



# NOJE LIMITED WHISTLEBLOWING POLICY

Last reviewed: June 2025

## **NOJE Limited Whistleblowing Policy**

### **Policy Purpose**

This policy applies across all entities operated by or affiliated with NOJE Limited, including but not limited to Social Impact Coffee, London Coffee Factory, the trade name HEJ Coffee, and any future entities established under NOJE. At NOJE, we are committed to the highest standards of openness, integrity and accountability.

An important aspect of accountability and transparency is a mechanism to enable staff and other members of the Company to voice concerns in a responsible and effective manner. It is a fundamental term of every contract of employment that an employee will faithfully serve his or her employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information which they believe shows serious malpractice or wrongdoing within the organisation, this information should be disclosed internally without fear of reprisal, and there should be arrangements to enable this to be done independently of line management (although in relatively minor instances the line manager would be the appropriate person to be told).

[The Public Interest Disclosure Act 1998](#) (commonly known as the "Whistleblowing Act") protects workers who raise legitimate concerns about:

- Being dismissed by NOJE
- Being subjected to harmful treatment by NOJE or colleagues
- Being victimised by NOJE or colleagues

The Company has endorsed the provisions set out below to ensure that no members of staff should feel at a disadvantage in raising legitimate concerns.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the Company nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures.

### **Scope of Policy**

This policy is designed to enable employees of the Company to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety. This policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary. These concerns could include:

- Fraud, theft, or misuse of NOJE'S funds, equipment, or services
- Breach of relevant legislation or contractual obligations (e.g. Modern Slavery Act or Food Hygiene)
- Health and safety hazards at a café, roastery, office, or supplier site
- Modern slavery, child labour, or unsafe working conditions in our supply chain
- Unethical conduct, discrimination, or workplace harassment that is being ignored or concealed
- Bribery or corruption related to NOJE purchasing, hiring, or partnerships
- Attempts to cover up any of the above

## **Safeguards**

### **Protection**

This policy is designed to offer protection to those employees of NOJE who disclose such concerns provided the disclosure is made:

- In good faith
- In the reasonable belief of the individual making the disclosure that it tends to show malpractice or impropriety and if they make the disclosure to an appropriate person (see below). It is important to note that no protection from internal disciplinary procedures is offered to those who choose not to use the procedure. In an extreme case, malicious or wild allegations could give rise to legal action on the part of the persons complained about.

### **Confidentiality**

NOJE will treat all such disclosures in a confidential and sensitive manner. The identity of the individual making the allegation may be kept confidential so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

### **Anonymous Allegations**

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the Company. In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

### **Untrue Allegations**

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

### **Procedures for Making a Disclosure**

On receipt of a complaint of malpractice, the member of staff who receives and takes note of the complaint, must pass this information as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

Step 1: Raise the Concern with Your Line Manager:

- If you witness or suspect malpractice, misconduct, or unethical behaviour, report it first to your line manager.
- Your line manager will assess the issue and escalate it if needed.

Step 2: If You're Not Comfortable or the Concern Involves Your Line Manager

- If you feel unable to raise the issue with your line manager—or if the concern involves them—you may escalate the matter directly to the Managing Director.

Step 3: If the Concern Involves the Managing Director

- If the complaint is about the Managing Director (or there is a potential conflict of interest), the concern should be reported to the Chair of the Board.

Step 4: If the Concern Involves the Chair of the Board

- If the issue involves the Chair or you're not satisfied with how your concern is being handled, you may report it to an independent external party or relevant prescribed authority (e.g. Health and Safety Executive, Modern Slavery Helpline).

### **Timescales**

Due to the varied nature of these sorts of complaints, which may involve internal / external investigators and/or the police, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating officer, should as soon as practically possible, send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the complainant informed, in writing, as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the complainant should be in writing and sent to their home address marked "confidential".

### **Investigating Procedure**

The investigating officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the member of staff against whom the complaint is made as soon as is practically possible. The member of staff will be informed of their right to be accompanied by a trade union or work colleague at any future interview or hearing held under the provision of these procedures. At the discretion of the investigating officer and depending on the circumstances of the complaint an alternative representative may be allowed e.g. the individual's legal representative.
- The investigating officer should consider the involvement of the Company auditors and the Police at this stage and should consult with the Chairman / Chief Executive / Business Owner if appropriate
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals / bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Chief Executive, Chairman or Business Owner as appropriate.

- The Chief Executive / Chairman / Business Owner will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Company procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be used to enable a review of the Company procedures.

If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the Chief Executive / Business Owner / Chairman, or one of the designated persons described above.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome of the investigation, NOJE recognises the lawful rights of employees and ex-employees to make disclosures to prescribed persons or body (e.g. the Health and Safety Executive). A full list of prescribed people and bodies can be found on [the Government Website](#).

### **Policy review**

This Policy has been reviewed and approved by Mathew Keech, Managing Director, in June, 2025 and will be reviewed periodically on an annual basis. Approval method: Email confirmation.