

Fraud Policy

1. Introduction

This Fraud Policy outlines the commitment of Vinci Response, a UK-based fire and flood damage mitigation company, to prevent, detect, and address fraudulent activities within our organisation. This policy establishes guidelines and procedures to ensure the integrity of our operations, protect the interests of our clients and stakeholders, and maintain a culture of ethical conduct.

2. Definitions

- Fraud: Any intentional act or omission carried out to deceive or manipulate with the intention of obtaining an unauthorized benefit, causing harm, or misleading others.

3. Policy Statement

- Vinci Response Services is committed to maintaining a zero-tolerance approach towards fraud in all aspects of our business operations. We will actively prevent, detect, and address fraudulent activities through comprehensive control mechanisms and ongoing vigilance.

4. Prevention

- We will establish internal controls and procedures to minimise the risk of fraudulent activities. This includes segregation of duties, regular review of processes, and implementation of appropriate security measures to safeguard sensitive information.
- All employees will receive training to raise awareness, promote ethical conduct, and provide guidance on identifying and reporting potential fraudulent activities.

4. Detection

- We will implement proactive measures to identify potential fraudulent activities. This includes regular reviews of financial records, analysis of claims data.
- Our employees are encouraged to be vigilant and report any suspicious activities or indicators of fraud to the designated authority.

5. Investigation

- Upon receipt of a fraud report, we will initiate a prompt and thorough investigation. This may involve gathering evidence, conducting interviews, collaborating with internal and external stakeholders.
- All investigations will be carried out objectively, confidentially, and in compliance with applicable laws and regulations.

6. Disciplinary Action and Legal Measures

- Any employee found to be involved in fraudulent activities will be subject to disciplinary action, up to and including termination of employment. We may also pursue legal action and cooperate with relevant authorities to prosecute individuals engaged in fraud.



- If a client or stakeholder is found to be involved in fraudulent activities, appropriate actions will be taken, including termination of the business relationship, recovery of any losses, and reporting the incident to the relevant authorities.

7. Reporting and Communication

- We will maintain transparent and open communication regarding the prevention and detection of fraud within the organization. Regular updates, training sessions, and awareness campaigns will be conducted to reinforce the importance of fraud prevention and deterrence.

8. Review and Updates

- This Fraud Policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or enhancements will be implemented promptly to address emerging fraud risks and changing regulatory requirements.
- Employees will be informed of any updates to this policy and provided with the necessary training to comply with the revised guidelines.

By adhering to this Fraud Policy, Vinci Response Services is committed to upholding the highest ethical standards, protecting our clients' interests, and maintaining the trust and confidence of all stakeholders.

