

SINGAPORE AFTER-CARE ASSOCIATION WHISTLE-BLOWING POLICY

1. Purpose

- Singapore After-Care Association (SACA) is dedicated to conducting its operations ethically and with integrity. This Whistleblowing Policy is designed to encourage, support and enable the reporting of unethical, illegal, or improper conduct within the organization. It also ensures that individuals who report concerns about misconduct can do so confidently and without the fear of retaliation. By offering a safe and confidential reporting process, this policy reiterates SACA's commitment to fostering transparency, accountability and integrity in the workplace.

2. Guidelines

- Wrongdoings may involve various forms of unlawful or unethical behaviour which may damage SACA's reputation. For details and examples of whistle-blowing concerns, refer to **Annex A**. If in doubt, seek guidance from management.
- Reports must be made in good faith. Individuals who knowingly report false information or who are found to have done so with malicious intentions may face disciplinary and/or legal action.
- Retaliation against any individual for making a good faith report or participating in an investigation is strictly forbidden. Employees who are found to have retaliated against these individuals may face disciplinary and/or legal action.

3. Confidentiality

- SACA will make every effort to ensure that all whistleblowing reports are handled with the highest level of confidentiality. Related information will only be disclosed to individuals who need to know in order to investigate and address the concerns. However, there may be circumstances where disclosure is required by law or necessary to conduct a thorough investigation. In such cases, SACA will take appropriate steps to safeguard the whistle-blower's identity.
- Should whistle-blowers choose to submit their reports anonymously, SACA may not be able to proceed with the investigation as it may mean that clarifications or verifications cannot be made. It is therefore strongly encouraged that names be put to the reports.

4. Reporting Process

Reports should be made as soon as possible after witnessing or discovering a concern. The following channels can be used:

Channels	Internal	External
Contact Person	Kristine Lim Manager, OD & Training	AP Lim Lee Ching Hon Secretary
Email	Kristine@saca.org.sg	feedback@saca.org.sg
Letter	SACA 81 Dunlop Street Singapore 209408	
Call	6294 2350	NA

The following information is to be included:

- Nature of the concern
- Dates, times and places
- The individuals involved
- Any other relevant information or documentation

The receipt of the report will be acknowledged within **15** business days.

5. Investigation Process

- All reports will be reviewed to determine their validity and whether an investigation is warranted.
- If an investigation is deemed necessary, it will be conducted impartially and thoroughly. The investigation should be completed within **60** days. Updates will be provided to the whistle-blower.
- Where appropriate, the findings and any actions taken will be communicated to the whistle-blower. It should however be noted that SACA is not obliged to share the outcome of the investigation.

6. Training and Communication

- All employees will receive briefings on this policy as part of their on-boarding process and on an annual basis thereafter. Regular communication will be maintained to ensure awareness and understanding of the whistle-blowing process.

7. Policy Review

- This policy will be reviewed periodically by the Executive Committee.

8. Contact Information

- For questions or more information regarding this policy, please contact:

Kristine Lim – Kristine@saca.org.sg

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- Grievances typically involve personal complaints or issues within the workplace, such as disputes with colleagues or dissatisfaction with working conditions. In contrast, whistle-blowing concerns are focused on reporting unethical or illegal activities within an organization.
- This policy specifically addresses whistle-blowing concerns.

Aspect	Grievances	Whistle-blowing Concerns
Definition	Complaints or dissatisfaction with work conditions or treatment.	Reporting illegal, unethical, or dangerous activities within an organization.
Purpose	To address personal or work-related issues affecting the individual.	To expose wrongdoing or harm that affects the public, other employees, or the organization as a whole.
Focus	Personal issues or conflicts (e.g., unfair treatment, harassment).	Serious misconduct or violations (e.g., fraud, misuse of funds).
Typical Examples	- An employee feels they are unfairly overlooked for a promotion. - An employee is dissatisfied with the lack of support for professional development. - An employee experiences discriminatory practices based on age or ethnicity. - An employee is unhappy with inconsistent enforcement of workplace policies.	- An employee reports that funds intended for a specific project are being misused by senior management. - An individual exposes unethical practices in the company's hiring process. - An employee reveals falsified records regarding company financials. - An employee discloses unsafe working conditions that could endanger other staff members.
Reporting Channels	Often handled through internal HR processes or direct supervisor.	Typically reported through formal channels, such as an ethics hotline, board of directors, or external regulatory bodies.
Outcome	Resolution usually involves mediation or corrective actions regarding the specific grievance.	May lead to investigations, legal actions, or regulatory interventions to address broader issues.