

OUR **ALTERNATIVE** TO SILENCE. ARE YOU LISTENING?

AAB PEOPLE SERVICE GUIDE
TERRENCE HIGGINS TRUST

SEPTEMBER 2024



UNITED KINGDOM +
IRELAND +



SERVICE GUIDE

WHAT IS THE PURPOSE OF THE AAB PEOPLE SERVICE?

AAB People is a third-party independent company who provides you with the opportunity to expose unethical behaviour and other forms of wrongdoing and malpractice that you observe in your work-related activities. **AAB People** specialises in implementing effective whistleblowing solutions to businesses in a safe, secure and supportive environment that encourages whistleblowers to speak up and be heard.

HOW DO I USE THIS SERVICE?

If you are aware of unethical behaviour or forms of malpractice you are encouraged to report internally within Terrence Higgins Trust. However, there are other alternative safe and secure reporting options available to you if you would prefer to report the matter to **AAB People**. These include:

- By completing an online web report via the **AAB People** website - <https://fileaconcern.org/terrencehigginstrust>
- By ringing your International Toll-free number (ITFN) 0800 026 0477.

Important: Calls to ITFN numbers in most countries are free from landlines. Please note that mobile access in some global regions may not be fully supported and that charges may be incurred to the caller based on their individual telephone subscription.

Staff who wish to familiarise themselves with the service can also undertake an assessment of how the service works via <https://www.seehearspeakup.co.uk/en/training>. The training should take no longer than 15 minutes for you to complete. In order to undertake the assessment, you must insert Terrence Higgins Trust's username and password. Terrence Higgins Trust's username is Terrence and your password is THT2597

Note: Interpretation support is based on service demand and is therefore subject to interpretation availability.



WHAT HAPPENS WHEN I RING THE DESIGNATED HELPLINE NUMBER?

When you make contact through **AAB People's** designated telephone service, you will speak with a specialised call handler who will ask you for some information, document your feedback and ask follow-up questions to clarify information. The call handler will then prepare a report of your concern to be sent to your employers senior company representative who will be responsible for determining what course of action is to be taken, such as a formal investigation into the matter.

WHO ARE AAB PEOPLE SPECIALISED CALL HANDLERS?

AAB People specialised call handlers answer all calls received through your designated telephone number. **AAB People** specialised call handlers are professionally trained. They have a broad and extensive interviewing background and will gather information from you in a discreet manner.

CAN I REPORT ANONYMOUSLY?

Yes, you can raise reports anonymously. **AAB People** will only share your personal information with those appointed in your organisation to investigate your report where you have provided consent to do so. Please note that your report is likely to be investigated more effectively if you consent to share your personal information with your organisation.

HOW CAN AAB PEOPLE GUARANTEE ANONYMITY?

When calling **AAB People** to raise your report or if you choose to raise an online report you will be provided with a Personal Identification Code. As a result, we have no means of identifying you unless you volunteer your contact details. The Personal Identification Code, which is unique to your report, can be quoted by you should you wish to phone **AAB People** again in the future to check for any feedback that Terrence Higgins Trust has provided or should you wish to provide additional information pertaining to your original report.

WHEN CAN I MAKE CALLS THROUGH THIS SERVICE?

The external helpline is operated 24 hours a day and 365 days a year. It is preferable that a concern is raised as soon as possible or as soon as you have a reasonable suspicion. You are not expected to investigate the matter yourself or to prove that your concern is well-founded.



HOW LONG DOES IT TAKE MY EMPLOYER TO INVESTIGATE MY REPORT AND PROVIDE ME WITH FEEDBACK?

This is dependent on the nature and complexity of the information provided. However, all reports received are treated seriously and will be diligently followed up by Terrence Higgins Trust.

HOW DO I RECEIVE FEEDBACK ON MY REPORT?

If you have provided consent to share your contact information with Terrence Higgins Trust then they may contact you directly to provide you with feedback on your report. If you have elected to remain fully anonymous you are encouraged to contact **AAB People** via the reporting channels available to you (see page 1) to seek feedback quoting your Personal Identification Code.

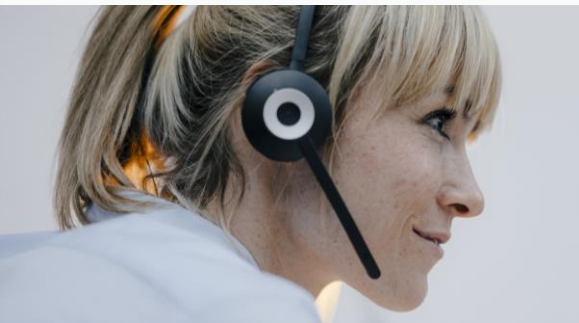
CAN I CALL AAB PEOPLE TO SEEK LEGAL ADVICE OR ADVICE ON MY COMPANY POLICY?

The specialised call handler will not be able to answer questions about your company's policy and cannot advise you on any legal course of action you should take. However, they will be able to document your request for information or advice in a report to be sent to your company.

ARE TELEPHONE CALLS RECORDED?

No calls are recorded by **AAB People**. However, the key details of the conversation is noted by the **AAB People** call handler who takes the call.

REPORTING GUIDE SUMMARY



Confidential Reporting Process

- Employee raises report via one of the available reporting channels
- Report received by **AAB People** call handler
- Employee provided with PIN code
- Report forwarded to Employer senior nominated officer
- Report assigned for assessment and potential investigative action
- Employee provided with feedback on their report

