



Whistle-blowing Reporting Guidelines

Qatar Financial Centre Authority

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1. Introduction

The QFC Authority (**QFCA**) is committed to the highest possible standards of openness, professionalism, and accountability. In line with this commitment, we encourage our stakeholders to report their concerns about any suspected or illegal practices conducted either by our staff or by individuals or entities who act on behalf of the QFCA.

2. Purpose

The purpose of this document is to provide guidance on:

- how to report concerns related to suspected misconduct;
- types of misconduct to be reported to the QFCA;
- the different channels available for submitting whistle-blowing reports.

3. Objective

The objective of this manual is to ensure the QFCA:

- undertakes its activities with a commitment to the highest possible standards of integrity and ethical behaviour; and
- complies with all applicable laws and regulations.

4. Scope

The QFCA whistle-blowing reporting channels are available for all:

- personnel of licensed or registered entities in the QFCA; and
- suppliers and vendors conducting business with the QFCA.

5. What should be reported using whistle-blowing reporting channels?

Below is a non-exhaustive list of misconduct activities that must be reported to the QFCA:

- fraud;
- corrupt practices;
- money laundering;
- conflict of interest;
- breaches of applicable laws and regulations;
- requesting or offering a bribe or improper benefits; and/or
- attempts to conceal any wrongdoing.



6. What should NOT be reported using whistle-blowing reporting channels?

- Whistle-blowing reporting channels **should not** be used to submit complaints about the manner in which the services offered by the QFCA are provided. Such complaints should be reported to the QFCA using the QFC Client Portal. Prospective clients can submit their service-related complaints by using the following link <https://www.qfc.qa/en/about-qfc/contact-us/complaint>.
- All contraventions of the QFC Employment Regulations, including, for example, those related to discrimination, harassment, unpaid salaries, termination of employment, among others must be filed exclusively with the QFC Employment Standards Office (ESO) using the following email address: eso@qfc.qa.

The Complaint Form for contraventions of the QFC Employment Regulations is available under: <https://www.qfc.qa/resource-centre#doccat=e50d26eb128c444d80089fd85453c1d9>.

Complaint Submission Guidance is available under:

<https://www.qfc.qa/-/media/project/qfc/qfcwebsite/documentfiles/resource-center/employment-standards-office/guidance/complaint-submission-guidance.pdf>

7. Submitting Whistle-blowing Report

Though whistle-blowers are **NOT** expected to provide conclusive proof of suspected misconduct, they are expected to:

- raise their concerns in good faith, with honest intent, and without malice;
- have reasonable grounds for believing that suspected misconduct has occurred; and
- provide sufficient information to enable the QFCA to investigate their concerns.

8. Whistle-blowing reporting channels

• **Online Whistle-blowing Form**

Whistle-blowers are encouraged to report their concerns using the online Whistle-blowing Report available on the QFC website.

• **email**

Alternatively, whistle-blowers may complete the online Whistle-blowing Report and email it to the QFCA using the email address: complianceofficer@qfc.qa

• **post**

Whistle-blowers may complete the online Whistle-blowing Report, print it, and place it with all supporting documents in a sealed envelope marked as “Confidential,” and post it to the QFCA Compliance Officer at the below address:



Qatar Financial Centre Authority
Compliance Officer
P.O. Box 23254
Doha - Qatar

9. Management of a Whistle-blowing Reports

- The QFCA undertakes to review, within a reasonable timeframe, all reports submitted in good faith.
- If the QFCA, after a preliminary investigation, finds reasonable grounds to believe that the reported misconduct activity is not made in good faith, the QFCA will not investigate the reported concern.

10. Confidentiality

- All whistle-blowing channels offer the option to raise concerns anonymously. However, such a choice may make it difficult for the QFCA to communicate with the whistle-blower if additional details are required to initiate the investigation.
- The QFCA will take all reasonable measures to maintain the confidentiality of the identity of the whistle-blower if the details are provided to the QFCA.
- The QFCA will not reveal the identity of a whistle-blower without their consent first being obtained (unless deemed necessary by applicable law).

11. Protection and support

- The QFCA will take all reasonable measures to protect from retaliation any whistle-blower who raises concerns in good faith.
- The QFCA will not tolerate any sort of retaliation or victimisation towards a whistle-blower or anyone who cooperates with a whistle-blowing related investigation.
- If whistle-blowers decide to raise their concerns anonymously, they will not benefit from such protection.

12. Inquiries

All inquiries related to this manual should be directed to the QFCA Compliance Officer by sending them to the following email address: complianceofficer@qfc.qa

