

Whistle-blower Procedure

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Version	Date	Description of Version	Author
1	September 2018	Separation from Complaints' Handling Procedure, establishment of online reporting form and incorporation of flowchart	Nikolaos Koufos
2	November 2018	Incorporation of Arabic misconduct report form	Nikolaos Koufos
3	May 2019	Taking out of Googleforms and introduction of emails for reporting misconduct cases. Incorporation of external confidential advisor (and email) for reporting misconduct cases	Nikolaos Koufos

Abbreviations

BoD Board of Directors

DoO Director of Operations

SvB Supervisory Board

Purpose

The purpose of this procedure is to ensure that suspected or observed misconduct within SPARK is reported and addressed.

Scope

This procedure is applicable to suspected or observed misconduct, on behalf of SPARK employees (i.e. staff members, interns and volunteers) during their employment at SPARK.

Local partner organisations' staff members and external contractors of SPARK are expected to cooperate in the implementation of this procedure, as per their relevant contracts (including memorandums of understanding) established with SPARK.

For this procedure, misconduct during SPARK employment is defined in SPARK's [Code of Conduct](#).

Confidentiality and safety within the procedure

In order to ensure confidentiality and safety for those who report a (suspected or observed) misconduct case, SPARK has appointed two confidential advisers to whom such cases can be reported. Currently, these confidential advisers are SPARK's Human Resources Manager and also Wiemer Renkema who serves as external confidential adviser. Those who want to report a (suspected or observed) misconduct case to SPARK, can do so by sending a relevant email to one or both of the following email addresses:

- b.todorovic@spark-online.org – SPARK HR Manager;
- wrenkema@hotmail.com – external confidential adviser.

For the purposes of the implementation of this Whistle-blower procedure, these email addresses should be used for only reporting (suspected or observed) misconduct cases.

Furthermore, the reporting of a (suspected or observed) misconduct case in a fully anonymised manner can also be done by sending the relevant letter to the SPARK Headquarters, at the following address: SPARK Amsterdam Office, Van Diemenstraat 70, 1013 CN, Amsterdam, The Netherlands.

SPARK employees who send an email/letter in good faith for a case of (suspected or observed) misconduct within SPARK can be assured that this email/letter will be dealt confidentially and have no contractual consequences for him/her or never constitute a reason for dismissal, suspension, lower grading or other disciplinary measures in his/her employment at SPARK. Employees who think that they have experienced harmful consequences in connection with a report filed in good faith are kindly requested to inform the Confidential Adviser(s) of this. On the other hand, employees who intentionally report an untruthful (suspected or observed) misconduct case will be held liable from SPARK for the losses suffered by the organisation as a result of this.

All information provided to SPARK about (suspected or observed) misconduct cases are accessible only to the Confidential Adviser(s) and to the BoD.

Exception to the Procedure

For (suspected or observed) misconduct cases committed by the BoD members, the Confidential Adviser(s) escalate the case directly to the SvB, without involving the members of the BoD. In this case, the SvB decides on and implements actions for addressing the suspected or observed) misconduct case

Procedure

Suspected or observed cases of misconduct within SPARK are reported and addressed as per the flowchart below:

Responsibility	Activity	Documents/Systems to be used	Risks
<p>SPARK employee – external stakeholders are invited to fulfil this responsibility also</p>	<p>Detect misconduct by SPARK employee(s)</p>	<p>Code of Conduct</p>	<p>Misconduct cases are not detected</p>
	<p>Send an email to SPARK's Confidential Adviser(s), or a letter to the SPARK Headquarters about the misconduct case.</p>	<p>b.todorovic@spark-online.org wrenkema@hotmail.com</p> <p>SPARK Amsterdam Office, Van Diemenstraat 70, 1013 CN, Amsterdam</p>	<p>Compromised confidentiality/safety for the those who report the misconduct case</p>
<p>Confidential Adviser(s)</p>	<p>Investigate the misconduct case</p>		
	<p>Formulate report on the misconduct case, which includes recommendations for addressing the case</p>		
	<p>Discuss misconduct case report with DoO</p>		
<p>BoD</p>	<p>Decide on:</p> <ul style="list-style-type: none"> - Sanctions to employee(s) who committed the misconduct - Help and communication to victim(s), if applicable - Whether the case will be communicated externally to SPARK 	<p>Employment contracts and per country relevant labour and accountability regulations/legislations</p>	<p>Damaged reputation and/or financial loss for SPARK due to ineffective handling of misconduct case</p>
	<p>Implement:</p> <ul style="list-style-type: none"> - Sanctions to employee(s) who committed the misconduct - Help and communication to victim(s) if applicable - Communication externally to SPARK (if decided) 		