide a clear, confidential, and secure process for anyone to raise concerns about unethical, illegal, or improper conduct observed during their work. This policy ensures that everyone is aware of their right to report wrongdoing without fear of retaliation, and it promotes a culture of accountability, integrity, and transparency.

2. Scope

This policy applies to anyone wanting to raise issues regarding organisations certified by LWG Assurance Services. It covers any concerns related to unethical, illegal, or improper practices.

3. What Can Be Reported?

Any of the following concerns:

- Legal Violations: Breaches of laws, regulations, or statutory obligations.
- Fraud and Corruption: Acts of bribery, embezzlement, or fraudulent reporting.
- Health and Safety Issues: Conditions that pose a threat to worker safety or public health.
- Environmental Issues: Breaches of environmental laws or actions that could harm the environment.
- Ethical Misconduct: Harassment, discrimination, or any behaviour that contradicts the organisation's code of conduct.
- Conflict of Interest: Situations where personal interests may affect an auditor's independence or impartiality.
- Other Serious Misconduct: Any other actions that undermine the integrity or credibility of the audit process.

4. How to Report a Concern

Concerns can be reported concerns by using the Complaints form.

Reports should include as much detail as possible, such as:

- The nature of the concern.
- Dates, times, and location of the incident.
- Names of any people involved.
- Any supporting evidence (e.g., photos, documents, or recordings).

5. Confidentiality and Anonymity

- Confidentiality: All reports will be treated with strict confidentiality. The identity of the whistleblower will be protected and only shared with those directly involved in the investigation.
- Anonymity: Everyone has the option to report anonymously. However, anonymous reports may limit the organization's ability to investigate effectively.

6. Protection Against Retaliation

The organization is committed to protecting whistleblowers from retaliation, discrimination, or harassment.

7. Investigation Process

Once a report is received, the following process will be followed:

1. Acknowledgment: Confirmation of receipt of the report.
2. Initial Assessment: A review to assess the validity and seriousness of the concern.
3. Investigation: A formal investigation will be conducted, if required, with external oversight.

Whistleblowing Policy



4. Outcome and Resolution: If the report is substantiated, corrective action will be taken, which may include process changes, disciplinary measures, or legal action.
5. Feedback: Where possible, feedback will be provided to the whistleblower regarding the outcome (subject to confidentiality requirements).

8. False or Malicious Reports

Reports made in good faith will always be protected, even if found to be unsubstantiated.

This policy is designed to protect the integrity of the audit process and ensure that there is a safe, secure, and transparent way to report wrongdoing. The organization remains committed to openness, accountability, and continuous improvement.