



SUBJECT: WHISTLEBLOWING POLICY FOR CREDIT INFORMATION CORPORATION

1. STATEMENT OF POLICY - The governance of CIC is carried out in a transparent, responsible and accountable manner and with the utmost degree of professionalism and effectiveness. Furthermore, the Governing Board of CIC is competent to carry out CIC's functions, fully accountable to the State as its fiduciaries, and acts in the best interest of the CIC and the State.

The CIC, acting through its Governing Board and duly authorized Officers and Employees, conducts the affairs, operations, and business of the CIC in full compliance with applicable laws, rules, and regulations. As public officers, all CIC Directors, Officers and Employees, exemplify the behaviour and professional demeanor consistent with such laws, rules, regulations, policies and procedures of the highest standard.

2. BACKGROUND AND PURPOSE – The purpose of this Whistleblowing Policy is to enable any concerned individual to report and provide information, anonymously if he/she wishes, and even testify on matters involving the actions or omissions of the Directors, Officers and Employees of CIC, that are illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to the CIC and/or Government.

All persons, stakeholders, and institutions concerned are encouraged and empowered, through this Policy, to report to the CIC, using the modes and procedures herein established any and all issues and concerns respecting the aforementioned actions or omissions.

3. COVERAGE – This policy shall be applicable to all Directors, Officers and Employees, including workers under Contracts of Service and Consultancy Agreements of the CIC.

4. DEFINITION OF TERMS

- a. *CIC Integrity Monitoring Committee (CIMC)* – refers to the Committee tasked with handling the implementation of this Policy.
 - b. *CIC* – refers to the Credit information Corporation
 - c. *Management Committee (MANCOM)* – refers to the CIC committee, which manages the daily operations of the CIC, composed of the President, Legal Counsel, the Directors for Finance and Administration, Marketing and Business
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Development, and Credit Information Management Service. The MANCOM reports directly to the CIC En Banc.

- d. *Reportable Conditions* – Matters that may be brought to the attention of the CIC through this Policy as enumerated in Section 6.1 below.
 - e. *Reporting Channels* – can be any of the following: (1) CIC Website; (2) face-to-face meetings; (3) E-mail; (4) Mail; (5) Telephone, and; (6) Facsimile.
 - f. *Respondent* – the person who is the subject of a report filed with the CIC pursuant to this Policy;
 - g. *Retaliation Actions* – actions carried out by a Respondent in retaliation against a Whistleblower, such as, but not limited to, discrimination or harassment in the CIC workplace carried out by a respondent officer against a whistleblowing employee;
 - h. *Whistleblower* – a person who reports a Reportable Condition to the CIC through this Policy.
 - i. *Whistleblowing Report (WR)* – refers to a complaint filed by a Whistleblower about a Reportable Condition.
5. THE CIC INTEGRITY MONITORING COMMITTEE – The CIMC shall be composed of the following:
- a. Legal Counsel as Chairperson;
 - b. Head Executive Assistant of the President as Vice Chairperson
 - c. Division Chief of the Credit Information Management System (CIMS);
 - d. Division Chief of the Marketing and Business Development Group

The office of the Legal Counsel will make an initial evaluation of the submitted WRs in accordance with Section 10.3 below and convene the CIMC accordingly as may be needed.

Decisions of the CIMC on the WRs shall be submitted for approval to the MANCOM.

6. SCOPE.

6.1 *REPORTABLE CONDITIONS*. – This policy is intended to be implemented in connection with acts or omissions that are of a serious and sensitive character, with considerable negative impact on the CIC, as to warrant special attention and action under this Policy.

Such acts or omissions must involve violations of the provisions of the following laws, rules and regulations:



- a. R.A No. 6713, “Code of Conduct and Ethical Standards for Public Officials and Employees”;
- b. R.A. No. 3019, ‘Anti-Graft and Corrupt Practices Act”;
- c. R.A. No. 7080, as amended, “The Plunder Law”
- d. Book II, Title VII, Crimes Committed by Public Officers, The revised Penal Code
- e. Executive Order (E.O.) No. 292, s. 1987, “Administrative Code of 1987”;
- f. R.A. No. 10149, the GOCC Governance Act of 2011
- g. GCG M.C. No. 2012-05, “Fit and Proper Rule”,
- h. GCG M.C. No. 2012-06, Ownership and Operations Manual Governing the GOCC Sector”;
- i. GCG M.C. No. 2012-07, ‘Code of Corporate Governance for GOCCs”;
- j. Violations of the Charter of the CIC; and
- k. Other GCG Circulars and Orders, and applicable laws and regulations.

All WRs must state the specific condition/s, action/s and/or omission/s being complained about, as well as the corresponding laws, rules or regulations allegedly violated. If possible, documentary and other evidence in support of the WRs must be submitted to the CIC for evaluation.

6.2 *REPORTING CHANNELS.* – The following are dedicated Reporting Channels which the Whistleblower can use to file any reportable Condition:

- a. Website: <http://www.creditinfo.gov.ph/>;
- b. Face-to-face Meetings: with CIC Officers and Employees;
- c. E-Mail: feedback@creditinfo.gov.ph;
- d. Mail: 6th Floor Exchange Corner Building, 107 V.A. Rufino St. corner Bolanos and Esteban Sts., Legaspi Village, Makati City Philippines 1229
- e. Trunkline: (632) 236-5900

6.3 *ANONYMOUS REPORTING.* – The CIC shall accept WRs made anonymously. The Whistleblower who files a WR anonymously may choose to provide a manner by which he can be contacted without jeopardizing his anonymity. Such means shall include, but is not limited to using an e-mail, a prepaid mobile number, and the like.

It must be noted, however, that Anonymous reporting is limited to the identity of the Whistleblower. All respondents must be clearly identified by their full names and positions. Furthermore, the alleged violations, actions and/or omissions must also be clearly identified, together with the law, rule, and regulations allegedly violated.



- 6.4 *WITHDRAWAL OF REPORT BY THE WHISTLEBLOWER.* – In the event that the Whistleblower withdraws his WR, the investigation shall continue provided that the evidence gathered is sufficient as determined by the CIMC.
- 6.5 *RESIGNATION OF RESPONDENT PENDING COMPLETION OF INVESTIGATION.* – In the event that the Respondent resigns prior to the final resolution of the case against him, the investigation shall still continue provided that the evidence gathered is sufficient as determined by the CIMC.
7. **CONFIDENTIALITY.** – The CIC shall ensure confidentiality of all information arising from WRs. It shall treat all reports, including the identity of the Whistleblower and the respondent, in a confidential and sensitive manner. The identity of the Whistleblower will be kept confidential, unless compelled by law or by the Courts to be revealed, or unless the Whistleblower authorized the disclosure of his/her identity.
8. **PROTECTION OF A WHISTLEBLOWER AGAINST RETALIATION.** – Retaliation Actions against a Whistleblower will be taken cognizance of by the CIMC if the WR is made in good faith, and the CIC shall extend all possible assistance to the Whistleblower under the law and given the circumstances.
9. **UNTRUE ALLEGATIONS.** – If a Whistleblower makes allegations that are determined to be fabricated or malicious falsehoods, and/or he/she persists in making them, legal action may be taken against him by the CIC.
10. **PROCEDURE ON HANDLING WHISTLEBLOWING REPORTS.**
- 10.1. **FILING OF WHISTLEBLOWING REPORTS.**- All WRs must be submitted to the CIC through any one of the Reporting Channels enumerated in Section 6.2.
- While WRs may be filed anonymously, the Whistleblower, whenever applicable, must state his/her connection to the CIC, as well his/her general relationship to the Respondent, if any (e.g., Director, Officer, Employee, Customer, Supplier, Creditor, or Concerned Citizen).
- 10.2 **HANDLING INITIAL RECEIPT OF WHISTLEBLOWING REPORTS.** – The following CIC officials will handle initial receipt of WRs from the different Reporting Channels:
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| Reporting Channels | Concerned CIC Official |
|---------------------------|-------------------------------|
| (a) Website | CIMS |
| (b) Face-to-face meetings | Any Division Chief and Higher |
| (c) E-mail | Office of the Legal Counsel |
| (d) Mail | Office of the Legal Counsel |
| (e) Telephone | Any Division Chief and Higher |
| (f) Fax | Office of the Legal Counsel |

It is the responsibility of the concerned CIC officials in cases of face-to-face meetings and teleconferences, to refer and fully disclose the WR to CIMC. The concerned CIC officials shall ask the Whistleblower if he is willing to sign the transcript of the discussions between them.

10.3. PRELIMINARY EVALUATION OF WHISTLEBLOWING REPORTS. – The concerned CIC officials receiving WRs shall coordinate with the Office the Legal Counsel for an initial evaluation of the information provided therein.

The information in a WR, whether anonymously filed or not, may be considered sufficient in form if:

- The CIC office concerned is identified;
- The respondent is identified by his full name and position;
- Violations and/or charges are specified, including the relevant material facts (e.g., nature of the incident, time and places of the incident, persons involved, evidence, if any, and other important matters necessary to establish a case);
- The corresponding law, rules, or regulations or Memorandum Circular provisions violated are specified; and
- Documents in support of the allegations are submitted.

The office of the Legal Counsel will make the initial determination of whether or not information provided may be considered as a Reportable Condition, in which case the Legal Counsel will refer the same to the CIMC for appropriate action.

If the Legal Counsel determines that such information does not qualify as a Reportable Condition, the same may be treated as an ordinary complaint which will be acted on in accordance with the rules of the Legal Counsel on ordinary complaints.



The Office of the Legal Counsel reserves the right to disregard WRs that are vague, ambiguous, patently without merit, or are clearly harassment complaints against the respondent/s. The Legal Counsel shall communicate his/her initial findings on such WRs to the Whistleblower who will be given the opportunity to substantiate the same, failing in which the matters raised in the WR will be considered closed and terminated.

10.4 FULL INVESTIGATION. – If the CIMC finds the WR sufficient in form and substance, CIMC shall conduct an investigation, part of which will involve informing the Respondent of the allegations against him/her and requiring the Respondent to submit comments within fifteen (15) days from receipt thereof. The CIMC may also seek the assistance of the other government agencies in the conduct of investigation of the WRs.

The CIMC shall then furnish the Whistleblower a copy of the comments of the Respondent, and give him/her opportunity to provide more information or controverting evidence. If the Whistleblower submits additional information or evidence, the CIMC shall likewise give Respondent the opportunity to submit rebutting evidence.

10.5. MONITORING. – The CIMC shall submit to MANCOM a quarterly status report of all WRS with the corresponding actions taken thereon.

11. FINAL ACTIONS ON THE WHISTLEBLOWING REPORTS (WRs). –

11.1. *In cases of WRs against CIC, their Directors, Officers, and Employees, the CIC may pursue any of the following actions:*

- i. Dismiss the WR outright for want of palpable merit;
 - ii. Submit a formal recommendation to the Governing Board of CIC for the discipline of respondent Officer;
 - iii. Submit a formal recommendation to the Governing Board of CIC for the suspension of the respondent Appointive Director;
 - iv. Submit a formal recommendation to the president for the removal of the respondent Appointive Director.
 - v. Indorse to the proper Government Agency, such as the Office of the Ombudsman, the pursuit of the criminal and/or administrative processes against the respondents;
 - vi. Enjoin the CIC Governing Board and Management to comply with applicable laws or jurisprudence and/or to undertake corrective measures to address the matters raised in the complaint; and
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- vii. Consider the WR closed and terminated if the response of the respondent is found to be adequate.
 - 11.2. In cases of WRs against the Chairperson, the President and the Directors, the CIMC may dismiss the WRs for want of merit, or submit their recommendations on proposed sanctions against the respondents to the Office of the President
 - 11.3. In cases of WRs against other officers and employees of CIC, the CIMC may dismiss the WRs for want of merit, or submit their recommendations on proposed sanctions against the respondents the CIC.
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