



Córas Iompair Éireann

CIÉ Protected Disclosure Policy and Procedures



Approved by the CIÉ Board on 3rd July 2024

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Introduction

Coras Iompair Éireann (CIÉ), which includes its operating subsidiaries, Bus Átha Cliath, Bus Éireann, Iarnród Éireann and CIÉ Tours, is committed to providing workers with a confidential and secure pathway for reporting concerns about wrongdoing in the workplace and also to protecting workers against penalisation for having reported those concerns.

The Protected Disclosures Act 2014 as amended (“the Act”) protects workers who report certain workplace wrongdoings. A formal channel for reporting such concerns has been established in accordance with the Act.

This document sets out: how to make a report; the types of wrongdoing that constitute a protected disclosure; what happens when a report is received; and the protections that are available against penalisation for reporting a concern about wrongdoing.

CIÉ will:

- Keep the identity of the reporting person and any person named in a report confidential.
- Not tolerate any penalisation or threat of penalisation of the reporting person or persons associated with the reporting person.
- Acknowledge all reports within 7 days from receipt.
- Follow-up diligently on all reports of relevant wrongdoing.
- Provide feedback to the reporting person within 3 months (can be extended to 6 months due to the particular complexity of the report concerned) from date of acknowledgement; and
- Provide further feedback at 3 month intervals, this may be extended to 6 months for complex issues on written request.

The Chief Executive Officers (CEOs) and the Managing Director CIÉ Tours have overall responsibility for the Procedures set out in this policy within their respective companies.

The Human Resource Managers shall be the Designated Person of each operating company and the CIÉ Holding Company, with day-to-day responsibility for the handling of reports.

It is the responsibility of management to be aware and alert for any potential improprieties that may occur or may be brought to their attention. Management is required to support and work with any officials, from within the organisation or from any external agency, appointed as part of an investigation.

Employees at all levels are responsible for exercising due diligence and control to prevent, detect and report acts of alleged fraud, or wrongdoing.

Please read this document carefully before making a report. It is solely your responsibility to ensure you meet the criteria for protection under the Act.

If you have any queries about this policy, please contact: your Human Resources Manager If you require confidential, independent, advice (including legal advice) on the making of a protected disclosure please refer to the Supports and Information Section on page 21 - 22 of this document.

This policy applies to all “workers”. A “worker” is an individual in a work-related relationship with CIÉ and its operating subsidiaries who acquires information on relevant wrongdoings in a work-related context and who is or was:

- (a) an employee;
- (b) an independent contractor;
- (c) an agency worker;
- (d) a trainee;
- (e) a shareholder of an undertaking;
- (f) a member of the administrative, management or supervisory body of an undertaking including non-executive members;
- (g) a volunteer;
- (h) an individual who acquired information on a relevant wrongdoing during a recruitment process; or an individual who acquired information on a relevant wrongdoing during pre-contractual negotiations (other than a recruitment process).

What is a protected disclosure?

Making a report in accordance with the Protected Disclosures Act is referred to as “making a protected disclosure”. A “protected disclosure” means a disclosure of “relevant information” made by a “worker” in the manner specified in the Act. The relevant information must, in the reasonable belief of the worker, tend to show one or more relevant wrongdoings and have come to the attention of the worker in a work-related context. These requirements are explained in more detail below.

attention of the worker in a “work-related context”.

To report to CIÉ or any other prescribed person a worker must also reasonably believe:

(a) that the relevant wrongdoing falls within the description of matters in respect of which the person is prescribed to receive disclosures;

and

(b) that the information disclosed, and any allegation contained in it, are substantially true.

You must fulfil all of the requirements set out in the Act in order for your report to qualify as a protected disclosure. These requirements are explained in more detail below.

If you are uncertain as to whether your report qualifies as a protected disclosure, you should seek professional advice. If you require confidential, independent, advice (including legal advice) on the making of a protected disclosure, please refer to section 10 of this document.

What is relevant information?

Relevant information is information which in the reasonable belief of the worker tends to show one or more relevant wrongdoings and it came to the attention of the worker in a work-related context.

The information should disclose facts about someone or something, rather than a general allegation that is not founded on any facts.

Workers should not investigate allegations of wrongdoing. The Designated Person is responsible for the appropriate follow up of all reports.

What is reasonable belief?

The worker's belief must be based on reasonable grounds but it is not a requirement that the worker is ultimately correct. Workers are not expected to prove the truth of an allegation.

No disciplinary or other action will be taken against a worker who reasonably believes the information they have reported tends to show a wrongdoing even if the concern raised turns out to be unfounded.

The motivation of the worker in making a report is irrelevant as to whether or not it is a protected disclosure. The worker will be protected if they reasonably believe when making the report that the information disclosed tended to show a relevant wrongdoing.

A report made in the absence of a reasonable belief is not a protected disclosure and may result in disciplinary action. It is a criminal offence to make a report that contains any information the reporting person knows to be false. A person who suffers damage resulting from the making of a known to be false report has a right to take legal action against the reporting person.

What are relevant wrongdoings?

To qualify as a protected disclosure, the matter reported must be a “relevant wrongdoing”. The following are relevant wrongdoings:

- (a) that an offence has been, is being or is likely to be committed.
- (b) that a person has failed, is failing or is likely to fail to comply with any legal obligation, other than one arising under the worker’s contract of employment or other contract whereby the worker undertakes to do or perform personally any work or services.
- (c) that a miscarriage of justice has occurred, is occurring or is likely to occur.
- (d) that the health or safety of any individual has been, is being or is likely to be endangered.
- (e) that the environment has been, is being or is likely to be damaged.
- (f) that an unlawful or otherwise improper use of funds or resources of a public body, or of other public money, has occurred, is occurring or is likely to occur.
- (g) that an act or omission by or on behalf of a public body is oppressive, discriminatory or grossly negligent or constitutes gross mismanagement.
- (h) that a breach of EU law as set out in the Act, has occurred, is occurring or is likely to occur; or that information tending to show any matter falling within any of the preceding paragraphs has been, is being or is likely to be concealed or destroyed or an attempt has been, is being or is likely to be made to conceal or destroy such information.

It does not matter whether a relevant wrongdoing occurred, occurs or would occur in Ireland or elsewhere and whether the law applying to it is that of Ireland or that of any other country or territory.

Workers may be subject to mandatory reporting obligations relevant to their role or profession. Such reports may or may not amount to protected disclosures under the Protected Disclosures Act depending on whether the requirements of the Act are met. Legislation other than and in addition to the Protected Disclosures Act may provide for making reports. Workers should ensure that they are aware of what protections, if any, such other legislation and/or the Protected Disclosures Act makes available to them, and seek legal advice if necessary.

Matters that are not relevant wrongdoings

A matter is not a relevant wrongdoing where it is the function of the worker or the worker’s employer to detect, investigate or prosecute and does not consist of or involve an act or omission on the part of the employer.

A matter concerning interpersonal grievances exclusively affecting a worker is not a relevant wrongdoing, and will not be dealt with under this procedure. Such matters are dealt with under the CIÉ Grievance Policy and Procedure and the equivalent in each of the Operating Companies.

Failure to comply with a legal obligation that arises solely under the worker's contract of employment or other contract where the worker undertakes to do or perform personally any work or services is not a relevant wrongdoing. Such matters are dealt with under the CIÉ Grievance Policy and Procedure and the equivalent in each of the Operating Companies.

Protected disclosures can only be made by workers and be made in a work-related context (see next section). Reports of wrongdoing that do not fulfil this criteria will be dealt with under the CIÉ Grievance Policy and Procedure and the equivalent in each of the Operating Companies.

What is a work-related context?

"Work-related context" means current or past work activities through which, irrespective of the nature of those activities, persons acquire information concerning a relevant wrongdoing and within which those persons could suffer penalisation if they reported such information

Who can a protected disclosure be made to?

Reports should be made to the Head of Group Human Resources in CIÉ, and the Human Resources Manager in each of the Operating Subsidiaries who are the Designated Person to receive reports under this policy.

Reports can be made in writing or orally.

Employees of the CIÉ or any of its subsidiaries should first raise their concern(s) with their immediate supervisor or manager who shall report the concern to the Designated Officer.

If for any reason this is not possible or appropriate, concerns should be reported to the Designated Officer who will in turn report the concerns to the Head of Department, Finance Manager, Head of Internal Audit, Chief Executive Officer (CEO) of the relevant company.

Concerns may be raised verbally. However, it is preferable that concerns are raised in writing. Should a concern be raised verbally a written record of the complaint will be made with a copy provided to the person making the complaint. Where a concern is raised in writing, it should give the background and history of the concern, giving relevant details, insofar as is possible, such as dates, sequence of events and description of circumstances.

Non CIÉ staff should report their concerns to the Head of Internal Audit or the CEO. Where the concern is about the Designated Officer it should be reported to the CEO of the relevant company.

Where the concern is about the CEO, it should be reported to the Chairman of the relevant company. Where the concern is about the Chairman or any Board Member it should be reported to the Chairman of the Audit and Risk Committee/Review Group of the relevant company.

The earlier the concern is raised, the easier it will probably be to take effective action. The Designated Officer will maintain communication with the employee and will carry out an initial assessment and close out the process communicating the baseline decision reached, and where necessary taking appropriate action to address the matter. Feedback will be provided to the employee within a three month timeframe or six months for a complex matter.

Reports should contain at least the information set out in Appendix A.

How to make a report

Reports should be made to Head of Group Human Resources in CIÉ, and the Human Resources Manager in each of the Operating Subsidiaries who are the Designated Person to receive reports under this policy.

Reports can be made in writing or orally.

Reports can be made as outlined above.

It is recommended that reports contain at least the information set out in Appendix A.

Where the Designated Person receives reports transmitted to us under the Act by other prescribed persons or the Protected Disclosures Commissioner, this policy will apply to those reports.

Any reports made to us via channels other than that set out in this section that, in our opinion, may qualify as a protected disclosure will be transmitted promptly and without modification to the Designated Person and this policy will apply to those reports.

Anonymous Reports

Reports can be made anonymously. Persons who choose to report anonymously and whose report meets the requirements of the Act remain entitled to all of the protections of the Act.

Anonymous reports will be followed-up to the greatest extent possible. However, it may not be possible to fully assess and follow-up on an anonymous report.

In addition, implementing certain elements of this policy – such as seeking further information, maintaining communication and protecting the reporting person’s identity or protecting them from penalisation – may not be possible.

Process following receipt of a report

Acknowledgement

All reports shall be acknowledged within seven days of receipt.

The acknowledgement shall include a copy of these procedures;

Assessment

The Designated Person shall assess if there is *prima facie* evidence that a relevant wrongdoing might have occurred.

The Designated Person may, if required, make contact with the reporting person, in confidence, in order to seek further information or clarification regarding the matter(s) reported.

If it is unclear as to whether or not a report is a protected disclosure, the report will be treated as a protected disclosure until a definitive conclusion can be made.

It may be necessary to differentiate the information contained in the report. It may be the case that not all of the matters reported fall within the scope of this policy or the Protected Disclosures Act. Different parts of a report may need to be approached separately and some matters may be directed to another, more appropriate, policy or procedure (e.g. personal grievances).

The Designated Person may decide that there is no *prima facie* evidence of a relevant wrongdoing and either close the procedure or refer the matter to another relevant procedure. If this occurs, the Designated Person will notify the reporting person in writing of this decision and the reasons for it.

If the Designated Person decides that there is *prima facie* evidence of a relevant wrongdoing, appropriate action will be taken to address the wrongdoing, having regard to the nature and seriousness of the matter.

The nature and seriousness of the matter reported will inform whether the matter can or should be investigated internally. In some circumstances it may be more appropriate for an investigation to be carried out by external experts, or a statutory body, or for the matter to be reported to An Garda Síochána or other body.

An informal process may be used to address a disclosure where the alleged relevant wrongdoing is relatively straightforward or not very serious, or does not require consideration of the making of adverse findings about any individual.

If a decision to close the matter or refer it to another process is made, a party affected by this decision may request a review of this decision, via the system of review set out in section 11 of this policy.

Investigation

The Designated Person shall decide whether or not an investigation is required.

If an investigation is required, the Designated Person shall decide how the matter should be investigated.

Investigations will be undertaken in accordance with the general principles of natural justice and fair procedures and any other relevant procedures of the CIE Group of Companies, as appropriate.

Responsibility for investigating and addressing allegations of wrongdoing lies with each individual company within the CIE Group and not the reporting person. Reporting persons should not attempt to investigate wrongdoing themselves.

A review of a decision not to investigate can be requested via the system of review set out in section 11 of this policy.

Feedback

Feedback will be provided to the reporting person within a reasonable time period and no later than three months after the initial acknowledgement of the report.

A reporting person can request the Designated Person, in writing, provide further feedback at 3 month (this can be extended to 6 months due to the particular complexity of the report concerned) intervals until the process of follow-up is completed.

Any feedback is provided in confidence and should not be disclosed by the reporting person other than:

- (a) as part of the process of seeking legal advice in relation to their report from a solicitor or a barrister or a trade union official; or
- (b) if required in order to make a further report through this or another reporting channel provided for under the Act (see next section).

Feedback will include information on the action taken or envisaged to be taken as follow-up to that report and also the reasons for such follow-up.

Feedback will not include any information that could prejudice the outcome of an investigation or any other action that might follow.

Feedback will not include any information relating to an identified or identifiable third party. In particular, feedback will not include any information on any

disciplinary process involving another worker. Such information is confidential between the employer and the worker concerned.

If the follow-up process determines that no relevant wrongdoing has occurred, the reporting person will be informed of this in writing and the reasons for this decision. A review of this decision may be requested via the system of review set out in section 11 of this policy.

The final outcome of the process triggered by the report will be communicated to the reporting person, subject to any legal restrictions concerning confidentiality, legal privilege, privacy and data protection or any other legal obligation.

Other reporting channels

The aim of this policy is to provide a means by which workers can safely and securely raise concerns about relevant wrongdoing and to give certainty that all such concerns will be dealt with appropriately. CIÉ and its operating subsidiaries are confident that issues can be dealt with internally and strongly encourages workers to report such concerns internally in accordance with this policy.

There may, however, be circumstances where a worker may not wish to raise their concern internally or if they have grounds to believe that an internal report they have made has not been followed-up properly.

The Protected Disclosures Act sets out a number of alternative external channels for workers to raise concerns. Information regarding these channels is set out in Appendix C of this policy.

It is important to note, however, that if a worker is considering making a disclosure using these other channels, different and potentially more onerous conditions may apply. Workers are advised to seek professional advice before reporting externally. Information on where to seek independent, confidential advice in this regard can be found at section 13 of this policy.

Protection from Penalisation

CIÉ is committed to protecting workers from penalisation or a threat of penalisation because the worker made a protected disclosure. Acts of penalisation will not be tolerated.

If a worker is penalised or threatened with penalisation this can be reported to the Human Resources Managers or CEO where appropriate and the report will be followed-up in accordance with internal procedures.

Penalisation is any direct or indirect act or omission that occurs in a work-related context, which is prompted by the making of a protected disclosure and causes or may cause unjustified detriment to a worker.

Penalisation includes, but is not limited to:

- (a) Suspension, layoff or dismissal;
- (b) Demotion, loss of opportunity for promotion or withholding promotion;
- (c) Transfer of duties, change of location of place of work, reduction in wages or change in working hours;
- (d) The imposition or administering of any discipline, reprimand or other penalty (including a financial penalty);
- (e) Coercion, intimidation, harassment or ostracism;
- (f) Discrimination, disadvantage or unfair treatment;
- (g) Injury, damage or loss;
- (h) Threat of reprisal;
- (i) Withholding of training;
- (j) A negative performance assessment or employment reference;
- (k) Failure to convert a temporary employment contract into a permanent one, where the worker had a legitimate expectation that he or she would be offered permanent employment;
- (l) Failure to renew or early termination of a temporary employment contract;
- (m) Harm, including to the worker's reputation, particularly in social media, or financial loss, including loss of business and loss of income;
- (n) Blacklisting on the basis of a sector or industry-wide informal or formal agreement, which may entail that the person will not, in the future, find employment in the sector or industry;
- (o) Early termination or cancellation of a contract for goods or services;
- (p) Cancellation of a licence or permit; and
- (q) Psychiatric or medical referrals.

Appropriate action, which may include disciplinary action, will be taken against a worker who penalises a reporting person or other individual due to the making of a protected disclosure.

The normal management of a worker who has made a protected disclosure is not penalisation.

If a protected disclosure is made during an investigation or disciplinary process to which the reporting person is subject, it will not automatically follow that the making of the report will affect the investigation or disciplinary process. Separate processes unconnected with the disclosure will ordinarily continue to proceed.

Disclosure of an alleged wrongdoing does not confer any protection or immunity on a worker in relation to any involvement they may have had in that alleged wrongdoing.

The Protected Disclosures Act provides that a worker who suffers penalisation as a result of making a protected disclosure can make a claim for redress through either the Workplace Relations Commission or the courts, as appropriate.

A claim concerning penalisation or dismissal must be brought to the Workplace Relations Commission within 6 months of the date of the act of penalisation or the date of dismissal to which the claim relates.

A claim for interim relief pending proceedings at the Workplace Relations Commission or the courts must be made to the Circuit Court within 21 days of the last date of penalisation or date of dismissal.

It is a criminal offence to penalise or threaten penalisation or permit any other person to penalise or threaten penalisation against any of the following:

- The reporting person;
- A facilitator (a person who assists the reporting person in the reporting process);
- A person connected to the reporting person, such as a colleague or a relative; or
- An entity the reporting person owns, works for or is otherwise connected with in a work-related context.

Confidentiality and protection of identity

CIÉ is committed to protecting the confidentiality of the identity of both workers who raise a concern under these procedures and any third party mentioned in a report and to treating the information disclosed in confidence.

CIÉ recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of victimisation by the person named in the disclosure or by their employer. CIÉ and its operating subsidiaries will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action which could include disciplinary or legal action in order to protect the staff member who raises the concern even if they were mistaken.

As far as possible, CIÉ will protect the identity of any person who raises a concern and does not want his/her name to be disclosed but this confidentiality cannot be guaranteed. It must be appreciated that any investigation process may require the person reporting the concern to make a statement as part of the evidence. Where a person has requested that his/her identity not be revealed, management will discuss the matter with him/her before embarking on any course of action whereby their identity will need to be disclosed.

Concerns expressed anonymously are much less persuasive but nevertheless, will be considered at the discretion of CIÉ. In cases where the person raising the concern feels that he/she must do so anonymously, the Designated Officer and CEO of the relevant company will decide whether or not to consider the matter. This will depend on the seriousness of the allegations made and whether an investigation can be carried out based on the information provided.

Subject to the exceptions below, the identity of the reporting person or any information from which their identity may be directly or indirectly deduced will not be shared with anyone other than persons authorised to receive, handle or follow-up on reports made under this policy without the explicit consent of the reporting person.

The Protected Disclosures Act provides for certain exceptions where a reporting person's identity or information that could identify the reporting person can be disclosed without the reporting person's consent. There are:

- (a) Where the disclosure is a necessary and proportionate obligation imposed by EU or national law in the context of investigations or judicial proceedings, including safeguarding the rights of defence of persons connected with the alleged wrongdoing;
- (b) Where the person to whom the report was made or shared, shows they took all reasonable steps to avoid disclosing the identity of the reporting person or any information that could identify the reporting person;
- (c) Where the person to whom the report was made or shared reasonably believes disclosing the identity of the reporting person or information that could identify the reporting person is necessary for the prevention of serious risk to the security of the State, public health, public safety or the environment; and
- (d) Where the disclosure is otherwise required by law.

Where a reporting person's identity or information that could identify a reporting person is to be disclosed under exceptions (a) to (d), above, the reporting person will be notified in writing in advance, unless such notification would jeopardise:

- The effective investigation of the relevant wrongdoing reported;
- The prevention of serious risk to the security of the State, public health, public safety or the environment; or
- The prevention of crime or the prosecution of a criminal offence.

A reporting person may request a review of a decision to disclose their identity under the System of Review set out in section 11 of this policy.

Circumstances may arise where protection of identity is difficult or impossible – e.g. if the nature of the information disclosed means the reporting person is easily identifiable. If this occurs, the risks and potential actions that could be taken to mitigate against them will be outlined and discussed with the reporting person.

Other employees must not attempt to identify reporting persons. Attempts to do so may result in disciplinary action.

Where a worker believes their identity has been disclosed, they should make a report to the designated officer or where appropriate the prescribed person.

Records will be kept of all reports, including anonymous reports, in accordance with applicable policies concerning record keeping, data protection and freedom of information. Please refer to Appendix B of this policy for further information

Protection from legal liability

In general, the Act provides that no civil legal action can succeed against you for making a protected disclosure. The one exception to this is in relation to defamation.

You can be sued for defamation but you are entitled to a defence of “qualified privilege”. This means that it should be very difficult for a person to win a case against you if you can show you made a protected disclosure in accordance with the Act and did not act maliciously.

There is no other basis under which you can be sued if you have made a protected disclosure in accordance with the Act – e.g. for breach of confidentiality.

If you are prosecuted for disclosing information that is prohibited or restricted, it is a defence to show that, at the time of the alleged offence, you reasonably believed you were making a protected disclosure.

The Act also provides that any provision in any agreement is void insofar as it would:

- Prohibit or restrict the making of a protected disclosure;
- Exclude or limit any provision of the Act;
- Preclude a person from taking any proceedings under or by virtue of the Act; or
- Preclude a person from bringing proceedings for breach of contract in respect of anything done in consequence of the making of a protected disclosure.

Bear in mind that, if you make a report that you know is false, it is not a protected disclosure. You could be exposed to legal risks, such as being sued for defamation or breach of confidentiality. You could also face criminal prosecution.

If you are in any doubt as to whether these protections apply to you, you should seek professional advice. Please refer to section 10 of this document on how to obtain further information and independent, confidential advice in this regard.

Protection of persons concerned

A “person concerned” is a person who is referred to in a report made under the Act as a person to whom the relevant wrongdoing is attributed or with whom that person is associated.

Persons concerned are entitled to protection of their identity for as long as any investigation triggered by the making of a report under this Policy is ongoing.

This protection of identity does not preclude the disclosure of said identity where CIÉ reasonably considers such disclosure is necessary for the purposes of the Act or where such disclosure is otherwise authorised or required by law.

Persons concerned have the right to take legal action against a person who knowingly makes a false report against them, if they suffer damage as a result of the false report.

Follow up

Where, in our opinion, there is *prima facie* evidence that a relevant wrongdoing may have occurred, we shall decide on what further follow-up action is required, having regard to our statutory powers and functions and having regard to the nature and seriousness of the matter.

The Act requires that you shall cooperate with us in relation to the performance of our functions under the Act. This includes any functions we carry out as part of the follow-up process.

System of review

- A review may be sought:
- By the reporting person into a decision, following assessment, to close the procedure or refer the matter to another process.
- By any affected party in respect of the conduct or outcome of any follow-up actions (including any investigation) taken on foot of the receipt of a report;
- By any affected party in respect of the conduct or outcome of any investigation into a complaint of penalisation; and
- Except in exceptional cases, by any party affected by any decision to disclose the identity of the reporting person to persons other than those authorised under these procedures to handle reports.

A request for a review can be made to the Head of Group Internal Audit or a nominated impartial person.

A review can take place of a decision or process taken by CIÉ in relation to:

- I. A decision, following assessment, to close the procedure or refer the matter to another procedure, if requested by the reporting person;
- II. The conduct or outcome of any follow-up actions (including any investigation) taken on foot of the receipt of a report, if requested by any affected party;
- III. The conduct or outcome of any investigation into a complaint of penalisation, if requested by any affected party; and

IV. Any decision to disclose the identity of a reporting person (except in exceptional cases), if requested by the reporting person.

A review may be requested within 3 months of a decision. The applicant must set out the reason they are seeking a review, this must be based on objectively reasonable grounds.

The review will be considered by a person not involved in the original process under review.

The role of the reviewer is not to re-investigate the matter in question but to address the specific issues the applicant feels have received insufficient consideration. The reviewer should therefore, consider:

Whether the correct procedures were followed

In the case of an investigation, whether the terms of reference were adhered to

Whether the conclusions/findings could or could not reasonable be drawn from the information/evidence on the balance of probability

Where the review finds significant shortcomings or failings in the process CIÉ will then consider what further action(s) may or may not need to be taken in response to said findings.

The outcome of the review shall be final and there is no entitlement for further review the issue.

Related Policies and procedures

With reference to but no limited to:

CIÉ Grievance Policy and Procedure

CIÉ Anti-Corruption and Anti-Bribery Policy

CIÉ Code of Conduct for Employees

Supports and information

For workers who are members of a trade union, many unions offer free legal advice services on employment-related matters, including protected disclosures.

Further information regarding the Act is available from Citizens Information at:

<https://www.citizensinformation.ie/en/employment/enforcement-and-redress/protection-for-whistleblowers/>

Information in relation to making a complaint of penalisation to the Workplace Relations Commission can be found at: <https://www.workplacereactions.ie/en/>

Our Employee Assistance Program is an "around the clock, free and confidential" service available to all employees to assist them in "achieving balance through total well being and support"

There are a number of ways to contact the service including

1. Freephone 1800 490 390
2. Email eap@workplaceoptions.com
3. The website <https://www.workplaceoptions.ie/>

Username: CIE

Password: Employee

Review of this policy

This policy will be reviewed periodically by the CIÉ Board and at least on an annual basis.

APPENDIX A – WHAT TO INCLUDE IN A DISCLOSURE

Reports should contain at least the following information:

- a. that the report is a protected disclosure and is being made under the procedures set out in this Policy;
- b. the reporting person's name, position in the organisation, place of work and confidential contact details;
- c. the date of the alleged wrongdoing (if known) or the date the alleged wrongdoing commenced or was identified;
- d. whether or not the alleged wrongdoing is still ongoing;
- e. whether the alleged wrongdoing has already been disclosed and if so, to whom, when, and what action was taken;
- f. information in respect of the alleged wrongdoing (what is occurring / has occurred and how) and any supporting information;
- g. the name of any person(s) allegedly involved in the alleged wrongdoing (if any name is known and the worker considers that naming an individual is necessary to report the wrongdoing disclosed); and
- h. any other relevant information.

APPENDIX B – RECORD KEEPING, DATA PROTECTION AND FREEDOM OF INFORMATION

B.1 RECORD KEEPING

A record of all reports – including all anonymous reports – will be kept.

Where a report is made orally, the report shall be documented by way of accurate minutes of the conversation taken by the staff member who receives the report. The reporting person shall be offered an opportunity to check, rectify and agree these minutes.

Where a report is made during a physical meeting with an authorised member of staff, the report shall be documented by way of accurate minutes of the conversation taken by the staff member who receives the report. The reporting person shall be offered an opportunity to check, rectify and agree these minutes.

Appropriate records will be kept of any subsequent follow up meetings.

B.2 DATA PROTECTION

All personal data will be processed in accordance with applicable data protection law, including the General Data Protection Regulation (GDPR).

It is important to note that section 16B of the Protected Disclosures Act imposes certain restrictions on data subject rights, as allowed under Article 23 of the GDPR.

Where the exercise of a right under GDPR would require the disclosure of information that might identify the reporting person or persons concerned, or prejudice the effective follow up of a report, exercise of that right may be restricted.

Rights may also be restricted to the extent, and as long as, necessary to prevent and address attempts to hinder reporting or to impede, frustrate or slow down follow-up, in particular investigations, or attempts to find out the identity of reporting persons or persons concerned. If a right under GDPR is restricted, the data subject will be given the reasons for the restriction, unless the giving of such reasons would identify the reporting person or persons concerned, or prejudice the effective follow up of a report, or prejudice the achievement of any important objectives of general public interest as set out in the Act.

A person whose data subject rights are restricted can make a complaint to the Data Protection Commissioner or seek a judicial remedy in respect of the restriction.

The CIÉ Data Privacy Notice may be found here:

<https://www.cie.ie/en-ie/Privacy-Policy>

B.3 FREEDOM OF INFORMATION

The Freedom of Information Act 2014 does not apply to any records relating to disclosures made in accordance with the Protected Disclosures Act, irrespective of when it was made.

APPENDIX C – OTHER DISCLOSURE CHANNELS

C.1 OVERVIEW

The aim of this policy is to provide a means by which workers can safely and securely raise concerns about relevant wrongdoing and to give certainty that all such concerns will be dealt with appropriately. CIE is confident that issues can be dealt with internally and strongly encourages workers to report such concerns internally in accordance with this policy.

There may, however, be circumstances where a worker may not wish to raise their concern internally or if they have grounds to believe that an internal report they have made has not been followed-up properly.

The Protected Disclosures Act sets out a number of alternative external channels for workers to raise concerns. Information regarding these channels is set out below.

Workers should note that different and potentially more onerous conditions may apply when using these channels. Workers are advised to seek professional advice before reporting externally. Information on where to seek independent, confidential advice in this regard can be found at section 13 of this policy.

The information set out in this Appendix gives a general overview of the other disclosure channels available under the Act. It does not purport to be legal advice or a legal interpretation of the Protected Disclosures Act. It is entirely a matter for each worker to satisfy themselves that they are reporting in accordance with the Act.

C.2 REPORTING TO A PRESCRIBED PERSON

The conditions applying to reporting to a prescribed person are set out in section 7 of the Protected Disclosures Act.

Prescribed persons are designated by the Minister for Public Expenditure, NDP Delivery and Reform to receive reports of wrongdoing in respect of matters they regulate or supervise.

If a worker wishes to make a report to a prescribed person, in addition to having a reasonable belief that the information they report tends to show a relevant wrongdoing, they must also reasonably believe the information they report is substantially true and that the relevant wrongdoing they wish to report falls within the description of matters for which the person is prescribed.

Prescribed persons are required to have formal channels to receive reports to them under the Act and to acknowledge, follow-up and give feedback on all reports received.

If a worker decides to report to a prescribed person, they must make sure that they choose the right person or body for their issue. For example, if they are reporting a

breach of data protection law, they should contact the Data Protection Commission. A full list of prescribed persons and a description of the matter for which they have been prescribed can be found at: www.gov.ie/prescribed-persons/.

C.3 REPORTING TO THE PROTECTED DISCLOSURES COMMISSIONER

The conditions applying to reporting to the Protected Disclosures Commissioner are set out in section 7 of the Protected Disclosures Act.

The Protected Disclosures Commissioner is an alternative means by which a worker can make a report under section 7 of the Act. In particular, the Commissioner can assist where the worker is uncertain as to which prescribed person to report to. The Commissioner will transmit the report to the correct prescribed person or to another person the Commissioner considers suitable to follow-up on the report. In exceptional circumstances (e.g. if no prescribed person or suitable person can be found) the Commissioner will follow-up directly on a report.

If a worker wishes to make a report to the Commissioner, in addition to having a reasonable belief that the information they report tends to show a relevant wrongdoing, they must also reasonably believe the information they report and any allegation contained in it is substantially true.

The Commissioner has established formal channels for workers to make reports under the Act. Information on how to report to the Commissioner is available at: <https://www.opdc.ie/>.

C.4 REPORTING TO INSTITUTIONS OF THE EU

The conditions applying to reporting to institutions of the EU is set out in section 7B of the Act.

If the relevant wrongdoing a worker wishes to report concerns a breach of European Union (EU) law, as set out EU Directive 2019/1937 on the protection of persons who report breaches of Union law, they can report to a relevant institution, body, office or agency of the EU, provided:

- the worker believes the information they wish to report is true at the time of reporting; and
- the information falls with the scope of EU Directive 2019/1937.

A number of these EU institutions have formal channels for receiving reports from workers. A worker wishing to make such a report should contact the institution concerned for information in this regard.

C.5 REPORTING TO A MINISTER

The conditions applying to reporting to a Minister are set out in section 8 of the Protected Disclosures Act.

A worker who is or was employed by a public body can make a report to the Minister or Minister of State responsible for the public body concerned, provided one or more of the following conditions is met:

- the worker has previously made a report of substantially the same information to their employer or other responsible person; or to a prescribed person; or the Protected Disclosures Commissioner; or to a relevant Minister but no feedback has been provided to the worker in response to the report within the specified feedback period, or, where feedback has been provided, the worker reasonably believes that there has been no follow-up or that there has been inadequate follow-up;
- the worker reasonably believes the head of the public body concerned is complicit in the relevant wrongdoing concerned;
- the worker reasonably believes that the relevant wrongdoing concerned may constitute an imminent or manifest danger to the public interest, such as where there is an emergency situation or a risk of irreversible damage.

In the case of CIÉ, the relevant Minister is the Minister for Transport.

If a worker is or was employed by CIÉ, the worker may make a protected disclosure to the Minister of Transport.

In order to make a disclosure to the Minister and qualify for protection under the Act, the worker must reasonably believe that the information disclosed tends to show one or more relevant wrongdoings; and one or more of the following must also apply:

- I. The worker has previously made a disclosure of substantially the same information to their employer, other responsible person, prescribed person, or relevant Minister, as the case may be, but no feedback has been provided to the worker in response to the disclosure within the period allowed, or, where feedback has been provided, the reporting person reasonably believes that there has been no follow-up or that there has been inadequate follow-up;
- II. The worker reasonably believes the head of the public body concerned is complicit in the relevant wrongdoing reported;
- III. The worker reasonably believes that the disclosure contains information about a relevant wrongdoing that may constitute an imminent or manifest danger to the public interest, such as where there is an emergency situation or a risk of irreversible damage.

To ensure that the Minister is aware of the worker's intention, it is recommended that the worker specify when making a disclosure under this channel that it is a disclosure to the named Minister under section 8 of the Protected Disclosures Act 2014.

Disclosures received by the Minister for Transport are required to be forwarded by the Minister to the Commissioner within 10 days of receipt. If the Minister has received a

disclosure prior to the commencement of the Protected Disclosures (Amendment) Act 2022 (i.e. before 1 January 2023) and follow-up of said disclosure has not been completed, that follow-up should be carried on and there is no requirement to transmit this disclosure or any subsequent correspondence to the Commissioner. If a report is made to the Minister, it will within 10 days of receipt, be transmitted, without consideration, directly to the Protected Disclosures Commissioner.

C.6 REPORTING TO A LEGAL ADVISER

The conditions for reporting to a legal adviser are set out in section 9 of the Act.

A worker can disclose information concerning a relevant wrongdoing to a barrister, a solicitor or a trade union official (or an official of an excepted body under section 6 of the Trade Union Act 1941) in the course of obtaining legal advice, including advice in relation to the operation of the Protected Disclosures Act.

C.7 REPORTING TO OTHER THIRD PARTIES

There are specific – and more onerous – conditions that must be met for a worker to be protected if they make a disclosure to any person other than their employer or other responsible person, a prescribed person, the Protected Disclosures Commissioner or a relevant Minister. These are set out in section 10 of the Protected Disclosures Act.

The worker must reasonably believe that the information disclosed in the report, and any allegation contained in it, is substantially true, and that at least one of the following conditions is met:

- the worker previously made a disclosure of substantially the same information to their employer or other responsible person; to a prescribed person; to the Protected Disclosures Commissioner, or to a relevant Minister, but no appropriate action was taken in response to the report within the specified feedback period; or
- the worker reasonably believes that the relevant wrongdoing concerned may constitute an imminent or manifest danger to the public interest, such as where there is an emergency situation or a risk of irreversible damage, or
- the worker reasonably believes that if he or she were to make a report to a prescribed person, the Protected Disclosures Commissioner or a relevant Minister that there is a risk of penalisation, or
- the worker reasonably believes that if he or she were to make a report to a prescribed person, the Protected Disclosures Commissioner or a relevant Minister that there is a low prospect of the relevant wrongdoing being effectively addressed, due to the particular circumstances of the case, such as those where evidence may be concealed or destroyed or where a prescribed person may be in collusion with the perpetrator of the wrongdoing or involved in the wrongdoing.

C.8 REPORTING OF MATTERS RELATED TO LAW ENFORCEMENT AND THE ADMINISTRATION OF JUSTICE

Section 17 of the Protected Disclosures Act sets out certain special conditions that apply to the reporting of matters relating to law enforcement and the administration of justice. A full definition of what constitutes such matters is set out in section 17(1) of the Act.

In general, reports concerning law enforcement and the administration of justice can only be made:

- To the workers employer in accordance with this policy; or
- To a prescribed person, if a person has been prescribed in respect of the matter the worker wishes to report; or
- To the Comptroller and Auditor General, if the report contains taxpayer information.

A worker can also disclose information concerning a relevant wrongdoing in this area to a legal adviser or a trade union official (or an official of an excepted body under section 6 of the Trade Union Act 1941) in the context of seeking legal advice regarding their disclosure.

A report on matters concerning law enforcement and the administration of justice can in certain circumstances be made to a member of Dáil Éireann or Seanad Éireann. Section 17 sets out the specific conditions that apply in this case. Workers should familiarize themselves with these conditions and seek legal advice if required.

No other form of disclosure of these matters is permitted under the Protected Disclosures Act.

C.9 REPORTING OF MATTERS RELATED TO SECURITY, DEFENCE, INTERNATIONAL RELATIONS AND INTELLIGENCE

Section 18 of the Protected Disclosures Act sets out certain special conditions that apply to the reporting of matters relating to security, defence, international relations and intelligence. A full definition of what constitutes such matters is set out in sections 18(1) and 18(2) of the Act. Reports concerning matters relating to these areas can only be made:

- To the worker's employer, in accordance with this policy;
- To a relevant Minister in accordance with section 8 of the Protected Disclosures Act;
- To the Disclosures Recipient in accordance with section 10 of the Protected Disclosures Act.

A worker can also disclose information concerning a relevant wrongdoing in these areas to a legal adviser or a trade union official (or an official of an excepted body under section 6 of the Trade Union Act 1941) in the context of seeking legal advice regarding their disclosure.

No other form of disclosure of these matters is permitted under the Protected Disclosures Act.



Córas Iompair Éireann



Bus Éireann



Dublin Bus



Iarnród Éireann
Irish Rail



CIE TOURS
International