

Frequently asked questions

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

Reply: When you call the Tip-offs Anonymous 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. Even though we record all the calls, SACAA will never have access to the recordings so no-one will be able to identify your voice. We also have 'Duty Evaluators' on site who 'sanitise' 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 wrong-doing 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 ensure that Tip-offs Anonymous 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. If a report leads to an investigation which leads to a prosecution, you may be informed at that stage.

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 duty evaluators. We filter these calls and flag them as malicious when we forward them. When these reports are read by SACAA 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: Is there a reward given to the person that makes a tip-off?

Reply: No and we at Tip-offs Anonymous discourage the reward scheme. We believe that the reporting of any wrongdoing is the responsibility and duty of an employee of an organisation. The 'reward' to the employee is knowing that he/she is working for an organisation that is serious about it's business and wants to protect the organisation, for the sake of all employees of the organisation. Your reward is job security and a secured work environment. Further, we believe that a reward scheme attracts the incorrect attitude to the Tip-offs service - more the 'witch hunt' approach, which is not the purpose of Tip-offs Anonymous.

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

Reply: The call centre agent will ask you question 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 staff 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 staff may be informed or you will notice that the person/s is no longer amongst you.

Help us soar to greater heights...

Report corruption, fraud, theft and dishonest behavior to
Tip-offs Anonymous



SOUTH AFRICAN



CIVIL AVIATION
AUTHORITY

FreeCall:

0800 997 263
sacaa@tip-offs.com

Call the Tip-offs Anonymous® confidential, free hotline with any information you may have regarding fraud, corruption or other workplace crime.

FreeFax: 0800 00 77 88

FreePost: KZN 138, Umhlanga Rocks, 4320

Website: www.tip-offs.com

Deloitte.

Fraud, crime

and **theft** are an
increasing
problem
in South Africa.

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

South African Civil Aviation Authority (SACAA) is no different. We are 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 of SACAA. For this reason, SACAA has subscribed to a service that will enable all stakeholders, but most specifically everyone who is employed by SACAA, to report anonymously on dishonest colleagues. The service, Tip-offs Anonymous, involves the professional services firm of Deloitte and is therefore totally independent of SACAA. No one will therefore ever know who reported the fraud or dishonest and inappropriate behaviour.

What can be reported?

Any wrong doing

Theft, Fraud, Crime Syndicate Activities, use of Ghost Employees

Not obeying company policies or procedures

- Over-riding controls
- Sharing of user ID's or access passwords or codes

Not obeying the law

- Alcohol/Drug abuse
- Use of Non-Roadworthy vehicles

Bribery and corruption

- A supplier offers a kickback to the employee to gain the tender
- Client offering a kickback for a licence or a certificate
- Collusion with internal and external parties

Abuse of company property and equipment

- Excessive personal calls on company's telephone
- Use of the internet, fax machine and company equipment to run your own business
- Abusing company tools, equipment, and chemicals

Theft of time

- Exaggerations or incorrect information on Timesheets, or Attendance Registers
- Extended lunches
- Prolonged personal calls
- Running your own business during work hours
- Misleading the employer on your whereabouts

Highly sensitive issues

Sexual Harassment, Nepotism, Racism

How does it work?

Anyone can contact Tip-offs Anonymous using the following means of communication:

Free call: Free from any Telkom line within South Africa.

Free fax: This is a confidential faxline.

Email: Information can be emailed through to Tip-offs Anonymous through your unique tip-offs email address.

Post: This is a free post where you are able to write to us and provide us with information pertaining to your tip-off.

Website: The website will lead to a page where you are able to make a tip-off.

Note: emails and telephone records can be traced within your company, please be advised to use an external location to contact us to ensure your anonymity. To be more safe when sending a Tip-off via email, create a temporal email address on yahoo, gmail, etc.

- 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 Anonymous 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 Anonymous please contact the Deloitte Contact Centre.