



TOLL FREE FRAUD AND ETHICS HOTLINE

0800 000 607

Whistleblower protection under "THE PROTECTED DISCLOSURE ACT 26 OF 2000"

Free call number

0800 000 607

Email

sat@thehotline.co.za

Website

www.thehotline.co.za/report
(Use 0800 000 607 to report)

Mobile App (App Stores)

Vuvuzela Hotline

(Use 0800 000 607 to report)

Post

PO Box 10512, Centurion, 0046

SMS

30916

The Vuvuzela Hotline, is an independent service provider appointed by South African Tourism (SAT) to provide and manage the **SAT Fraud and Ethics Hotline**.

Fraud and Ethics/Whistleblowing Hotline's provide a third-party anonymous and confidential whistle blowing reporting service for you to report potential fraud, corruption, misappropriation of resources or any unethical conduct.

In an environment of increasing fraud and corruption, and declining ethical values, hotlines are a necessity in organisations fight against theft, misconduct, abuse, bribery and dishonesty

The Hotline provides seven reporting channels, Free Call number, email, mobile application, website, SMS, fax and post available in all eleven official South African languages, **24 hours a day, 7 days a week, 365 days a year**, for you to voice your concerns and report incidents of Fraud or Corruption.

Whatever preferred reporting channel is used, your anonymity is guaranteed and information treated confidentially in line with the Protected Disclosure Act 26 of 2000

The Hotline's highly secured environment, systems and processes can provide you with the peace of mind that your concerns are dealt with, confidentially, securely and professionally.

HOW IT WORKS

- Whistleblower reports incident via preferred reporting channel
- Agent interviews caller using an approved questionnaire to compile an incident report with emphasis on who, what, when, where, why and how
 - Each incident reported allocated a unique reference number
 - Incident report reviewed by Team leader and Manager
- Incident report is password protected and distributed to designated customer recipient within 24 hours
- Designated customer recipient provides updates and feedback to the Hotline
 - Hotline provides updates to whistle blower
 - Reported incident could result in a conviction

WHAT IS WHISTLEBLOWING?

Whistleblowing is the act of reporting suspected wrongdoing or misconduct within an organisation. It plays a vital role in upholding company reputation, corporate integrity and accountability. Whistleblowing provides a confidential channel for raising these concerns, allowing organisations to address problems before they escalate.

EMPLOYEE OBLIGATION TO REPORT WRONGDOING

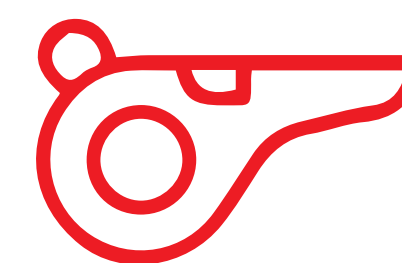
On employment, we accept a duty to act in the best interests of our employer. When employees identify potential issues such as corruption, fraud, misappropriation of resources or unethical conduct within the organisation, they have an obligation and responsibility to speak up.

Fraud and Corruption is a disease

WHO IS A WHISTLEBLOWER?

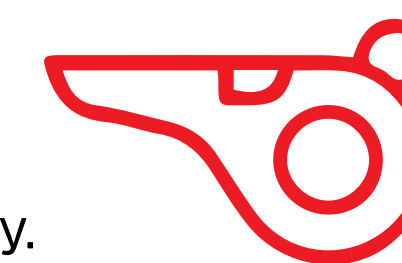
A whistleblower is a person who discloses information about wrongdoing in the workplace and reasonably believes that there is evidence of gross mismanagement or activity that is illegal, criminal, unethical, corrupt or in violation of the law.

ANONYMITY AND CONFIDENTIALITY



Whistleblowers are guaranteed that their identity and the details of the report will be kept strictly confidential.

You can give your name and request confidentiality. Organisation or individual to which you disclosed the report is required to protect your identity



HOW IS ANONYMITY AND CONFIDENTIALITY GUARANTEED?

- Reports to SAT respect and protect whistleblowers anonymity by sanitising information and voiding reports of any identification data, including gender and position.
- There is no caller line or IP address identification mechanisms in place to identify the originating telephone of the whistleblower.
- No recordings or transcripts of recordings are made available to clients unless ordered to do so by a court of law.
 - All reports are delivered, encrypted and password protected, to the authorised SAT representatives only.
 - All information received is stored securely.
- An audit trail is available of all communication with whistleblowers.
- Appropriate logistical and physical access controls protect information received from whistleblowers, as well as reports to SAT.
- Appropriate logistical and physical access controls are in place to protect infrastructure, networks, hardware and software.

WHISTLEBLOWERS HAVE THE CHOICE TO

- Remain ANONYMOUS to the Fraud and Ethics/Whistleblowing Hotline service provider and SAT - Anonymous
- Reveal IDENTITY to the Fraud and Ethics/Whistleblowing Hotline service provider, but remain ANONYMOUS to SAT - Partially Anonymous
- Reveal IDENTITY to the Fraud and Ethics/Whistleblowing Hotline service provider and SAT - Disclosure of identity



Inspiring new ways

WHAT IS A PROTECTED DISCLOSURE

A protected disclosure is defined as disclosure made in good faith “in accordance with any procedure prescribed or authorised by the employee’s employer for reporting the impropriety concerned. Where there are no procedures, for reporting, the PDA provides that the disclosure should be made to the employer.

CRITERIA FOR A DISCLOSURE TO BE PROTECTED

- disclosure must be in good faith and the whistleblower must reasonably believe the information to be true.
- disclosure must be according to a substantively correct procedure.
 - disclosure must not be for purposes of personal gain.
 - disclosure must be without committing a criminal offence.
 - disclosure must be made to the right authority.

Fraud and Corruption is a disease

HOW ARE WHISTLEBLOWERS PROTECTED?

It is unlawful for SAT to retaliate against you for making a “protected disclosure”. This includes, but is not limited to, protection from harassment, intimidation or disciplinary action, disadvantageous alteration of terms and conditions, refusal to give a reference or an unfairly negative reference, civil claim for breach of confidentiality, and other types of negative impact on employment prospects or job security.

Whistleblowers, or potential whistleblowers, can be compensated for any loss, damage, or injury they suffer.

South Africa has laws and policies that are applicable to the protection of whistleblowers. These include, amongst others:

- The Constitution
- The Labour Relations Act 66 of 1995
- The Companies Act 71 of 2008
- The Protection Against Harassment Act 17 of 2008
- The Prevention and Combatting of Corrupt Activities Act 12 of 2004 (4 of 2012)
- The Protected Disclosures Act 26 of 2000

MATTERS PROTECTED BY WHISTLEBLOWING LAWS

Whistleblower protection does not apply to every matter reported. For example, Whistleblowing laws and policies may not apply to matters that should be raised using informal and formal workplace grievance procedures, but will apply to reports of potential or actual criminal offences and to failures to comply with legal obligations that apply to the country in which you work.

FICTITIOUS REPORTING

You may be committing a legal offence in terms of South African law, and you will be charged with committing gross misconduct within your organisation, if you abuse whistleblowing systems by making false reports, or disclosing information you reasonably ought to have known, is false.

Do not abuse the resources and systems in place to protect the best interests of SAT. Where intentional harm is caused and suffered, the whistleblower protection laws provide for criminal penalties which could result in hefty fines and imprisonment.