

Hivos Whistleblower Facility

ORG Organisation » Policies » Safeguarding policy and Integrity policy

Hivos set up the Hivos Whistleblower Facility to deal with (anonymous) reports of fraud, corruption and other integrity issues (see table below) regarding Hivos, Hivos employees, our implementing organizations and related service providers (and their employees). These are cases of misconduct you have witnessed or have certain knowledge of, but which may not personally affect you. You may also use the Hivos Whistleblower Facility if you are personally affected but wish to stay anonymous.

Hivos makes use of an independent external service, SeeHearSpeakUp, that lets you report your concerns anonymously.

How to report?

Reporting can be done in three ways:

- calling SeeHearSpeakUp (local tariff and language, see list below)
- using the online reporting tool: <https://www.seehearspeakup.co.uk/en/file-a-report>
- e-mailing report@seehearspeakup.co.uk

Numbers you can call:

- The Netherlands 0800 022 2398
- Kenya 0023 32424 26321
- Tanzania 0025 5411 200 159
- Zimbabwe 0026 38644 041 045
- South Africa 0800 990 094
- Costa Rica 00441224 418 335
- Guatemala 00441224 418 335
- Bolivia 00441224 418 335
- Indonesia 1803 011 3699
- Lebanon 00441224 418 335
- Timor-Leste 00441224 418 335

The confidential reporting channels are manned 24/7 and 365 days a year.

While every situation is different, here are some tips that will help you.

- Stay calm.
- Do not become a private detective. Hivos will ensure that genuine concerns are investigated thoroughly by qualified staff.
- Be sure your allegations are based on genuine facts and real substance.

Anonymous reporting

Informants have the choice to state their identity, which will be protected, or to remain anonymous. SeeHearSpeakUp will facilitate steps that guarantee the anonymity of the whistleblower.

Who can file a report?

Hivos employees, implementing organizations, beneficiaries, service providers, and even the general public.

What can be reported?

The following issues can be reported to SeeHearSpeakUp:

Type	Description
Fraud	Any intentional or deliberate act to deprive another of property or money by guile, deception, or other unfair means.
Bribery	The practice of offering something, usually money, to gain an illicit advantage.
Corruption	Dishonest or unethical conduct by a person entrusted with a position of authority, often for personal gain.
Theft	The unauthorized removal or taking of supplies, equipment, furniture, fixtures, products, cash, merchandise or other tangible property.
Financial Mismanagement	Statements or actions that encourage or result in false or intentionally misleading entries into accounts, audits or financial records.
Discrimination	Statements or actions based on age, race, color, national origin, sexual orientation, gender, disability or religion that affect employment, promotion or compensation decisions.
Harassment	Persistent and uninvited statements, behavior or actions that are degrading, offensive, humiliating or intimidating and create an unpleasant or hostile environment. This includes sexual harassment.
Retaliation or Retribution	Statements or actions discharging, demoting, suspending, threatening, harassing or discriminating against an employee because of any lawful act taken by the employee to report a violation of law or policy, file a complaint, or assist with an investigation or proceeding.
Environment, Health & Safety	Conduct, actions, policies or practices that either violate environmental, health or safety laws and regulations, or may cause or result in potentially hazardous conditions that affect the environment or the health and safety of employees, customers or others.
Bullying	The use of force, threats, or coercion to abuse, intimidate, or aggressively dominate others. The behavior is often repeated and habitual.

Modern slavery	Modern slavery is about being exploited and completely controlled by someone else, without being able to leave. Someone is in slavery if they are: forced to work through coercion, or mental or physical threat; owned or controlled by an 'employer' through mental or physical abuse or the threat of abuse; treated as a commodity or bought and sold as 'property'; or physically constrained or have restrictions placed on their freedom of movement.
Human trafficking	Human trafficking involves recruitment, harboring or transporting people into a situation of exploitation through the use of violence, deception or coercion and forced to work against their will.

Follow up

SeeHearSpeakUp will redact all reports to exclude the name of the informant or any other identifying information before they are forwarded to Hivos. If SeeHearSpeakUp receives information regarding serious alleged misconduct (such as criminal activity), this will be reported to an authorized recipient usually within one hour. If the report implicates a Hivos employee, the respective line manager and Hivos Executive Board of Directors will be informed.

Hivos will evaluate the report and start a preliminary inquiry within a period of seven days of receipt. After no more than two weeks, the investigator makes a recommendation to the controller or confidential counselor.

There are two possible outcomes for this recommendation. The report is inadmissible (because it is not sufficiently compelling or because the preliminary inquiry has not found any proof) and therefore Hivos is unable to pursue it further. Or the report is admissible, therefore subject to further investigation.

When reports are admissible, Hivos will establish an ad hoc Inquiry Committee or appoint an appropriately experienced investigating mission (or Auditor) to investigate the report further and report on its findings to the controller or confidential counselor within a period of eight weeks. During the inquiry or investigation, the whistleblower is notified of its progress, unless he/she has indicated this is not necessary, or such notification would be disadvantageous for him/her or the inquiry, or for other valid reasons.

The Inquiry Committee or investigating mission confers and decides on the recommendation in a closed meeting. During the investigation and afterwards, Hivos is committed to protect whistleblowers against retaliation from an affected party in the event that the whistleblower's identity is known or suspected.

If an employee, implementing organization, beneficiary or service provider feels that his/her report has not been addressed, or the reported anomalies continue to occur, he/she can escalate the report to the Hivos Executive Director or the Hivos Supervisory Board. If the issue cannot be resolved by Hivos, the complaint can be submitted to the Partos Complaints Committee.