

Duncan Private Hire – Whistleblowing Policy

1. Purpose of the Policy

At Duncan Private Hire, we are committed to conducting our business with integrity, transparency, and accountability. This Whistleblowing Policy is designed to provide all employees and associated personnel with a clear and confidential process for reporting concerns about wrongdoing within the company.

We encourage an open culture where staff feel safe and supported in raising serious concerns about misconduct, illegal activity, or breaches of company policy, without fear of reprisal.

2. What is Whistleblowing?

Whistleblowing is the disclosure of information by an employee or worker who reasonably believes that there is malpractice, risk, or wrongdoing within the organisation that is in the public interest to report. This may include unlawful conduct, health and safety risks, or unethical behaviour.

We understand that speaking up can feel difficult. However, raising concerns early allows us to address issues quickly and maintain the standards we all value.

3. Our Commitment

Duncan Private Hire is fully committed to:

- Encouraging a culture of openness and honesty.
- Investigating all concerns raised in good faith.
- Protecting individuals who raise genuine concerns from retaliation or victimisation.
- Taking prompt and appropriate action where wrongdoing is found.

4. Scope of the Policy

This policy applies to all individuals working at or with Duncan Private Hire, including:

- Permanent and temporary employees
- Casual and agency staff
- Contractors and authorised volunteers
- Interns and individuals on work experience

5. What Can Be Reported?

You can report any serious concern that falls within the public interest, including but not limited to:

- Criminal offences or breaches of the law

- Miscarriages of justice
- Breaches of health and safety regulations
- Environmental damage
- Fraud, corruption, or misuse of company resources
- Unethical, unprofessional, or discriminatory behaviour
- Safeguarding concerns involving clients or colleagues
- Any conduct that conflicts with Duncan's values or codes of practice

6. Safeguards Against Retaliation

We understand that whistleblowing can be daunting. Duncan Private Hire ensures that:

- Anyone who raises a concern in good faith will be protected from disciplinary action, dismissal, or victimisation.
- We will take action against anyone who attempts to intimidate or retaliate against a whistleblower.

If you are targeted or treated unfairly as a result of raising a concern, this will be treated as a serious disciplinary matter.

7. Confidentiality

All whistleblowing reports will be handled sensitively and, wherever possible, in confidence. Your identity will not be disclosed without your consent, unless required by law or in the interest of a full and fair investigation.

We encourage you to identify yourself when making a report, as anonymous concerns may be more difficult to investigate. However, anonymous reports will still be considered where possible.

8. Criteria for Whistleblowing Protection

To be protected under this policy, the disclosure must meet the following criteria:

- You reasonably believe the information is true and in the public interest.
- You are not acting for personal gain.
- The concern is not raised maliciously or with false intent.

9. How to Raise a Concern

You can raise concerns in the following ways:

- Initially: Speak to your immediate line manager or supervisor.
- Alternatively: If the concern involves your manager or you feel uncomfortable raising it at that level, you can report it directly to a senior member of management or the Director.
- Reports can be made verbally or in writing. All concerns will be taken seriously and handled in line with our internal investigation procedures.

You will be provided with feedback and updates, where appropriate, throughout the investigation process.

10. Further Action

If you are not satisfied with how your concern has been handled internally, and it is in the public interest, you may contact an external body such as:

- The Health and Safety Executive (HSE)
- The Environment Agency
- The Local Authority
- A relevant professional regulator

Guidance on this is available via the government's whistleblowing resources.

If you have any questions about this policy or need advice before raising a concern, please speak with your manager or contact senior management in confidence.

Signed: electronically signed
Peter Simpson
Title: Director
Company: Duncan Private Hire
Date: 14 May 2025