



Big Brothers Big Sisters
of Calgary and Area

Whistleblower Policy

Governance Committee Reviewed: February 29, 2016

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PURPOSE

To facilitate the raising of any serious concerns about Big Brothers Big Sisters of Calgary and Area (BBS) by employees, Board members, and others.

SCOPE

All employees, Board members and stakeholders.

POLICY STATEMENT

BBBS is committed to upholding the highest ethical standards. We do this by conducting our business with maximum integrity and by achieving full compliance with all applicable laws, rules and regulations. In line with this commitment, BBBS provides an avenue for its employees, Board members and other stakeholders to report any concerns they may have about the activities covered by this policy and to be assured that they will be protected from reprisal or victimization for reporting their concerns in good faith.

This policy covers instances where an employee, Board member or other stakeholder has evidence of activity by any BBBS officer, employee, Board member or consultant (including external auditors) that to his/her knowledge constitutes:

- A. Accounting, auditing, or other financial reporting fraud or misrepresentation;
- B. Violations of federal or provincial laws that could result in fines or civil damages payable by BBBS, or that could otherwise significantly harm BBBS' reputation or public image;
- C. Unethical business conduct in violation of any BBBS policy;
- D. Harassment, bullying, mistreatment, the use of threats or the making of unfair demands by any employee(s) or Board member(s);
- E. Danger to the health, safety, or well-being of employees, Board members and/or the general public; or
- F. Harassment, retaliation, or discrimination, stemming from having reported a Reportable Activity.

For the purposes of this Policy, any of the foregoing activities shall be deemed to be a "Reportable Activity".

BBBS will not permit any employees or Board members or consultants to harass, retaliate or discriminate against any other employee, volunteer or stakeholder who, in good faith, has reported a Reportable Activity (a Complainant). Retaliation in any form will not be tolerated.

Any violation of this Policy may subject the violator to disciplinary action, which may include, in appropriate circumstances, termination of employment and/or legal action.

Making a complaint not in good faith will be viewed as a serious offence, and may be subject to discipline up to and including discharge of an employee, and/or the severing of the relationship with a Board member, supplier or other stakeholder.

PROCEDURE FOR MAKING A COMPLAINT

To file a complaint or Reportable Activity the Complainant should complete a Whistleblower Report Form (See Appendix A). Once the form is completed it is to be sent via email to the Board Ombudsman at calgary.ombudsman@bigbrothersbigsisters.ca. The Board Ombudsman has the responsibility for investigating such complaints and taking the appropriate action. The Board Ombudsman, however, may

refer your complaint to the President & CEO if the Reportable Activity concerns an employee other than the President & CEO or concerns a consultant retained by BBBS staff.

In the event that the complaint concerns a Reportable Activity on the part of the Board Ombudsman, the form should be sent via email to calgary.boardchair@bigbrothersbigsisters.ca. Alternatively, the Whistleblower Form can be submitted via regular mail to the following address:

PRIVATE & CONFIDENTIAL

BBBS Calgary

5945 Centre Street SW

Calgary, AB T2H 0C2

ATTN: Board Ombudsman (or Board Chair, see above)

A complainant may remain anonymous. However, in order to allow for a better investigation of a complaint, the Complainant should consider providing his/her name, telephone number and any other pertinent contact information. Whether or not such contact information is provided, the substance of the complaint will be treated with utmost confidence and not discussed with others except to the extent necessary to conduct a complete and fair investigation. In all cases, any person who is alleged to have conducted the Reportable Activity will be made aware of the complaint at an appropriate point during the investigation.

The Complainant should give enough information to enable a full investigation, including where and when the Reportable Activity occurred, names and titles of individual(s) involved, and as much other relevant details as the Complainant can provide.

INVESTIGATION AND RESOLUTION OF COMPLAINT

The recipient of a complaint made in accordance with this policy (the Investigator) shall be responsible for expeditiously conducting or causing to be conducted an investigation of the complaint, resolving the matter, and reporting such resolution to the Complainant. Under no circumstances will the Investigator allow such investigation or resolution or reporting to be delegated to or shared by anyone whom the Complainant identified as being or having been involved in the Reportable Activity, or whom the Investigator deems inappropriate.

APPENDIX A WHISTLEBLOWER FORM



Big Brothers Big Sisters
of Calgary and Area

WHISTLEBLOWER FORM

Date:

Name (Optional):

BBBS Affiliation (Select) *Optional*

Staff

Admin Volunteer

Board Member

Committee Member

Other

Phone Number (Optional)

E-mail Address (optional)

BBBS Supervisor (if applicable) *Optional:*

Big Brothers Big Sisters of Calgary and Area (BBBS) will treat all reports made under this policy as confidential to the fullest extent that is consistent with conducting a full and fair investigation. Even if you make a report under this policy and disclose your identity, BBBS will exercise care to keep confidential your identity until a formal investigation is launched. At that point, your identity will be disclosed to other individuals only to the extent necessary to conduct a complete and fair investigation.

Date you became aware of Reportable Activity (Complaint):

Describe Reportable Activity:

Reportable Activity is:

Ongoing Completed Unclear

Department(s) Suspected of Reportable Activity:

Business Development
Finance / Accounting
Service Delivery (Programs)
Communications / Marketing
Administration
Management
Other

Individual(s) Suspected of Reportable Activity:

How did you become aware of the Reportable Activity?

Describe any steps you took prior to completing this Report (e.g. informed a representative of BBBS):

Name of BBBS Representative Contacted (if applicable):

When complete mail this form to:

BBBS Calgary
5945 Centre Street SW
Calgary, AB T2H 0C2
ATTN: Ombudsman
CONFIDENTIAL

OR Email Directly by clicking below: