thornhillassociates

Thornhill Ethics Hotline Platform | Fact Sheet

PURPOSE	DESIGN	DELIVERY	TIME
A **safe platform where users can report ethical violations anonymously, via a static URL to a web form.** Reports are immediately and securely sent through to a client-provided email address.	When users access the link, they are presented with a questionnaire that allows them to log a report and upload supporting documentation. On submission the report is emailed to the provided email address(es). The questionnaire can be customised or translated.	Automated online provision of the questionnaire. Encrypted PDF reports can be processed at any location worldwide.	10 - 15 minutes to complete the questionnaire.

A **whistleblowing system**, accessible by the public and employees/students, to allow for the **anonymous reporting of unethical behaviour at work or school** that could result in litigation, loss of money, risk to an organisation or school's image, or disciplinary action. This provides an **important early warning system for organisations and schools that encourages the reporting of ethical violations, while ensuring the safety and security of the whistle-blower**. Two off-the-shelf questionnaires are available: the organisation questionnaire allows for the reporting of incidents such as Fraud, Misconduct, Unethical Behaviour, Theft, Corruption, or user-specified violations; the school questionnaire includes Staff/Student Misconduct, Bullying, Theft, Cheating, Improper Behaviour, Racism, or user-specified incidents. Standard platforms available in **four SA languages**.

THE PROCESS

The ethics hotline platform consists of a web form accessed by a static URL on the Thornhill domain. We can provide a QR code linking to the hotline, to allow easy scanning and access from smartphones. The questionnaire allows organisations and schools to anonymously gather information about an incident. The investigation and follow-up of reports is the responsibility of the client:

» When users go to the link, they will be presented with a questionnaire allowing them to log a report.
» Information collected includes details of the organisation/department, involved person(s) and prior reporting details, and specific information about the incident including the type, date, location, discovery and possibility of recurrence.
» Reporters have the option to remain anonymous, but can provide their contact details for follow-up if they choose this option.
» Supporting documentation (if available) can be uploaded and attached to the report.
» On submission of the form the user will receive a reference number allowing them to follow-up on the incident report.
» The report will automatically be emailed as an encrypted PDF to email account(s) provided by the organisation or school.
» The system can be configured to select which email address to send the report to based on a selection in the questionnaire.
» To comply with the POPI Act, reports and uploaded documents will only be retained on Thornhill's server for 30 days.

KEY BENEFITS

» The external URL, third-party hosting, and automated report delivery protects the anonymity of reporters.
» The questionnaire can be customised to suit your specific needs, and presented in multiple languages if required.
» Incident reports are delivered as secure encrypted PDFs.
» Entirely online, so incident capture and report delivery are quick and efficient.
» Cost effective, allowing you to handle potentially damaging incidents promptly for a small annual fee.
» The hotline, emails and reports can be branded with your logo, according to a standard template.

ADDITIONAL INFORMATION

» A tried and tested platform for reporting and deterring unethical and criminal behaviour, and for promoting an ethical culture.
» Legislation requires organisations to offer a channel for the anonymous reporting of unethical behaviour.
» Most effective way to detect fraud and corruption, and to expose risk areas and weak controls.
» A successful report could save money, help to recover funds, protect the organisation, and create a safe environment.
» A hotline boosts morale by ensuring the values of honesty, trust, integrity, safety and confidentiality are upheld.