



Whistleblower Policy

Purpose

This Whistleblower Policy establishes a comprehensive framework for reporting and addressing concerns regarding unethical or illegal conduct within Lateral Solutions. It aligns with ISO 18788 and ISO 37002 standards, ensuring a systematic approach that promotes trust, impartiality, and protection for whistleblowers.

Scope

This policy applies to all employees, contractors, and stakeholders associated with the organization. It covers all forms of wrongdoing, including but not limited to fraud, corruption, safety violations, and breaches of ethical standards.

Policy Statement

The organization is committed to fostering an environment where individuals can report concerns without fear of retaliation. All reports will be treated confidentially and investigated thoroughly.

Responsibilities

- **Management:** Ensure the implementation and maintenance of the whistleblowing management system (WMS) in accordance with ISO 37002 guidelines.
- **Compliance Officer:** Designated to oversee the whistleblowing process, ensuring that all reports are handled impartially and confidentially.
- **Employees:** Encouraged to report any concerns and to cooperate with investigations.

Reporting Mechanism

1. **Receiving Reports:** Reports of wrongdoing can be submitted through various channels, including:
 - Anonymous hotlines
 - Email (whistleblower@latsols.com)
 - In-person meetings with designated personnel
2. **Assessment of Reports:** All reports will be assessed within **five business days** to determine the appropriate course of action. This aligns with ISO 9001's focus on continual improvement and customer satisfaction by addressing issues effectively.



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- Investigation Process:** Investigations will be conducted in a fair and impartial manner. The organization aims to complete investigations within **30 calendar days** from the date of report assessment. If additional time is required, the whistleblower will be informed of the reasons for the delay and the expected timeline for resolution.

Protection of Whistleblowers

- **Confidentiality:** The identity of the whistleblower will be kept confidential to the extent possible, and information will only be disclosed on a need-to-know basis.
- **Non-Retaliation:** The organization prohibits any form of retaliation against individuals who report concerns in good faith. This is crucial for maintaining trust and encouraging reporting.

Training and Awareness

Regular training sessions will be conducted to ensure that all employees are aware of this policy, understand their rights and responsibilities, and know how to report concerns.

Monitoring and Review

The effectiveness of the whistleblowing management system will be monitored regularly, and the policy will be reviewed annually to ensure compliance with ISO standards and to incorporate any necessary improvements.

Conclusion

Lateral Solutions is committed to maintaining a culture of integrity and transparency. This Whistleblower Policy serves as a vital tool in promoting ethical behavior and ensuring that concerns are addressed promptly and effectively.