



Professional Team

WiseCall is much more than a confidential reporting line. By subscribing to our services, organizations have access to WiseCall's valuable product offerings, including assistance and advice on a range of specialized support services with direct access to professionals who will provide the appropriate advice for any given situation. As per our slogan, we strive to make a difference:

Make the call... make the difference...

- WiseCall focuses on specific assistance to its clients to facilitate all their internal reporting structures;
- Issues can be reported in an anonymous manner through the whistle blowing or tip-off reporting mechanisms;
- WiseCall services are provided to facilitate adherence to legislation and good corporate governance as required by:
 - ✓ Occupational Health and Safety Act,
 - ✓ Mine Health and Safety Act,
 - ✓ King's Reports on Corporate Governance III,
 - ✓ Companies Act,
 - ✓ Protected Disclosure Act,
 - ✓ Prevention and Combating of Corrupt Activities Act,
 - ✓ Criminal Procedure Act (Sexual offences and related matters),
 - ✓ Private Security Industry Regulatory Act,
 - ✓ Financial Intelligence Centre Act (FICA),
 - ✓ Basic Conditions of Employment Act,
 - ✓ Sarbanes Oxley Act.



The need for hotlines:

- **Protect employees**

Hotlines and related reporting platforms are introduced in organisations to allow employees to raise issues that they may feel uncomfortable discussing with a manager. This could expose important issues that would otherwise remain undisclosed and help reassure employees that their concerns will be taken seriously.

- **Risk intelligence**

An organisation's employees are the best source of information, but corrupt and illegal behaviour often goes undetected because employees fear the consequences of reporting them through internal channels. Hotlines are a powerful tool in helping to expose illegal or unethical behaviour. Organisations therefore often place a high value on the risk intelligence that an effective hotline can provide.

- **Reputational reasons**

Protecting the brand reputation is often a key motivator for a business choosing to introduce a whistleblowing hotline. If employees or third parties do not have access to independent reporting channels provided by the organisation, they may choose to use alternative public channels such as social media that could harm the organization without the company being able to be pro-active in acting against underlying (mostly unknown) issues. A whistleblowing hotline can give an organisation early sight of a potential issue and reduce the likelihood of potentially damaging information reaching the public domain.

- **Compliance**

A whistleblowing hotline helps organisations to comply with its legal and regulatory responsibilities and corporate governance best practices.