

Whistleblowing Policy

Last Updated: May 2026

Effective Date: 20 April 2024

1. Policy Objectives

Whistleblowing means reporting concerns, in good faith, about misconduct or malpractice that may harm the charity, its stakeholders, or the public interest. It is an important part of good governance.

Mercylight is committed to ethical behaviour and encourages employees, volunteers, board members and other stakeholders to raise genuine concerns without fear of retaliation or unfair treatment.

The objectives of this policy are to:

- Provide a proper process for raising and handling whistleblowing concerns.
- Encourage the reporting of improper, unethical or inappropriate behaviour.
- Ensure that reports are handled confidentially and safely.
- Promote accountability, integrity and transparency.

2. Policy Scope

This policy applies to employees, volunteers, board members, donors, contractors and other stakeholders of Mercylight Animal Rescue and Sanctuary Limited.

It covers concerns such as:

- Fraud, corruption or financial misconduct
- Animal abuse or neglect
- Health and safety breaches
- Misuse of donations or organisational resources
- Unethical conduct or conflicts of interest
- Discrimination or harassment
- Non-compliance with laws, regulations or internal policies

3. Roles and Responsibilities

The Board oversees the implementation and effectiveness of this policy.

The Whistleblowing Governance Officer is responsible for managing the whistleblowing process and ensuring that concerns are handled properly.

Any staff member who receives a report must document it and escalate the matter appropriately.

Investigations should be carried out by a person who is independent, competent and able to conduct the process fairly.

All parties involved are expected to co-operate and maintain confidentiality.

4. Confidentiality and Protection

- All whistleblowing reports will be treated in strict confidence.
- Anonymous reports will be accepted and handled as far as reasonably practicable.
- Mercylight is committed to protecting whistleblowers from retaliation, discrimination or harassment.
- Disciplinary action may be taken against anyone who retaliates against a whistleblower.

5. Whistleblowing Process

Step 1: Reporting a Concern

Concerns may be reported verbally or in writing to the Whistleblowing Governance Officer. Serious matters may be reported directly to the Board.

Email: whistleblow@mercylight.org.sg

Whistleblowing Officer: Head of Corporate Services

Step 2: Assessment

All reports will be reviewed to assess whether there is enough information and whether the matter falls within the scope of this policy. The whistleblower may be contacted for clarification where appropriate.

Step 3: Investigation

Where necessary, an investigation will be carried out independently and fairly. Findings will be documented and reviewed by the Board or the relevant committee.

Step 4: Action and Closure

Where appropriate, the outcome may be shared with the whistleblower. Necessary corrective, remedial or disciplinary action will be taken.

6. Communication and Training

This policy will be communicated to staff and relevant stakeholders and made available on the organisation's website. Training will be provided to relevant staff to ensure they understand how to handle whistleblowing concerns properly.

7. Monitoring and Review

The Whistleblowing Governance Officer will monitor the implementation and effectiveness of this policy. The policy will be reviewed periodically and reported to the Board to ensure it remains relevant and compliant.