

South Central Community Family Service Centre Limited (SCC)

Whistle Blowing Policy

1. PURPOSE

South Central Community Family Service Centre Ltd upholds the standards of corporate governance and complies with all laws and regulatory requirements.

On this basis, our Whistle-Blowing Policy provides an avenue to raise confidence and without fear of retaliation or unfair treatment, any concerns that may include issues of malpractice, impropriety, or statutory non-compliance. This Policy complies with the Code of Governance and is intended to provide guidance to those who have concerns about possible irregularities or wrongdoing within the organisation.

2. ASSURANCE OF PROTECTION

The organisation assures that no person should suffer reprisal because of reporting a genuine concern, even if the concern reported is later proven to be a mistaken allegation. However, this assurance does not extend to any person whose report is intentionally untrue.

3. APPROPRIATE ACTION AGAINST INTENDED MALICIOUS/ FALSE ALLEGATION

Any report which contains malicious intent or intended false allegation shall be viewed as a serious violation of good faith and appropriate action may be taken against the individual who has made the allegation.

4. PROCESS & CHANNELS OF REPORTING

- a. Whistle-blower is required to make his/her identity known to the Receiver of the complaint, when filing the complaint concerning the violation or suspected violation. Reporting channel is shown in Point (d)(i) below.
- b. The Receiver could be one of the following:
 - i. The Audit Committee
This Committee which has been appointed by the Board to look into audit and risk matters of the organisation, is responsible for handling all reported cases and ensuring that issues raised are properly resolved by the Board, management and/or appropriate parties concerned.
 - ii. Alternate to Audit Chairperson
That is, the appointed Board of Director.

- c. If the reported violation involves the Audit Chairperson, the whistle-blower may report his/her concern through a written or verbal means directly to the Alternate to Audit Chairperson via the channel shown in Point (d)(ii) below.
- d. The channels for reporting a concern shall be as follows:
 - i. Whistle-blowing reporting and communication channels to the Audit Committee Chairperson

Email	whistleblowing_AC-Chair@sccfsc.org.sg
Telephone	6351 1510

- ii. Alternative whistle-blowing reporting and communication channels - for matters concerning the Audit Committee Chairperson.

Email	whistleblowing_Treasurer@sccfsc.org.sg
Telephone	6236 3908

- e. Written statement or email should include the following:
 - i) Name, designation (where relevant), and contact
 - ii) Specific concern arising
 - iii) Reasons for the concern
 - iv) Background and history of the concern
 - v) If concern has been raised before with whom and why not satisfactorily resolved?

5. CONFIDENTIALITY

The identity of the whistle-blower would always be treated with the strictest confidentiality. Reports of violations or suspected violations shall be kept confidential to the extent possible. Notwithstanding, the organisation reserves the right to release the identity of the whistle-blower, should this be a requirement by law or if for very essential reasons. In such cases, the whistle-blower shall be informed in advance and the reasons made clear to him/her. If the whistle-blower wishes to retain his/her confidential status, he/she has the option to withdraw the report to protect his/her confidential status.