

## THE NIGERIAN AVIATION HANDLING COMPANY PLC

### WHISTLE BLOWING POLICY



2020

***DOCUMENT CONTROL NUMBER: 00***

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# WHISTLE BLOWING POLICY

18<sup>th</sup> March, 2020

Issue 3 Rev 2

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## ***APPROVAL PAGE***

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**Document Title : WHISTLEBLOWING POLICY**

**Document Reference : NAHCO-WBP-03.02**

**Issue No. & Revision No. : Issue3 Rev. 2**

**Revision Date : 18-03-2020**

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**Prepared By: 1. Name: Solape Koledoye**

Designation: Head, Internal Audit & Compliance

Signature:..... Date:.....

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The undersigned nahco aviance personnel declare that they have read and understood the contents of this Policy.

### **Reviewed and Recommended for Approval By:**

Name: **Mrs. Olatokunbo A. Fagbemi**

Designation: Group Managing Director/ CEO

Signature:..... Date:.....

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### **ORGANISATIONAL APPROVAL**

**Approved By: Dr. Seinde Fadeni Oladapo**

Chairman, Board of Directors

Signature:..... Date:.....

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## **Revision:**

Updated sheets are to be issued in the proper place and obsolete pages discarded. The holder of this policy is to record the receipt and review of each revision on this form.

## **Record of Revision**

<b>Issue</b>	<b>Rev. No.</b>	<b>Revised by (Name)</b>	<b>Effective Date</b>
1	0.	Ahmed Bashir	10/12/2013
2	1.	Anthony Iyayi	01/06/2018
3	2.	Solape Koledoye	18/03/2020

**Distribution List:**

1. GROUP MANAGING DIRECTOR/CEO
2. COMPANY SECRETARY
3. HEAD, CORPORATE SERVICES
4. CHIEF FINANCE OFFICER (CFO)
5. HEAD, INTERNAL AUDIT & COMPLIANCE
6. CARGO SERVICES MANAGER
7. CHIEF OPERATING OFFICER
8. MANAGER, ERM
9. MANAGER, COMMUNICATIONS & CORPORATE SERVICES
10. HEAD, HUMAN RESOURCES & ORGANISATIONAL DEVELOPMENT
11. MANAGER, OUTSTATION OPERATIONS
12. MANAGER, LAGOS OPERATIONS
13. ENGINEERING & MAINTENANCE MANAGER
14. SECURITY SERVICES MANAGER
15. HEAD, ICT & SYSTEMS
16. RAMP SERVICES MANAGER
17. MANAGER, CARGO RAMP
18. PASSENGER SERVICES MANAGER
19. STATION MANAGER, ABUJA
20. STATION MANAGER, PORT HARCOURT
21. STATION MANAGER, KANO
22. STATION MANAGER, KADUNA
23. STATION MANAGER, UYO
24. STATION MANAGER, ENUGU
25. STATION MANAGER, AKURE
26. STATION MANAGER, KEBBI
27. STATION MANAGER, MAIDUGURI
28. STATION MANAGER, YOLA
29. STATION MANAGER, ASABA
30. STATION MANGER, BENIN

## **Introduction**

An important aspect of accountability and transparency is a mechanism to enable all individuals to voice out concerns internally but in a responsible and effective manner when they discover information which they believe shows serious malpractice.

Consultation goes to the heart of the company's culture, and avoids an individual having to resolve a difficult ethical situation all alone. Staff should in the first instance consider consulting their Line Managers or Supervisors/ Leaders. If uncomfortable about taking up the matter through the company's normal reporting channels or with their Human Resources Contacts (Human Resources Partners), they may want to seek assistance from this whistleblowing policy.

Our whistleblowing policy is therefore fundamental to the company's **core values** (*Safety, Integrity, Reliability, Innovation and Respect for the Individual*). In addition, it reinforces the value **nahco aviance** places on staff to be honest and respected members of their individual professions. It provides a method of properly addressing bona fide concerns that individuals within the company might have, while also offering whistleblowers protection from victimization, harassment or disciplinary proceedings.

It should be emphasized that this policy is intended to assist individuals who believe they have discovered malpractices or impropriety. It is not designed to question financial or business decisions taken by the company nor should it be used to reconsider any matters which have been investigated under the harassment, grievance or disciplinary policies and procedures.

## **Policy Statement**

The Board and Management of **nahco aviance** are committed to ensuring openness and communication in all the dealings of the company with its officers, employees, suppliers and all other stakeholders and publics with whom it engages for business and other relations. This is in line with the company's core values. The company recognizes that effective and honest communication is essential to maintain our core values and to ensure that negative business practices are detected and dealt with promptly with a view to preserving the reputation and integrity of the company with its various publics.

## **Objective of Whistle Blowing Policy**

The objective of this policy is to encourage everyone, whether part-time or full time employees, agents, contractors, suppliers, staff of suppliers, customers or people however remotely related to the company, to report any business misconduct without risk to themselves or any inhibition or victimisation.

Appropriate incentives will be offered to a whistle-blower whose action significantly promotes the Company's interests.

### **Scope**

The policy covers all employees of **nahco aviance** and all other stakeholders as described above.

### **The Policy**

This policy will apply in all cases where an individual genuinely and in good faith have reasons to believe that a misconduct is occurring, occurred or may occur within the **nahco aviance operating environments**, irrespective of location. Such misconduct will include but is not limited to the following:

- ❖ Commission or concealment of a criminal offence/fraud/theft or collusion to commit the same;
- ❖ Non-compliance with Laws of the Federal Republic of Nigeria or a legal obligation and breaches of statutory legal obligations;
- ❖ Any illegal or unethical operation;
- ❖ Serious un-professional or un-ethical behaviour, including harassment of any sort and/or bullying;
- ❖ Use of deception to obtain an unjust or illegal financial advantage for the business unit or personally;
- ❖ Miscarriage of justice;
- ❖ Endangering the health and safety of an individual;
- ❖ Damage to the environment;
- ❖ Breach of internal control;
- ❖ Intentional misrepresentation directly or indirectly affecting financial statements;
- ❖ Damage to our Ground Support Equipment and other infrastructure in the premises.

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❖ Deliberate concealment of information relating to any of the above.  
This policy is very distinct from the grievance procedure as enunciated in the company's employee handbook, i.e. the Conditions of Service.

## **Procedure**

**Talking to the whistle blowers:** As soon as you become aware of a situation, you have the opportunity to make comments **to the officers in charge of the whistle blowing lines (whose telephone numbers were published on nahco aviance website as indicated below** which will **not** be held against you.

The under listed e-mail address and phone numbers by **electronic mail or text message (SMS) or voice call** can be used for this purpose:

1. **E-mail: [whistleblowing@nahcoaviance.com](mailto:whistleblowing@nahcoaviance.com)**
2. **0814 211 2720 - MTN**
3. **0814 228 3841 - MTN**
4. **0814 559 1431 - MTN**
5. **0814 949 5677 - MTN**

All instances of whistle-blowing to any of the above lines of communications will be logged in a register for and communicated to the Chairman of the Board's Governance & Remuneration Committee for directive on investigation as he may deem fit. Where the Head, Internal Audit & Compliance conducts the investigation, the report is sent to the Chairman of the Board's Governance & Remuneration Committee for further directive as appropriate.

## **Investigation**

Once an allegation of misconduct is made and the Head, Internal Audit & Compliance is directed to conduct the investigation, the appropriate plan is agreed with the Chairman of the Board's Governance & Remuneration Committee.

Once the investigation is completed, the report shall immediately be sent to the Board's Governance and Remuneration Committee. The whistle blower shall be advised of the outcome of the investigation as well as the corrective actions which are being taken so as to serve as an encouragement to the blower of the whistle.

**nahco aviance** is committed to running its business without misconduct and expects its employees and other stakeholders to share this objective. However, the company also recognizes that whistle-blowing is a potentially sensitive issue. Therefore, if you have reason to believe that you are being victimized or penalized in any way for whistle blowing or if you do not consider that you have



had a satisfactory response to your disclosure, you should write directly to the Chairman of the Board's Governance & Remuneration Committee setting out the facts.

### **Safeguards**

The Company would take all reasonable steps to protect the identity of whistle blowers. Any whistle blowing employee is protected against adverse employment actions (i.e. dismissal, demotion, suspension, harassment or other forms of discrimination) for raising allegations of misconduct by the Board of Directors of the Company and specific legislation in force in Nigeria.

A whistle blowing employee is also protected even if the allegations proved to be incorrect or unsubstantiated, provided the disclosure is made in good faith under the honest belief that the information and any allegation therein are true.

### **Disciplinary Action**

In the event that any allegation of misconduct is substantiated, appropriate disciplinary action will be taken against the responsible individual(s) up to and including termination of employment, dismissal from service and criminal prosecution by the relevant authorities.

Furthermore, any act of retaliation or victimization against a whistleblowing employee will result in disciplinary action being taken against the perpetrator, up to and including termination of employment.

The malicious use of the whistle blowing policy will result in disciplinary action against a whistle blowing employee, up to and including termination of employment.

### **The fundamental elements of this policy**

- ❖ All staff members are protected from victimization, harassment or disciplinary action as a result of any disclosure, where the disclosure is made in good faith and is not made maliciously or for personal gain. Where disclosures are made in the public interest, staff will have statutory protection.
- ❖ Any disclosure will be investigated fully including interviews with all the witnesses and other parties involved.
- ❖ Anonymity: The identity of the whistleblower will be protected at all stages in any internal matter. While the company can provide internal anonymity, it

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cannot guarantee this will be retained if external legal action flows from the disclosure. If the whistleblower prefers to make a disclosure outside the company, **nahco aviance** will not be accountable for maintaining anonymity, i.e. where the whistleblower has told others of the alleged infringement.

**Note:** Whilst the company encourages self-identification of whistleblowers, anonymous calls will nevertheless be taken seriously and investigated fully. However, the effectiveness of any whistleblowing enquiry may be limited where an individual chooses not to be identified.

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## Roles & Responsibilities

<b>S/N.</b>	<b>Responsible Officer</b>	<b>Responsibilities</b>
1.	Whistleblower	The Whistleblower is expected to act in good faith and should report his/her concerns with adequate evidence to aid investigation of the case presented by him/her.
2.	Suspect	It is the duty of the suspect to cooperate with investigators by providing them with useful information, documents and materials required for a successful investigation.
3.	Investigator/ Head, Internal Audit & Compliance	The Head, Internal Audit & Compliance shall exercise confidentiality, independence and professionalism in carrying out the investigation. The Head, Internal Audit & Compliance is expected to acknowledge all concerns reported by the Whistle Blower and revert to him/her on the progress of the investigation. The Head, Internal Audit & Compliance shall provide the Chairman of Audit Committee a summary of all cases reported and the outcome of the investigation conducted. The Head, Internal Audit & Compliance shall exercise confidentiality by avoiding any discussion or disclosure of matters under investigation.
4.	Head, Human Resources & Organizational Development	The Head, Human Resources & Organizational Development shall treat the investigation report on concerns raised in accordance with the Staff Conditions of Service.
5.	Governance & Remuneration Committee	In the event that the Whistleblowers are dissatisfied with the outcome of investigations conducted involving staff members, such matters should be escalated to the Governance & Remuneration Committee for their review and consideration.  The committee could also come up with recommendations to the board on actions required to assuage the concerns of the Whistleblowers.
6.	Audit Committee	The Chairman of the Audit Committee shall ensure that all whistleblowing concerns brought to

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		the attention of the Committee by way of quarterly reports submitted by Head, Internal Audit & Compliance are treated expeditiously.
7.	Chairman of the Board	Any review or update of the Whistleblowing Policy and Procedure shall be approved by the board. The updated document shall be signed by the Chairman on behalf of the Board.