

PUBLIC INTEREST DISCLOSURE (WHISTLEBLOWING) POLICY – EXTERNAL

PURPOSE

Impact Hub Lagos (IHL) is committed to the highest standards of integrity, transparency, and accountability in all its operations. This Public Whistleblowing Policy provides an open, safe, and no-recrimination framework for **external stakeholders**—including program participants, partners, vendors, volunteers, donors, and other members of the public to raise concerns about suspected malpractice, misconduct, or any wrongdoing involving IHL, without fear of retaliation.

This policy supports a culture in which all stakeholders feel empowered to speak up about issues that could negatively affect IHL, its programs, its participants, or the wider community.

SCOPE

This policy applies to all **external stakeholders** interacting with IHL. It covers concerns relating to:

- Criminal offences or illegal activity.
- Breaches of legal obligations.
- Threats to health, safety, or wellbeing of individuals.
- Environmental damage caused by IHL activities.
- Misuse of IHL resources or funds.
- Harassment, discrimination, or unethical behavior.
- Deliberate concealment of information about any of the above.

POLICY PRINCIPLES

IHL encourages stakeholders to raise concerns **early and in good faith**, based on a reasonable belief that wrongdoing has occurred or is likely to occur.

Stakeholders are expected to:

- Submit concerns honestly, with reasonable belief in their validity.
- Respect confidentiality wherever possible.
- Avoid publicizing concerns before following the reporting channels outlined in this policy.

IHL guarantees protection to external reporters acting in good faith, which includes protection from:

- Retaliation in any form (denial of services, exclusion from programs, harassment).
- Disadvantage in their relationship with IHL (e.g., partnership, participation, or funding decisions).

RAISING A CONCERN

1. Reporting Channels

External stakeholders can report concerns through any of the following **confidential channels**:

1. **Anonymous Online Form:** <https://forms.gle/nShntHda7zvrqpG46>
2. **Email:** lagos.hr@impacthub.net
3. **Whistleblowing Hotline:** +234-9121414408

Stakeholders may choose to provide contact details, which can help facilitate follow-up, but this is **entirely optional**.

2. Escalation

If a concern is not adequately addressed through the above channels, it may be escalated internally to:

- CEO/Managing Director
- Board Chair

IHL may also involve **external agencies** if required to investigate a matter properly.

INVESTIGATION AND CONFIDENTIALITY

- Investigations will be conducted promptly, thoroughly, and objectively.
- Every effort will be made to maintain the **confidentiality** of the reporter, witnesses, and the subject of the concern.
- Due to the nature of investigations, reporters may not always receive ongoing updates, particularly if submissions are anonymous.
- Findings and corrective actions will be communicated to relevant stakeholders as appropriate, without compromising confidentiality.

LEARNING AND IMPROVEMENT

Insights from whistleblowing reports will be used to:

- Strengthen policies and procedures.
- Improve awareness and training for stakeholders.
- Enhance overall practices to prevent future occurrences.

CONCLUSION

Impact Hub Lagos is committed to a culture of openness, accountability, and ethical conduct. External stakeholders are encouraged to report genuine concerns **without fear of retaliation**. All reports will be handled **fairly, confidentially, and effectively**, safeguarding the integrity and reputation of IHL and its programs.

For questions or further clarification, stakeholders may contact IHL via email at lagos.hr@impacthub.net or through the whistleblowing hotline **+234-9121414408**.