

Raise Concerns at the IRC



If you see something, say something

IRC'S COMMITMENT TO STAFF

The IRC is committed to ensuring safe and secure conditions for all workers, and to maintaining a work environment that promotes staff well-being, resilience, health and productivity.

MANAGER RESPONSIBILITIES

- ✓ **Lead** by example
- ✓ **Promote** awareness of the IRC's standards
- ✓ **Monitor** conduct of those you supervise
- ✓ **Listen** and be responsive to anyone who raises a concern

INDIVIDUAL RESPONSIBILITIES

- ✓ **Learn** the standards
- ✓ **Seek** guidance
- ✓ **Stand** firm by resisting pressure to compromise our standards
- ✓ **Raise** concerns

Sometimes it's not easy raising concerns, but this is the IRC Way. We want all staff to feel comfortable speaking up and recognize that sometimes it takes courage as well as commitment.

Live the IRC Way Every Day

The IRC has a No-Retaliation Policy

The IRC will not tolerate retaliation against anyone who, in good faith, reports a concern or cooperates in an investigation, even if the allegation is not substantiated. If you feel that you or any of your colleagues are being retaliated against, report it immediately.

HOW CAN I RAISE A CONCERN OR SEEK ASSISTANCE?



You can always contact your Country Director, Regional Vice President, Deputy Director of Operations/ Programming, Manager, Executive Director, Ethics and Compliance Unit (ECU), Human Resources (HR), Legal, or another trusted leader



EMAIL THE ECU: Integrity@rescue.org

Use the **IRC Ethics Hotline (EthicsPoint) access on RESCUE NET** or at **IRC.ETHICSPPOINT.COM**



PHONE: Use **ECU Integrity Email** or **IRC Ethics Hotline Web Form** options. IRC Hotline phone service is currently not available in your country



WEB FORM: ircwebform.ethicspoint.com



ANONYMOUS OPTIONS: with the IRC Ethics Hotline or create a new email address for this purpose, and email the ECU: Integrity@rescue.org

All information sent to the IRC Ethics Hotline comes directly into ECU and is handled confidentially.

Additional Q&A is available at rescue.box.com/v/QAonRaisingConcerns



The IRC Way

INTEGRITY | ACCOUNTABILITY | SERVICE

What kind of issues should I report?

- Beneficiary or staff exploitation and abuse (including sexual, economic, or other type)
- Bribery, corruption and kickbacks
- Child Protection
- Fraud, including accounting, internal controls and audit issues
- Harassment or discrimination (including sexual harassment, bullying, hostility, and violence)
- HR/Employee Relations (conflicts of interest, hiring irregularities)
- Information Technology (improper use of IRC information; security breaches or threats)
- Misappropriation or misuse of IRC resources/assets
- Physical safety risks
- Procurement fraud
- Retaliation
- Terrorist financing or links with terrorist groups
- Transactional sex
- Any other suspected misconduct or violation of IRC Way, IRC policy, procedure or the law

If you are not sure if your matter should be reported, raise it to the ECU and it will assess whether the issue may require an investigation. All issues are handled confidentially, by trained investigators.

Why is it important to raise concerns and report suspected misconduct?

Raising concerns and reporting suspected misconduct protects our employees, beneficiaries, donors, partners, and the communities in which we work from harm. It is the IRC Way, and aligned with our three core values of integrity, service and accountability – and the ethical and moral principles that support our humanitarian calling.

What is the IRC Ethics Hotline (EthicsPoint)?

The IRC's Ethics Hotline (EthicsPoint) is a confidential way to report suspected workplace violations or to get advice about appropriate business conduct and practices.

EthicsPoint is an independent vendor (not part of the IRC) that confidentially receives issues reported through a web form or by phone and sends them directly to the IRC's Ethics and Compliance Unit (ECU) for follow up. For staff that do not have computer or Internet access,

ask a trusted colleague about the process or raise your concern to them and ask them to follow up for you.

All information comes directly into ECU.

What happens when I make a report?

All allegations of violations of the IRC Way, IRC policies, procedures, and the law received by the ECU will be reviewed and investigated as appropriate, in accordance with IRC processes and as required by law.

When a report is made to the ECU:

- A reporter will receive an acknowledgement of the allegations received. An ECU investigator may contact the reporter for additional information.
- Complaints will be reviewed and a decision made whether to conduct a full investigation. Not every complaint results in a full investigation. The reporter is advised if there is to be a full investigation.
- Investigations by the ECU are handled professionally, objectively, thoroughly and in a confidential manner.
- The ECU works with HR on allegations or inquiries relating to HR matters (workplace misconduct, sexual harassment), and as appropriate with country teams to conduct reviews.
- The names of the reporter, victims, witnesses and subjects are kept confidential by the ECU throughout the process, and only disclosed to authorized persons, when necessary, to protect those who may need help, to carry out an investigation, or as required by law.
- Those interviewed or contacted during an investigation are specifically instructed to maintain confidentiality and not to discuss the matter. It is the responsibility of all staff to respect the confidentiality of investigations.
- Final reports of investigations may be provided to the donor (as required by our contracts), Country/Regional Management, or Functional Unit Management.
- Due to the confidentiality of investigations, the outcome of an investigation will not always be communicated to the reporter. The reporter will be advised that the review has been completed.

Can I report a concern anonymously?

Yes. Concerns may be raised anonymously in the following ways:

1. Call the **IRC Ethics Hotline Phone Line**.
2. Fill out the **IRC Ethics Hotline Web Form**.
3. Create a new email address that you will use just for this purpose and send email to ECU at Integrity@rescue.org.
4. Call an ECU investigator directly and tell them that you want to speak anonymously. See phone numbers at the bottom of the ECU home page on RescueNet, and at rescuenet.rescue.org.

What if I am afraid to report because I have security concerns?

Your safety is the most important consideration. IRC is committed to ensuring a safe work environment at all of our locations. You can contact your Country/ Executive Director or Manager to discuss. ECU is also available to assist if you want to discuss your security concerns prior to making a report. ECU considers staff safety at all stages of an investigation and works closely with safety and security to address security concerns as they arise.

Additional Q&A is available at rescue.box.com/v/QAonRaisingConcerns

HOW TO SEEK ASSISTANCE OR RAISE A CONCERN AT THE IRC

If you find yourself in a situation that raises concerns, or are facing a dilemma where the right choice is not clear, the IRC has many resources that can help you:

- Your supervisor; country director, regional vice-president, executive directors; or unit leader
- Human Resources Department
- Ethics and Compliance Unit (ECU): Integrity@rescue.org
- Legal Department
- The IRC Ethics Hotline (Ethics Point)
- Subject matter experts (e.g., Audit, Finance, Gender Equality, Procurement, Security)