

# HOW THE CSIR WHISTLEBLOWER HOTLINE WORKS



## 1. How do I disclose irregularities within the CSIR?

The preferred method for reporting any criminal, unethical or deceitful behaviour by management, employees or service providers to the CSIR is to inform your manager or supervisor directly. If you do not feel comfortable informing your manager or supervisor or if you have already done so and no action has been taken, then you should approach a Human Resources representative within your operating unit/centre/portfolio.

## 2. When do I make use of the CSIR Whistleblower Hotline?

When you have exhausted all internal channels or if you do not feel comfortable disclosing the information to your direct manager, superior or Human Resources representative, you can then submit your tip-off to the CSIR Whistleblower Hotline.

## 3. How do I make use of the website?

Should you wish to disclose an irregularity via the website, please access the CSIR Whistleblower Hotline button. After doing so, you will be prompted to answer questions relating to the irregularity that you wish to report, as well as whether or not you wish to remain anonymous. Please provide as much information as is possible as detailed information is essential for the investigation of a tip-off.

## 4. What happens once I have provided the information?

The CSIR Whistleblower Hotline is managed by Deloitte Tip-offs Anonymous, an external agent that is completely independent of the CSIR. Once you have submitted your tip-off, Deloitte will forward the information to a designated CSIR representative(s) for further handling and investigation. The information that you provide is sanitised by Deloitte prior to being sent to the CSIR. What this means is that any detail that could reveal your identity is removed (unless you specifically authorise Deloitte to reveal your identity in the report that is forwarded).

## 5. How can I be sure that my identity will be protected?

Your identity is protected as per the requirements of the Protected Disclosures, Act 2000 (Act 26 of 2000). However, you are strongly advised to disclose your identity if you are reporting a sexual harassment case as your identity will be key in the investigation process.

## 6. How do I know that anything will be done about the information that I might forward?

Senior management is committed to the CSIR Whistleblower Hotline process and its success. This commitment ensures that all tip-offs are followed up. The CSIR has made this facility available to its staff, as it wishes to promote a culture of honesty within its working environments. Be assured that all tip-offs will be investigated. 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 submitted the tip-off.

## 7. What happens if someone does not like someone else and uses the line to spread harmful stories (malicious call)?

The CSIR strongly discourages malicious reports. The Deloitte contact centre agents and Report Analysts are trained to identify malicious calls. These calls are filtered and flagged as being malicious in nature before being forwarded to the CSIR. Remember that a tip-off is merely an allegation of wrongdoing and that proper evidence and proof must be obtained before any action can be taken against the person reported and in order to ensure that the whistle-blower is protected. In order to afford the whistle-blower protection, the disclosure must satisfy the requirements of a proper disclosure, as per the PDA.

## 8. Why do the call centre agents ask me questions when I call the CSIR Whistleblower Hotline?

The call centre agents are trained to obtain the information required to conduct an investigation. Callers usually possess valuable information that they may not be aware of; the call centre agents will ask probing questions to guide you through the reporting process and to obtain the relevant information from you. Please refer to question

## 9. Can whistle-blowers follow up on investigations?

Whistle-blowers can follow up on investigations. Each tip-off is allocated a unique reference number, which the whistle-blower can utilise at a later stage to determine whether or not feedback on the matter reported is available. Any investigation conducted into a tip-off is generally confidential and may take time to complete, thus in some instances the information relating to the investigation may not be available to the whistle-blower.

## 10. How do I track a tip-off or add more information?

If you submitted your tip-off via one of the other CSIR Whistleblower Hotline means of contact and require feedback, kindly contact the Deloitte Tip-offs Anonymous call centre telephonically and provide your unique reference number.