

# VUVUZELA FRAUD HOTLINE: COMPENSATION FUND

## 1. Why the hotline?

DITSONG: Museums of South Africa established the hotline to provide all its stakeholders (including stakeholders – the public) with a mechanism whereby they could voice any suspicion of unethical behaviour totally anonymous, as an alternative to remain silent. This hotline is part of Ditsong Museums' commitment to zero tolerance against dishonest and unethical behaviour of any of our stakeholders.

## 2. What is whistle-blowing?

Whistle-blowing is about "raising a concern about unethical or dishonest conduct within an organisation, or outside an organisation, and which conduct has an impact on the organisation's operations". It is a key tool to promoting individual responsibility and organisational accountability in combating fraud and corruption.

## 3. Who may make use of the hotline?

It is not only for Ditsong Museums employees, but **all stakeholders**. As a good corporate citizen, Ditsong Museums perceives all persons with knowledge of fraud and corruption **that has an impact on the institution and its operations**, as its stakeholders.

## 4. What should be reported through this hotline?

Any knowledge or suspicion of unethical behaviour. Unethical behaviour is a collective term and includes fraud, corruption, theft, nepotism, conflicts of interest, favouritism, abuse of position, any dishonest behaviour, etc.

## 5. What should not be reported through this hotline?

The following issues, where no unethical conduct is suspected, should not be reported to the Hotline, as Ditsong Museums has business units and designated persons dealings with these:

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- Service delivery (by consumers).
- Payment or contractual issues (by suppliers, except if non-payment is relevant to corruption, fraud or unethical behaviour).

**6. Must I be able to prove my suspicion before calling the hotline?**

No. The information contained in your report will be verified and followed up by experienced investigators. You only need to have a reasonable suspicion. This means that you must have information at your disposal (which may yet be unproven) that triggered your suspicion of somebody acting dishonestly or unethically.

**7. What is going to happen to my report?**

Legal experts will review your report, and experienced investigators will investigate the suspicion. If the investigation culminates in evidence indicating any criminal, civil or labour law contraventions, Ditsong Museums will take the necessary action in line with its commitment to zero tolerance, and the prescription contained in their regulatory framework.

**8. Will I really remain anonymous?**

Yes. The call centre (including the facsimile, postal and email reporting options) is hosted and managed by an external service provider, off site. Strict confidentiality rules apply, even if you provide your personal details to the call centre agents on the condition that dissemination is allowed only to the investigators.

If you do not provide your personal details to the call centre agents, they would not know your identity, and there will be nothing to disclose. The call centre agents are experienced, and strict confidentiality rules have been included in their employment agreements.

Only the external service provider has keys to the Post Office Box where reports may be made through the postal system.

**9. If I select to disclose my identity, will I be protected against victimisation?**

Yes. Ditsong Museums unconditionally subscribes to creating a 'safe' space for whistle-blowers. However, whistle-blowers must be *bona fide* in submitting reports. This means that you should not have any ulterior motives for reporting and act in good faith (e.g. not conjuring a report against somebody on the basis of revenge etc.).

You may also report perceived victimisation to the call centre, which will be investigated.

**10. How and where can I report my suspicions?**

Your suspicion(s) can be reported in **any of the following ways:**

Toll free number:	0800701701
Toll free facsimile:	086 726 1681
Email:	<a href="mailto:ditsong@thehotline.co.za">ditsong@thehotline.co.za</a>
Website:	<a href="http://www.thehotline.co.za">www.thehotline.co.za</a>
SMS	30916
APP download	<a href="http://www.thehotlineapp.co.za">www.thehotlineapp.co.za</a>

**11. If I decide to report my suspicion, what information will I be asked to provide?**

Whistle-blowers should bear in mind that the objective of the tip-off line is to utilise the information contained in their reports in an investigation. Thus, there should be sufficient detail to enable the following up of this matter. You will be asked to provide as much detail as possible, as this will assist the investigators in successfully concluding the investigation.

**12. Can I obtain feedback on what had happened to my report?**

Yes. Ditsong Museums subscribes to effective communication, and you may require feedback by calling the call centre on the same number you used for your report. **Please note that to protect your identity as a whistle-blower, no information will be given out without the reference number of the call.**

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We encourage you to make use of a free email service (such as Hotmail or Yahoo) to create a temporary email account using a pseudonym, so that **the call centre manager** may correspond with you as necessary. This may be helpful in providing you with feedback and pursuing your suspicion.