Humanitarian OpenStreetMap Team

Policy: Reporting & Whistleblower

Table of Contents

Table of Contents 1

Purpose 1

Applicability 1

Definitions and Reporting Matrix 3

Responsibilities of those receiving reports or complaints 4

Non-Retaliation and Whistleblower Rights 5

Purpose

This policy is intended to outline the process and protections for Humanitarian OpenStreetMap Team (HOT) Board members, voting members, community members, partners, volunteers, and the public to report suspected or actual occurrence(s) of illegal, unethical or inappropriate incidents (events, behaviors or practices) without retribution.

Applicability

HOT Board Members, Community Members, Partners and Volunteers
Individuals who fall into the categories listed here may report on misconduct related to official HOT business, staff, or board as per the Misconduct Reports section of the Definitions & Reporting Matrix below. The Non-Retaliation and Whistleblower Rights section at the end of this policy applies to all the parties listed here. HOT Board Members are obligated to report suspected or actual instances of illegal or unethical behaviors.

HOT Voting Members
The Voting Membership of HOT has its own code of conduct committee and process for reporting complaints between voting members and OpenStreetMap (OSM) community members. That procedure document can be found here.

Definitions

The definition of a “whistleblower” has not been globally defined, nor defined by any International Convention. However, the simplest definition of a “whistleblower” as defined by the National Whistleblower Center, DC, USA defines “a whistleblower as an individual or team who reports waste, fraud, abuse, corruption, or dangers to public health and safety to someone who is in the position to rectify the wrongdoing.”

The United Nations describes a whistleblower in its UN Secretary-General's bulletin ST/SGB/2017/2 on "Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations" as “a person who in **good faith**, **voluntarily discloses** information on suspected misconducts which could be personnel related, financial, a conflict of interest, to mention a few, where such disclosures reveal the existence of a misconduct, malpractice, or impropriety."

A whistleblower may not always be someone who works within the organisation; it could be a partner, a member of a working group or community, an applicant, a contractor or potential contractor, etc. In all cases, the whistleblower has evidence(proof) to support information of a wrong-doing that has occurred and may not be easily disclosed to all.

Reporting Matrix

	Misconduct Reports
Definition	Misconduct is wide reaching, including breaches to HOT’s Code of Conduct as well as other instances of **severe unprofessional behavior** that violate HOT’s principles and values. Examples of misconduct may include, but are not limited to: ● Actions (or lack thereof) that put personal safety and/or the safety of others in jeopardy in the course of work. ● Actions taken with serious consequences against HOT’s reputation. ● Discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. ● Incidences of fraud or embezzlement. ● Conduct that violates HOT standards of conduct or the law (US or local).

Reporting options	A. Send an immediate report via email or schedule a call with the Senior Manager, Human Resources via: hr@hotosm.org. B. If you would like to remain anonymous, you can fill in the form **here**, to confidentially and anonymously report any incident or complaint, to HOT's Lead Compliance Officer (Dana Gallaty). C. You may also report by email or via a call as you are comfortable to: a. A member of senior management, including HOT's Executive Director b. The president of the Board of Directors (president@hotosm.org) Crimes against person or property, such as assault, rape, burglary, etc., should also immediately be reported to local law enforcement personnel.
Next steps	-Upon receiving a report, the recipient should acknowledge receipt of the report to the sender as soon as possible (ideally within 24 hours, unless reported anonymously). - Report recipients must maintain confidentiality, with the exception of sharing necessary information with HR and those involved in the response. -Unless one of these individuals is the subject of the report, the recipient should notify (1) the Lead Compliance Officer (listed above) and (2) Sr Manager, HR to discuss the report and pending investigation. If the Lead Compliance Officer is the subject of the investigation, the Backup Compliance Officer (Seka Ellepo) should be notified instead. -The Compliance Officer will oversee the investigation of each report, log all investigations and their conclusions in the confidential Misconduct Reports Register*, work with the original report recipient to follow-up with the sender, and, as appropriate, advise and report compliance activities to the Board. -Within 10 business days of the initial report, the sender will receive a notice regarding the response (i.e. inquiry, investigation, disposition, resolution, etc.) to the issue. The sender may receive limited to no follow-up on anonymous reports, depending on the amount of information shared and the nature of the incident. *Any reports and investigations involving any of those that have access to the Register should be logged in a separate Register inaccessible to the person(s) accused.

Non-Retaliation and Whistleblower Rights

The first level protection involves;

- The identity of the Whistleblower, (known and unknown), shall remain confidential to those persons directly involved in applying this policy where at all possible, unless the issue requires investigation by law enforcement, in which case members of the organization are subject to the local laws. HOT affirms its commitment to take reasonable steps to protect the identity of any whistleblower who wishes to remain anonymous.
- HR or in other scenarios the Compliance Officers will keep the whistleblower informed on the process and progress of the investigations as per the policy timeline and dependent on the type of complaints.
- All information and data protected remain confidential and will be stored as such as in line with HOT's Data Protection policy.

The second level protection involves;

- The Whistleblower shall receive no retaliation or retribution for a report that was provided in good faith (i.e. that which was not done primarily with malice to damage another or the organization, but reported with a sincere intention to be truthful and fair).
    - If the investigation or report that was done in good faith and investigated by internal personnel is not to the Whistleblower's satisfaction, then they have the right to report the event to the appropriate legal or investigative agency.
    - If the Whisteblower experiences retaliation for their report, they should reach out to the same or a new channel of reporting.
- Anyone who retaliates against the Whistleblower (who reported an event in good faith) will be subject to disciplinary action up to and including termination of the relationship with HOT.
- A Whistleblower who makes a report that is not done in good faith is subject to disciplinary action up to and including termination of relationship with HOT and may also result in legal claims by the person who was wrongfully accused.

Who is Responsible for Whistleblower's Protection:

First level Protection:	**Second level Protection:**
- Human Resource Team - Compliance Officers	- Leadership Team - Senior Manager, Human Resources - Executive Director - Board of Directors