

Frequently asked questions

Question: How can I be assured that my identity will be protected?

Reply: When you call the Tip-offs contact centre you are not required to give your name or any personal details. Secondly, there is no caller identification so we do not know from where the call was made. We also have report analyst on site who 'sanitises' every call, which means that they strip out any information that could lead to the identity of the caller, so your company only gets a very factual report of the alleged wrongdoing with no additional information.

Question: How do we know that anything will be done about the information that we might forward?

Reply: Top management is committed to ensuring that Tip-offs is successful and part of the success is to ensure that all tip-off reports are followed up - they would not be going to so much effort if they were not committed to the service. Be assured that reports will be investigated, but you will not be informed as to how the investigation is progressing as these investigations are sensitive and need to be kept confidential.

Question: What happens if someone does not like someone else and uses the line to spread harmful stories (malicious call)?

Reply: Yes, this is a possibility and we are very aware that this can happen. Firstly, if there is malicious intent, one does not need this hotline to spread it - you can spread a rumour in the canteen or put a letter under someone's door. However, all our agents are trained to identify a malicious call and so are our report analyst. We filter these calls and flag them as malicious when we forward them. When these reports are read by management they are read in the light that they could be malicious. Also remember that a tip-off is merely an allegation of wrong doing and proper evidence and proof has to be obtained, before any action can be taken.

Question: Why do the call centre agents ask me questions?

Reply: The call centre agent will ask you questions in order to obtain the necessary information for investigation. Callers usually have valuable information of which they are not aware; our call centre agent will ask you these probing questions to guide you through the reporting process.

Question: What is the tracking/ reference number used for at the contact centre?

Reply: The tracking number is your reference number that relates to the incident that you have reported. Should you wish to add more information to a report at a later stage, you can call back and quote the reference number and just give the agent the additional information. This reference number is yours alone (do not give it to someone else to follow up on your report); this is to ensure that your identity is protected.

Question: Can employees follow up on investigations?

Reply: Generally an investigation is confidential and takes some time to complete so in most cases information relating to the investigation will not be available to the person who made the tip-off. Should an investigation lead to a prosecution, arrest or dismissal then the employee may be informed or you will notice that the person/s is no longer amongst you.



Spill the beans

on unethical behaviour and fraud



Don't support it. Report it.

**24 hours a day,
seven days a week**

FreeCall:

0800 333 055

FreeFax: 0800 00 77 88

Email: siyandaplatinum@tip-offs.com

FreePost: KZN 138, Umhlanga Rocks, 4320

Website: www.tip-offs.com

Deloitte.

Fraud, corruption and theft are an increasing problem

in South Africa

Too often, it is undetected and goes unreported, resulting in financial losses to organisations, eventually to the detriment of all their employees

SBPM is committed to conducting healthy business practices with honesty and integrity, which will not only ensure a stable employment environment for everyone but also ensure the continued future success.

For this reason, SBPM has subscribed to a service that will enable all stakeholders of SBPM to report anonymously on unethical behaviour.

The service, Tip-offs, involves the professional services firm of Deloitte and is therefore totally independent of SBPM. No one will therefore ever know who reported the fraud or dishonest and inappropriate behaviour.

What should I report to Tip-offs Anonymous?

- Misuse of funds
- Governance problems
- Unethical behaviour of employees of SBPM and service providers
- Dishonest use of SBPM information
- Any wrongdoing (theft, fraud, etc.)
- Breach of confidentiality
- Not obeying the law or the organisation's policies
- Abuse of the organisation's property
- Bribery, corruption or conspiracy
- Highly sensitive and serious issues, such as acts of discrimination, sexual harassment, emotional blackmail
- Kickbacks

Examples of wrongdoing

- Theft, fraud, crime syndicate activities, use of ghost employees
- Over-riding controls
- Alcohol/drug abuse
- A supplier offers a kickback to the employee to gain the tender
- A client offers a kickback
- Collusion with internal and external parties
- Use of the internet, fax machine and company equipment to run your own business
- Abusing company tools, equipment, and vehicles
- Exaggerations or incorrect information on timesheets, or attendance registers
- Running your own business during working hours
- Misleading the employer on your whereabouts
- Nepotism

The Protected Disclosure

The Protected Disclosure Act 26 of 2000 affords all employees the right for exposing wrongdoings as well as any legal protection they may need. SBPM subscribes to the Tip-offs Anonymous service and therefore a compliant to this legal requirement.

How does it work?

SBPM staff can contact Tip-offs using the following means of communication:

Toll Free: 0800 333 055

Email: siyandaplatinum@tip-offs.com

Visit: www.tip-offs.com

- Trained operators, using sophisticated contact centre equipment, will respond to calls in all 11 official languages, 24 hours per day, 365 days per year
- Operators will interview callers, probing for specific facts so as to record as much information and understand things as clearly as possible
- The information is then analysed and forwarded to designated senior officials of the company who will decide on corrective action to be taken
- Although you may choose to tell Tip-offs who you are, the Tip-off report will never reveal your identity or even your gender (unless you choose your identity to be made known to the company)

For more information on Tip-offs, please contact the contact centre.