

OBJECTIVE

1. To promote standards of good corporate practices.
2. To provide proper avenues for employees to raise concerns about actual or suspected improprieties in matters of financial or other matters, including but not limited to:
 - a) Concerns about BISHAN-TOA PAYOH TOWN COUNCIL's accounting, internal control or auditing matters;
 - b) Breach of or failure to implement / comply with the BISHAN-TOA PAYOH TOWN COUNCIL's Code of Conduct;
 - c) Impropriety, acts of fraud, corruption, theft, and / misuse of BISHAN-TOA PAYOH TOWN COUNCIL's properties, assets or resources;
 - d) Conduct which is an offence or breach of law or regulations that govern BISHAN-TOA PAYOH TOWN COUNCIL's businesses, e.g. accepting or giving bribes, trading on insider information, illegal / criminal behavior; improper conduct relating to safety and security matters;
 - e) Abuse of power or authority;
 - f) Intimidation, discrimination or harassment of staff and other persons in the course of work; and
 - g) Conflict of interest in business dealings without disclosure.
3. To give employees the assurance that they will be protected from reprisals or victimisation for whistleblowing in good faith.

SCOPE

4. This policy applies to all BISHAN-TOA PAYOH TOWN COUNCIL employees.

CONFIDENTIALITY

5. To facilitate prompt investigation and follow-up, the whistle-blower should identify himself / herself when raising a concern or providing information.
6. BISHAN-TOA PAYOH TOWN COUNCIL will use its best endeavor to ensure that all concerns or information provided, including identities of both the whistle-blower and the officer being reported on, are treated with strict confidentiality.

PROTECTION AGAINST REPRISALS

7. BISHAN-TOA PAYOH TOWN COUNCIL assures all employees that if they raise a genuine concern or have acted in good faith under this policy, they will be protected against wrongful dismissal, abuse, threats or harassment.
8. However, BISHAN-TOA PAYOH TOWN COUNCIL does not condone frivolous, mischievous or malicious allegations. Disciplinary action* will be taken against employees who make unfounded allegations that are proved to have been made recklessly, maliciously or with the foreknowledge that the allegations were false.
**(Refer to Disciplinary Policy & Procedures – G7)*

HOW TO RAISE A CONCERN OR PROVIDE INFORMATION

9. The employee could report his / her concerns to his / her immediate supervisor.
10. If the concern involves his / her immediate supervisor, manager or Head of Department, or for any reason he / she would prefer them not to be told, he / she may report to the designated hotline channels which are manned by designated officers from Human Resource Department:
 - a) Email: whistleblow@btptc.org.sg
 - b) Phone Hotline: 6355 3620 and
 - c) Mail address: 125A Lorong 2 Toa Payoh #01-134 Singapore 311125, Singapore 311125. Attention to Executive Manager, Finance & Human Resource (To be opened by addressee only)
11. The Whistleblowing Officer takes into account the following in determining whether the concern raised will be accepted.
 - a) Anonymous complaints will not be entertained;
 - b) Personal disputes will not be entertained.
12. Concerns or information provided are preferably raised or provided in writing (letter or email). The whistle-blower is encouraged to be detailed in setting out the background history of events and the reasons for the concern.
13. The whistle-blower can write in to request to meet the appropriate Whistleblowing Officer in confidence at a time and location to be determined together.

Whistleblowing Officer	Executive Manager Finance & Human Resource
	General Manager

14. If none of the above channels are suitable, the whistle-blower can address his / her concerns to the CEO or Town Council Chairperson. Under normal circumstances, the employee should always follow the chain of reporting.

HOW BISHAN-TOA PAYOH TOWN COUNCIL WILL RESPOND

15. BISHAN-TOA PAYOH TOWN COUNCIL assures the whistle-blower that any concern raised or information provided will be investigated, but consideration will be given to these factors:
 - a) Credibility of the concern or information; and

- b) Likelihood of confirming the concern or information from attributable source.
16. Depending on the nature of the concern raised or information provided, the investigation may be conducted after discussion with the CEO and / or Town Council Chairperson.
 17. The decision of the CEO and / or Town Council Chairperson is final.
 18. Any case which could involve the Police, Commercial Affairs Department (CAD), Corrupt Practices Investigation Bureau (CPIB) or any regulatory authorities would be reported to the relevant authorities.
 19. The amount of contact between the whistle-blower and the person(s) investigating the concern raised and information provided will be determined by the nature and clarity of the matter reported. Further information may be sought from the whistle-blower during the course of the investigation.
 20. All cases reported (investigated or dropped) will be submitted to the CEO and / or Town Council Chairperson for information.
 21. The management has the discretion to preserve the confidentiality of the outcome of all the cases.