

Introducing the Whistle Blowers ethics hotline service to clients of the South African Institute of Welding

Why and how to report unethical conduct



Report unethical conduct at the
South African Institute of Welding
toll-free: 0800 116 677

**WHISTLE
BLOWERS** 

Contents



01

Why you are getting this communication

02

Should you turn a blind eye or speak up about ethical wrongdoing?

03

Your options for speaking up regarding a matter affecting your service provider

04

About Whistle Blowers – our service and your assurance

05

Ways to make an anonymous or confidential report to Whistle Blowers

06

What you can report to Whistle Blowers

07

Contact us

The time is always right to do what is right

– Martin Luther King Junior



Why am I getting this communication?

Why you are getting this communication



Clients and customers sometimes observe wrongdoing at their service providers' operations. This suspected or actual wrongdoing may not be known to or approved of by your client.

Your service provider wants to be the first and not the last to hear about unethical conduct that can harm their business and its reputation.

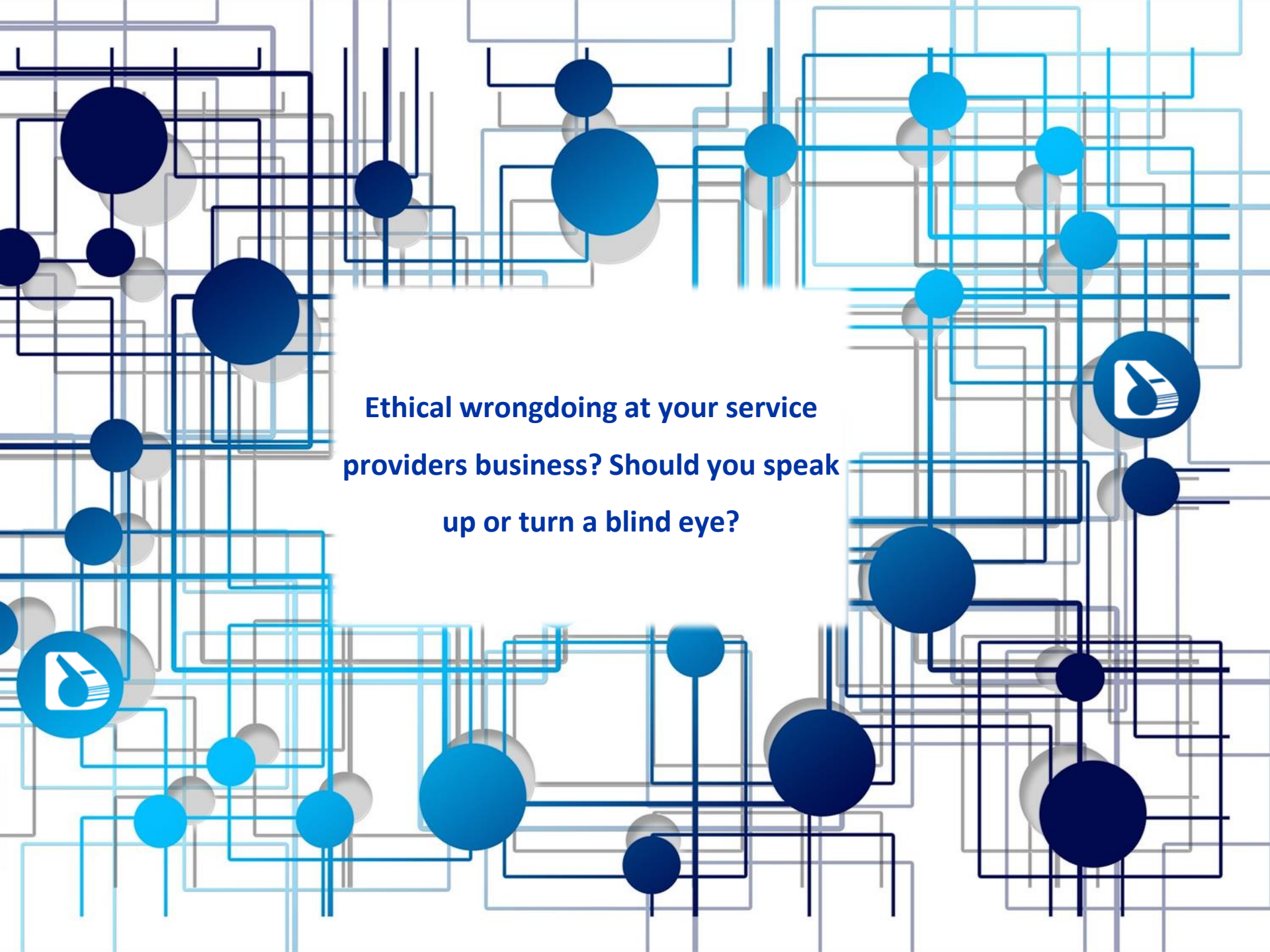


Whistle Blowers Pty Ltd is the provider of the ethics hotline service that your service providers makes available to its employees.

Changes to South Africa's Protected Disclosures Act during 2017 recognised that not only employees but those who work in service of an organisation can play an important role by 'raising a flag' or 'blowing the whistle' against wrongdoing.



Your service provider would like their clients and customers, to know about, have confidence in and to make use of our independent, anonymous or confidential multi-channel reporting system.



Ethical wrongdoing at your service providers business? Should you speak up or turn a blind eye?

Why you should speak up about wrongdoing affecting a client



It's an act of good faith, one that lies at the heart of a contractual arrangement between customer and service provider. There may be specific clauses setting out this obligation in your supply agreement.

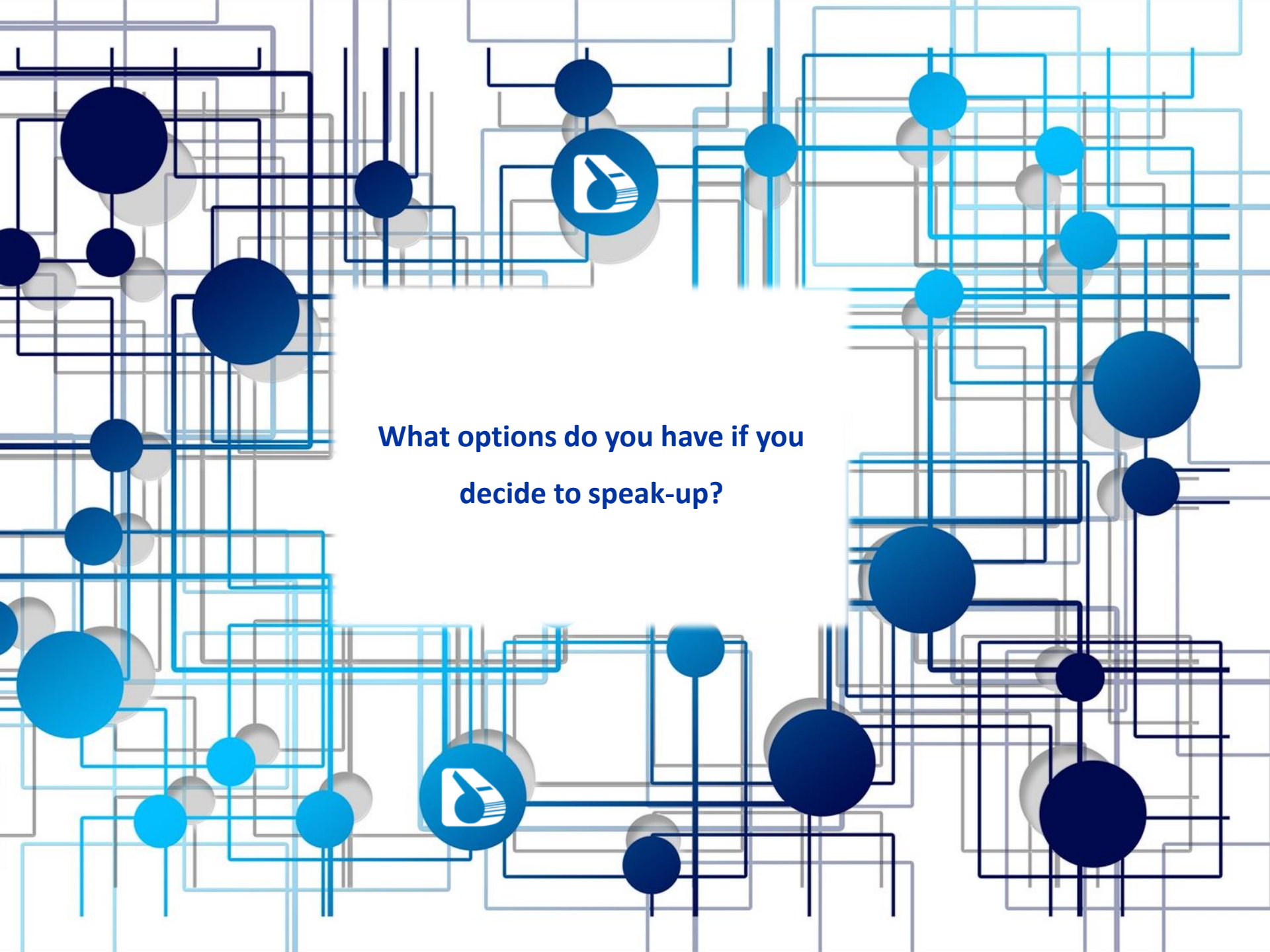


The sustainability of your service provider is in your interests. Anything that compromises their reputation and future success can have a negative impact on the continuity of their operations and supply arrangements. If they fail they may no longer use your services.



It promotes trust – if you're a customer that comes to know that someone within your service provider's business knew about wrongdoing affecting them and you did not come forward, it may deter them from doing business with you in future.

If you see wrong-doing or evil and say nothing against it, you become its victim - African proverb



**What options do you have if you
decide to speak-up?**

Your options for speaking up about ethical wrongdoing affecting a client



Refer to your contract with the service provider, or to their website

A good first step is to refer to any contractual arrangements with your service provider and see if there is reference to avenues for reporting ethical misconduct. If you have no contract or it is silent on the matter, check their website for any whistleblowing procedures.



If you feel comfortable to, report the matter directly to the service provider

If you are confident to do so, it's ideal to report your concerns directly to an appropriate person in a position of authority in your service provider's business.

This may be the person who is your key contact there, but also consider their compliance department, internal auditor, chief finance officer and even the CEO.



Make an anonymous or confidential report to Whistle Blowers

We appreciate that there will be times when you do not wish to be the bearer of bad news to your service provider, and you do not want to be seen as a disgruntled customer.

If you fear that no good or that harm could come from a direct report, use the Whistle Blowers ethics hotline.



Why Whistle Blowers?

About Whistle Blowers



Whistle Blowers Pty Ltd is a South African company formed in 2000.

We now provide our service in over 65 countries around the world, and are the largest independent ethics hotline provider in South Africa itself.

Being an independent company gives you confidence that we face no conflicts of interest in the provision of our service.



We handle calls in 18 languages. These include the 11 official languages of South Africa, plus Swahili, Portuguese, French, Spanish and German.

We write reports that are carefully worded to protect the identity of the caller and these are sent to the designated senior person as set out in our contract with your customer. We have a stringent report quality control system in place.



We operate 24 hours a day, 365 days a year. Your call will always be answered by a trained interviewer.

We have state-of-the-art physical and data security and comply with protection of information regulations.


Our clients span every economic sector and vary in size from under 10 to 10s of thousands of employees!

Your independent assurance of our expertise

You don't have to take our word for our
independence and service quality
standards

Whistle Blowers maintains an
independently-verified certification of
compliance with best practices for
external hotline service providers





**How reports can be made to Whistle
Blowers**

Eight ways to make a report to Whistle Blowers



**Talk to us at
no cost to
you**

Most reports are made via phone. The toll-free number to call to report unethical conduct relating to the South African Institute of Welding is 0800 116 677. Cellular rates may apply.

Chat to us on WhatsApp from anywhere in the world using our ChatBot on +27 31 308 4664

Send us an SMS to 33490 if you are in South Africa (cost R1.50). An information agent will contact you at the provided number and save you the cost of the call.



**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 the online
web form on
our website**

If you have access to the internet, you can go directly to the Whistle Blowers website where you will find an online form to complete at www.whistleblowing.co.za.

You can also:



Email a report to us at saiw@whistleblowing.co.za preferably from your private rather than company email address.



Send us a letter
From South Africa: Freepost
KZN665 Musgrave, South Africa,
4062

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. Consider using a private or pay-to-use fax machine.


How we protect the identity of a reporter

Reports can be made anonymously or in confidence

Our code name facility and the unique reference number we allocate anonymous reports make 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.





**What matters can you report to
Whistle Blowers?**

What you can report to Whistle Blowers



As a customer you may have a suspicion or have experience that suggests that your service provider's employees are abusing their position for illegitimate gain.

You may know of irregularities in the management of the supply chain. There may be theft, fraud, abuse of assets or abuse of authority taking place.



It's especially important for you to report any activity that contravenes a law or is unethical and harmful to your service provider's reputation.

Perhaps you have tried to raise a concern directly already, and had no appropriate response or even experienced some form of negative repercussion for doing so.



It's difficult to come up with a complete list, but if you believe that something may be or is unethical, your service provider should know about it.

On the following page we list some additional examples of matters that you can consider reporting.

REPORT

IGNORED HEALTH AND SAFETY HAZARDS

ABUSE OF COMPANY ASSETS

THEFT AND FRAUD

ANY ILLEGAL OR UNETHICAL ACTIVITY

BRIBERY AND CORRUPTION

RETALIATION FOR SPEAKING UP

BULLYING AND ANY FORM OF HARASSMENT

DAMAGE TO COMPANY REPUTATION

Thank you



For more information about Whistle
Blowers Pty Ltd please visit our
website at
www.whistleblowing.co.za

Helping you speak up
for a brighter future
for you and your
service provider

Maintaining whistleblower anonymity since our founding in 2000