

## WHISTLE-BLOWING



# WHISTLE-BLOWING



# 10. WHISTLE-BLOWING

## 6 x tips to make hotlines work



NAVEX GLOBAL

- Training and awareness
- Ongoing communication
- Accessibility
- Transparency
- Proficiency and objectivity
- Ongoing assessment

For whistle-blowing and a strong 'speak-up' culture, whistle-blowing measures across any industry sector must ensure that:

- Employees are **regularly made aware** of how they can **report** and why it is important to do so.
- System must **protect the confidentiality** of the whistle-blower and every report is investigated and acted upon consistently and appropriately.
- **Retaliation** will not be tolerated.

# WHISTLE-BLOWING

## Top 10 reasons for hotlines failing

- **Employees don't understand the system**
- **Inadequate resources and poor program design**
- **Lack of personalization of an employee's concern**
- **Management involved in hotline**
- **Actions speak louder than words**
- **Too many reporting mechanisms**
- **Too much emphasis on "credible" complaints**
- **Obstacles of negative incidents and retaliation**
- **Inconsistent outcomes**

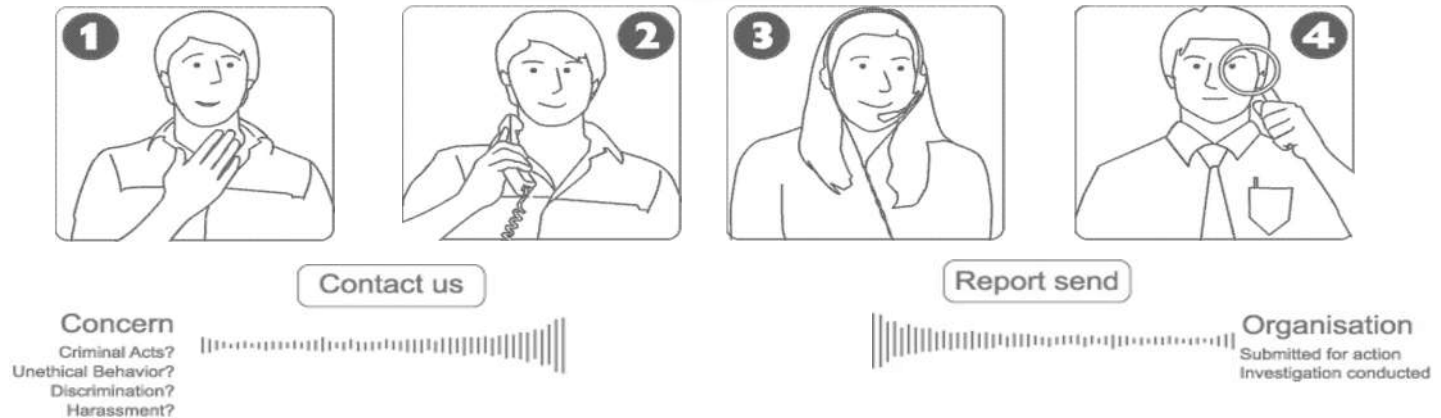


# WHISTLE-BLOWING

Our 4 W's & H's



... & the protection ...



**Secure, Anonymous and Confidential**

# WHISTLE-BLOWING POLICY OF LGSETA, 2022-2023

## Version 1.1, MAY 2022

- The Protected Disclosures Act provides protection to whistle-blowers for any disclosure made without malice and in good faith. Therefore, the LGSETA is committed to creating a framework within which disclosures can be made without fear, victimization and/or subsequent discrimination and seeks to do so through the adoption of the Whistle-Blowing Policy.
- The purpose of the policy is to provide a framework within which “Whistle-Blowing/Tip-off” is to be managed and to set out the core operating principles to report and make disclosures, where there are reasonable grounds to believe that there is impropriety within LGSETA.
- The Whistle-Blowing/Tip-Off is a fully confidential service and is independently managed. It provides a mechanism through which concerns about potentially unethical, unlawful or unsafe practices can be reported and investigated.

# WHISTLE-BLOWING POLICY OF LGSETA, 2022-2023

## Version 1.1, MAY 2022

- The policy aims to:
  1. Encourage individuals to feel confident in raising and reporting suspected unlawful; or unethical behavior as soon as possible.
  2. Ensure that individuals understand their responsibility to report misconduct or malpractice.
  3. Provide opportunities for individuals to raise concerns and receive a response on action taken.
  4. Allow individuals to take matters further if they are dissatisfied with management's response
  5. Reassure individuals that they will be protected from reprisal and victimization if they have reasonable belief that they have made a disclosure in good faith.
  6. Reassure individuals that their concerns will be taken seriously; and investigated as appropriate and that their confidentiality will be safeguarded.

# WHISTLE-BLOWING POLICY OF LGSETA, 2022-2023

## Version 1.1, MAY 2022

- The policy covers all “genuine” disclosures relating to:
  1. Corruption, Fraudulent, Unlawful civil and criminal offence.
  2. Failure to comply with statutory obligations / requirements.
  3. Financial Misconduct.
  4. Conflicts of Interest.
  5. Health and Safety Risks.
  6. Environmental Damage.
  7. Unfair Discrimination.
  8. Misconduct including bribery.
  9. Attempts to suppress or conceal any information relating to any of the above.
- The policy does not apply to personal grievances. These will be dealt with under the LGSETA’s grievance procedure.



# WHISTLE-BLOWING POLICY OF LGSETA, 2022-2023

## Version 1.1, MAY 2022

- **PARAGRAPH 9, WHISTLE-BLOWER PROTECTION**

9.1 The protection of whistleblowers is fundamental to the success of the whistleblowing/tip-off activities. The LGSETA shall ensure that all whistle-blowers who make bona fide disclosure are not penalized, victimized or suffers any adverse treatment as a result of the disclosure.

9.2 The above protection is not afforded to an individual who has opted to blow the whistle on his/her own conduct.

9.3 The above protection is not afforded to an individual who makes a malicious disclosure, or a false disclosure that he/she knows to be false. Further, this shall constitute misconduct and the employee will face disciplinary action.

9.4 The LGSETA will take appropriate action to alleviate victimization that a whistle-blower may be subjected to. This action includes and is not limited to disciplinary proceedings.

# WHISTLE-BLOWING POLICY OF LGSETA, 2022-2023

## Version 1.1, MAY 2022

- **PARAGRAPH 11, CONFIDENTIALITY**

11.1 No person shall supply information concerning alleged irregularities to the media or external parties without the written permission of the CEO (in consultation with the Chairperson of the Board).

11.2 All information relating to an investigation is considered confidential and will not be disclosed to any party unless LGSETA is LEGALLY OBLIGED TO DO SO DURING LEGAL PROCEEDINGS.

**The policy provides the various channels to report matters (anonymously or not) on the LGSETA Tip-Offs line.**

1. The LGSETA Board Chairperson and CEO shall be attached from the receipt, processing and transmitting of the reports from the Tip-Offs line, other than those referred to them.
2. The Audit and Risk Committee shall delegate the Head of Internal Audit and Risk to perform a preliminary investigation to establish the substance of the reported allegations.
3. The Report of the preliminary investigation will be submitted to the Audit and Risk Committee and a decision will be made as to whether a full forensic investigation is required.

# WHISTLE-BLOWING THE VUVUZELA HOTLINE



**SAFELINE-EX  
STANDARD**

This is to confirm that

*The Vuvuzela Hotline*

meets the requirements of the  
SafeLine-EX Standard for External  
Whistleblowing Hotline Service Providers

for the period  
19 July 2023 – 18 July 2024

Chief Executive Officer

19 July 2023

Date

SAFELINE CERTIFICATION



## Reporting Channels

We offer **seven (7)** alternative reporting channels to customer employees and other stakeholders, **24 hours per day, 7 days a week, 365 days per year**, making the decision to report Fraud and corruption that much easier, these are via:

- Toll Free Telephone Call
- Email
- SMS
- Website
- Mobile Application
- Fax
- Free Post



**Vuvuzela**  
Fraud and Ethics Hotline

## LGSETA HOTLINE REPORTING CHANNELS:

- **Free call Number:** 0809 339 337
- **Email:** lgseta@thehotline.co.za
- **Website:** <https://www.thehotline.co.za/report> - 0809 339 337
- **SMS:** 30916
- **Mobile app:** Vuvuzela Hotline app - 0809 339 337
- **Fax:** 0867 261 681
- **Post:** PO Box 10512, Centurion, 0046