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10 tips to embed your fraud hotline

- Act swiftly and consistently in response to all tip offs received.
- Ensure that the hotline is available to external stakeholders and employees.
- Publicise your hotline particulars on various mediums such as customer statements, supplier correspondence, employee payslips, company website, intranet and email signatures to name a few.
- Have the hotline number visible throughout your organisation including your meeting rooms and offices.
- Always track your hotline calls and close the loop with relevant outcomes being documented. Case management is essential and the use of a secure online case management tool is advisable.
- Implement compulsory fraud awareness training and include specifics on the hotline process and details regarding the function of such a hotline.
- Consider compulsory vendor induction where your organisation's stance on fraud and corruption is discussed together with the hotline which should be available to your vendors. This can be an online induction program or questionnaire.
- Ensure that your fraud hotline is independently managed with a reputable service provider and that it is available on a 24/7 basis in all official languages.
- Commit to driving the process pertaining to the preservation of anonymity of whistle blowers and reassure this through your messaging and awareness.
- Provide a "tip off check list" for prospective whistle blowers which will assist in providing context to what information would be required and the detail associated with such information.

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