



## **Information on the terms and procedure for submitting and registering of signals of Transparency International – Bulgaria**

Transparency International – Bulgaria is part of the global anti-corruption movement of Transparency International and this procedure aims to support, emphasize and supplement the "[Personal Policy Data Protection](#)", "[Policy for the safeguarding of vulnerable groups \(adults and children\)](#)", "[Anti-Harassment and Discrimination Policy](#)", "[Conflict of Interest Policy](#)" and principles of ethical conduct in order to create a functioning system of measures.

Minimizing the damaging effects of corruption and raising awareness of values such as transparency, integrity, and accountability we are particularly aware about the risks of corruption or other embezzlements or violations in our organization.

Transparency International – Bulgaria is committed to maintaining high standards of integrity and accountability, acting in accordance with the core values and guiding principles of Transparency International movement, and promoting these standards and principles. In accordance with these values, everyone, including employees who have serious concerns in every aspect of the work of TI-Bulgaria, is encouraged to express them.

The procedure for submitting and registering signals of Transparency International – Bulgaria aims to improve the work and actions of our organization. It provides people with information on how we receive, evaluate, process, and improve our procedures and activities in response to the receive signals.

### **1. The Method of submitting your signals**

We encourage you to send your signals, questions and complaints regarding the conduct of our work or activity on the following address: 1463 Sofia, Bulgaria, 50 Sandor Petofi street, fl. 1 or on our e-mail address: [signals\(at\)transparency.bg](mailto:signals(at)transparency.bg)

#### **1.1. Reporting signals via e-mail:**

In case your signal is received at another e-mail address of Transparency International – Bulgaria in the field "Subject" of the e-mail you should write "Signal" then the recipient is obliged to forward the e-mail without reading its content.

Receiving signals, whose authors are not clearly identified will not be considered.

#### **1.2. Reporting signals by phone or in person**

If you want to report or share information about our work or activity, you could also call our hot line +359 800 11 224 on Tuesday, between 14:00 and 17:00.



## **2. Content of the signals**

When you are reporting, you must indicate "Signal" in the "Subject" field if you are sending the signal by e-mail. If you are calling by phone, first you have to indicate that you would like to report a signal so that we could refer you to an employee of Transparency International - Bulgaria, who accept the signals.

When you would like to report a signal, please describe:

- Who the signal concerns;
- What are the actions that you think are incorrect;
- What is the violation;
- To which period does it refer;
- On the basis of which circumstances the facts were perceived and the signal is based;
- Please provide documents to support your claim, if any;

## **3. Registering your signal**

We will contact you within 5 working days after receiving your questions, signals or complaints. In our reply to you we will detail the manner and timeframe of the verification of your signal.

## **4. Process of evaluating signals:**

- You will receive a reply by e-mail with confirmation that we receive the signal and what will you do for verification and about the timeframe for this;
- In this response include information about who is responsible to proceed the signal.
- The person against who is the signal has the right to make an explanation.
- Providing information (in writing, by telephone or in person) regarding the result of the initial verification and creating a record for this;
- Preparation of a protocol on the results of the verification and if it is necessary taking additional steps, including corrective measures when the signal is well-founded.
- Providing information of the whistleblower with the results of verification and the measures taken if such have been taken;

We are doing our best to process your questions and signals as fast as possible. You will receive a written statement on your signals or complaint within 30 days of receiving it.



## **5. Whistleblowers rights**

A whistleblower has the right to have full access to information in connection to their specific case. You have the right to receive information about the decision on the submitted signal, as well as the right to confidential handling of your personal data according to the "Personal Policy Data Protection" of Transparency International - Bulgaria and according to Bulgarian and European legislation.