

Whistleblower Policy

Ascending Hope Community Services (AHCS) requires board members, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Ascending Hope Community Service, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns regarding inappropriate conduct and practices that they have observed taken place among the board members, officers, employees and volunteers that would affect the reputation and/or operations of the Society so that Ascending Hope Community Services can address and take corrective actions timely.

It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of Ascending Hope Community Services' code of ethics or suspected violations of law or regulations that govern Ascending Hope Community Services'.

No Retaliation

It is contrary to the values of Ascending Hope Community Services for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Ascending Hope Community Services. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Procedure

Ascending Hope Community Services has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with their superior. If you are not comfortable speaking with your supervisor or you are not satisfied with your superior's response, you are encouraged to speak with the Executive Director. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Ascending Hope Community Services' Executive Director, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their superior or the Executive Director. Donor, volunteer, staff or any stakeholder may wish to consider contacting the Chairman of the organisation or the Audit Committee where applicable.

The Executive Director is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Executive Director will advise the Board of Directors of all complaints and their resolution when such cases occur, and will report at least annually to the Executive Committee on compliance activity relating to accounting or alleged financial improprieties.

If the suspect is:	Report to
Supervisor or Manager	Executive Director
Executive Director	Chairman or Audit Committee

The channels for reporting a concern shall be as follows:

- i. Whistle-blowing reporting and communication channels to Executive Director

Email	Eva.ng@ascendinghope.org
Telephone	+6587513823

- ii. Whistle-blowing reporting and communication channels to Chairman or Audit Committee

Email	sp6650@icloud.com
Telephone	+6593386569

Accounting and Auditing Matters

The Executive Director shall immediately notify the Audit and Finance Committees of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the concerned committee until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Executive Director will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.