

Someone has raised a concern.

What should I do?

Line manager
what to
do guide

Knowing concerns are taken seriously and acted upon is an important part of our honest and open culture. Here is a guide on what to do when a concern is raised with you.



A concern has been raised with you

You should:

- Welcome your colleague's concern, they may have spotted something you've missed and it shows they are taking an active interest in their work.
- Treat the person's concern with respect and in confidence.
 - We will support colleagues who raise genuine concerns under this policy, even if they turn out to be mistaken. If you'd like guidance on support available for whistleblowers, contact the Head of HR for your part of the business.

Remember

Encourage openness. Two-way communication between you and your team encourages people to raise concerns or suggest ideas to improve work processes.



Understand the issue

Is the issue that has been raised:

1. Real? If so, act immediately.
2. A misunderstanding about what's going on? Find out why there is confusion and resolve it.
3. Just the way things are done? Have a conversation about why it's done that way.



Act immediately

Can you resolve it quickly and effectively?

- **If you can**, deal with it appropriately and let the person and others affected know the resolution.
- **If not**, note down their concern and the date of when they spoke to you. Let your colleague know that you can't resolve the matter on your own and you are referring the matter to someone more senior. Give the person regular updates until the matter is resolved.

Remember

Most issues can be addressed quickly, don't ignore them as issues can escalate.

We believe everyone has a personal best and that everyone should have the opportunity to strive for it.

Here at Cambian, we value openness. It should be at the heart of everything we say and do.

So listen up and don't ignore it.

Whistleblowing hotline

24 hour • confidential • independent

0800 086 9128

www.cambiagroup.ethicspoint.com

More info?

For more information or to contact the whistleblowing officers, search under 'policies' on CambianPoint (CambianPoint>Policies>HR (people icon)>Whistleblowing).