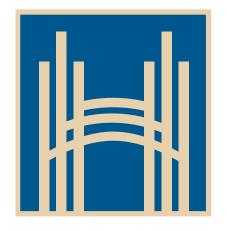# *IntegrityCounts* Fraud, Waste, and Abuse Hotline a Success for City of Hamilton

When a municipality starts to see an increasing number of ethical violations related to fraud and waste continue to be reported into their fraud, waste, an abuse hotline, they know they did the right thing in implementing the reporting program in the first place.

The City of Hamilton launched their *IntegrityCounts* fraud, waste, and abuse hotline in July 2019 as a confidential tool for employees, contractors and members of the public to report suspicions of wrongdoing involving municipal staff. It immediately started producing results.

The City reported five terminations, three disciplinary actions and two referrals to police, as a result of 85 reports received through their hotline in its first year of operation.

In two years, The City identified $439,000 in fraud and waste. This was an 1150% return on the cost of their program.

Stop Fraud, Waste, and Abuse

Municipalities strive to operate with the highest level of honesty and integrity. However, rules of acceptable behaviour may differ between employees and elected city officials.

Municipal governments are constantly scrutinized by the public, and The City of Hamilton is no different. Ethics and compliance remain a constant focus in this municipality's business operations because public trust can quickly diminish if unethical behaviour is not stopped. To maintain trust in the government, The City is committed to improving transparency and accountability to their residents.

IntegrityCounts Fraud, Waste, and Abuse Hotline and Case Management

Complete Anonymity

Complainants can decide how anonymous they want to be. Our system includes statements ensuring the complainant's anonymity in the event they choose not to share any contact information.

Instant Report Notification

Dedicated City Reviewers will be notified instantaneously via an email that does not contain any sensitive information. A link from the email directs the user to the system where they use their own unique username and passwords to login.

User Authentication

Each time a user logs into the *IntegrityCounts*™ system, the system securely authenticates the user based on information provided compared against 'information we hold'.

Processing Emergency Tips

When a complaint has been filed that falls into the category of urgent or emergency, designated City Reviewers will receive an instant SMS text and/or email notification alerting them to the emergency complaint.

Data is Encrypted

All data is encrypted using 256-bit AES algorithms while in transit and rest, and in archived instances. Data can only be accessed through the client-facing web application via controlled user access and pass.

System Integrity and Security

MS Azure data centres use maximum security protocols for physical safeguarding of their data centre and use a variety of tests to electronically test the integrity of data and systems.

By providing an anonymous way to report suspicion of wrongdoing, and effectively investigating reported suspicions, trust can be maintained.

Our Services Include:

Global Ethics Hotline Services

We offer a robust Global Hotline Service to provide your organization with a trustworthy ethics reporting process, ensuring employees, customers and suppliers feel safe and secure when reporting ethics and compliance related issues.

Data Privacy & Security

WhistleBlower Security's data servers are located in Canada, providing clients with strong data privacy and security capabilities, meeting worldwide privacy standards.

Global Capabilities

We offer broad language capabilities and quality translation services to serve global audiences, ensuring the reports are accurately captured and delivered for investigation.

Case Management

Our *IntegrityCounts*™ Case Management application is a modern, highly intuitive system providing your organization with simple, customizable web-based confidential ethics reporting system that increases employee engagement to nurture a culture of ethics and integrity.

Customization

Whether large or small, we offer practical customization options to meet the unique needs of your organization.

Speedy Implementation and Quality Service

Our high quality and attentive implementation process helps to get your organization up and running quickly with ongoing support available when you need it.

FOR MORE INFORMATION

Contact WhistleBlower Security at 1-888-921-6875, email us at info@whistleblowersecurity.com, or visit our website at www.whistleblowersecurity.com