

Reporting a concern

At Itad, we aim to keep all our staff, sub-contractors, partners and those that we come into contact with, safe and supported. We encourage employees and others who have serious concerns about any aspect of Itad's work to report any concerns they may have.

All concerns will be treated in confidence, and every effort will be made not to reveal your identity if that is your wish. You are encouraged to put your name to your report whenever possible, concerns expressed anonymously are much less powerful and may impede the investigation.

You should report on the nature of your concern and why you believe it to be true and provide any relevant background details related to the concern.

There are a few ways to get in contact;

- If you feel comfortable in doing so you can raise your concern by speaking directly with your project manager or by e-mailing reportingconcerns@itad.com. You should express clearly if you would like your report to be treated as anonymous.
- We understand that in some instances you may wish to report anonymously, if you wish to do so you can report through the form [here](#) – please try to include as much information as we will not be able to follow up with you afterwards. The form will only be accessed by our Head of HR and Head of Safeguarding.
- In relation to projects funded by the Foreign, Commonwealth & Development Office (FCDO), you can also report concerns, suspicions and/or allegations of fraud, sexual exploitation and abuse or other corrupt practices to the Internal Audit Department fraud and safeguarding team via reportingconcerns@fcdo.gov.uk or on +44 (0)1355 843747
- If you have concern about a data breach or misconduct, please contact Jacob.Brown@itad.com.
- Further information regarding Itad's related policies can be requested by contacting mail@itad.com.

What Happens When I Report?

1. Report is made – when a report is received either through the anonymous form, or via email, this is immediately sent to HR to be entered into our system. Reports are kept completely confidential.

2. Reports for other organisations outside the Itad supply chain will be taken forward by the Safeguarding Ethics and Data Committee and fed into the organisations own safeguarding framework.

When a report is received, Itad is committed to:

- Responding to and investigating cases in a timely, fair, confidential, safe and trauma-informed manner, which is centred on the dignity, needs and rights of victims-survivors.
- Taking timely and appropriate disciplinary action if safeguarding/SEAH (Sexual Exploitation, Abuse and Harassment) concerns occur, or if there is retaliation against those who report concerns or participate in investigations. Ensuring when cases may meet the definition of a crime, referring to the appropriate jurisdiction or law enforcement agency with the consent of victims-survivors (or, when children, their parents/carers/guardians/ trusted person) and when safe to do so.
- No consequences will be brought against a report made in good faith, should the report after investigation not be upheld. Itad would much rather look into all concerns and then stand down any investigation, than have its employees, sub-contractors or partners in an uncomfortable or dangerous situations.



We provide expert monitoring, evaluation, learning and strategy services to help build a more equitable and sustainable world for all.

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[in Itad](https://www.linkedin.com/company/itad)

mail@itad.com

Itad Ltd

International House
Queens Road
Brighton, BN1 3XE
United Kingdom

Tel: +44 (0)1273 765250

Itad Inc

c/o Open Gov Hub
1100 13th St NW, Suite 800
Washington, DC, 20005
United States