



**WHISTLE BLOWING POLICY NOTICE
FOR
LOVING HEART MULTI-SERVICE CENTRE (JURONG)**

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Whistle Blowing Policy Notice for Loving Heart Multi-Service Centre (Jurong)

Change History Log

Revision	Revision Date	Updated By	Summary of Changes	Reviewed By	Approved By
1	2017	Cindy Yeo	Initial draft	Leow Peng Kui Manager	Goh Cheng Tee Chairman
2	01/07/2022	Cindy Yeo	Initial release	Tan Siang Hui Manager	Karthik Sankaran Chairman

This policy is effective w.e.f from 01/07/2022.

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1 OBJECTIVE

The following policy strives to provide a platform whereby Loving Heart Multi-Service Centre (Jurong)'s employees or members of the public can raise genuine concerns about possible improprieties in matters of financial report, illegal activities, or other malpractices at the earliest opportunity, and in an appropriate way so that the organization may take relevant action.

It also aims to assure the whistle blower, hereinafter called "informant", that he/ she will be protected from reprisals. Loving Heart Multi-Service Centre (Jurong), hereinafter called "Centre", maintain a firm policy against fraud and impropriety.

2 SCOPE

This policy applies to all Centre's employees, clients, volunteers, partners, and any individuals who come into contact with the Centre across all touch points of her operations, including those seeking employment with the Centre.

3 DEFINITION

Whistle blowing is defined as a deliberate, voluntary disclosure of individual or organisational malpractice by a person who has or has had privileged access to information and events, or about an actual, suspected, or anticipated wrongdoing which are within the Centre's ability to control.

4 REPORTABLE INCIDENTS

This policy covers possible improprieties that could have a significant impact on the Centre, including but not limited to:

- a) fraudulent activities that lead to incorrect financial reporting or financial losses;
- b) failure to comply with a legal or regulatory obligation;
- c) conflict of interest without disclosure;
- d) bribery or blackmail;
- e) miscarriage of justice;
- f) endangering the health and safety of an individual; or
- g) improper or unethical conduct.

5 PROTECTION AGAINST REPRISAL AND CONFIDENTIALITY

Reports of concerns or suspected concerns will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The Centre understands that it can be a difficult decision, especially because of the fear of reprisal from those responsible for the alleged malpractice. No employee or relevant personnel, who in good faith, reports a concern shall suffer harassment, retaliation, or adverse employment consequence. Even if the concern later proved to be unsubstantiated, the Centre would take action to protect the informant who raises a concern in good faith.

Nevertheless, the Centre will not tolerate any form of harassment or victimisation. Disciplinary actions will be taken against those who retaliate, harass, or discriminate against the informant.

6 PROCEDURE

The informant making the report is encouraged to identify himself/ herself and provide relevant contact details to facilitate appropriate follow-up and investigation. Report lodged anonymously would be investigated based on its own merit.

To enable investigation of the concern, the informant should provide details such as parties involved, date and time of incident, description of incident and evidence or any other information to substantiate the concern. A "Form to Report a Whistle-Blowing Concern" can be found in the annex below. A Report Acknowledgement Form (Annex B) will be sent to you to upon acknowledgement of receipt.

If employees or relevant personnel have cause to suspect serious concerns, a report expressing the reason(s) for concern should be made through e-mail or by postal mail to any one of the following:

- **Email:** wb@lovingheartjurong.org.sg
- **Postal Mail:**
"Private & Confidential"
Attention: Whistle-Blowing Committee
c/o Loving Heart Multi-Service Centre (Jurong)
Blk 316 Jurong East St 32
#01-279
Singapore 600316

Depending on the nature of concern raised, the Whistle-Blowing Committee may involve one or more of the individual/ entities;

- a) Appointed representative(s) from the Management Committee
- b) The External Auditor
- c) Relevant Law Enforcement Agencies



7 CONFIDENTIALITY AND PROTECTION

Information provided by the informant shall be treated with the strictest confidentiality, with the exception where the Centre is under legal obligation to disclose or is required by the relevant authorities for investigation.

The Centre does not condone any frivolous, mischievous, or malicious allegation, and reserves its right to act against those who give false or misleading information.

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8 ANNEXES

Annex A	Form to Report a Whistle-Blowing Concern	 Annex A - Form to Report a Whistle Blow
Annex B	Report Acknowledgement Form	 Annex B - Report Acknowledgement Fo