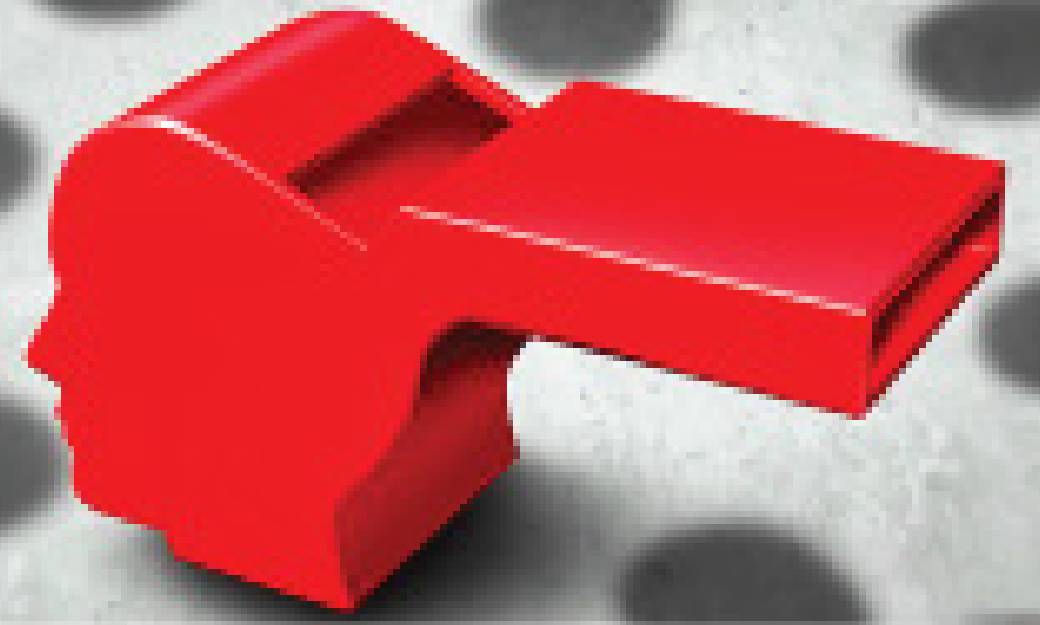


# TIP-OFFS ANONYMOUS (Q & A'S)



## 1. Who can blow the whistle?

The Bank's employees, Board, vendors/suppliers, consultants, customers, and the general public can blow the whistle.

## 2. What can be reported?

- Alleged Fraud
- Immoral behaviour
- Corruption
- Theft
- Criminal activity
- Bribery & kickbacks
- Abuse of Bank's property
- Malpractices
- Unethical practises
- Malicious actions
- Improper conduct
- Non-compliance with laws, regulations, acts, policies, and procedures

## 3. What should I do if I want to blow the whistle - how do I do it, and to whom do I go?

Call, email or write to:

Hotline tollfree | 0800 001 100

E-mail | [bon@tip-offs.com](mailto:bon@tip-offs.com)

Website | [www.tip-offs.com](http://www.tip-offs.com)

## 4. What information should be included when I report?

Before communicating through Tip-offs Anonymous, it is essential to obtain as much relevant information as possible such as:

- Physical address
- Date and time
- Description of your concern
- Your relationship with the person involved
- How you became aware of the issue
- Proof/Witness/CCTV
- Names of person(s) involved, roles and their business group.

## 5. What happens after I make a report within the Bank of Namibia?

Whistle-blower reports are sent to a predefined Client reporting structure (centralised or decentralised) within one business day. The online Case Viewer system will email an alert of a new case, and the Bank will log onto the system to retrieve the report.

- Priority or preventative matters are escalated telephonically.
- The matter would be sent for investigation.
- All Whistle-blower Reports will be taken seriously by the Bank.
- They will all be assessed carefully to determine whether an investigation is required.
- The outcomes of the investigation are reported to the Whistle Blower Committee.

## 6. Is there a deadline for filing a whistle-blower report?

The Bank prefer the matter to reported as soon as it is known by the informant.

## 7. Will my whistle-blower report be held in confidence?

Deloitte Tip-offs Anonymous is built solidly on confidentiality and protecting anyone who contacts them. In this regard, they have taken every practical precaution, as deemed necessary, to protect the callers. In addition, the Bank will ensure the resulting investigation will be kept confidential, as these tend to be sensitive matters.

## 8. How do we know that the contact centre personnel will respect the confidentiality of the information they are exposed to?

Tips-offs personnel are carefully selected and undergo intensive background checking before they commence work in the contact centre. Contact centre agents also subject themselves to ongoing checks and declarations to ensure that we can identify, at an early stage, the likelihood of any person becoming victims of blackmail, becoming involved in any inappropriate or criminal activity or whose integrity becomes impaired.

## 9. Can the contact centre trace calls to the sender?

**No!** The contact centre does not make use of caller line identification technology. There is, however, a risk that the caller's organisations can establish the identity of callers because of telephone, fax, and email tracking activities within their work environment, so we suggest that callers rather call, email or log onto the TOA website from their homes.

## 10. Why would you want to blow the whistle?

You must take a stand against any form of crime. If you believe it does not affect you, you're wrong. By taking this stance, you effectively assist the Bank in doing the right thing to achieve its mandate, and create a safe and crime-free environment.

## 11. How can I be assured that my identity will be protected?

When you call the Tip-offs Anonymous (TOA) contact centre, you are not required to give your name or personal details unless the laws and regulations in your local jurisdiction do not approve/authorise anonymous reporting. Secondly, there is no caller identification, so we do not know where the call was made. Even though TOA records all the calls, the Bank will never access the recordings so that no one can identify your voice. TOA also has report analysts who 'sanitise' every call, which means they strip out any information that could lead to the caller's identity. The Bank only gets a factual report of the alleged wrongdoing with no additional information.

## 12. What is the reference number used for at the Contact Centre?

The tracking number is your reference number related to the incident you reported. Should you wish to add more information to a report at a later stage, you can call back and quote the reference number and give the TOA agent the additional information or should you wish to follow up on your Tip-off report made. You can call back and quote the reference number, and TOA can give you feedback on the investigation, provided the Bank has provided TOA with feedback.

## 13. Do I report issues on regulated entities by the Bank of Namibia? NO!

*(Regulated entities are entities that are licensed/registered and supervise by the Bank of Namibia.)*

This Tip-offs Anonymous is for misconduct made by the Bank of Namibia employees or vendors. Complaints of this nature may be turned over to **[complaints@bon.com.na](mailto:complaints@bon.com.na)**. However, should any matter relate to the regulated entities, it will be forwarded to the Director of the department for investigation.

# Deloitte.

**Free Call:** 0 800 001 100

**Email:** [bon@tip-offs.com](mailto:bon@tip-offs.com)

**Website:** [www.tip-offs.com](http://www.tip-offs.com)



**Tip-Offs Anonymous** - Namibia's leading independent hotline service provider, is designed to help you report workplace dishonesty, while remaining totally anonymous