



i-Tell

Whistleblowing Services Across Africa

EMPOWERING PEOPLE
TO DO THE RIGHT THING

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Executive Summary

Empowering People To Do The Right Thing



Team with > 50 years

experience in fields of data, forensic, whistleblowing and financial crime fighting, including a Certified Ethics Officer

CEO:
Graham Dawes

Insiox Group of Companies

<i>Insiox eDiscovery (Pty) Ltd</i>	<i>Insiox Digital Risk (Pty) Ltd</i>
<i>Insiox Insights (Pty) Ltd</i>	<i>Insiox Detection (Pty) Ltd</i>

Basic Subscription based on
 organisation size

Available

365	24/7
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Multi-Channel Reporting



Our offering includes

- Basic Subscription
 - ❖ Generic channels
 - ❖ Case analytics
 - ❖ Generic awareness for launch of service
- Dedicated Channels
- Value Added Services

Value Added Services

Training & Awareness Campaigns	Bespoke Awareness Campaigns	Triage Services	Insights Analytics
Policy Support	Ethics Surveys	Forensic Investigations	As Required by Clients

Whistleblowers' choice of anonymity

Total → **Partial** → **Waived**

Multi-lingual & additional languages made available on request

01 Your risk

The things you
don't know
about

Whistleblower ignored
2016



2020

Wirecard scandal (Germany)
- Estimated losses of €1.9
billion



Some of the biggest risks your business faces are those that you don't know about yet

Daily news reporting clearly indicates that these risks, when realised, have the potential to be **devastating to your business**.

However, there are **people in your business who have information about the risks you are facing**, be it financial, reputational or regulatory.

You can make use of this information if you overcome these challenges:

First Challenge

The first challenge is to **convince those people to step forward** to report conduct that creates these risks, and to enable you to mitigate the risk and to protect the reputation of your business.

Second Challenge

The second challenge is to ensure that you **get enough information** from whistleblowing reports to allow you **to effectively investigate** incidents.

Third Challenge

The third challenge is to **obtain a view of aggregated risk trends over time** in order to create the necessary controls, institute relevant training and put forward targeted awareness campaigns across your stakeholder base.

We can help with that.

02 Why i-Tell?

We empower
you to do the
right thing



Doing the right thing is almost never the easy thing to do

We believe it takes as much courage for a company to grapple with internal difficulties and to address them in a meaningful way, as it takes for a whistleblower to speak out.

Therefore, we make it count.

When you take the step to invest in a whistleblowing service to manage your own risk, we make it count for you. We also make it count when someone step up to do the right thing and make a report by

This means we make sure every whistleblower report has the best chance of being investigated so that you:

- Get the most value out of your investment
- Are able to minimise your risk effectively

and so that whistleblowers:

- Are assured that the risk they are taking is worth it
- Are willing to protect your business by blowing the whistle

Making it just a little bit easier to do the right thing.

02 Why i-Tell? *(continue)*



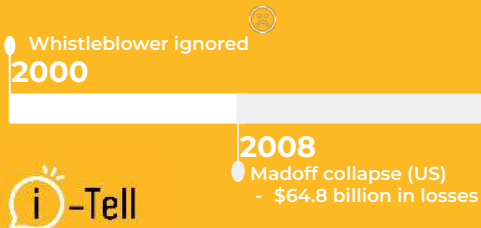
We provide a comparison between i-Tell and most other whistleblowing service providers in the market.

	Service Overview	Available reporting channels	Operating Hours	Team processing the Information	Awareness
i-Tell	<p>Anonymous, independent, multi-lingual, global whistleblowing service complying with all legislation and regulatory authorities (i.e. privacy), with management team that includes a Ethics Officer certified with The Ethics Institute</p>	<ul style="list-style-type: none"> • Webform • Webchat • Toll free number • Mobile number • Text • Whatsapp chat • Facebook Messenger chat • Email 	<ul style="list-style-type: none"> • 24/7 access • 7am - 10pm, online reporting & live answering • 10pm - 7am, online reporting & voice message <p><i>Service is moving towards 24/7 live answering</i></p>	<ul style="list-style-type: none"> • Agents with a minimum tertiary degree qualification • Reviewers are lawyers and forensic specialists 	<p>Focus on electronic awareness, but always dependent on what is most suited to the audience:</p> <ul style="list-style-type: none"> • Animated videos • Posters • Information cards • Electronic communication content • Classroom training <p><i>Anything is possible, so if you don't see the awareness campaign you are interested in here, please speak to us about it</i></p>
Other Service Offerings	<p>Anonymous, independent, multi-lingual, global whistleblowing service complying with all legislation and regulatory authorities (i.e. privacy), with limited services Certified with The Ethics Institute</p>	<ul style="list-style-type: none"> • Email • Webform • Toll free number • Text (if subscribed specifically) • <i>Post</i> 	<ul style="list-style-type: none"> • 24/7 live answering 	<ul style="list-style-type: none"> • Agents with a minimum grade 12 education • Reviewers with generic/diverse backgrounds 	<p>Hard copy awareness support available on request:</p> <ul style="list-style-type: none"> • Posters • Classroom training

03

How do we empower

Value out of whistleblower reports



Our approach focuses on helping you to get the most out of your whistleblower service

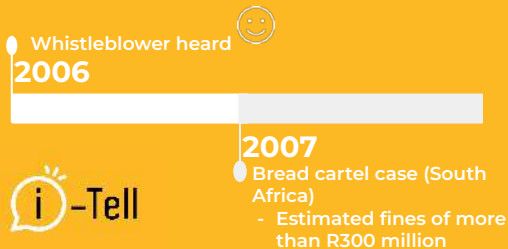
We do this through the underlying principles set out here.

Awareness	We look at your whistleblower reports over a period of time and deploy analytics to reveal your blind spots . This will allow you to focus your attention, and as a result better manage your risk and save money .
Access	We provide as many different types of channels as we can to make the service as easy and accessible as possible for whistleblowers. Our experience shows that the easier it is for whistleblowers to use the service, the more it will be used and the more insights you will get into possible unknown risks.
Quality	We use technology to create a confidential, fast and efficient transfer of information to you, and a safe environment for whistleblowers.
Relationships	Our professionally qualified agents and analysts undergo continuous training to understand your business and industry, and to work with whistleblowers to get as much actionable information as possible. This means they can recognise the context and effect of specific whistleblower reports. It also ensures that you get a report that will enable you to effectively address the reported misconduct and put required controls in place .

04

Who we are

Experienced forensic and data professionals



We are a group of forensic professionals who believe in empowering people to do the right thing

i-Tell was formed by a collaboration of forensic professionals with [many years of experience in running a whistleblowing facility](#) for a Big Four firm and is led by [Graham Dawes](#) who has been managing forensic and whistleblowing services for years.

We recognised a market need for leveraging technology to make it easier for whistleblowers to come forward and for working with clients to get real value out of whistleblowing reports.

Our forensic and data professionals [understand the considerations](#) relevant in the fields of ethical misconduct, compliance, anti-bribery and corruption, and fraud prevention services. We believe that the act of whistleblowing is one of integrity, and is at the heart of public and private sector accountability in any democracy.

Quite simply, [we believe whistleblowing can be done better](#) for you and the whistleblower and we want to empower both to do the right thing.

In addition, our forensic investigations experience and knowledge of financial crime risk management, enable us to assist you in addressing reported matters in a meaningful way.

i-Tell is a part of the Insiox group of companies and we include details about these companies at [Annexure 1](#). We also include details about our team members at [Annexure 2](#).

05

What we do

An innovative multi-channel whistleblowing service



Our service is designed to support the needs and challenges faced by individuals and organizations striving to create a more ethical workplace

We provide a **multi-channel whistleblowing service** across the African continent, by combining aspects from different communication mediums, social networking channels and analytical approaches. [Section 6](#) and [Section 7](#) contain information about our offering.

Our **forensic experience** allows us to provide you with our view on whether, on the face of it, sufficient information was provided to justify instituting an investigation and to assist with forensic triage and investigations where required.

Our **agile and flexible environment** also allows us to collaborate with you to continue to enhance the service we offer you. We further actively leverage data gathered in the provision of our whistleblowing service to help you better manage the risks to your organisation and in turn, protect your business and brand.

As an example, this data could relate to **trends in misconduct**, areas of misconduct or shortcomings in controls that crystallise when we receive numerous reports about the same misconduct.

This will allow you to **create smarter, more targeted, whistleblowing campaigns** while still protecting the anonymity of whistleblowers.

Whistleblowers can choose between 3 types of anonymity:

Total The whistleblower do not provide us with their details, **we cannot identify them, and cannot contact them** with feedback or to request further information. If they received a reference number and PIN (depending on the reporting channel used) the whistleblower can contact us to request feedback or provide further information.

Partial The whistleblower provided their details to us in order for us to contact them with feedback or to request further information, but **has requested that their details are not shared with your organisation.**

Waived The whistleblower provided their details to us in order for us to contact them with feedback or to request further information, and **gave us permission to share their details with your organisation.**

06 What we offer

We offer generic and dedicated channels and value added services that can be setup within only a few weeks, and we give more details on the extent of our offering in [Section 07](#).



Basic Subscription

Includes a number of generic channels, one dedicated channel, **case analytics** and content for **initial awareness campaign**.

(A **generic channel** has a contact number or address which is used across all our clients.)

Generic

Voice:

- (1) Toll free number
- (2) Mobile number

Chat:

- (1) i-Tell website webchat
- (2) Whatsapp chat
- (3) Facebook Messenger
- (4) Text message

Other:

- (1) i-Tell website webform

Dedicated

Other:

- (1) Email



Dedicated Channels

Includes additional dedicated channels.

A dedicated channel refers to a channel with a number or address that is created to be specific to your business.

Dedicated

Voice:

- (1) Toll free number
- (2) Mobile number

Chat:

- (1) Whatsapp chat
- (2) Text message



Value Added Services

We bring substantial quality and value to your whistleblowing service through our value added services:

- (1) Training & awareness campaigns
- (2) Triage services
- (3) Ethics surveys
- (4) Insights analytics
- (5) Policy support
- (6) Bespoke awareness campaigns
- (7) Forensic investigations

Please talk to us about our development roadmap if you don't see your preferred channel here

06 What we offer *(continued)*

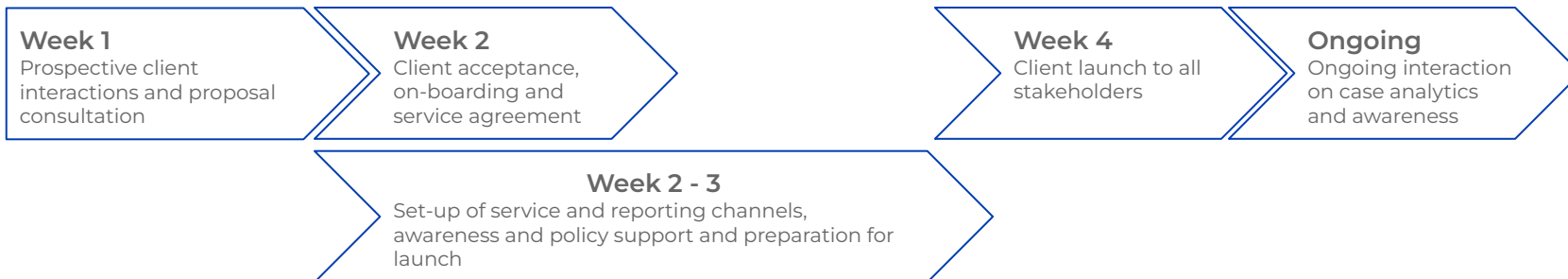


Clients' authorised representatives will be provided with the results of whistleblowing reports and case analytics, and will be provided with content for an initial awareness campaign.

Reports	Individual case reports will be released via email to authorised representatives within 24 hours during weekdays and within 48 hours over weekends (exceptions are made for urgent reports). Case reports are encrypted with an 128-bit block cipher that complies with ISO/IEC 18033.
Case analytics	Up to date case analytics relates to the channels used for reporting, types of misconduct reported, prevalence of misconduct in specific locations, report volumes and report investigation outcomes.
Initial awareness campaign	Since we know that employee and stakeholder awareness is crucial to ensure an effective whistleblowing service, we assist by providing you with content to introduce the whistleblowing service in an initial awareness campaign
Client portal	<i>We are moving towards a process for authorised representatives to log in to a client portal to access whistleblowing reports, download case and insights analytics, and provide feedback on actions taken in response to whistleblower reports.</i>

Timeline




In the normal course of things and with your input and attention we can implement your whistleblowing facility within 4 weeks.



06 What we offer (continued)





Anonymity

Whistleblower safety and the basis on which your organisation is able to obtain information held by whistleblowers, is the ability to report misconduct anonymously. **The level of anonymity chosen by the whistleblower is therefore sacrosanct.** We provide further information below on what it means in practice.

Channel	Details
<p>Chat & Voice </p> <ul style="list-style-type: none">• i-Tell website webchat• Whatsapp chat• Facebook Messenger• Text message• Toll free number• Mobile number	<ul style="list-style-type: none">→ Our ticketing system anonymises the contact source.→ Regardless of the level of anonymity chosen by the whistleblower (see Section 5 for details on total, partial and waived anonymity), our agent will provide the whistleblower with a reference number and PIN while the whistleblower is in the chat or on the line.→ If the whistleblower wants to contact us to check on investigation progress or provide more information, they must use the reference number and PIN to verify their connection to the matter they are contacting us about.→ If the whistleblower chose partial or waived anonymity, we can also contact them to provide feedback on investigation progress or to request more information.
<p>Web </p> <ul style="list-style-type: none">• i-Tell website webform	<ul style="list-style-type: none">→ Our ticketing system anonymises the contact source.→ Consequently, and as our engagement with the whistleblower is not in real time, we cannot provide the whistleblower with a reference number and PIN.→ The exception is if the whistleblower chose partial or waived anonymity and provided their contact details in the webform, in which case we can contact them to provide them with the reference number and PIN.
<p>Email </p> <ul style="list-style-type: none">• Email	<ul style="list-style-type: none">→ The email address from which the mail was sent, is not anonymised.→ However, since we do not know who has access to the email account, and in order to protect the whistleblower, we will not reply to any such email and will not provide the whistleblower with a reference number and PIN.→ The only exception is if the email explicitly states that we can reply to it, in which case we can contact them to provide them with the reference number and PIN.

07 Offering details

In order to make the right decision for your business, it is important to understand the scope of whistleblowers' interaction with the different generic and dedicated channels and during different times of the day.

		Channel	7am - 10pm SAST Monday - Friday	10pm - 7am SAST Saturday, Sunday & Public Holidays
Basic Subscription Dedicated Channels		Chat  Depending on the time of day, chat options include live chatting with an agent and/or interacting with a chatbot (<i>i-Tell website webchat, Whatsapp chat, Facebook Messenger, text message</i>)	<ul style="list-style-type: none"> First response by chatbot obtaining initial information from the whistleblower, with a live agent taking over the chat thereafter 	<ul style="list-style-type: none"> Whatsapp chat, Facebook messenger and text message - full interaction is with chatbot and if required and/or requested, a live agent responds i-Tell website webchat - full interaction is with chatbot and if required and/or requested (and the whistleblower left contact details), a live agent responds Agents are live Monday to Friday 7am - 10pm, excluding Public Holidays
		Voice  Depending on the time of day, voice options include a live conversation with an agent, or whistleblower leaving a voice message (<i>toll free number, mobile number</i>)	<ul style="list-style-type: none"> Live agent interacts with whistleblower during voice call 	<ul style="list-style-type: none"> Whistleblower leaves a voice message and if required and/or requested (and the whistleblower left contact details), a live agent responds Agents are live Monday to Friday 7am - 10pm, excluding Public Holidays
		Other  All other channels are continuously monitored and once a report has been made, the report is directed to an agent (<i>i-Tell website webform, email</i>)	<ul style="list-style-type: none"> The report is addressed by an agent and if required and/or requested (and the whistleblower left contact details), a live agent responds during the same day 	<ul style="list-style-type: none"> The report is addressed by an agent and if required and/or requested (and the whistleblower left contact details), a live agent responds Agents are live Monday to Friday 7am - 10pm, excluding Public Holidays

07 Offering details *(continued)*



We believe our value added services will assist you in getting the most value out of your investment into a whistleblowing service and will put you in the best position to effectively address any reported misconduct.

Value Added Services



Training & Awareness Campaigns

- Generic or dedicated campaigns to create **awareness about the implementation of the whistleblowing service** when the service is being launched, and on an ongoing basis
- Generic or dedicated **employee training on the whistleblowing process** as it is being implemented at your business
- Working with you to identify and create the **type of campaign best suited to your business**

[NOTE: Base Subscription includes content for generic awareness campaign when launching the service

NB: Distribution of awareness campaigns are costed separately from content]

Triage Services

- Vetting of whistleblower reports to indicate **whether it contains prima facie evidence** of wrongdoing that may require investigation
- **Advice on investigative steps** to take in response to a whistleblower report

Ethics Surveys

- Conduct surveys to **establish the status of ethics within your business**, with reference to practice, perception, compliance and behaviour
- Provide **recommendations based on survey outcomes**

Insights Analytics

- **Anonymised analytics** on the substance of whistleblower contact including report subjects and themes
- Provision of **comparative industry insights**
- Analytics **outcomes are used to inform and focus training, awareness campaigns and implementation of fraud and other risk controls**

Policy Support

- Assisting with the **creation and implementation of a policy framework** to effectively embed the whistleblowing service in your business

Bespoke Awareness Campaigns

- Using outcomes of **Insights Analytics** to create bespoke awareness campaigns focusing on your company's needs

Forensic investigations

- Experienced forensic investigators support you if a **forensic investigation is necessary in response to a whistleblower report including with:**
 - End-to-end forensic investigations
 - Cyber forensic investigations
 - Litigation support
 - Forensic Accounting / Audits
 - Fraud Risk Assessments

08 Pricing Methodology

We set out here the methodology behind the pricing of our offering. Payment of fees are made in advance by way of debit order, on a monthly or quarterly basis.



Basic Subscription

- Subscribers have access to all channels in our basic subscription
- Basic analytical information about contact volumes, channels used, frequency, types of misconduct, prevalence of specific locations etc reported on a monthly basis
- Generic awareness campaign content for use when launching the service
- The subscription fee depends on the size of the client enterprise being:
 - **Small** - up to 500 employees
 - **Medium** - more than 500 and up to 1500 employees
 - **Large** - more than 1500 employees
 - **External audience** - employees & external stakeholders



Dedicated Channels

- Additional dedicated channels are priced per channel, regardless of the size of the client enterprise
- The subscription fee is based on the telephone number connected to the channel as follows:
 - Mobile number, Whatsapp chat and text message (3 channels connected to the same number)
 - Toll free number



Value Added Services

- The scope of value added services are always dependent on specific client needs, therefore the fee will vary from client to client
 - Triage
 - Insights analytics
 - Training & awareness campaigns
 - Ethics surveys
 - Policy support
 - Bespoke awareness campaigns
 - Forensic investigations
- If you require a value added service that has not been listed, please talk to us about your specific requirements

Basic Subscription + Dedicated Channels + Value Added Services = Monthly subscription

Annexures

Annexure 1: Meet the Team



i-Tell's whistleblowing and forensic investigations team has a wealth of experience implementing and managing the services we provide.



Graham Dawes
CEO

- MBA, Bachelor of Commerce, RelativityOne Certified Pro
- After 12 years being a forensics partner in the Big Four environment, leading complex investigations and a global whistleblowing service, he started Insiox where technology and forensics collide delivering both turnkey and bespoke products and services to clients
- Extensive experience in fraud and financial investigations, as well as project management, fraud risk and business risk management
- 25 years' forensic, financial crime, risk management and whistleblowing experience and is a member of The Institute of Commercial Forensic Practitioners

<https://www.linkedin.com/in/grahamdawes>



Loraine Roux
Client Relationship Manager

- B.Consumer Science, Prince II (Foundation)
- Manages client relationships and drives overall implementation, ongoing client support and awareness campaigns to ensure an effective life cycle of whistleblowing facilities
- 9 years' whistleblowing implementation, training & awareness experience for multi-national organisations across all industries on the African continent and abroad; with previous change management experience on technology implementations

<https://www.linkedin.com/in/lorainekriek/>

Annexure 2: Meet the Team *(continued)*



Ponatshego Moloto
Service Agent

- BA (Anthropology, Psychology & Politics), B.Hons Political Studies, M. Arts
- Responsible for the reporting cycle of all incident reports and liaising with whistleblowers. Provide business development support and statistical analysis of reports. Content creator for various projects for publicity of various projects.
- 3 years' experienced as a researcher on South African legislation and rights of marginalised groups, systems of governance on both public and private entities. One of the initiatives was to process service delivery concerns by the public using social media as a reporting platform.

<https://www.linkedin.com/in/ponatshego-moloto-3121b6173>



Nina Arendse
Service Agent

- B.com Law (in progress)
- Responsible for the reporting cycle of all incident reports and liaising with whistleblowers. Provide business development support and statistical analysis of reports.
- 2 years' forensic mortuary experience in the documentation and identification of deceased and compiling of detailed "detective bundles" that served as relevant material before a court in a trial or hearing which gives the prosecutor the best prospect of preparing efficiently for a case.

<https://www.linkedin.com/in/nina-arendse-41316320a/>

Annexure 2: Awareness



These are examples of our free monthly awareness campaigns which our clients distribute amongst employees:



International Fraud Awareness Week 2022

What is Fraud?

The term "fraud" is used broadly to refer to any conduct intended to deceive for the purpose of obtaining money or other benefits. It is any intentional or deliberate act to take something from someone else - be it money or property - by trickery, deceit, or other unfair means.

Examples of Fraudulent Activities:

- Asset Misappropriation - Corruption
- Financial Statement Fraud - Identity theft
- Cash stealing - Phishing schemes
- Payment tampering schemes
- Mobile banking fraud - Billing schemes
- Expense reimbursement schemes
- Payroll schemes - Inventory schemes



Conflict of Interest



Did you know?


Conflict of Interest occurs when an individual's personal interests – family, friendships, financial, or social factors – could compromise his or her judgment, decisions, or actions in the workplace.

Often this happens when an employee focuses on personal gain and wanting to have the best of both worlds, which might not be beneficial for the current employer.


Examples:

- Serving as a director in another company that provides some services as your current employer.
- Starting a business that offers the same services as your employer.
- Having family members reporting to each other, which could potentially influence decisions for personal gain.

Note: In many cases where there is conflict of interest, there are legal implications. However, refer to your company's Code of Conduct which will serve as a guide on what the best practice is in your environment.



Choose your Anonymity Option



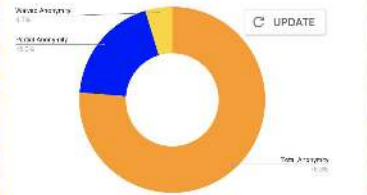
Did you know you have 3 options?

Total Anonymity is when a whistleblower **does not provide i-Tell any identifiable information** and contact details. i-Tell therefore, requests a whistleblower to contact i-Tell with the given reference number to request feedback or to provide further information.

Partial Anonymity is when a whistleblower provides i-Tell with identifiable information and contact details. The whistleblower **remains anonymous in the report**, however i-Tell can make contact to provide feedback or to request further information.

Waived Anonymity is when a whistleblower provides their details to i-Tell and **gives i-Tell permission to share their details** with your company. This enables your company to communicate directly with the whistleblower to request further information or to provide feedback.

Overview of anonymity options chosen



Source: i-Tell 2021 survey.
The graph above indicates the levels of anonymity whistleblowers chose. Total Anonymity being the preferred option, followed by Partial Anonymity and Waived Anonymity.

NR: As a whistleblower you have the right to remain anonymous, thus the importance to understand the different options of anonymity offered by i-Tell. In case a whistleblower does not specify choice in relation to anonymity, we **default to Total Anonymity** in the report.



What can be reported through i-Tell



Matters of Unethical Behaviour

Unethical behaviour is any illegal matter or any action that violates the company's rules and regulations, procedures and policies. Not only is unethical behaviour prevalent, it can also be costly to the company.

There is a long list of examples of what is acceptable and unacceptable in your workplace. We recommend you familiarise yourself with your internal code of conduct, policies and procedures.

Examples of Unethical Behaviour

- Fraud
- Theft
- Kickbacks
- Price fixing
- Conflict of interest
- Procurement irregularities
- Sharing unauthorised personal information
- Synoicate operations
- Substance abuse
- Harassment

Please note: any HR related matter should follow internal grievance procedures first. In the case where the matter remains unresolved or it is too sensitive (i.e. sexual harassment) to report in person, you can report it through i-Tell.

