SA group takes its fraud-fighting know-how to India and Asia

Network Reporter

DURBAN’s Whistle Blowers South Africa has taken lessons learnt about workplace crime and the implementation of corporate governance to India and Asia with the launch of a call centre and crime prevention and detection service for those markets.

Dale Horne, director of Whistle Blowers, said the new call centre followed the South African blueprint as an independent subscription service specifically designed to provide employees with the means to anonymously “blow the whistle” on fraud, criminal activity and other irregularities.

He said when it came down to actual losses, the situation was similar in South Africa and in India.

“It is a proven fact that the biggest potential threat to the security and bottom line of a company does not necessarily come from strangers, clients, service providers or suppliers, but from its own employees... Research shows that over 80 percent of thefts are perpetrated by employees, or with their knowledge, while corruption and collusion between employees has been recorded in 48 percent of theft and fraud cases.

He said establishing trust in the market proved the key challenge when Whistle Blowers was established in South Africa in February 2000.

“It is for this reason that the 24-hour call centre is manned by multi-lingual people with interviewing, rather than interrogation, skills... Because we work on a trust relationship, we need to make people who were brave enough to pick up the phone comfortable to continue to talk to us. People don’t want to talk to machines,” Horne said.

With its head office in South Africa, Whistle Blowers has operations in the UK, Ireland, Kenya, Nigeria, Botswana, Namibia, the Democratic Republic of the Congo, Australia and New Zealand.