

Company Policy & Operating Procedure

JT/WPID - Whistleblowing - Public Interest Disclosure

Definitions

“**The Company**” or “**Job&Talent**” means Jobandtalent UK Ltd incorporating Jobandtalent Works Ltd, Single Resource Ltd, Extra Personnel Ltd and all trading subsidiaries (Extra Aviation, ep professional and Extra Drivers) and Extra Automotive Ltd.

“**Staff/Employees**” means all individuals employed by Job&Talent.

“**Workers**” means all workers engaged by Jobandtalent Works Ltd, Single Resource Ltd, Extra Personnel Ltd and Extra Personnel Automotive Ltd as detailed in their Terms of Engagement.

Introduction

- The company is committed to conducting its business with honesty and integrity and aims to achieve the highest possible standards of service and ethical, moral and legal standards in all of its practices.
- We expect all staff to maintain the same high standards too; however, all organisations face the risk of things going wrong and sometimes malpractice and wrongdoing can take place. We take malpractice and wrongdoing very seriously and aim to prevent and eliminate any wrongdoing or malpractice within the organisation.
- We therefore encourage all staff, workers, and others that we deal with, to raise any concerns they may have about malpractice or wrongdoing within the organisation freely and without fear of suffering a detriment or dismissal to enable us to eliminate and prevent wrongdoing or malpractice within the organisation, in line with The Public Interest Disclosure Act 1998.
- We will treat any concerns raised seriously and will protect and support any individual who makes a disclosure in line with this policy.
- This policy does not form part of any contract; The Company reserves the right to amend this policy at any time without prior notice.
- This policy is fully supported by Senior Management. In cases where the policy has not been adhered to, Job&Talent may deal with such matters via the Company disciplinary procedure.

Scope

- This policy applies to all current and former employees, workers, jobseekers, officers, consultants, contractors of our business, including home workers, trainees, apprentices, agency workers, casual workers and limited company contractors.
- No qualifying length of service is required in order to raise a concern under this policy.

Related Documents

JT/CG - Complaints & Grievance Procedure

Responsibilities

- The HR Department are responsible for ensuring that this policy and procedure is followed by all members of staff, and for the continuous improvement of the policy and procedure
- All managers are responsible for ensuring that all concerns raised to them are handled appropriately and in line with this policy and procedure

When to use this policy

- This policy should be used to report concerns of malpractice or wrongdoing in relation to our organisation's activities where you have information which you reasonably believe tends to show one or more of the following:
 - that a criminal offence has been committed, is being committed or is likely to be committed; or
 - that a person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject; or
 - that a miscarriage of justice has occurred, is occurring or is likely to occur; or
 - that the health or safety of an individual has been, is being or is likely to be endangered; or
 - that the environment has been, is being or is likely to be damaged; or

- that any of the above malpractices have been, are being or are likely to be deliberately concealed. This applies whether the malpractice has already occurred, is currently in progress, or is likely to happen in the future.
- This policy also covers matters which are specific to our business, namely REC Code of Professional Practice.
- You must reasonably believe that the disclosure is being made in the public interest.
- It doesn't matter if you are mistaken about your concern but you must have information that tends to show some malpractice or wrongdoing rather than an opinion or a feeling.

Disclosures that are not covered by this policy

- You will not qualify for protection under this policy if you commit an offence in making the disclosure, or if you disclose a matter that is subject to legal, professional privilege (for example, correspondence between Job&Talent and our lawyers regarding a specific case).
- If your concern relates to your own treatment or personal circumstances at work, you should use our complaints and grievance procedure instead of this procedure. Our complaints and grievance policy is available on request
- If you wish to raise a concern of suspected malpractice or wrongdoing in relation to a hirer's activities, please be aware that this may fall outside the remit of The Company. We shall report the complaint to an appropriate Labour User(Client) manager, so that they may conduct an investigation following their own procedures. Where the Labour User (Client) fails to follow due process, The Company shall conduct the investigation to the best of its ability.
- Any other concerns about our services generally which are not related to the types of wrongdoing or malpractice covered by this policy should be raised using our complaints and grievance procedure instead.

Procedure

How to raise a concern

- If you have any concerns of the types of malpractice or wrongdoing covered by this policy, you should in the first instance make a disclosure to your immediate superior. For staff/employees this will be your line manager, for workers this will be the consultant who is responsible for managing your assignment.
- If, for any reason, you feel that you cannot tell your immediate superior, you should raise the issue with our HR Department, which you can do by calling 08001971117 and selecting option 1,

by emailing support.uk@jobandtalent.com, or via writing to Job&Talent FAO HR, Forster House, Hatherton Road, WS1 1XZ.

- A disclosure of a concern can be made by telephone, in person or in writing (including by email). However, it is preferable for the disclosure to be made in writing so that we can keep an exact record of your concern.
- You are not expected to prove the truth of your concern beyond reasonable doubt or provide any evidence; however, you will generally need to provide the following information as a minimum:
 - the nature of the concern;
 - why you believe it to be true;
 - the background and history of the concern; and
 - relevant dates where possible.
- You can raise any concerns anonymously; however, we encourage you to give your name when reporting your concern wherever possible because it may be more difficult for us to protect your position or give you feedback on the outcome of investigations if you choose to remain anonymous.
- You can choose to raise a concern under this policy alone or with a colleague; however, it is in the interests of all parties to maintain confidentiality once you have raised a formal concern.

[How we respond to concerns raised under this policy](#)

- We are committed to ensuring that all disclosures raised in accordance with this policy will be dealt with objectively, consistently, fairly and professionally.
- We will take the time to listen to any issues raised and arrange a meeting as soon as possible to discuss your concern (unless the concern has been raised anonymously). The aim of the meeting will be to establish the background and facts in order to help us decide whether and how to carry out any subsequent investigation. We may ask you for further information about the concern raised, either at this meeting or at a later stage.
- You may bring a colleague or trade union representative to any meeting that takes place. The companion must respect the confidentiality of the disclosure and any subsequent investigation.
- Any concerns you raise in line with this policy will be recorded in our Central Database.
- After the meeting, we will decide how to respond. This will usually involve making internal enquiries in the first instance, but it may be necessary to carry out an investigation at a later stage which may be formal or informal depending on the nature of the concern raised. We will endeavour to complete investigations within a reasonable time.

- If the concern is found to be justified, we will keep you informed of the progress of the investigation as it is carried out and when it is completed, and give you an indication of the timescale for any actions or next steps that we may take. We will do this using the same method by which you raised the concern (phone, email etc). We cannot inform you of any matters that would breach any duty of confidentiality owed to others.
- We will consider any concerns raised anonymously, taking into account factors such as the seriousness of the issue raised, the credibility of the concern and the likelihood of confirming the allegation from other sources. However, concerns that are expressed completely anonymously are much less powerful and are difficult to investigate. We will be unable to contact you to provide feedback if you choose to submit a complaint anonymously.
- If disciplinary or other proceedings follow the investigation, we may need to ask you to come forward as a witness to help us take appropriate action to end the wrongdoing. If you agree to this, you will be offered advice and support.
- If you are dissatisfied with how the Company dealt with the concerns, you should inform a senior member of staff or contact the Human Resources department for further guidance. If it is perceived the concern wasn't taken seriously or the wrongdoing is continuing to take place, you have the right to contact a prescribed person or body to report the concerns. In any case the concern can be reported to HR who will be able to provide any support or assistance required.

Confidentiality

- All concerns raised will be treated as confidential and every effort will be made not to reveal the identity of any individual who raises a concern. Unless the law requires otherwise, we will only make disclosures to third parties or other staff with your consent.

Protection and support for those raising concerns

- We hope that all Staff/Workers will feel able to voice their concerns freely under this policy.
- The Company is committed to good practice and high standards and to being supportive of Staff/Workers who raise genuine concerns under this policy, even if they turn out to be mistaken.
- The Company will not tolerate any harassment or victimisation of individuals who raise concerns about wrongdoing or malpractice in the workplace. No member of staff may threaten or retaliate against an individual who has raised a concern. Any person involved in such conduct may be subject to disciplinary action.

- To ensure the protection of all our staff and the integrity of our business, those who raise a concern frivolously, maliciously and/or for personal gain and/or make an allegation they do not reasonably believe to be true and/or not made in the public interest may also be subject to disciplinary action.
- If you are not happy with the way in which a matter has been addressed or dealt with you should raise it formally using our complaints and grievance procedure.

Non-compliance

The Company takes its commitment to the policy seriously and so, in cases where the Policy and Procedure has not been adhered to, the Company may deal with such matters via the Company disciplinary procedure.

Training

All relevant staff are trained and/or have the knowledge and skills needed to adhere to the Whistleblowing policy and procedure competently. The required knowledge and skills include those required to:

- Competently carry out their duties and cope with the associated actions with a whistleblowing situation being brought to their attention.
- Understand the requirements set out in current and applicable laws and guidance.
- Understand the related accompanying policies, procedures and documents.
- To identify potential concerns with staff/workers in relation to Whistleblowing.
- Encourage staff/workers to raise concerns without fear of reprisal.
- Understand when and how to escalate potential issues.

Further information and contacts

- If you have any queries about the application of this policy, please contact our HR Department in the first instance.
- Public Concern at Work is a source of further information and advice. It also provides a free helpline offering confidential advice on 020 7404 6609. Further information is available on their website at www.pcaaw.co.uk.

- The Advisory, Conciliation and Arbitration Service (ACAS) also has a free helpline that you can contact for further advice. The ACAS telephone number is: 0300 123 1100 and the helpline is open Monday to Friday from 8am to 8pm and Saturday from 9am to 1pm. The website can be found here: www.acas.org.uk.
- If you are a member of a recognised trade union, you can also seek information and advice from your trade union representative.

Monitor and Review

The HR Department, with support from Compliance, is responsible for the continuous improvement of the Whistleblowing policy.

Approval

Issue Number	2
Review Date	04/09/2023
Approved By	Joanna Komanowska
Job Title	Compliance Manager