



SPEAK UP policy

How to raise a concern
about (possible) misconduct?



Concerned about misconduct? Speak up!



In case of unwanted behavior:

Do you feel confident and safe?

Does the nature of the complaint allow it?

NO

YES

Discuss it with the PERSON INVOLVED

Go to one of the following, and talk to:

- your line manager
- an HR representative
- the Confidential Counsellor
- an Executive board member



In case of any form of corruption:

Go directly to one of the following, and talk to:

- Finance & Shared Services Director
- an Executive board member
- a Supervisory Board member

We understand it is not always easy to raise concerns about possible misconduct but we do encourage you to come forward with any concerns and speak-up! Any concern will be dealt with appropriately and confidentially.



Introduction

At Hiil we are committed to high standards of integrity and openness in our work. When we talk about integrity at Hiil, we mean taking responsibility for our own actions, adhering to the law, following Hiil's code of Conduct and respecting our core values;

Integrity is within the heart of the work we do and should be part of our DNA...



Despite this commitment, you may observe or experience conduct that does not meet these standards. In that case you are encouraged to speak up—that is to say, raise concerns about suspected misconduct—without fear of retaliation.

This Hiil Speak Up policy explains the ways you can raise concerns about observed or suspected misconduct. It also describes Hiil's obligations to those who decide to do so.

Why are you encouraged to speak up?

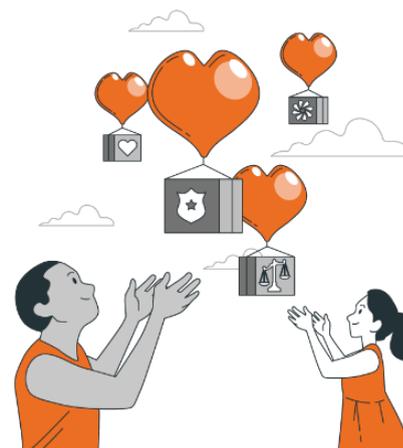
We aim to be an organisation that is known and recognised by its staff, donors and stakeholders because of its high level of integrity and transparency, without any tolerance for non-compliance of our Code of Conduct.

We aim to foster a culture of openness with shared values where dilemmas can be freely discussed. This will help us create a safe working environment for our employees and partners. Additionally, we seek to safeguard Hiil's reputation and ensure the successful fulfilment of our mission.

By sharing your concerns you enable us to take action, correct the situation and avoid repetition of misconduct.

Who can speak up?

We encourage all **employees, service providers, contractors** as well as **other** stakeholders with a valid interest who have concerns about a (suspected) violation of our Code of Conduct to speak up.



What concerns are covered by this speak up policy?

Any violation of the HiiL Code of Conduct or other policies under which HiiL operates.



Examples of concerns that can be raised using this Speak Up policy are:

- **bullying, (sexual) harassment, discrimination, abuse and intimidation**
- **corruption, fraud, nepotism, bribery, accepting gifts and non-compliance with procedures**



This policy is not meant:

- To report events presenting an immediate threat to life or property. If you need emergency assistance, please contact your (local) authorities or call your country's emergency phone number.
- For any grievances you may have in relation to your terms of employment.
- To settle personal or legal disputes.
- To make accusations which you know are false. Doing so may lead to disciplinary measures.

How and when to speak up?



We encourage you to speak up as soon as possible, ideally before situations get out of hand or damage is done. It is always better to discuss upfront than to report afterwards. If you know about or suspect misconduct, speak up with the facts that you have.

We do not expect you to have all the answers and you are certainly not expected to prove that your concern is well founded. Let us look into the matter to determine if there is a reason for concern. Never investigate the matter yourself and do not seek evidence to build a strong case.

No disciplinary measures will be taken against staff reporting a genuine concern that later proves mistaken or misguided. However fabricating false claims is a violation of our Code of Conduct and can result in disciplinary measures. Please provide as much detailed information as you can in order to enable HiiL to follow up on your concern adequately. This information could include:

- The background, history, and reason(s) for the concern.
- Names, places, dates, and other relevant information.
- Documents that support your report.

SPEAK UP CHANNELS

The HiiL Speak Up policy allows you to raise concerns about suspected misconduct through a variety of channels.



In case of unwanted behavior:

If the nature of the (suspected) misconduct allows it and you feel safe and confident, you are encouraged to address this directly with the person involved. We aim to create a speak-up culture with shared values where dilemma's can be freely discussed and if necessary resolved among each other. It often concerns a case of misunderstanding or ignorance where a good conversation about it between colleagues raises better awareness and mutual respect.

If this step would not be appropriate, please feel free to raise questions and concerns through any of the following Speak Up channels.

As a general guideline, the first person to approach when raising a concern is your **line manager**. For a proper response, the line manager will inform the HR department and follow up the Response Plan.

If you prefer, or if circumstances require it, you may also opt to discuss your concern with an **HR representative** and make the official report via HR@HiiL.org

Next, HiiL has appointed 3 **Confidential Counsellors**, one within The Hague office, one among the Service Providers of HiiL and one within the HiiL Supervisory Board as a point of contact. You can raise concerns about unwanted behavior which can include sexual harassment, discrimination, intimidation, and bullying.

The Confidential Counsellors are there for you to informally and confidentially discuss concerns or incidents, and they can provide advice on any next steps. To protect the confidentiality of the conversations, Confidential Counsellors will not participate in any follow-up or further investigations. The Confidential Counsellor is not bound to confidentiality when there are clear signs that the safety of the reporter or that of others are at stake. But first, the Confidential Counselor will try to convince the reporter to report the (suspicion of) misconduct him- or herself via the formal reporting channel of HiiL.

The Confidential Counsellor within the HiiL Supervisory board is only meant as an option to approach when it concerns (possible) involvement of the executive board.

You can find contact details of Confidential Counsellors on the shared drives General & Operations / HR page.

At any time you may also choose to report (any suspicion of) Unwanted Behaviour directly to (one of) the **Executive Board members** of HiiL.

In case of any form of corruption:

If the (suspected) misconduct concerns any form of Corruption, please immediately contact the **Finance & Shared Services Director** about it and make a written report.

At any time you may also choose to report (any suspicion of) Corruption directly to (one of) the **Executive Board members** of Hiil by email.

In the exceptional case that the (suspicion of) misconduct directly concerns both EB members, you may report any suspicion of fraud directly to **the Chair of Hiil's Supervisory Board** via email - chairsupervisoryboard@hiil.org

What to expect if you speak up?

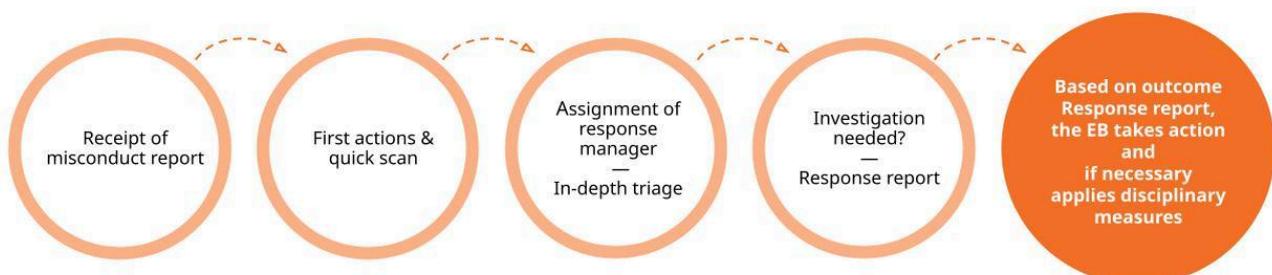
If you choose to file a report, you will receive a receipt confirmation within 5 working days, with an estimate of further time necessary to preliminarily address your concern. Due to the varying nature of concerns, it is not possible to predict how long it will take to resolve your concern. For legal and privacy concerns, Hiil will not always be able to provide you with the full details of a case outcome or actions taken. In severe cases the Executive Board members are immediately informed.

Who will act on your concerns and how?

The case of misconduct will in first instance be triaged on the nature and severity of the report and then assigned to a Response Manager for an appropriate follow-up.

The Response Manager is responsible for ensuring fair and unbiased assessment and investigation, respecting all parties involved and in accordance with relevant laws and principles (including fair hearing / rebuttal). The Response Manager will firstly assess if safety measures for staff need to be taken. He/she might also assign the investigation to an outside investigator. The outcome of the report and recommendations are then sent to the Executive Board members. Based on the investigation report and recommendations, the Executive Board members make a decision on the required action or disciplinary measures.

If the report concerns both Executive Directors, the Response Manager will report directly to the Supervisory Board, without involving the Executive Board members.



In a separate **Response Plan** document clear guidelines are set up to give Response Managers instructions on how to lead a response in case of unwanted behaviour/fraud. A table of the severity of misconduct in relation to the possible disciplinary measures is also provided.



Confidentiality and non-retaliation

DO REPORTS REMAIN CONFIDENTIAL?

Your concern will only be shared with a limited number of people on a strict need-to-know basis. In principle, we are obliged to inform the implicated person or persons that a complaint has been filed against him/her/them, but your identity will be only disclosed with your permission. You can further ensure confidentiality by personal discretion, including not discussing the report with colleagues or anyone else.

In some cases, Hiil may be legally obliged to disclose information to law enforcement.

WILL YOUR PRIVACY BE SAFEGUARDED?

Hiil is committed to protecting the privacy of everyone involved. Any personal information obtained by Hiil, in compliance with AVG/GDPR (General Data Protection Regulations) will only be used for the purposes explained in this policy or to comply with the law.

NON-RETALIATION – HOW WILL YOU BE PROTECTED IF YOU SPEAK UP?

Retaliation will not be tolerated. Staff must be able to speak up freely. In case a raised concern leads to threats or retaliation, then the most severe measures will be taken.

If you notice any retaliation against you or against anyone else for raising or having raised a concern in good faith about suspected misconduct, report this via one of our Speak Up channels. A report on retaliation against a reporter is treated like any other Speak Up report and the same procedure is followed.

WHAT IS EXPECTED OF YOU IN CONNECTION WITH INVESTIGATIONS?

If you become involved in an investigation, you need to cooperate and answer all questions completely and honestly. Lying to the people performing the investigation as well as delaying, interfering with or refusing to cooperate with an investigation may lead to disciplinary measures. All parties involved, including the accused, are entitled to confidentiality in order to avoid unnecessary damage to their reputation. Therefore, if you participate in or learn about an investigation, you must keep the matter confidential.

REPORTS

The annual number and nature of violation report(s) will be collected, made anonymous and filed in the HR department files. The privacy of all involved will be protected.



MORE INFORMATION?

If you have questions relating to this Speak Up Policy or if you need assistance, please contact the HR manager.

Document: Speak Up policy (final)

Author: HR department

Approved by: Executive Board - 09.04.2024

Valid as of: 27-05-2024

Please note that this Speak Up policy has a complementary character: any applicable national legislation remains valid. Where the terms of this policy are stricter than applicable legislation or provide additional safeguards, rights, or remedies, the terms of this policy will prevail.