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# Professional whistle-blowing report form CUBA

Please complete this form and send it accompanied with any relevant documentation, to the following e-mail address: [complaints-cuba@hi.org](mailto:complaints-cuba@hi.org)

Your report will be handled by a case management cell, under the authority of the top executive management, in the strictest confidentiality. All information provided for handling your complaint will be dealt with confidentially and in accordance with legal obligations (GRPD) and HI global data protection policy (2020).

## OUR COMMITMENT

This reporting mechanism is also open to people outside HI who have a relationship with our organisation. In particular our beneficiaries, partners and suppliers.

### For partners and suppliers

We want you to feel comfortable in approaching the HI manager or representative responsible for the contract between you and HI, in instances where you believe violations of policies or professional standards have occurred. Anyway, in case of difficulty you are encouraged to use this report, on a totally confidential basis.

### For beneficiaries of our activities

Complaints about our presence and activities in countries of intervention should first and foremost be addressed locally, to HI representative, managers and focal points (in charge of protection, for example). Do not hesitate to call on them, in complete confidentiality. This is the fastest way to get an answer to your expectations. However, if you have difficulty communicating your complaints locally, feel free to use this report.

### For HI personnel and members

HI is an organization with strong values of responsibility and integrity. Our Policies and Code of Conduct contains general guidelines for conducting activities with the highest standards of ethics.

HI is committed to an environment where open, honest communications are the expectation, not the exception. We want you to feel comfortable in approaching your supervisor or management in instances where you believe violations of policies or standards have occurred.

In situations where you prefer to place a report at the top management level, in confidence, you are encouraged to use this reporting form. You are encouraged to submit reports relating to violations stated in our Policies and Code of Conduct, as well as asking for guidance related to policies and procedure and providing positive suggestions.

The information you provide will be used on a totally confidential basis.

You have our guarantee that your comments will be heard.

*Do not use this form for events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local emergency services.*



## FILE A REPORT

Please check the relevant box of the type of report you would like to make.

(See definitions at the end of the report)

- Bribery
- Conflict of Interest / Favoritism
- Fraud
- Theft
- Material or financial support to armed forces or groups
- Bullying
- Money laundering
- Disability – based discrimination
- Gender-based discrimination
- Discrimination based on sexual orientation
- Racism - Discrimination based on origin or skin color
- Religious – based discrimination
- Discrimination (other)
- Harassment
- Child Abuse
- Sexual Abuse
- Sexual Exploitation
- Sexual harassment
- Breach of data
- Other

**In what country did the misconduct take place?**

**In what city?**

**In which office or location?**



## PLEASE PROVIDE INFORMATION AS FOLLOWS

### 1 - What is your position within HI or relationship to HI?

(Please check the relevant box)

- Employee                       Former employee                       Member of public/Community
- Volunteer                       Beneficiary/Programme Participant                       Partner NGO
- Vendor / Supplier                       Other

### 2 - Your contact details

Please note that for practical and ethical reasons, HI does not encourage anonymous reporting. It is essential for those responsible for your report to be able to obtain additional information and to carry out a full investigation. Without this, their ability to study your case and take action may be considerably limited. It is therefore important that they have the means to contact you. If you don't mind, we would like you to give us your contact details (email address, phone number or Skype account). Your answers may prove essential to the success of the investigators' work.

If you agree Humanity & Inclusion to know your identity, please complete the following:

#### Your Name:

First Name

Last Name

Your Phone Number

Your E-mail Address

### 3 - Please identify the person(s) engaged in the misconduct or non-compliance

Name

Surname

Title

### 4 - Do you suspect or know that a supervisor or management is involved?

(Please check the relevant box)

- Yes     No     Do Not Know / Do Not Wish To Disclose

If yes, then who?

Name

Surname

Title



**5. Is management aware of this problem?**

Yes    No    Do Not Know / Do Not Wish To Disclose

**6. What is the general nature of this matter?**

This should be a general description only, you will be asked for specifics later.

**7. Where did this incident or violation occur?**

**8. Please provide the specific or approximate time this incident occurred:**

**9. How long do you think this problem has been going on?**

**10. How did you become aware of this violation?**



**11. Please identify any persons who have attempted to conceal this problem and the steps they took to conceal it (Please identify by name and title).**

Name	Surname	Title
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Examples:

- Ignored it
- Changed documents
- Said it was not a problem
- Said they would look into it

**12 - If you have a document or file that supports your report, most common file types can be uploaded:**

Please attach the files/documents when sending the questionnaire.

**13 - Please provide all details regarding the alleged violation, including the locations of witnesses and any other information that could be valuable in the evaluation and ultimate resolution of this situation.**

Please take your time and provide as much detail as possible, but exercise care to not provide details that may reveal your identity unless you wish to do so. It may be important to know if you are the only person aware of this situation.

**Thank you for your cooperation and trust.**

**After sending your report, you will be contacted within 5 to 6 working days.**



## Definition of alert types

### Bribery

Where an individual improperly offers, gives or promises (or requests, agrees to receive or accepts) any form of material benefit or other advantage, whether in cash or in kind, to another in order to influence their conduct in any way.

### Conflict of Interest / Favoritism

Where an individual improperly offers, gives or promises (or requests, agrees to receive or accepts) any form of material benefit or other advantage, whether in cash or in kind, to another in order to influence their conduct in any way.

### Fraud

An act or omission that attempts to intentionally mislead to obtain a benefit or to avoid an obligation. It can also involve an abuse of position. Examples might be forging/altering an invoice, or inflating a receipt submitted for expenses, or a third-party supplier deliberately providing sub-quality products, or providing less product than agreed.

### Theft

Dishonestly taking another's property without their consent, and with the intent to permanently deprive them of it. A possible example might be when an HI office is broken into and HI property taken, or where an employee deliberately fails to return their HI laptop computer when they leave the organisation.

### Material or financial support to armed forces or groups

Illicit use of the organization's resources to provide material or financial support to armed groups. Including individuals or groups qualified as terrorists by governments or international authorities.

### Bullying

Dishonestly taking another's property without their consent, and with the intent to permanently deprive them of it. A possible example might be when an HI office is broken into and HI property taken, or where an employee deliberately fails to return their HI laptop computer when they leave the organisation.

### Money laundering

The process of turning proceeds of crime into property or money that can be accessed legitimately without arousing suspicion.

### Disability – based discrimination

Unjustified differential treatment, distinction, exclusion or restriction, felt to be related to the actual or perceived disability.

Examples: mocking, insulting, humiliating remarks about the person's real or supposed disability, denial of equal treatment or voluntary barriers, other types of abuse related to or reinforced by the disability situation, etc.

### Gender-based discrimination

Unjustified differential treatment, distinction, exclusion or restriction, perceived to be related to actual or assumed female, male, or non-binary gender, or to the denial of gender membership.

Examples: mocking, insulting, humiliating remarks about the person's gender, refusal of equal treatment or deliberate barriers, threats or violence based on biological sex or gender/non-gender.

### Discrimination based on sexual orientation

Unjustified differential treatment, distinction, exclusion or restriction perceived to be related to actual or perceived membership of LGBTQIA+ (Lesbian, Gay, Bisexual, Trans, Queer, Intersex, Asexual or other group) populations.



Examples: mocking, insulting, humiliating comments about the person's sexual orientation, refusal of equal treatment or deliberate barriers, threats or violence based on LGBTQIA+ membership or expression, failure to respect the right of "coming out" within the organization, rumors or denunciations, etc.

#### Racism - Discrimination based on origin or skin color

Unjustified differential treatment, distinction, exclusion or restriction, perceived to be related to actual or perceived membership or non-membership of an ethnic group or origin, or skin color.

Examples: mocking, insulting or humiliating remarks related to the origin or color of the person, refusal of equal treatment or voluntary barriers, threats or violence, insulting attitudes on historical references or negationism (colonialism, genocide, slavery, occupation, etc.).

#### Religious – based discrimination

Differential treatment, distinction, exclusion or unjustified restriction, felt to be related to actual or perceived membership or non-membership of a religion, beliefs or lack of beliefs.

Examples: mocking, insulting, humiliating remarks about belonging or not belonging to a religion, refusal of equal treatment or voluntary barriers, threats or violence, attitudes or references that do not respect the right to religious opinion or the freedom of opinion and belief.

#### Discrimination (other)

Differential, unequal, unjustified or unlawful treatment of people, felt to be related to their personal or community characteristics, real or perceived.

Examples: discrimination related to age, pregnancy and maternity, contract category, etc.

#### Harassment

Any inappropriate conduct which has the purpose or effect of offending or humiliating others. This conduct may be of a verbal, non-verbal or physical nature and intended to hurt, degrade, intimidate, humiliate or embarrass, or to create a climate of hostility, intimidation or discomfort. Harassment usually supposes a series of incidents.

#### Child Abuse

Any inappropriate conduct which has the purpose or effect of offending or humiliating others. This conduct may be of a verbal, non-verbal or physical nature and intended to hurt, degrade, intimidate, humiliate or embarrass, or to create a climate of hostility, intimidation or discomfort. Harassment usually supposes a series of incidents.

#### Sexual Abuse

Sexual abuse refers to actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

#### Sexual Exploitation

Sexual abuse refers to actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

#### Sexual harassment

Sexual abuse refers to actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

#### Breach of data

Theft, destruction, loss, alteration, unauthorized disclosure of personal and confidential data. Unauthorized access to such data. Deliberate violation of data protection rules and legislation.

Other Please use this header:

- 1) If you feel that the definitions above do not describe the event, action or situation you are looking to report about.
- 2) For breach of policy : Wilful or innocent actions that are in direct violation of HI policy and having a detrimental effect (examples include: hiring standards, safety, Internet usage)