



Introducing the whistleblowing
hotline service to suppliers of
**INTERNATIONAL HOUSING
SOLUTIONS**

Toll-free 0801 122 563

Why and how to report unethical conduct in our supply chain



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The time is always right to do what is right
– Martin Luther King Junior

Why am I getting this communication?



Suppliers and their employees sometimes observe wrongdoing at their clients' operations. This suspected or actual wrongdoing may not be known to or approved of by your client. Your client 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 client 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 client would like their suppliers and other members of their supply chain, to know about, have confidence in and to make use of our independent, anonymous or confidential multi-channel reporting system.



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 supplier. There may be specific clauses setting out this obligation in your supply agreement



The sustainability of your client 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 your customer comes to know that you or someone within your business knew about wrongdoing affecting them and you did not come forward, it may deter them from doing business with you in future.



Your options for speaking up about ethical wrongdoing affecting a client



Refer to your contract with the client, or to their website
A good first step is to refer to any contractual arrangements with your client 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 customer
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 client'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 a client, and you do not want to be seen as a disgruntled service provider.

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





Eight ways to make a report

Talk to us



Most reports are made via phone. The toll-free number to call to report unethical conduct relating to **International Housing Solutions** is **0801 122 563**. Cellular rates may apply.

Chat to us



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

Send an SMS



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



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

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.

Email



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

Send us a letter

Post



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

International: PO Box 51006
Musgrave, South Africa, 4062

Fax



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 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.

How we protect the identity of a reporter



What you can report to Whistle Blowers

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



As a supplier you may have a suspicion or have experience that suggests that one of your customer's employees is 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 difficult to come up with a complete list, but if you believe that something may be or is unethical, your customer should know about it.

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

What you can report to Whistle Blowers

- Theft and fraud
- Abuse of authority, assets or systems
- Bribery and corruption
- Ignored safety hazards
- Retaliation for speaking up
- Any kind of harassment
- Bullying and intimidation
- Unfair discrimination
- Any dishonest or illegal activity
- Damage to organisation's reputation

Thank you

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

Our Mission

Helping you speak up for a brighter future for you and your client.

Maintaining whistleblower anonymity since our founding in 2000