



MakoCreate's Whistleblowing Policy

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What Is Whistleblowing?

Whistleblowing encourages and enables employees to raise serious concerns within the organisation rather than overlooking a problem or 'blowing the whistle' outside.

Employees are often the first to realise that there is something seriously wrong within a given company. However, they may not express their concerns as they feel that speaking up would be disloyal to their colleagues or to their employer.

Mako's Commitments

Mako is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of the organisations work to come forward and voice those concerns.

Who Does The Policy Apply To?

The policy applies to all employees, (including those designated as casual hours, temporary, agency, authorised volunteers or work experience), and those contractors working for the organisation, for example, freelancers or volunteers. It also covers suppliers and those providing services in conjunction with Mako.

Policy Aims

- Provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- Reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

What Type Of Concerns Are Covered?

- All law cases at start, conduct which is an offence or a breach of law.
- Disclosure related to miscarriages of justice.
- Health and safety risks, including risks to the public as well as other employees.
- Damage to the environment.
- The unauthorised use of company or public funds.
- Possible fraud and corruption.
- Sexual or physical abuse of clients.
- Other unethical conduct.

Safeguards

Mako recognises that the decision to report a concern can be a difficult one to make. We encourage employees to understand that if what they are saying is true, they should have nothing to fear because they will be doing their duty Mako and the clients that Mako serves.

Mako will not tolerate any harassment or victimisation and will take appropriate action to protect its employees when they raise a concern in good faith.

Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal an employee's identity. At the appropriate time, however, you may need to come forward as a witness, subject to the nature of the incident.

This policy encourages Mako employees however to put their name to any concern whenever possible. Please note that employees:

- Must disclose the information in good faith.
- Must believe it to be substantially true.
- Must not act maliciously or make false allegations.
- Must not seek any personal gain.

As a Mako Employee - How Should You Raise Your Concern

As a first step, employees should raise concerns either verbally or in writing with your immediate supervisor/manager. This may depend, however, on the seriousness and sensitivity of the issue involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach a more senior level of management.

Financial allegations require that the Director of Finance shall be notified of all financial or accounting irregularities or suspected irregularities.

For independent advice please call:

Public Concern At Work

Website: www.pcaw.co.uk

Helpline: 020 7404 6609

Email: whistle@pcaw.co.uk