



# Gow-Gates Whistleblower Policy

## Policy brief & purpose

Gow-Gates is committed to creating and maintaining an open working environment in which employees (whether they are full-time, part-time or casual), directors, contractors, suppliers, partners and consultants are able to raise concerns regarding actual or suspected unethical, unlawful or undesirable conduct.

The Leadership Team recognises that any genuine commitment to detecting and preventing illegal and other undesirable conduct must include a mechanism whereby employees and others can report their concerns freely and without fear of reprisal or intimidation. The Whistleblower Policy provides such a mechanism and encourages the reporting of such conduct.

The purpose:

- Promote an open and transparent culture within the Gow-Gates Group;
- Encourage employees, directors, contractors, suppliers, partners and consultants to report an issue if they genuinely believe a person or persons has breached Gow-Gates Code of Conduct, policies or the law;
- Demonstrate Gow-Gates's commitment to a fair workplace and outline the process for managing matters of misconduct;
- Protect individuals who in good faith, report misconduct which they reasonably believe to be corrupt, illegal or unethical on a confidential basis, without fear of reprisal, dismissal or discriminatory treatment;
- Assist in ensuring that matters of misconduct and/or unethical behaviour are identified and dealt with appropriately. Unethical, unlawful or undesirable conduct is referred to in this Policy as misconduct.

## Scope

This Policy applies to all Gow-Gates operations and its wholly owned operating subsidiaries, employees and directors, (whether they are full-time, part-time or casual), contractors, suppliers, partners and consultants.

## Who is a “whistleblower”?

- A whistleblower is a person who reports or wants to report concerns which she or he may have about misconduct or an improper state of affairs involving Gow-Gates or one of its related companies.
- A whistleblower may be a person who is, or has been:
  - a staff member or officer of Gow-Gates;
  - a supplier of services or goods to Gow-Gates (whether paid or unpaid);
  - an employee of that supplier and/or an associate of Gow-Gates; and/or

- a relative, dependant or spouse of any member of staff, supplier, employee of a supplier or associate of Gow-Gates.

### **What can a whistleblower report?**

The misconduct or information about an improper state of affairs which a person or whistleblower wishes to disclose may involve:

- a breach of the law;
- tax evasion;
- criminal conduct;
- fraud or theft;
- genuine concerns about modern slavery or human trafficking relating to Gow-Gates;
- people, business or supply chain;
- a danger to the public or to the financial system; and/or
- deliberate covering up of information tending to show circumstances of the above
- conduct which:
  - is a matter of public interest; or
  - concerns a substantial or imminent danger to the health or safety of any person(s)
- or to the natural environment.
- Any other conduct or act which may cause loss to Gow-Gates or which may otherwise be detrimental to its interests;

### **Personal work-related grievances**

If the information which the whistleblower seeks to disclose relates to a personal work-related grievance and does not involve any alleged or actual victimisation, harm or threat of harm, to the whistleblower, then the disclosure will be dealt with through Gow-Gates agreed grievance procedure.

A personal work-related grievance concerns any matter in relation to the whistleblower's employment or former employment which may have implications for the whistleblower personally. This includes interpersonal conflicts, decisions in relation to the transfer, engagement or promotion of the whistleblower, decisions relating to the terms and conditions, suspension or termination of the employment or engagement of the discloser.

A person reporting a personal work-related grievance is not entitled to protection as a whistleblower unless the information being disclosed:

- involves significant implications for Gow-Gates or one of its related companies; and
- concerns certain offences or a danger to the public or the financial system.

## **Public interest and emergency disclosures**

If Gow-Gates fails to address or act upon a disclosure by a whistleblower and such disclosure was made over 90 days earlier and the whistleblower has reasonable grounds to believe that:

- Gow-Gates has not taken action to address the matters reported;
- the matters reported are a matter of public interest (a public interest disclosure); and/or
- the matters reported concern a substantial and imminent danger to the health and safety of one or more persons or to the natural environment (an emergency disclosure); and
- the whistleblower identified the previous disclosure to Gow-Gates and also informed Gow-Gates after the 90-day period that she or he intended to make either a public interest or an emergency disclosure; and
- the whistleblower made either a public interest disclosure or an emergency disclosure to a Member of Parliament (Federal, State or Territory) or a journalist in either print, radio, TV or electronic media; then that is also a matter which should be reported to Gow-Gates and in relation to which the whistleblower is entitled to protection.

The Company encourages whistleblowers to come forward and report any conduct of concern.

## **How to Report**

### **Internal reporting**

This Policy and the procedures set out in this Policy are designed to complement routine / day-to-day reporting and communication channels between supervisors, managers and employees. Workers are encouraged to continue raising Reportable Conduct at any time with their supervisors and managers and are encouraged to make every attempt to report and resolve Reportable Conduct internally where possible and appropriate.

NB: It would not be deemed appropriate to expect someone to feel comfortable to make a report internally if it involved a senior member of the organisation. Nor would it be appropriate / reasonable to expect someone to make a report to the very person alleged of the misconduct.

This Policy does not replace or alter your first obligation which is to resolve matters quickly and internally where appropriate. Your first contact should be your immediate manager (unless you fear recrimination). If your manager needs support, they in turn will take the matter up with their immediate leader and so forth in a bid to have your matter sufficiently addressed.

You are encouraged to continue raising Reportable Conduct at any time with your immediate leader and are encouraged to make every attempt to report and resolve Reportable Conduct quickly and internally.

## **External reporting**

If you are not comfortable or able to report misconduct internally, you may report it to Gow-Gates external and independent whistleblowing service provider.

Gow-Gates has contracted Your Call Whistleblowing Solutions (“Your Call”) to receive and manage your report with impartiality and confidentiality.

This option allows you to:

- Remain completely anonymous
- Identify yourself to Your Call only
- Identify yourself to both Your Call and Gow-Gates.

The Your Call reporting options include:

- Website: <https://www.yourcall.com.au/report> - 24/7
- Telephone: 1300 790 228 - 9am and 12am, recognised business days, AEST

Online reports can be made via the website address listed above. You will be required to enter Gow-Gates unique identifier code *GGIB8867*.

Your Call remains the intermediary at all times, receiving and forwarding communication between all parties. The Gow-Gates Officers who will have access to your reports include:

- Robert Lawson
- Danielle Tippet
- Sandra Oakes

Your Call can circumvent any of the above Officers upon your request.

You will be able to securely upload any relevant documentation and/or material relevant to your disclosure. After making a disclosure, you will be provided with a unique Disclosure Identification Number (DIN) and access to a secure online Message Board.

The Message Board allows ongoing anonymous communication with Your Call and/or Gow-Gates. Your Call remains the intermediary at all times, receiving and forwarding communication between all parties. The Message Board can be used to receive updates, share further information/evidence and request support or report retaliation. If you cannot access the Message Board, you can contact Your Call via phone (above) for verbal updates.

## **National Relay Service:**

If you are deaf, or have a hearing or speech impairment, you can contact Your Call online or through the National Relay Service. Simply choose your contact method at [www.relayservice.gov.au](http://www.relayservice.gov.au)

## **Supporting documentation:**

Gow-Gates does not expect a report to include absolute proof or evidence of reportable conduct. Despite this, a report should show reasons for concerns and include all relevant details (dates, times, location, names of person(s)) and supporting documents available or known. Steps already taken by the employee to report the matter internally, if relevant, should also be included. Including all relevant details assists the Gow-Gates to operate a thorough review, and if reasonable basis, a sufficient investigation.

## **What are the consequences of making a false report/disclosure?**

Anyone who knowingly makes a false report/disclosure of Reportable Conduct, or who otherwise fails to act honestly with reasonable belief in respect of the report may be subject to disciplinary action, including dismissal. The disciplinary action will depend on the severity, nature and circumstance of the false disclosure.

## **Will my identity and report be treated confidentially?**

Gow-Gates and Your Call will treat ensure that all matters in the strictest confidence. All reports and records will be stored securely.

Your identity will not be disclosed by Your Call or Gow-Gates unless:

- The whistleblower or person making the report consents to the disclosure.
- The disclosure is required by law.
- The disclosure is necessary to prevent or lessen a serious threat to a person's health or safety.
- It is necessary to protect or enforce the Organisation's legal rights or interests or to defend any claims

As a whistleblower you may request Your Call to provide special protection measures if your identity is likely to be disclosed from the information in the report.

If you are reporting a breach of the Corporations Act Section 1317AE, Gow-Gates encourages you to identify yourself so that you will qualify for protection under the law as a whistleblower. If you disclose your identity, it becomes a "Protected Disclosure" once a report is made. That means your identity will remain confidential and, provided you have acted honestly with genuine or reasonable belief, you cannot be discriminated against or victimised or disadvantaged in your employment with Gow-Gates.

If you do not want to reveal your identity, you can still report anonymously.

Gow-Gates will keep all records relating to a report of Reportable Conduct stored securely and allow them to be access only by authorised employees.

Unauthorised disclosure of:

- (i) The identity of the whistleblower who has made a report of Reportable Conduct
- (ii) Information from which the identity of the reporting person could be inferred

will be regarded as a disciplinary matter and will be dealt with in accordance with Gow-Gates disciplinary procedures.

## **Protection against victimisation**

Gow-Gates is committed to ensuring that any person who intends to or reports a Reportable Conduct, acts as a witness or participates in any way with respect to the report of Reportable Conduct is not victimised.

Gow-Gates will thoroughly investigate complaints of victimisation. If proven, those who have victimised a person may be subject to management action including disciplinary action up to dismissal.

Any person who reports Reportable Conduct will not be personally disadvantaged by having made the report by:

- Dismissal.
- Demotion.
- Any form of harassment.
- Discrimination.
- Current or future bias.

Where reprisals are taken or are claimed to have been taken against a whistleblower, the whistleblower may appeal to the Managing Director or their delegate of Gow-Gates or an independent mediator or arbitrator appointed by the Managing Director or their delegate, if the matter cannot be resolved internally.

## **Support**

The Whistleblower Protection Officers can initiate or coordinate support for employees who have or are in the process of making a report. The appropriate support person and/or other support services will be chosen based on the scenario and nature of the request. As a first step, employees can contact EAP Service

## **What happens after I report the Reportable Conduct to Your Call?**

Your Call will refer the matter, with a copy of any relevant documents or records provided by you to Gow-Gates within one business day.

Your Call may require further information from you to clarify the report or to ensure the anonymity requested by you is not compromised before referring the matter to Gow-Gates.

Gow-Gates will carefully assess and use the information provided to decide the best action to take, including whether an investigation is required, to address the Reportable Conduct to determine whether the Reportable Conduct is proven or refuted:

- Maintain records appropriate to the issues throughout the process
- Ensure confidentiality and privacy are maintained in accordance with legal requirements
- Finish the process and decide what action to take in response to the findings (that is whether the Reportable Conduct is proven or refuted)
- Observe the principles of natural justice and procedural fairness in handling the matter

## **What happens if the Reportable Conduct is proven?**

If the Reportable Conduct is proven Gow-Gates will decide what action to take including disciplinary action up to dismissal.

The disciplinary action will depend on the severity, nature and circumstance of the Reportable Conduct.

## **Disclosure protected by the Corporations Act 2001 Part 9.4AAA Section 1317 AA-AE**

Under the Australian Corporations Act, the disclosure of information relating to reportable conduct qualifies for certain protections where:

- (i) the disclosure is made by a Gow-Gates officer or employee or contractor who has a contract to supply goods or services to Gow-Gates or to the Australian Securities and Investments Commission (ASIC), the Organisation's external auditor or a member of the internal audit team, a director, secretary or senior manager of Gow-Gates or Your Call;
- (ii) the Organisation's person making the disclosure provides his or her name prior to disclosing the information;
- (iii) the Organisation's person has reasonable grounds to suspect that the reportable conduct relates to a breach of the Corporations Act in Australia; and
- (iv) the disclosure is made honestly with genuine or reasonable belief.

Where information is disclosed by a Gow-Gates person in accordance with this criteria, the person receiving the information may not tell anyone other than ASIC, the Australian Prudential Regulation Authority or the Australian Federal Police any of:

- (i) the information disclosed;
- (ii) the identity of the person making the disclosure; or
- (iii) any information which will enable the identification of the person making the disclosure unless the Organisation's person consents to that disclosure.

## **Keeping the whistleblower informed**

The Whistleblower Protection Coordinator will ensure a whistleblower who has revealed his identity or whose identity is known to Gow-Gates is kept informed of all action taken to protect them against any victimisation.

Subject to the considerations of privacy of those against whom the allegations are made and customary practices of confidentiality the Whistleblower will be kept informed of:

- relevant progress of an investigation and the outcomes of the investigation of their report
- the steps taken by Gow-Gates to address any Reportable Conduct that has been proven
- the decisions made by Gow-Gates in relation to the matter

Your Call will maintain communication with the whistleblower on behalf of the Gow-Gates where the whistleblower's identity is only known by Your Call. Communications will be conducted via the Your Call message board.

## **Whistleblower implicated in Reportable Conduct**

### **Immunity from disciplinary action**

Gow-Gates promotes a culture that encourages the reporting of Reportable Conduct and where appropriate will grant immunity for whistleblowers and where a whistleblower acting honestly with genuine or reasonable belief and who has not engaged in serious misconduct or illegal conduct, may be provided with immunity from disciplinary proceedings.

NOTE: Gow-Gates has no power to offer any person immunity against prosecution in the criminal jurisdiction. Immunity against prosecution can only be granted, in most jurisdictions, by the Director of Public Prosecutions.

The Managing Director or their delegate will determine whether disciplinary or other action will be taken against a whistleblower.

Before taking disciplinary or other action the Managing Director or their delegate must be satisfied that:

- The whistleblower is informed of any possible or actual implication on their part
- The whistleblower is informed of and given every opportunity to arrange for a support person or other representative
- The whistleblower has been afforded every opportunity to respond to any allegations of involvement in the Reportable Conduct on their part
- The disciplinary action is not taken for having made the report (as opposed to the content of the report of Reportable Conduct or other available information).
- There are reasonable and sufficient grounds justifying the action.

### **Assistance to person against whom a report of Reportable Conduct has been made**

Gow-Gates and Your Call accept that persons against whom a report of Reportable Conduct is made must also be supported and protected during the investigation and at all relevant times thereafter.

Gow-Gates and Your Call will take all reasonable steps to ensure the confidentiality of the person/s being the subject of the report of Reportable Conduct at all relevant times and will not disclose any information relating to the matter including the identity of the any person/s being the subject of the Reportable Conduct unless it is permissible and appropriate or necessary to do so.

Gow-Gates will use its best endeavours, including issuing a statement of support stating the allegations were wrong or unsubstantiated, to redress any harm suffered by a person/s who is the subject of a report of Reportable Conduct.



Employee handbook

# Making an online report

## **A simple guide to speaking up using Your Call**

This handbook is intended for employees and other nominated stakeholders. It will help you get started making a report using our online system. If you experience any issue or have further questions visit our online support page at [www.yourcall.com.au/support](http://www.yourcall.com.au/support)

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**yourcall**

## Let's get started - How to make a report online

### 1. Access to Internet

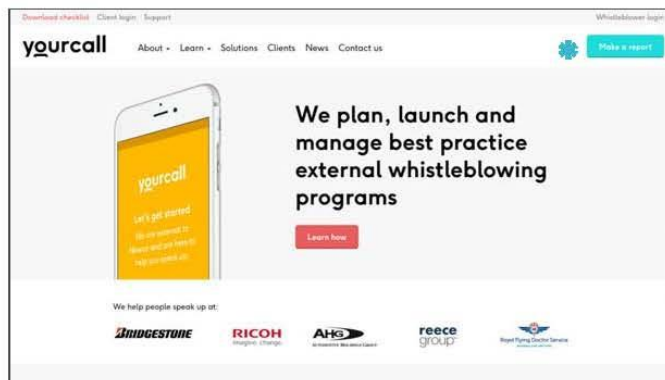
Visit the Your Call website:

[www.yourcall.com.au/report](http://www.yourcall.com.au/report)

We suggest accessing at home, internet café or public library in preference to the workplace.

Anytime 24/7 365 days a year.

Click: If you do not enter via the above URL, simply click "Make a Secure Report" on any page. 

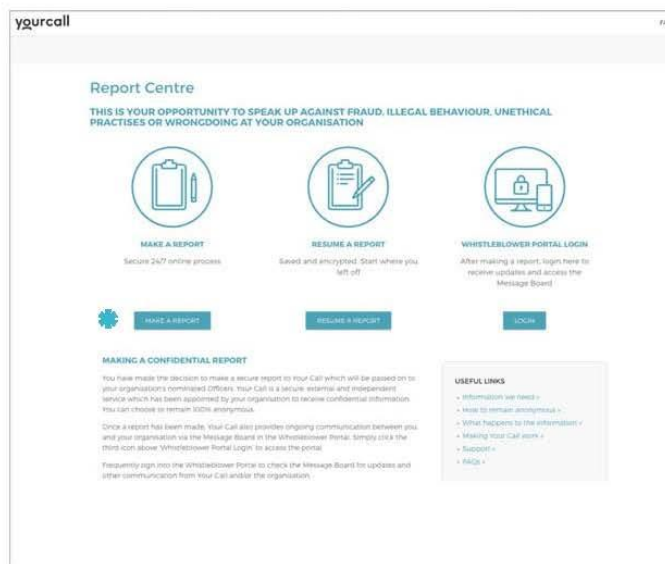


### 1.1 Report Centre

The three main functions of the Report Centre are clearly labelled by icons at the top of the page.

You have access to useful information, live support and FAQs.

To make a secure report, click the first icon 'make a secure report'. 



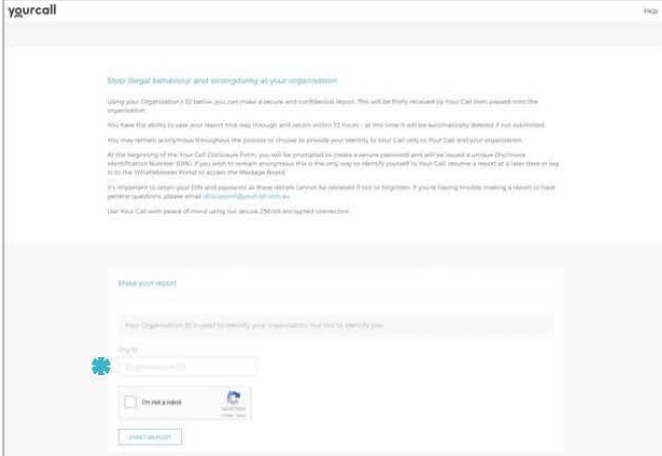
### WANT TO MAKE A TELEPHONE HOTLINE REPORT?

Your organisation may also provide access to a Your Call hotline number. If so, the relevant hotline number can be found in your organisation's Whistleblower Policy, communication and training collateral.

### 1.2 Organisation ID

Enter your organisation's unique  
Company / Organisation ID. 

Prove you're not a robot by checking  
the verification box.



Stop illegal behaviour and wrongdoing at your organisation

Using your Organisation's ID below, you can make a secure and confidential report. This will be fully reviewed by Your Call then passed onto the organisation.

You have the ability to save your report mid-way through and return within 12 hours - at this time it will be automatically deleted if not submitted. You may return anonymous throughout the process or choose to provide your identity to Your Call only to Your Call and your organisation.


At the beginning of the Your Call Disclosure Form, you will be prompted to create a secure password and will be issued a unique Disclosure Identification Number (DIN). If you wish to remain anonymous this is the only way to identify yourself to Your Call receive a report at a later date or log in to the YourCallboard Portal to access the Message Board.


It is important to retain your DIN and password as these details cannot be recovered if lost or forgotten. If you're having trouble making a report or have general questions please email [disclosure@yourcall.com.au](mailto:disclosure@yourcall.com.au).

Use Your Call with peace of mind using our secure 256-bit encrypted connection.

Make your report

Your Organisation ID (used to identify your organisation - you need to identify you)



☐ I'm not a robot 

### 1.3 Create a password

A randomly generated disclosure  
identification number (DIN)  
is allocated at the commencement  
of the form - **this can be found in the  
right hand side on all screens.**

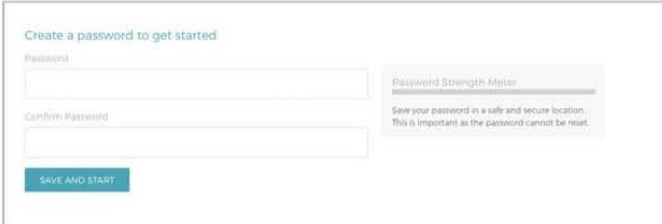
**The DIN number is your username.  
Write this down or store in a safe  
place.**

It is used to identify your report and  
allows you to  
use the 'Save and Come Back' function,  
login to the Message Board  
or communicate with Your Call via  
telephone.

**Create a password to commence.**  
You can not request a new password  
at a later date. Write this down or  
store in a safe place.

The information is protected by 256  
bit SSL encryption.

DIN723069



Create a password to get started

Password

Confirm Password

Password Strength Meter

Save your password in a safe and secure location.  
This is important as the password cannot be reset.

**Is this an emergency?**

If your matter is an emergency call  
000 before contacting Your Call.

we listen, we respect, we protect

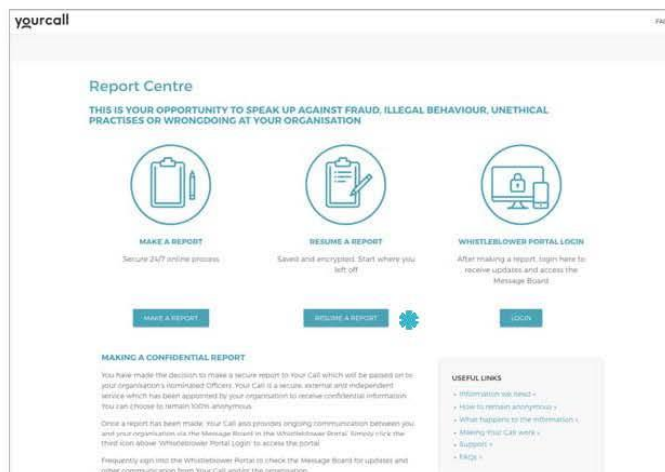
#### 1.4 Save & Come back

If you are unable to complete the report straight away, the 'save and submit later' function will allow you to resume your report within 72 hours.

You can use this function at the end of each step within the Disclosure Form by clicking 'save and submit later' button - this appears on the last question in a step.

During the 72 hour period, Your Call or the organisation are unable to view the unfinished report as the information is encrypted. If you fail to return and complete your report within 72 hours, the information is securely destroyed.

To access the saved report, simply repeat step 1.1 and click the 'resume report' option. 🌀



## After making a report - How to access the Message Board and stay in touch

### 1.5 Online Portal & Message Board

After making a report, you can use the DIN (username) and your password to access the online portal and Message Board.

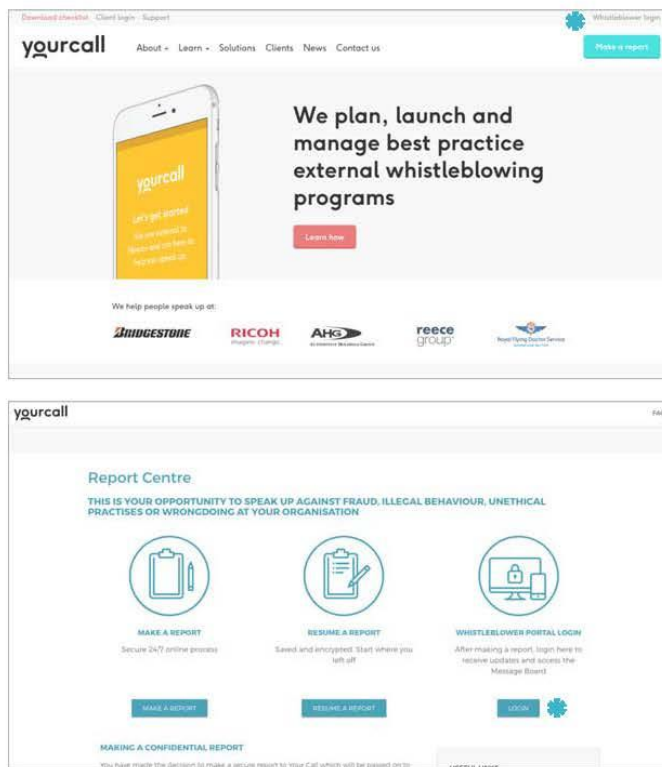
This is where to receive updates, provide additional information or evidence, request support, or send queries through the Your Call and/or the organisation.

The Message Board enables three way communication between you, Your Call and the organisation. If requested, you are able to remain anonymous throughout all communication.

You can log into the portal and Message Board 24 hours a day 7 days a week by clicking 'whistleblower login'.

You can also access the portal by repeated step 1.1 and choosing the third icon.

The Message Board is SSL secure ensuring the confidentiality of all communication and any documents.



**This is the end of the handbook!**

Get in touch with the team for any further information or assistance at [www.yourcall.com.au/support](http://www.yourcall.com.au/support)





whistleblowing solutions

**FAQs**  
OUR SERVICE

### **What is Your Call?**

Your Call provides employees, who are not comfortable using internal pathways, with a confidential and independent process for reporting wrongdoing.

Your Call provides 24/7 online reporting and a telephone hotline for employees to report, anonymously if preferred, wrongdoing at any level of the organisation. Further to this, Your Call can securely receive evidence/supporting documents and will facilitate ongoing communication between the employee and the organisation.

### **Is Your Call really an independent reporting pathway?**

Yes, Your Call is an independent business specialising in providing 24/7 whistleblowing solutions to organisations.

Although engaged by the organisation, Your Call operates in the interest of the employee by securely receiving confidential information, objectively reporting to the organisation and ensuring the correct processes are followed.

When Your Call is engaged by an organisation, it demonstrates the senior leadership team are committed to developing a speak up culture.

### **If I feel it appropriate to do so, how do I stay truly anonymous throughout the process?**

When making an online or telephone report, the employee will be provided with a Disclosure Identification Number (DIN) and prompted to create a unique password. The DIN will allow the employee access to communicate with Your Call or log into your Message Board portal.

From here, the employee will be made aware of their ability to provide their identity or remain anonymous.

The organisation's policies and procedures will include further information around anonymous reporting, relevant legislation and internal protections.

### **What will happen to my disclosure once I report to Your Call?**

Once a disclosure has been received, Your Call will review the information before notifying the nominated Whistleblower Protection Officers at the organisation.

If the employee has nominated a certain Whistleblower Protection Officer as being involved in the disclosure, Your Call will activate a secondary notification process and bypass that individual.

If further information or evidence is required from the employee, Your Call will request these items via the Message Board before notifying the organisation.

Once submitted, the organisation will investigate the disclosure in accordance with the relevant policies.

### **Can I communicate with Your Call, and the organisation, after I make a report?**

Yes, via the Message Board available at [www.yourcall.com.au/report](http://www.yourcall.com.au/report). The employee is encouraged to regularly check the Message Board for status updates and new messages from Your Call and/or the organisation.

The Message Board also allows the employee to securely submit supporting documentation and evidence.

### **How am I protected from victimisation after making a disclosure?**

The organisation's Whistleblowing Policy sets out the protections provided to whistleblowers against victimisation.

In the first instance, employees should follow the steps as outlined in the policy for reporting victimisation.

If employees do not feel comfortable reporting internally, they are encouraged to report allegations of victimisation directly to Your Call. Your Call acts as an intermediary on the Message Board to ensure communication is effective.

**Revision History**

| REVISION | DATE ISSUED     | REVISION COMMENT                   | PREPARED BY     | AUTHORISED BY |
|----------|-----------------|------------------------------------|-----------------|---------------|
| 1.0      | 1 November 2021 | Policy Acceptance and Distribution | Danielle Tippet | DT            |
| 2.0      | 24 January 2023 | Annual review- no changes          | Danielle Tippet | DT            |

**Document Information**

|                             |   |
|-----------------------------|---|
| <b>Name of Document</b>     | Gow-Gates Whistleblower Policy                              |
| <b>Date of Issue</b>        | 1 November 2021   |
| <b>Author</b>               | Manager of Compliance and Audit                             |
| <b>Policy Owner</b>         | Manager of Compliance and Audit                             |
| <b>Review Period</b>        | 12 months after Date of Last Issue; and annually thereafter |
| <b>Date of next Review*</b> | 24 January 2024   |

\* Unless otherwise indicated, this policy or procedures still apply beyond the review date.