

WHISTLEBLOWING POLICY

Serply Recruitment Ltd

1. Policy Statement

Serply Recruitment Ltd is committed to maintaining the highest standards of integrity, transparency, and accountability in all aspects of its business operations.

We recognise that individuals are often the first to become aware of potential wrongdoing within an organisation and are committed to ensuring that all individuals can raise genuine concerns safely, confidentially, and without fear of retaliation.

This policy is designed to support and encourage a culture of openness and to ensure that any concerns relating to unlawful, unethical, or unsafe practices are properly reported, investigated, and addressed.

Serply Recruitment Ltd will comply with all applicable legislation relating to protected disclosures, including the Public Interest Disclosure Act 1998 and subsequent amendments under UK employment law.

2. Scope

This policy applies to:

- Employees of Serply Recruitment Ltd
- Temporary workers and agency workers supplied by Serply Recruitment Ltd
- Candidates engaged in recruitment processes
- Contractors, consultants, and any individual working on behalf of Serply Recruitment Ltd

This policy applies to concerns arising within Serply Recruitment Ltd's own operations, as well as those arising at client sites where individuals are placed.

3. Purpose

The purpose of this policy is to:

- Provide a clear process for reporting serious concerns
- Encourage individuals to raise concerns at an early stage
- Ensure concerns are handled appropriately and fairly
- Protect individuals from victimisation or detriment
- Enable Serply Recruitment Ltd to identify and address wrongdoing

This policy is not intended to replace standard complaints or grievance procedures but is specifically intended for matters of a serious or public interest nature.

4. What is a Protected Disclosure

A protected disclosure is a disclosure of information which, in the reasonable belief of the individual making it, shows that one or more of the following has occurred, is occurring, or is likely to occur:

- Criminal activity or offences
- Failure to comply with legal obligations
- Miscarriages of justice
- Danger to health and safety
- Damage to the environment
- Bribery, fraud, or financial misconduct
- Modern slavery, exploitation, or unethical labour practices
- Deliberate concealment of any of the above

The disclosure must be made in the public interest.

5. Reportable Concerns

Concerns that may be reported under this policy include, but are not limited to:

- Unsafe working conditions or practices
- Harassment, discrimination, or victimisation
- Breaches of employment law or regulatory requirements
- Financial irregularities or misuse of funds
- Failure to follow company policies or procedures
- Serious misconduct by employees, clients, or third parties

6. Reporting Procedure

Individuals are encouraged to raise concerns as soon as reasonably practicable.

Concerns may be raised:

- Verbally or in writing
- To a Serply Recruitment Ltd consultant
- To a manager or supervisor
- To a Director
- To the HR or Compliance contact

Where possible, the following information should be provided:

- Details of the concern
- Relevant dates and locations
- Names of individuals involved (if known)
- Any supporting evidence

Serply Recruitment Ltd recognises that individuals may not have all the information and encourages reporting even where full details are not available.

7. External Reporting

Individuals may also raise concerns with appropriate external bodies (“prescribed persons”) in accordance with applicable legislation.

This may include regulators or authorities where the individual reasonably believes the information disclosed is substantially true and relates to that body’s area of responsibility.

8. Confidentiality and Anonymity

Serply Recruitment Ltd will treat all disclosures confidentially so far as reasonably practicable.

Individuals may choose to raise concerns anonymously; however, this may limit the ability to investigate fully or provide feedback.

9. Our Commitments

Serply Recruitment Ltd will:

- Take all disclosures seriously
- Assess concerns promptly
- Conduct proportionate investigations
- Maintain confidentiality where appropriate
- Provide feedback where possible
- Take corrective action where wrongdoing is identified
- Escalate matters to relevant authorities where required

10. Protection from Detriment

No employee, worker, candidate, or other individual will suffer any form of detriment, victimisation, or adverse treatment for raising a genuine concern in good faith.

Detriment may include:

- Dismissal
- Disciplinary action
- Loss of work or assignments
- Unfavourable treatment

Any act of retaliation will be treated as a serious matter.

11. False or Malicious Allegations

While Serply Recruitment Ltd encourages openness, knowingly making a false or malicious allegation may result in appropriate action.

However, individuals who raise concerns in good faith will not be penalised, even if the concern is not substantiated.

12. Investigation Process

The nature of the investigation will depend on the circumstances and seriousness of the concern.

Serply Recruitment Ltd may:

- Conduct internal reviews
- Request further information
- Engage with clients or third parties
- Seek professional or legal advice
- Report matters to regulatory authorities where required

13. Record Keeping

Serply Recruitment Ltd will maintain appropriate records of:

- Disclosures received
- Investigations conducted
- Outcomes and actions taken

All records will be handled securely and confidentially.

14. Relationship with Other Policies

This policy should be read alongside:

- Complaints & Grievance Policy
- Anti-Harassment Policy
- Modern Slavery Policy
- Data Protection & Privacy Policy

15. Monitoring & Review

This policy will be reviewed regularly to ensure ongoing compliance with legislation, regulatory expectations, and best practice.

16. Contact

For further information regarding this policy, please contact:

Serply Recruitment Ltd
Red Hill House, 41 Hope Street, Chester, CH4 8BU
01244 646 892