

Whistleblowing Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Director
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy allows staff, drivers, escorts and contractors to raise serious concerns about wrongdoing, risk or concealment connected with company work without fear of victimisation.

Scope

Applies to employed staff, self-employed drivers, subcontractors, escorts, agency workers and contractors. It is for public interest concerns, not ordinary personal grievances, although some issues may overlap.

Named responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Director: Mohamoud Mohamed

Safeguarding concerns may be reported directly to the Designated Safeguarding Lead or Director.

What whistleblowing is

Whistleblowing is raising a genuine concern about wrongdoing or risk such as safeguarding failure, unsafe driving, unsafe allocation of drivers or vehicles, abuse, dishonesty, fraud, bribery, concealment, data misuse, licence non-compliance, falsifying driver, DBS, licence, insurance or route records, allowing unauthorised private arrangements outside the operator, concealment of safeguarding concerns or accidents, unlawful discrimination, criminal offences or danger to health and safety.

Who can raise concerns

Any staff member, driver, escort or contractor may raise a concern. Concerns may also be received from clients, passengers, parents/carers or members of the public and handled under the relevant policy.

Internal reporting

- Report to the Operations Manager or Director.
- If the concern involves that person, report to the other manager or the DSL if safeguarding-related.
- Concerns can be raised verbally or in writing. The company will record the concern and agreed next steps.
- Anonymous concerns will be considered, but it may be harder to investigate or give feedback.

External reporting where appropriate

A worker may raise concerns externally with an appropriate body where internal reporting is not safe, has failed, or the matter is urgent. Depending on the concern this may include police, local authority safeguarding teams, TfL, HSE, ICO, DBS or the commissioning council/client. External disclosures should be made responsibly and with no unnecessary personal data sharing.

Protection against victimisation

No worker should suffer dismissal, removal from routes, loss of work, bullying, threats or disadvantage because they raised a genuine concern in good faith. Victimisation may lead to disciplinary or contractual action.

Confidentiality

The company will protect the whistleblower's identity as far as reasonably practicable, but confidentiality cannot be guaranteed where disclosure is required by law, safeguarding, police investigation or fair investigation process.

Investigation procedure

1. Acknowledge the concern where contact details are available.
2. Assess immediate safety, safeguarding, data or regulatory risk.
3. Assign an appropriate manager who is not implicated.
4. Secure relevant records and speak to relevant people.
5. Refer externally where required.
6. Record findings, action taken and any feedback that can safely be given.

Responsibilities

The Director owns this policy. Managers must take concerns seriously. Staff, drivers, escorts and contractors must raise genuine concerns promptly and must not knowingly make false allegations.

Procedure

Raise concern, triage, protect evidence, investigate, act, record and review.

Records kept

Whistleblowing log, evidence, referral records, investigation notes, outcome and action plan.

Review

Reviewed annually and after any whistleblowing case involving serious risk or external referral.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026