

Whistle-Blowing Procedure

1. Introduction

1.1 Quest Employment is committed to conducting its business with honesty and integrity and aims to achieve the highest possible standards of service and ethical conduct in all of its practices.

1.2 We expect all staff and those working for or through Quest to maintain the same high standards. However, all organisations face the risk of things going wrong, and sometimes malpractice or wrongdoing can occur. We take such matters seriously and aim to prevent and eliminate wrongdoing or malpractice within the organisation.

1.3 We encourage open communication from all those who work for us and want everyone to feel secure about raising genuine concerns about malpractice or wrongdoing freely and without fear of suffering any detriment or other unfair treatment.

1.4 Individuals may have protection under whistleblowing law if they raise concerns in the correct way. This policy is designed to provide that opportunity and protection. It does not matter if an individual is mistaken, provided they reasonably believe that the disclosure is made in the public interest and that the information they have tends to show malpractice or wrongdoing.

1.5 We will treat any concerns raised seriously and will protect and support any individual who makes a disclosure in line with this policy.

1.6 This policy does not form part of any contract and Quest Employment reserves the right to amend it at any time.

2. Who Can Raise a Concern Under This Policy?

2.1 This policy applies to current and former employees, workers, officers, consultants, contractors and others working for or through Quest, including home workers, trainees, apprentices, agency workers, casual workers and limited company contractors.

2.2 No qualifying length of service is required in order to raise a concern under this policy.

3. When to Use This Policy

3.1 This policy should be used to report concerns of malpractice or wrongdoing relating to Quest's activities where you have information which you reasonably believe tends to show one or more of the following:

- that a criminal offence has been committed, is being committed or is likely to be committed, excluding matters to be reported under the Anti-Bribery and Corruption Policy where that specific process applies
- that a person has failed, is failing or is likely to fail to comply with a legal obligation, excluding matters to be reported under the Anti-Bribery and Corruption Policy where that specific process applies
- that a miscarriage of justice has occurred, is occurring or is likely to occur
- that the health or safety of an individual has been, is being or is likely to be endangered
- that the environment has been, is being or is likely to be damaged
- that any of the above has been, is being or is likely to be deliberately concealed

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This applies whether the malpractice has already occurred, is currently in progress, or is likely to happen in the future.

3.2 You must reasonably believe that the disclosure is being made in the public interest.

3.3 It does not matter if you are mistaken, but you must have information that tends to show malpractice or wrongdoing rather than a mere opinion or feeling.

4. Disclosures Not Covered by This Policy

4.1 You will not qualify for protection under this policy if you commit an offence in making the disclosure, or if you disclose a matter that is subject to legal professional privilege, for example correspondence between Quest Employment and its legal advisers regarding a specific case.

4.2 If your concern relates to your own treatment as an employee, Agency Worker or contractor of Quest Employment, including personal circumstances at work, you should normally raise it under the grievance, complaints or other applicable internal procedure instead, unless you reasonably believe that the matter is in the public interest.

4.3 If your concern relates to your own treatment or personal circumstances at work but you are not an employee, Agency Worker or contractor of Quest Employment, you should normally use the complaints procedure rather than this policy.

4.4 If you wish to raise a concern about suspected malpractice or wrongdoing in relation to a hirer's activities, you may need to raise the concern directly with the hirer, depending on the circumstances.

4.5 Concerns about Quest's services generally, which are not related to the types of wrongdoing or malpractice covered by this policy, should be raised under the complaints procedure.

5. How to Raise a Concern

5.1 If you have concerns of the type covered by this policy, you should in the first instance make a disclosure to your immediate superior. Agency Workers should normally disclose concerns to the consultant responsible for managing their Assignment.

5.2 If, for any reason, you feel unable to raise the matter with your immediate superior, or in the case of an Agency Worker with the consultant responsible for your Assignment, you should raise the issue with:

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Jim Bluck, Chief Commercial Officer

Quest Employment

Royal House

Queenswood

Newport Pagnell Road West

Northampton

NN4

Email: whistleblowing@questemployment.co.uk

5.3 If you have made a disclosure and remain concerned, or the matter is so serious that you feel unable to raise it with the contacts above, you should raise the matter with:

Jason Cole, Chief Operations Officer

Quest Employment

Royal House

Queenswood

Newport Pagnell Road West

Northampton

NN4

Email: Jason.Cole@questemployment.co.uk

5.4 A disclosure may be made by telephone, in person or in writing, including by email. However, it is preferable for the disclosure to be made in writing where possible so that an accurate record can be kept.

5.5 You are not expected to prove the truth of your concern beyond reasonable doubt or provide evidence at the point of disclosure. However, you will generally be expected to provide, where possible:

- the nature of the concern
- why you believe it to be true
- the background and history of the concern
- relevant dates where possible

5.6 Concerns may be raised anonymously. However, individuals are encouraged to provide their name where possible, as anonymity can make it more difficult for Quest to investigate the matter properly, protect the individual's position, or provide feedback on the outcome.

5.7 You may wish to discuss your concern with a colleague before raising it formally. You may also raise a concern alone or with a colleague. Once a formal concern has been raised, all parties are expected to maintain appropriate confidentiality.

6. How We Respond to Concerns Raised Under This Policy

6.1 We are committed to ensuring that all disclosures raised under this policy are dealt with objectively, consistently, fairly and professionally.

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6.2 We will listen to the concern raised and, unless it has been raised anonymously, arrange a meeting as soon as reasonably practicable to discuss it. The purpose of the meeting will be to establish the background and facts and to help determine whether, and how, any investigation should be carried out.

6.3 You may bring a work colleague or trade union representative to any meeting held under this policy. Any companion must respect the confidentiality of the disclosure and any subsequent investigation.

6.4 Concerns raised under this policy will be recorded in the Whistleblowing Report Register or other appropriate central record.

6.5 After the meeting, we will decide how to respond. This will usually involve making internal enquiries in the first instance, although a formal or informal investigation may be required depending on the nature of the concern.

6.6 We will endeavour to keep you informed of the progress of the investigation and, where appropriate, any next steps. However, we may be unable to share information that would breach confidentiality owed to others.

6.7 Anonymous concerns will be considered at Quest's discretion, taking into account the seriousness of the issue, the credibility of the concern and the likelihood that the allegation can be investigated from other available information.

6.8 If disciplinary or other proceedings follow the investigation, we may ask you to come forward as a witness. If you agree, you will be offered appropriate advice and support.

7. Confidentiality

7.1 All concerns raised will be treated as confidential as far as reasonably practicable. Every effort will be made not to reveal the identity of the individual raising the concern unless disclosure is required by law or necessary for the proper handling of the matter.

8. Raising Your Concern Externally in Exceptional Cases

8.1 The main purpose of this policy is to give individuals the opportunity and protection they need to raise concerns internally. In most cases, raising the concern internally will be the most appropriate course of action.

8.2 However, if for any reason you feel unable to raise your concern internally, and you reasonably believe the information and allegations are substantially true and in the public interest, the law may allow you to raise the matter with an appropriate external prescribed person or body, such as a regulator, professional body or Member of Parliament.

8.3 We strongly encourage individuals to seek appropriate advice before reporting a concern externally. Protect and ACAS can provide confidential guidance.

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9. Protection and Support for Those Raising Concerns

9.1 We hope that all individuals covered by this policy will feel able to raise genuine concerns freely.

9.2 Quest Employment is committed to good practice and to supporting those who raise genuine concerns under this policy, even if those concerns later turn out to be mistaken.

9.3 No individual raising a genuine concern should suffer any detriment as a result. If you believe that you have suffered such treatment, you should inform Jim Bluck, Chief Commercial Officer, as soon as possible.

9.4 Quest Employment will not tolerate harassment or victimisation of any individual because they have raised a genuine concern. Any person involved in such conduct may be subject to disciplinary or other appropriate action.

9.5 Equally, to protect the integrity of the business and the fairness of the process, any person who raises a concern maliciously, frivolously, for personal gain, or without reasonable belief in its truth or public interest basis, may be subject to disciplinary or other appropriate action.

9.6 Quest may, where appropriate, offer mentoring, advice or counselling support to those who have reported a concern.

9.7 If you are dissatisfied with how a matter has been handled, you may raise that issue under the complaints procedure or, where applicable to your status, the grievance procedure.

10. Further Information and Contacts

10.1 If you have queries about the application of this policy, please contact Jim Bluck, Chief Commercial Officer, in the first instance.

10.2 Protect provides confidential whistleblowing advice.

10.3 ACAS also provides a confidential helpline for workplace advice.

10.4 If you are a member of a recognised trade union, you may also seek guidance from your trade union representative.

This document is effective from:

23rd March 2026

This document is approved by:

Jim Bluck, Chief Commercial Officer



For questions or queries about this document, contact: Jim.Bluck@questemployment.co.uk