

**AWPL**

**POLICY 19 – AWPL WHISTLEBLOWER PROGRAM**

19.0	Purpose of Policy 19 – Whistleblower Program .....	2
19.1	Scope .....	2
19.2	Definitions .....	2
19.3	Your-Call Disclosure Management Services .....	3
19.4	Duty to disclose ‘Reportable Conduct’ .....	3
19.5	Confidentiality and Anonymity .....	5
19.6	Handling of Protected disclosures .....	5
19.7	Protection from Reprisal.....	5
19.8	Position of a person who is the subject of a protected disclosure .....	6
19.9	Reporting misconduct.....	6
19.10	Related Policies & References.....	7

**19.0 Purpose of Policy 19 – Whistleblower Program**

Our company policies guide our day-to-day decisions, actions and behaviours and govern our business. AWPL does not tolerate known or suspected incidents of illegal, unacceptable or undesirable conduct by its employees.

This Policy is intended to encourage and enable employees to raise serious concerns within the company prior to seeking resolution outside the company. Processes are in place to ensure employees disclosing information are protected from reprisal.

**19.1 Scope**

AWPL’s Whistleblower Program complements the normal communication channels between employees to address questions, concerns, suggestions or complaints. If employees have any concerns about what is proper conduct for themselves or others, it is expected they will do the right thing and raise their concern.

In most cases, an employee’s immediate supervisor is in the best position to address an area of concern. Serious matters should in turn be escalated through appropriate management channels in the normal course of business.

Alternatively, where an employee feels unable to raise a concern through standard communication channels for reporting incidents and where the matter is in breach of our Code of Conduct (Policy 11) an employee can disclose the information anonymously if required, which enables formal whistleblower protection.

**19.2 Definitions**

***Whistleblower***

The term “Whistleblower” is usually used to refer to someone who has concerns of alleged misconduct or behaviour in the workplace and seeks to disclose the reportable conduct to their organisation.

***Reportable Conduct*** is defined as breaches of the Code of Conduct (Categories One and Two) and includes the following activities;

Theft, Damage, Safety and Company Policies

- Dishonesty
- Theft
- Inappropriate Conduct
- Damage/Sabotage
- Violence
- Unethical Conduct
- Unsafe Workplace
- Unsafe Environment Practice

Accounting and Financial

- Fraud/Deceit
- Illegal Financial Practice or Conduct

Human Resources

- Inappropriate Behaviour
- Drugs/Alcohol
- Discrimination
- Harassment

***Protected disclosure***

A Protected disclosure is a qualifying disclosure relating to reportable conduct made by an employee that entitles the person who made the disclosure to support and protection from reprisals, in accordance with the Whistleblower program. In order for a disclosure to qualify as a protected disclosure it must be made in good faith, relate to reportable conduct (ie breach of company policies or procedures) and be managed under the Whistleblower Program.

**19.3 Your-Call Disclosure Management Services**

To assist with the management of the whistleblowing program AWPL has appointed *Your-Call* Disclosure Management Services, an independent third party to whom disclosures of reportable conduct can be made securely and impartially.

*Your-Call* will vigorously respect and protect confidentiality and anonymity.

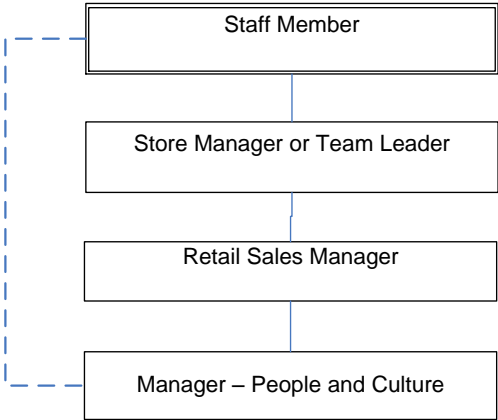
The team at *Your-Call* will assist in the management of the process with the relevant parties where any suspected or known reportable conduct is made to them through the whistleblower program. .

**19.4 Duty to disclose 'Reportable Conduct'**

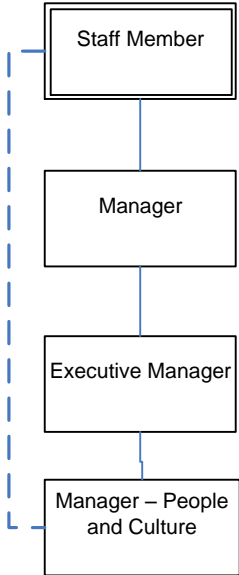
It is expected that employees will report known, suspected, or potential cases of reportable conduct. Failure to raise issues could result in disciplinary action.

Depending on the nature of the reportable conduct, a disclosing employee can utilise standard communication channels for reporting methods as detailed below:

**Retail Operations – Communication Channel**



**Support Centre – Communication Channel**



All personnel are encouraged to take action by communicating any concern they may have with the people involved if they feel comfortable doing so. If this proves unsatisfactory or is not possible, the matter should be raised with a more senior manager.

In the event they have spoken to the senior managers within the Operations department and do not have a satisfactory outcome, or they do not feel comfortable in doing so, they should contact HR directly.

Alternatively, where a matter amounts to reportable conduct and an employee feels unable to raise their concern through standard channels, they can report the matter as a protected disclosure in accordance with the *Your-Call* Whistleblower Program.

### **19.5 Confidentiality and Anonymity**

Known or suspected cases of reportable conduct reported as protected disclosures are treated as being submitted on a confidential basis, with full details known only by *Your-Call*. Protected disclosures will be kept confidential to the extent possible, subject to the need to meet legal and regulatory requirements.

Disclosures that involve a threat to life or property, illegal activities or legal action against AWPL may require actions that do not allow for complete anonymity. In such cases, should it be necessary to disclose the identity of the whistleblower, reasonable steps will be taken to discuss this with the whistleblower first.

Subject to any legal requirements, all employees, including the whistleblower, must protect and maintain the confidentiality surrounding protected disclosures, including the identity of people they know or suspect may have made a protected disclosure, or who are the subject of a protected disclosure.

### **19.6 Handling of Protected disclosures**

Receipt of the protected disclosure (through one of the methods outlined in clause 19.8) will be confirmed by a member of *Your-Call* and forwarded to AWPL to appropriate senior managers at AWPL.

All protected disclosures will be investigated on a timely basis and appropriate corrective action taken as warranted by the investigation.

The whistleblower will be kept appropriately informed of the progress of action taken in respect of the protected disclosures they make. The extent to which they can be informed of specifics will vary on a case by case basis. At the conclusion of the investigation they will be informed of the outcome.

### **19.7 Protection from Reprisal**

Anyone making a protected disclosure must be acting in good faith and have reasonable grounds for believing the information disclosed represents reportable conduct. Unsubstantiated allegations which prove to have been made maliciously, or knowingly to be false, will be viewed seriously with disciplinary actions applied as appropriate.

It is not acceptable to discharge, demote, suspend, threaten, harass or in any other manner discriminate against an employee who makes a protected disclosure. An employee who retaliates against anyone who makes a protected disclosure is subject to disciplinary action themselves, including potentially termination of employment.

**19.8 Position of a person who is the subject of a protected disclosure**

A person who is the subject of a protected disclosure that is being investigated has the right to be:


- Informed as to the substance of any adverse comment that may be included in a report, memorandum, letter etc. arising out of any such investigation; and
- Given a reasonable opportunity to put their case to the investigator.

**19.9 Reporting misconduct**

A Protected disclosure can be made under the Whistleblower Program in the following ways:

**a) Online (Web)**

At any time 24/7 where the User has access to the internet by simply logging on to the “Your-Call” website [www.your-call.com.au](http://www.your-call.com.au) or [www.whistleblowing.com.au](http://www.whistleblowing.com.au) and click on the “Click Here to Make a Secure Report” button on the right hand side of the screen. This will direct the User to <https://www.whistleblowing.com.au/report>. Simply follow the prompts after entering the Company/Organisation unique identifier code of **AWPL2011**. The User will be asked to supply your information on an electronic form which is entirely between you and Your-Call.

This form takes the User through a series of questions, with the assistance if required of online help denoted by the  symbol, designed to assist the User to provide as much information as they are able to provide to assist in the proper investigation of their alert.

The User’s identity and privacy will be protected. The User will have to ability to upload documentation and/or other evidence that the User may have to support their alert.

**b) Telephone**

Employees can submit a secure report over the phone with a *Your-Call* employee by calling 1300 798 101 (in Aus) or 0800 123 508 (in NZ). This service is available from 7pm – 10pm from Monday to Friday (AEST excluding public holidays)

Your-Call does NOT have telephone number identification for either inbound or outbound telephone calls.

The Protected Disclosure Officer will ask similar questions as the caller would find online, to provide as much information as to assist in the proper investigation of the alert.

*Your-Call’s* unique Message board enables three way communication with the whistleblower regardless of whether the information is received online or by telephone. The whistleblower can continue to maintain their anonymity. The process is managed seamlessly through the *Your-Call* System.

**19.10 Related Policies & References**

This policy is related to and should be read in conjunction with:

- Policy 1 – Health & Safety in the Workplace
- Policy 2 – Harassment Free Workplace
- Policy 11 – Code of Conduct and Disciplinary Action
- Policy 16 – Dismissal Policy
- Policy 17 – Termination Policy
- Operations Manual