

# Whistle Blower Procedure

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Authorised by	Manny De Bono National Safety & Compliance Manager

## Purpose

The purpose of this Whistleblower Procedure/Policy is to provide a mechanism for Hiflow Integrated Services Group (Hiflow) employees, contractors, suppliers, and other stakeholders to report any concerns or wrongdoing within the company.

This policy aims to ensure that such individuals can raise their concerns without fear of reprisal and that appropriate action is taken to address any reported issues.

## Procedure

### Reporting Procedure:

Any individual who becomes aware of a suspected violation of laws, regulations, policies, or unethical conduct should promptly report it. Reports should be made to the designated Hiflow National Safety and Compliance Manager who is the appointed company Whistleblower Reporting Officer.

Whistleblowers should provide specific details of the incident, including dates, names of individuals involved, supporting evidence, and any other relevant information that may assist in the investigation.

### Confidentiality and Anonymity:

Hiflow will make every effort to protect the confidentiality of whistleblowers, to the extent permitted by law. The identity of the whistleblower will not be disclosed unless required by law or necessary for investigating.

Whistleblowers have the option to remain anonymous when reporting, provided that the report contains sufficient information to enable a proper investigation.

### Protection Against Retaliation:

Hiflow strictly prohibits retaliation against individuals who report concerns or participate in investigations in good faith. Retaliation includes any adverse employment action, such as termination, demotion, harassment, or discrimination.

Any whistleblower who believes they have experienced retaliation should immediately report the matter, and Hiflow will promptly investigate such claims.

### Investigation and Follow-Up:

Hiflow upon receiving a whistleblower report, will promptly initiate an investigation. The investigation will be conducted in a fair and impartial manner, ensuring the principles of natural justice.

If the investigation substantiates the reported concerns, appropriate disciplinary actions will be taken, which may include corrective measures, training, counselling, or legal action.

## Non-Retaliation Policy:

Hiflow is committed to creating a culture where individuals feel safe and comfortable reporting concerns without fear of retaliation. It is the responsibility of all employees, managers, and supervisors to uphold this non-retaliation policy.

Any employee found to have engaged in retaliation against a whistleblower will be subject to disciplinary action, up to and including termination.

## Communication and Awareness:

Hiflow will communicate this Whistleblower Procedure/Policy to all employees, contractors, suppliers, and other stakeholders, ensuring their awareness of the reporting procedures and protections available under this policy.

Regular training and education programs will be conducted to promote understanding of this policy and the importance of reporting concerns.

## Record Keeping:

Hiflow will maintain records of whistleblower reports, investigations, and any actions taken in response to reported concerns. These records will be retained in accordance with applicable laws and regulations.

## External Reporting:

In cases where individuals believe it is appropriate to report concerns to external authorities, such as regulatory bodies or law enforcement agencies, they should be encouraged to do so. However, internal reporting is encouraged as Hiflow aims to address and resolve issues internally whenever possible.

This Whistleblower Procedure/Policy is intended to promote transparency, accountability, and a culture of integrity within Hiflow. Employees and stakeholders are encouraged to utilise this policy to ensure that any violations or unethical conduct are promptly addressed and resolved.

Hiflow Integrated Services Group Pty Ltd Whistleblower contact –

Mobile: 0417842435 (all discussions will be strictly confidential)

Email: [compliance@hiflow.com.au](mailto:compliance@hiflow.com.au)

## Document Amendment Table

Date	Page	Amendment
01/07/2023	All	Complete rewrite and rebranding
01/07/2024	All	No change