



Whistleblowing & complaints policy – Mobile Info Team

Introduction

The purpose of this policy is to identify and report unethical or illegal conduct by Mobile Info Team (MIT) and its (former) employees, volunteers or other representatives, collectively referred to as MIT team members.

The main aim of the policy is to:

- Provide a method to report, investigate and solve any wrongdoing or misconduct in the workplace
- Provide a safe and reassuring procedure for team members to raise concerns without fear and in a confidential manner, even if concerns are disproven after investigation

Policy statement

Every team member should have the chance to raise concerns in a safe and confidential manner when they are concerned about members of the team not abiding by MIT's core values as detailed in the code of conduct. They should have a place to report misconduct, where each report will be heard and acted on and lead to improvements based on the results.

MIT believes everyone should be able to make reports anonymously and are committed to protecting the informant's identities which will only be disclosed after consent from the informant.

Every report of misconduct will be investigated. At the end of the investigation, the results will be documented and feedback will be provided if appropriate.

What should be reported?

Every team member should report an incident or behavior that they witnessed or have the well-grounded reasons or suspicions of, which violates MIT's code of conduct and / or may be considered the following:

- Fraudulent
- Illegal
- Corrupt
- Dishonest
- Unethical
- Violates the law or any legal code
- Is creating an unsafe environment
- Breaches any of MIT's policies
- Discrimination
- Harassment and/or bullying of any kind
- Any conduct which could harm MIT's reputation or result in (financial) loss

Whistleblowing & complaints procedure

All team members can raise their concerns and make a complaint to Designated Safeguarding Lead (DSL) which is currently held by the coordinator role – Fabienne Wijnen.

For any concerns or complaints that involve either the DSL or member of the leadership team, such as the director and coordinator, the board of directors should be approached instead. The board of directors can also be contacted for any other concern or complaint as laid out in this policy if you are unable to or do not want to involve the DSL, coordinator or director.

The board of Mushkila Kabira – the foundation from which the Mobile Info Team project is run, can be reached by sending an email to stichtingmushkilakabira@gmail.com.