WHISTLE BLOWERS
YOUR ETHICS HOTLINE

A HOW TO GUIDE FOR REPORTING USING THE WHISTLE BLOWERS APP

Helping you have your say, your way

WHISTLE BLOWERS

Seven ways to make a report to our ethics hotline

WHISTLE BLOWERS

Talk to us

Most reports are made via our **live answering service**. Use the dedicated Whistle Blowers hotline number for the organisation concerned to reach our information centre.

Start a conversation by WhatsApp or SMS

Send us an SMS to 33490 if you are in South Africa (cost R1.50), or **WhatsApp** us from anywhere in the world on +27 (0) 71 868 4792. We can call you back.

Download and use the Whistle Blowers App

Download the secure Whistle Blowers app from Google Play or the Apple App Store. The App guides you through the reporting process with ease.

Use our online web form

Visit our website online at www.whistleblowing.co.za where you will find an online reporting platform into which you can make your submission.

You can also:

Email a report to information@whistleblowing.co.za preferably from a private email address.

Send us a letter from South Africa: Freepost KZN665 Musgrave, South Africa, 4062 or international: PO Box 51006 Musgrave, South Africa, 4062

Fax us from South Africa toll-free on 0800 212 689 or on +27 31 312 8825 from another country.

Downloading the Whistle Blowers App

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Ensure your smartphone or tablet is enabled with Google play or Apple App store for the Whistle Blowers App to be fully functional on your device.

GET IT ON Google Play

From a Home screen, tap App Store.

To browse the App Store, tap Apps (at the bottom).

Scroll then tap the Whistle Blowers icon. Tap the app.

Tap GET then tap INSTALL.

If prompted, sign in to the iTunes Store to complete the install.

Download on the App Store

Open the Google Play Store app. You can also go to play.google.com.

Search or browse for the Whistle Blowers app.

Select the icon. Tap Install.

Follow the on screen instructions to complete the transaction and get the content.

Download the App now, whether you want to make a report immediately or in case you would like to in the future.

Start using the Whistle Blowers App

Remember! This App is only for reporting unethical activity in a company, business or organisation that subscribes to the Whistle Blowers ethics Hotline.

Once the app has successfully installed on your device, tap the icon and you will be directed to the Whistle Blowers reporting app home screen.

Now just tap the whistle to continue.

Do not worry – no information you enter will be received by us until you have completed a report and decided to submit it!

The app instructions are available in six languages

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01

SELECT YOUR LANGUAGE

English	⦿
Afrikaans	◯
Arabic	◯
French	◯
isiZulu	◯
Portuguese	◯

PROCEED TO NEXT STEP >

You will be able to set the app instructions to any one of six languages.

but you can submit your content in any one of the 16 languages we speak at Whistle Blowers.

For a full list of our languages visit our website www.whistleblowing.co.za

Which organisation are you making a report about?

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At Whistle Blowers we provide an ethics hotline service to a large number of businesses.

Please give us the name of the organisation where the unethical activity is taking place, and if you have it please insert its' dedicated hotline phone number to help us identify it correctly.

02

ORGANISATION DETAILS

This app is only for reporting unethical activity in a company/business/organisation that subscribes to the Whistle Blowers ethics hotline.

Organisation Name

Example

Unique hotline number *

080000000

*The dedicated toll-free / other contact number for reporting unethical activity in this organisation / company to Whistle Blowers.

PROCEED TO NEXT STEP >

This helps us ensure that the report is directed to the correct organisation

Help us understand where in the organisation the problem is occurring

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03

ORGANISATION DETAILS

Where in the organisation is the activity you want to report taking place?

| Country | South Africa | > |

Location / Area

| Cape Town | ⊗ |

Division / Branch / Site

| Head Office | ⊗ |

Department

| IT | ⊗ |

PROCEED TO NEXT STEP >

The organisation might have different divisions, branches and sites, and these can be in different areas, towns and even countries.

Please be as specific as possible so that we can be accurate in reporting location, as this is essential for a report to be investigated successfully.

Some clients can even have multiple branches in the same road in a single city!

Start your description of the matter

Most of your time making a report will involve describing the suspected or actual unethical activity.

Start by explaining the situation in as much detail as possible. There is no limit to the amount of text you can insert on this screen.

But no need to fear! On the next screens we will ask you specific questions that will help you be confident that your report is complete.

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04

DESCRIBE THE MATTER

Please describe the unethical activity you wish to report **in as much detail as possible** (What, When, Who, How).

The more information you provide the easier it is for an investigation to be successful. There is no limit on the amount of text you can enter.

I would like to report...

PROCEED TO NEXT STEP ›

Here are the additional screens that will help you submit a complete report

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05

← **ADDITIONAL INFORMATION**

If this was a specific event:
When did it take place?

Date

03/12/2020

Time

2:10 PM

If a recurring activity:
When does the activity usually take place?

Early morning, before...

PROCEED TO NEXT STEP >

If you are able to tell us:

When does or did the problem occur?

Who are the people involved?

Who are the people affected?

Who else knows about the matter?

06

←

If people involved work for another company please provide its name.

Identity of people / parties causing the problem (perpetrators)

|

Identity of people / parties suffering from the problem (victims)

Identity of people who know about the matter (other witnesses)

PROCEED TO NEXT STEP >

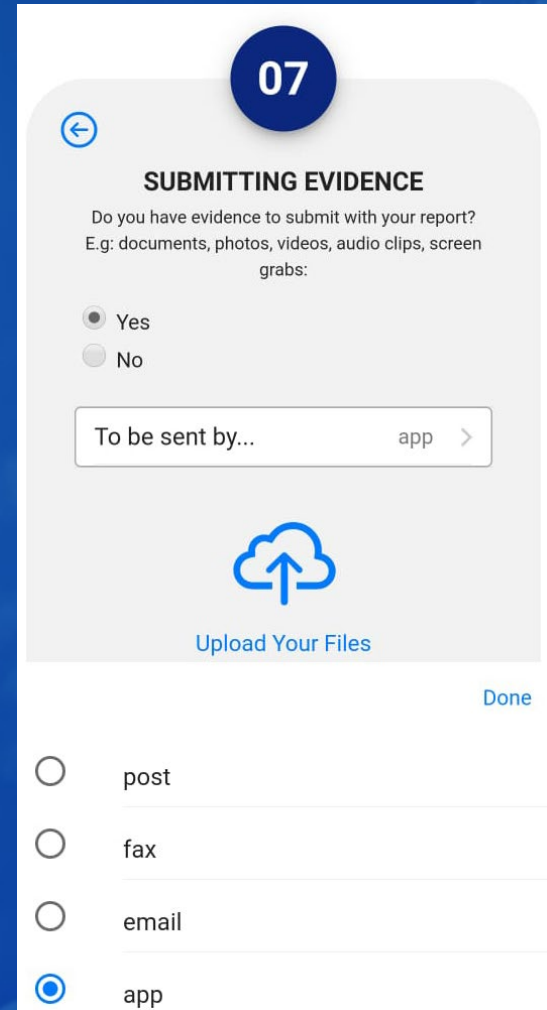# Can you submit evidence to assist the investigation?

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You can immediately upload any supporting images, documents, videos, audio clips or screenshots, or send these to us by email, post or fax.

Make sure you agree that the App can access your images, audio and videos and that the evidence has been uploaded to your device.

In the section 'To be sent by…" select **App**. Press **Upload your Files** to be taken directly to your gallery or folders.

07

SUBMITTING EVIDENCE

Do you have evidence to submit with your report?
E.g: documents, photos, videos, audio clips, screen grabs:

● Yes
○ No

| To be sent by... | app > |

⬆️ Upload Your Files

Done

○ post

○ fax

○ email

● app

Before we continue! Here's how we protect your identity

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Reports can be made anonymously or in confidence

Our code name facility and the unique reference number we allocate to anonymous reports makes it possible for you to follow-up on a report made without giving us your name or contact details.

We write reports that are strictly edited to remove information that could reveal your identity and this anonymization process is subject to a stringent quality control system.

Now...back to the App!

Code names and confidential communication information

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←

CONFIDENTIAL CONTACT INFO

Required: Please insert a password or code name of your choice*

Example

* Use this to communicate with us anonymously about the matter.

Optional: Your contact details for further communication if required by Whistle Blowers. We will never divulge your identity!

Your Name

Example ⊗

Preferred Contact Number

061 000 0000 ⊗

Email Address

example@gmail.com ⊗

Preferred contact method and time

Email 17:00 ⊗

PROCEED TO NEXT STEP >

Essential! Choose your own code name or password to use to communicate with us anonymously going forward.

This is important so that we know which matter to add follow-up information to or discuss with you if you make contact again

Optional! You may share your contact information in complete confidence and tell us how it will best suit you for us to be in touch.

Your advice for the Investigation of your report

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ADVICE FOR INVESTIGATION

Tell us how the organisation can successfully investigate this matter.
E.g: where, how and when evidence can be found.
Also use this section to provide any other relevant information.

Your advice and suggestions

PROCEED TO NEXT STEP >

It might be obvious to you but not to those who are responsible for investigating your report. Please help us understand how the matter can be best investigated.

For example: Where, how and when can evidence be found?

You may also use this section to provide any other relevant information. There are no text limitations.
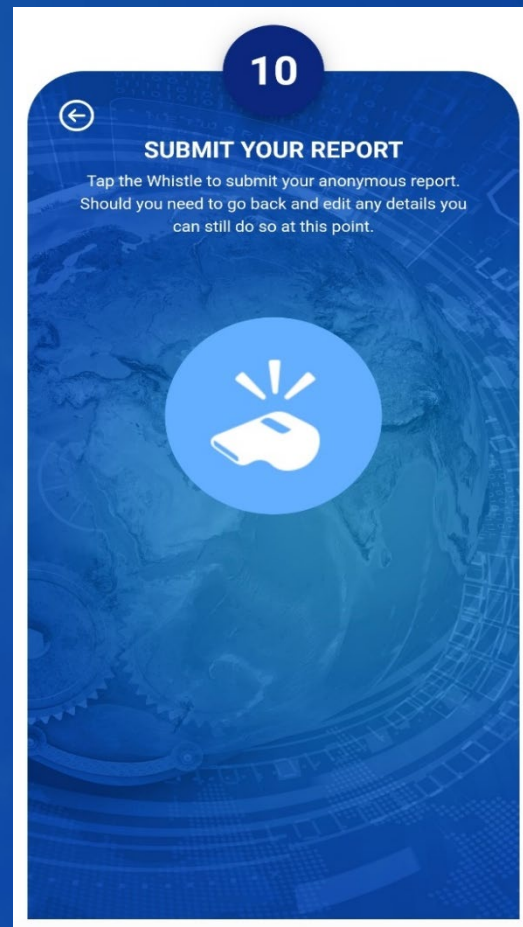
Once complete, you are nearly done!

Submit your report

You've come to the end of the reporting screens, but on reflection do you wish to add any further information?

This is your chance to **go back** and edit or add to any information you have already entered.

All done? Just tap the whistle to submit your report – and rest confident that it will be received immediately by a trained information agent at our 24/7 information centre.

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SUBMIT YOUR REPORT

Tap the Whistle to submit your anonymous report. Should you need to go back and edit any details you can still do so at this point.

You will now receive confirmation of your report submission...

... and a unique report reference number for you to store safely together with your code name.

You should use this reference number and your codename or password if you wish to add information or evidence or follow up on your report. You can do this by contacting the organisation's dedicated hotline number either anonymously or in strict confidence.

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YOUR REPORT HAS BEEN SUBMITTED.

YOUR REPORT REFERENCE NUMBER IS

OR00511032020

Provide this reference number and your codename / password to add information or evidence or to follow-up on your report by contacting the dedicated toll free number. If you did not give us your contact details, please call the dedicated toll free number within 2 weeks as we may have feedback or further questions for you.

THANK YOU FOR SPEAKING UP FOR A BRIGHTER FUTURE FOR US ALL

CLOSE

Thank you

WHISTLE BLOWERS

For more information about Whistle Blowers Pty Ltd or to learn about the different ways you can make a report to Whistle Blowers you can visit our website at
www.whistleblowing.co.za

Helping you to speak up for a brighter future for us all

Maintaining whistleblower anonymity since our founding in 2000