

SSN GRIEVANCE MECHANISM AND WHISTLE-BLOWER POLICY

SSN is committed to ethical governance and decision-making.

If any stakeholder (e.g., employee, member of our Global Team, supplier, client, funder) or any other concerned 3rd party becomes aware of any situation or incident involving SSN (or a related entity with which we are engaged) where they feel that SSN or the related entity has acted in a manner that is not ethically sound or contravenes principles of good governance, they are encouraged to bring this to our attention by emailing SSN's director in charge of risk and compliance, Carl Wesselink (carl@southsouthnorth.org) or any of our other Directors. Alternatively (or in addition) they can report any such incident to SSN's Associates (who are mandated to provide oversight) at associates@southsouthnorth.org.

SSN is committed to investigate these complaints internally, or through an appropriate 3rd party such as our auditors and where appropriate, pursue the matter and/or embark on a course of remedial action.

Complainants may choose to remain anonymous, in which event we suggest using an email account set up for this purpose – as effective communication and answers to follow up questions may be necessary to obtain the information required for a proper investigation. In any event, SSN will not divulge the complainant's identity without their express consent. SSN or its Associates will as far as is practical, also provide feedback on the outcome of any investigation or action taken.

Depending on the nature of the incident and any other parties involved, stakeholders may also wish to consider reporting their concerns to other entities, such as our donors, who have a vested interest in good governance at SSN, and who generally have their own whistle blowing policies.

The following (external) whistle-blower services, may be accessed for advice and/or to report concerns:

- 1 Platform to Protect Whistleblowers in Africa (PPLAAF) at this [link](#) for a range of encrypted channels.
- 2 Protect (formerly Public Concern at Work) at this [link](#) for advice on any situation or incident under the jurisdiction of the United Kingdom.

Both of these are independent non-profit organisations of good standing which offer independent advice as well as secure and confidential reporting channels.

In terms of programme-specific grievances, the following processes can be followed:

- 3 To present a complaint related to the VCA programme you can write to grievance@voicesforclimateaction.org or use SSNs Grievance Mechanism. Please indicate the reasons of your grievance, date of occurrence, proposed solution and a contact to follow up.