Appendix 1

Whistleblowing Flowchart

The flowchart below summarises how colleagues can raise a whistleblowing concern within the Society. This should be followed where a colleague has a concern about serious wrongdoing (such as criminal activity, health and safety endangering an individual(s), breach of legal obligation, other serious concern). For full details of what amounts to a whistleblowing concern see the Whistleblowing policy.

For concerns regarding your personal circumstances or those that are less serious than the examples above, there are other ways colleagues can raise concerns – as set out after the flowchart under "How to report other concerns".

Note - Where calls are made to the whistleblowing line they will be triaged by an external provider. Whistleblowing is intended for serious matters that amount to protected disclosures. Where the subject matter of the call is not considered to meet the definition of whistleblowing, your concern may be triaged to the Speak in Confidence service so that it is considered and addressed by a senior leader. This approach is taken to ensure that your concerns are addressed promptly and in the most appropriate way.

Reporting other concerns

If your concern is not quite so serious that you do not wish to call the whistleblowing line, below are some other ways you can report your concerns:

- **Informally via your line manager** – this route is suitable for most workplace issues or concerns that impact a colleague. You can also contact HR at hr.advice@midcounties.coop or peopleoperations@centralcoop.co.uk for advice in resolving any issues informally

- **Formal grievance –** when attempts to resolve a matter informally have been unsuccessful, it may be appropriate for a formal grievance be raised under the Society's Grievance Policy

- **Speak in Confidence –** this is an external service which provides colleagues with the facility to confidentially ask questions, provide feedback or raise concerns directly with a colleague in a senior leadership role.

Central England Co-operative Limited,
Central House, Queen Street, Lichfield, WS13 6QD
Registered number: 10143R | VAT Number: 508 037 563

Whistleblowing Flowchart

Colleague has a concern about a serious wrongdoing
(for examples, see the "what is whistleblowing" section of the policy)

Colleagues should raise whistleblowing concerns directly with their line manager in the first instance

If the whistleblowing concern relates to their line manager, contact a more senior manager or the whistleblowing line (see box on right)

The line manager / senior manager will report the whistleblowing concern to the whistleblowing line / Society Secretary

If the colleague does not feel comfortable reporting a whistleblowing concern directly to their line manager or more senior manager, they can instead report this to the confidential whistleblowing line (0330 022 8602) or online (https://secure.workinconfidence.com/) Or email: whistle.blower@centralcoop.co.uk Colleagues are encouraged to use the whistleblowing line for serious wrongdoing

Investigation of the whistleblowing concern is instigated, and the Society Secretary will have oversight