



CLEANING SERVICES

EST 2005

Capitol Floor & Hygiene Maintenance Ltd  
15 Woodside Trading Estate  
Thornwood Common  
Epping, Essex CM166LJ

Tel: 01992 560 955  
e-mail: [enquiries@capitolhygiene.co.uk](mailto:enquiries@capitolhygiene.co.uk)

## Whistleblowing Policy

WBP101 - July

The word whistleblowing in this policy refers to the disclosure internally or externally by employees of malpractice, as well as illegal acts or omissions at work.

Capitol is committed to achieving the highest possible standards of service and ethical standards in public life and in all of its practices. To achieve these ends, it encourages freedom of speech. It also encourages staff to use internal mechanisms for reporting any malpractice or illegal acts or omissions by its employees or ex-employees.

### Policy

Capitol have a range of policies and procedures which deal with standards of behaviour at work. These policies cover Grievance & Discipline, Equality & Diversity and Bully & Harassment. Employees are encouraged to use the provisions of these procedures when appropriate. There may be times however, when the matter is not about your personal employment position and needs to be handled in a different way. Examples include: (not exhaustive).

- Malpractice or ill treatment of a customer by a senior member of staff
- Repeated ill treatment of a customer, despite a complaint being made
- A criminal offence has been committed, is being committed or is likely to be committed
- Suspected fraud
- Disregard for legislation, particularly in relation to Health & Safety at work
- The environment has been, or is likely to be, damaged
- Breach of standing financial instructions
- Showing undue favour over a contractual matter or to a job applicant
- A breach of a code of conduct
- Information on any of the above has been, is being, or is likely to be concealed

Capitol will not tolerate any harassment or victimisation of a whistleblower (including informal pressures), and will treat this as a serious disciplinary offence, which will be dealt with under the Disciplinary Procedure.



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Vat Registration No. 938688554

