

A GUIDE TO BROOKE'S GLOBAL SAFEGUARDING REPORTING TOOL



1. WHAT CAN BE REPORTED THROUGH OUR SG REPORTING TOOL

This will be hosted by Gotethics (www.gotethics.com) who were selected by Brooke to provide this reporting tool. The tool is accessible through our web portal <https://thebrooke.whistleblownetwork.net>. It will also be accessed through a QR code at a future date.

The tool should be used for all Safeguarding and Whistleblowing concerns which include the following malpractice issues:-

Malpractice includes (but is not limited to) the issues listed below:

- Financial wrongdoing including theft, bribery, fraud, money laundering and aid diversion.
- A failure to comply with any legal obligation.
- Sexual misconduct, including sexual abuse, harassment or exploitation (see also Global Safeguarding Policy & Procedures).
- Abuse or exploitation of children, vulnerable adults or beneficiaries (see also Global Safeguarding Policy & Procedures).
- A very serious breach of Brooke policy.
- Abuse of position.

- Danger to the health and safety of individuals or damage to the environment.
- Improper conduct or unethical behaviour.
- Activity which would bring the organisation into serious disrepute.
- The deliberate concealment of information relating to any of the matters listed above.

For the full policy the Safeguarding Disclosure of Malpractice at Brooke can be viewed on the front page of the reporting tool as well as our Privacy Policy.

2. WHAT SHOULD NOT BE REPORTED

The tool should not be used as a complaint about the performance and behaviour of a manager, work colleague or personal issues relating to the specific job or employment an individual may have. Such complaints will be redirected if they come into the system for action under Brooke's Grievance Policy and Procedure or chosen process within the specific country of operation.

3. HOW TO USE THE TOOL

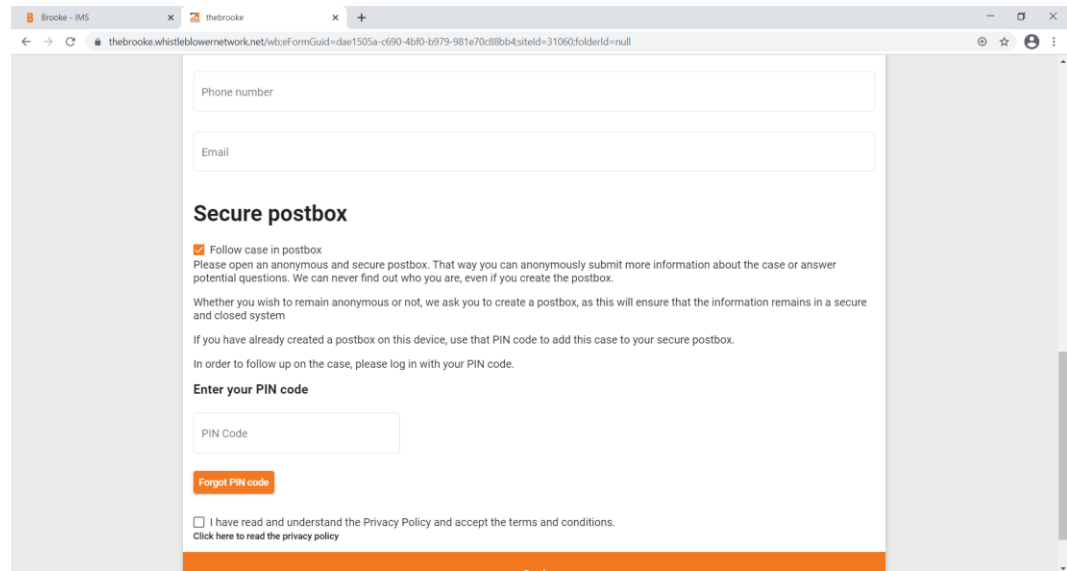
3.1 Reporting Form

- From the reporting tool home page, those who report will be able to document their concerns by filling out our reporting form by clicking on Go to Reporting.
- They will be able to upload any evidence such as audio, pictures or files at the top bar.
- For all SG and whistleblowing concerns people can either choose to leave their contact details or report anonymously.

3.2 Secure Post Box

- When someone reports a case in the reporting tool, they will be prompted to create a secure post box which will allow them to log in to communicate with Brooke securely and safely.
- In order to do this they will need to create a one-time password at the point where asked to enter a pin code (see below). One time passwords need to be:-
 - Minimum password length: 8
 - Password must contain capital and lower case letters
 - Password must contain digit

Please remember when you are asked to enter your pin code for the first time, you are actually being asked to set up a password! Each time you log on from then, you can use the same password/pin code.



3.3 Password / Pin Code

- This should be used each time the person who is reporting logs into the secure post box to pick up any correspondence from Brooke.
- If a secure post box is not set up, then Brooke will need to correspond via email outside of the tool. Each case needs to be created on the reporting system by the SFP or Country Director and updated with the content of any emails received and sent.

It is important that everyone remembers the password otherwise if the password needs to be resent by using the **Forgot Pin Code** their access to their existing case(s) will be lost and they would have to log another case through the tool.

PLEASE WRITE DOWN YOUR PASSWORD IN A SAFE PLACE AND DON'T LOSE IT!

3.4 Confidential Access

- All incidents go straight into a highly confidential default folder for oversight by a small number of staff outside of the Country Programme reporting system. These are the Global Safeguarding Officer Clare Twelvetrees (GSO), Julia Porter Head of UK HR, Michaela Johns SFP UK and Nigel Wilson, International Programme Director. Shailesh Patel, Director of Finance will receive any financial safeguarding incidents but have no access beyond that category.
- Each incident will be moved promptly into the relevant country programme folder which has been set up in the tool, including UK so that the Country Director (CD) and Safeguarding Focal Point (SFP) receive the relevant alert from the default folder and address the concern. The country will manage the safeguarding incident and use their own escalation processes.

4 Investigations

Depending on the nature of the safeguarding concern, it is the responsibility of the Country Director to assign an investigator if that is deemed appropriate and necessary to address the concern. The person must be appropriately trained in carrying out any investigations. However, the SFP will be expected to update the case through the reporting tool to a conclusion.

5 Closing a Case

Only the CD and SFP will be able to close their cases upon completion. An email will be sent through the tool back to the reporting person which notifies them of the outcome. This response can come from the SFP or CD.