



The only thing necessary for the triumph of evil is
for good men to do nothing.
~ Edward Burke

 **WiseCall**TM
Make The Call...
Make The Difference...

WiseCall Reporting Services is a dynamic company that assists its clients in facilitating their internal reporting structures. We specialise in providing professional toll-free employee friendly hotlines for clients to adhere to the suggested guidelines of Corporate Governance and related legislation.

WiseCall has been actively specializing in this professional field for the past 30 years. With the support of WiseCall's state of the art control centre and its team of professional assistants, this complex and necessary part of your business will be taken care of.

Vision

WiseCall strives to become and remain the prominent services provider in the provision of client reporting structures for capturing all anonymous and other reporting, in compliance with the Protected Disclosures Act and corporate governance associated services.

Mission

To provide our clients with a professional call centre service, staffed by legal advisers, which are fully compliant with applicable legislation and ensures anonymity, with the aim to effectively reduce fraud and corruption, by providing advisory and investigative services.



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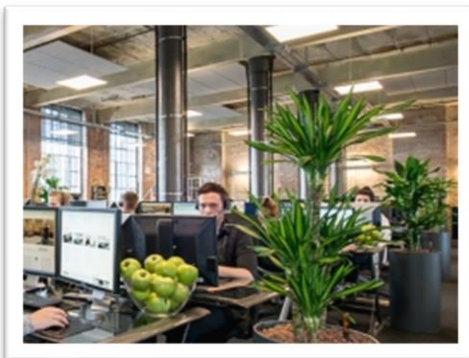
We provide a technologically advanced call centre operated by multilingual call-takers all being trained legal, health and professional advisors. WiseCall products such as the WiseCall hotline, ScamStop®, CrimeLine® and YourCall™ have been specifically developed to facilitate the reporting of wrong-doing at the workplace and incorporates multiple environments such as businesses, schools, universities, production factories, government institutions, etc.

Problem areas such as lack of safety at work, internal fraud, theft, sexual harassment, bullying, mobbing, violence, drug or alcohol abuse, discrimination, intimidation can be reported in a totally anonymous manner through the safe whistle blowing or tip-off reporting mechanisms offered by WiseCall.

WiseCall Services provides to facilitate adherence or compliance to legislation and good governance such as:

- The Protected Disclosure Act,
- The Companies Act,
- The Protection of Personal Information Act,
- Kings Reports on Corporate Governance,
- Financial Intelligence Centre Act (FICA),
- The Prevention and Combating of Corrupt Activities Act,
- The Occupational Health and Safety Act,
- Childcare Amendment Act,
- Criminal Law Sexual Offences and Related Matters Amendment Bill,
- Domestic Violence Act,
- The Films and Publications Amendment Act

WiseCall provides formal confidential reporting structures on behalf of clients for their shareholders, employees, suppliers, contractors and clients / customers to report practices or activities in conflict with relevant legislation, the client's business principles, or dangers to the health and safety of employees or the environment. The information received will only be privy to the client's delegated representative(s) who in turn will decide which actions to take in the best interest of the organisation.



WiseCall is committed to assist its clients to deal with the various aspects of risk – the risks that come with business opportunity, such as a new market entry or a business partnership; and the negative risks that arise from situations such as fraud or threats to physical security.



Corporate Governance, Ethics – Training & Compliance

The integrated collection of capabilities that enable an organization to reliably achieve objectives, address uncertainty and act with integrity. The principles of good governance are: Honesty, Transparency, Accountability, Responsibility, Independence, Fairness and Social Responsibility.

The King Report on Corporate Governance is a ground-breaking booklet of guidelines for the governance structures and operation of companies in South Africa. It is issued by the King Committee on Corporate Governance.

Three reports were issued in 1994 (King I), 2002 (King II), and 2009 (King III) and a fourth revision (King IV) in 2016. Compliance with the King Reports is a requirement for companies listed on the Johannesburg Stock Exchange (JSE).

The King Report on Corporate Governance has been cited as "the most effective summary of the best international practices in corporate governance".

Anti-Bribery Management (ISO 37001)

ISO 37001 is designed to help your organisation implement an Anti-Bribery management system or enhance the controls you currently have. It requires implementing a series of measures such as adopting an Anti-Bribery policy, appointing someone to oversee compliance with that policy, vetting and training employees, undertaking risk assessments on projects and business associates, implementing financial and commercial controls, and instituting reporting and investigation procedures. WiseCall assists our clients with the preparation, implementation and certification of the ISO 37001.

What is an Anti-Bribery Management System?

- An Anti-Bribery management system is designed to instill an Anti-Bribery culture within an organisation and implement appropriate controls, which will in turn increase the chance of detecting Bribery and reduce its incidence thereof.
- ISO 37001 Anti-Bribery management systems – Requirements with guidance for use, gives the requirements and guidance for establishing, implementing, maintaining and

improving an Anti-Bribery management system. The system can be independent of, or integrated into, an overall management system.

- An Anti-Bribery Management System covers Bribery in the public, private and not-for-profit sectors, including Bribery by and against an organisation or its staff, and bribes paid or received through or by a third party.
- Bribery can take place anywhere, be of any value and can involve financial or non-financial advantages or benefits

Anti-Corruption & Ethics Training

WiseCall focuses on organisational training. We use our extensive legal qualifications and practical experience to develop and present customised face-to-face and e-learning training courses that address organisational ethics and anti-corruption compliance.



Anonymous Hotline & Reporting Platforms



We provide a wide range of reporting options, so that the informer / whistle-blower can choose a channel that's most comfortable for them, regardless of their location, circumstances or personal preferences to report any wrong-doing, malpractice, unlawful or unethical behavior at the workplace.

It commonly refers to a telephone-based service, but is often complemented by other reporting options such as email, WhatsApp, web reporting, freepost, fax, etc.

Whistleblowing Hotlines are often referred to by other names, including:

- Tip Off line
- Speak up line
- Ethic line
- Reporting line
- Fraud line
- Loss Prevention line
- Whistle-Blowing line

Many organisations choose to brand their hotline to reflect its desired purpose, or to encourage ethical work culture and environment.



WiseCall & ScamStop

The WiseCall Hotlines are anonymous real time, health, safety and security (HSS) reporting platforms which assist in creating a culture of a safe and honest working environment. It also:



- assists in identifying possible risks prior to it materialising;
- is an employee-friendly, toll-free, white-collar crime reporting line;
- can be utilized to facilitate an internal customer and employee hotline whilst ensuring impartiality, objectivity, fairness and confidentiality;
- is a superlative management tool which:
 - offer employees the opportunity to report, and indirectly correct, any wrongdoing within their company;
 - provide the opportunity for employees or contractors to notify and report Health, Safety & Security related issues, non - compliance or sub-standard conditions to the call centre;
 - establishes a platform to raise concerns within or about the organisation with management and shareholders, thus providing re-active measures to improve service delivery and customer satisfaction.

- Provides for adherence and compliance to Corporate Governance and its guidelines.

What Can be Reported?

YourCall

In today's society, learning institutions are tackling new and more complicated issues every day. As part of their growing in a rapidly changing society, learners are becoming increasingly exposed to risks and threats to their well-being, regrettably also in their learning environment.



YourCall is able to get help and advice on:

- Child Abuse
- Drug Abuse
- Domestic violence and / or abuse
- Victimisation and intimidation
- Bullying
- Rape
- Poisoning
- Death of next-of-kin
- Kidnapping / Abduction
- Suicide of close family members
- Fire / Burns
- Motor Vehicle Accident - Trauma
- Hi-jacking - Trauma
- Provide expert counselling on a chronic ailment or disease and advice on how to manage and live with a condition (either that of the caller or of a caller's family member or loved one).
- Provide callers with important knowledge on all aspects of health and safety.
- Provide expert information on medicines, including purpose, dosage, side effects, etc.

Protection of Personal Information (POPIA)



The Protection of Personal Information Act sets the minimum standard regarding personal information as well as regulating the “processing” of personal information.

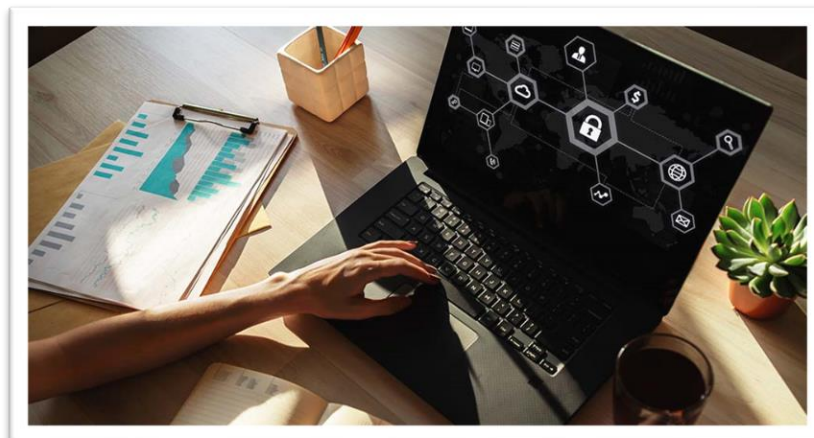
By “processing” the Act refers to the

- *collecting,*
- *receiving,*
- *recording,*
- *organising,*
- *retrieving,*
- *or use of any such information;*
- *and the distribution or sharing of any such information.*

“Responsible party” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information.

WiseCall POPI Services offering:

- ensure compliance with the provisions of POPIA,
- develop, implement and monitor a compliance framework,
- ensure that a personal information impact assessment is done to ensure that adequate measures and standards exist,
- develop, monitor, maintain and make available a POPI & PAIA manual,
- develop internal measures and adequate systems to process requests for access to information,
- ensure that internal awareness sessions are conducted and adhered to.
- encourage compliance with conditions for the lawful processing of personal information,
- deal with requests made pursuant to POPIA (presumably by the Information Regulator or Data Subjects),
- work with the Regulator in relation to investigations conducted related to prior.



Staff Vetting & Verification



In today's corporate environment it becomes exceedingly crucial to screen and investigate potential employees due to all the risks involved; exposure employees experience with regards to internal operations, access to cash or other valuable items or company assets, opportunities for bribery, corruption, etc.

WiseCall has access to various systems and databases to verify credentials of potential employees, such as (but not limited to):

- Qualification Verification
- Criminal Records
- Identity Verification
- Director Search
- Consumer Trace
- Deeds Person Search
- Consumer Credit Profile
- Credit Reports



Security & Risk Assessment



WiseCall and its team of Professional Consultants consist of a group of dedicated professionals from a wide variety of specialized disciplines and are well placed to provide you with a turn-key operational risk audit solution. Corporate Governance necessitates that formal risk assessments be conducted.

WiseCall is equipped and able to identify the risks in an organisation using its expertise and specialised software where the risks will be ranked based on severity (cost to company) and frequency (of the event that could take place). The Pareto principle (20/80 ratio) will then be utilised to address those high risks in effectively managing it and subsequently assisting the client with reduced risks and costs.

Our management team and specialist consultants come from a variety of backgrounds and have proven experience in different fields including crime prevention, criminology, security, intelligence, law enforcement, law, health and safety, politics, business and academic. We have conducted our services locally, on the African continent and internationally for various corporate clients and sectors.

- Security Management
- Legal Compliance
- Policy
- Standards and Procedures
- Programme Objectives
- Organisation / Administration
- Management Training
- Employee Training
- Security Needs
- Access Control
- Intangibles Control
- Financial Assets Control
- Security Loss
- Security Inspections
- Security Plan for Emergencies
- Records and Reports Reference Library
- Enforcement
- Security Management Audits
- IT and Intellectual Property Security
- Physical Project Implementation (not limited to):
- - CCTV
 - Perimeter fencing
 - Guarding services
 - IT security related systems
 - Biometrics



Forensic Analysis & Investigations



Our team of professional specialists conduct investigations into all forms of white-collar crimes including fraud, theft, embezzlement, forgery, counterfeit goods, misrepresentation on insurance claims and trademarks for all business sectors ranging from commerce, finance, hospitality, mining and insurance.

Apart from investigations we assist businesses to seek out specific methods to manage risk (such as, but not limited to, staff vetting and verification services) and measure the financial impact of disputes, and when required, to provide expert litigation support.

Our team of forensic and professional consulting specialists conduct investigations into all forms of white-collar crime including (but not limited to):

- Fraud
- Theft
- Embezzlement
- Forgery
- Counterfeit Goods
- Misrepresentation of insurance claims and trademarks conducted in all business sectors ranging from commerce, finance, hospitality, mining and insurance.
- Staff Vetting and Verification Services





Counter Industrial Espionage Surveys

Electronic surveillance is an ever-present threat through sophisticated eavesdropping equipment and targets of such aggressive attacks range from small businesses to large corporations and even non-profit organisations by unscrupulous activist groups.

To identify and localise these possible threats, WiseCall conducts counter surveillance surveys for many blue chip organisations utilising the latest technologically advanced detection equipment procured in the USA, Israel and Poland.

The leaking of information through sophisticated eavesdropping equipment is an ever-present threat. This aggressive attack ranges within small businesses and large corporations and even non-profit organisations by unscrupulous activist groups.

What is Industrial Espionage?

"Corporate or Industrial Espionage involves operations conducted by one corporation against another for the purpose of acquiring a competitive advantage in domestic or global markets."

Essentially, it is the process of collection of information and data related to economic or industrial targets for the purpose of making a profit.



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