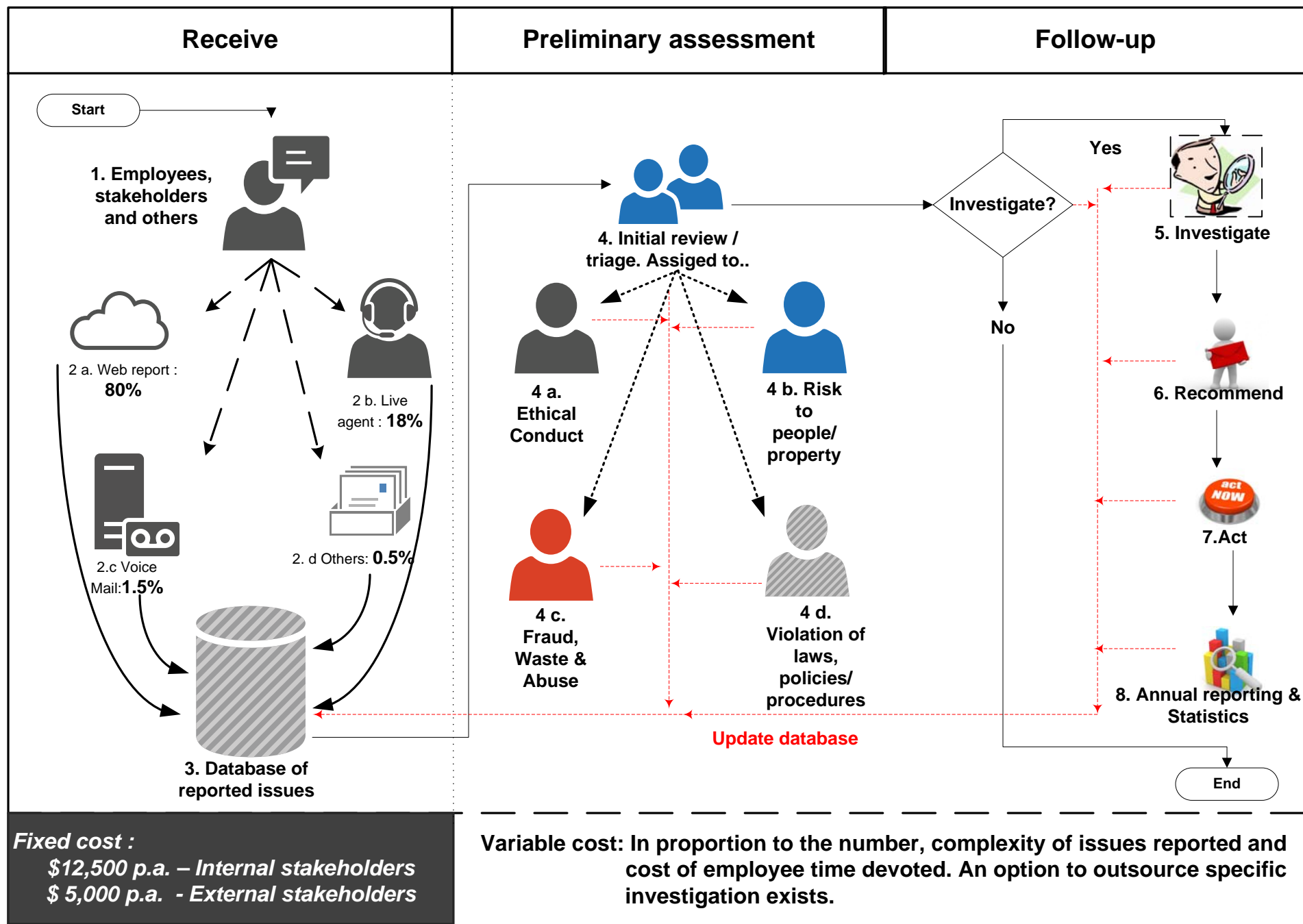


# A. Whistle Blower Flowchart & estimated costs

For paid service provider



## A. Whistle Blower Flowchart notes

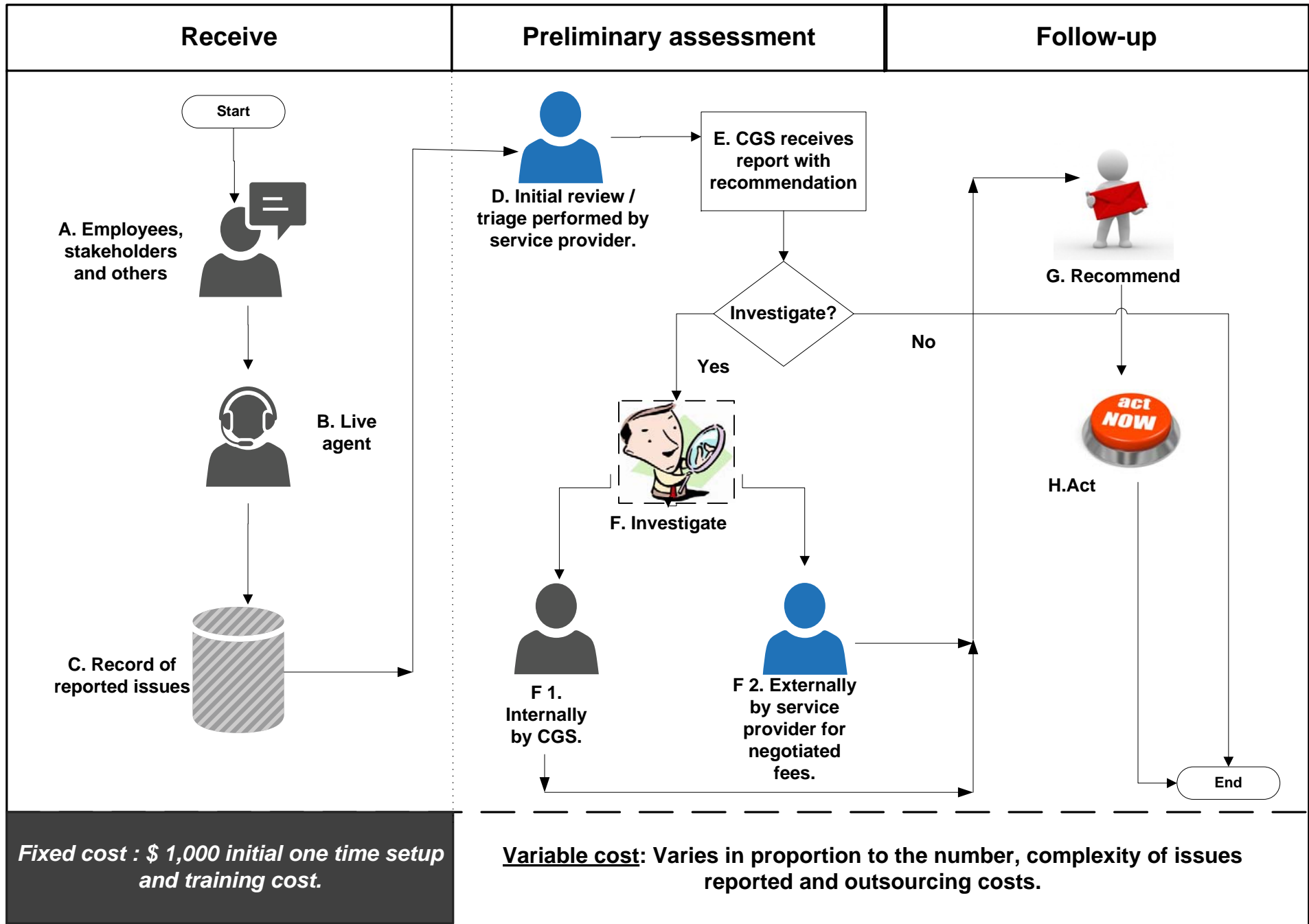
2/4

### (Service for fee)

Ref. #	Narration
1	Communication to whistle blower lines may be made by any of the following persons: a. All category of employees (Full/part time, casual, temporary or contractors) b. Suppliers of goods and services and c. Residents Usage pattern range from 1 – 1.5% of the population. Assuming this trend CGS can expect 350 – 525 complaints in a year.
2	Communication/complaints could be received by following modes that support multiple languages (Information provided by the external service provider for annual fee and based on experience): i. Web reporting – 80% ii. Telephone call transcribed by a live agent – 18% iii. Voice mail – 1.5% and iv. Others including surface mail – 0.5% Each of the above modes offers an option to communicate anonymously.
3	The information received is input into a secure database that assigns a unique case number and key for follow-up and facilitates two way communications with anonymous reporters.
4	An initial/preliminary review of reported cases by designated individuals occurs to decide on: a. Need for further investigation, b. Assignment to the relevant investigation group – e.g. Audit, HR & Legal. Among the features of the software are: i. Ability to make initial and investigation notes, ii. Email update to reviewers for new reports submitted/ and notes made, iii. Secure maintenance of audit trail etc.
5	On completion of investigation (by the assigned group for those cases that could be investigated), the database is updated. Based on past experience, only 30% of reported instances are generally investigated. Based on this trend, CGS could expect to investigate 105 – 158 cases annually.
6	The investigation report with findings/recommendations is forwarded to decision making authority and updates the database.
7	Appropriate authority initiates action and updates database.
8	Periodic/annual reporting analyzing trends/patterns.

# B. Whistle Blower Flowchart & estimated costs

Use of free collection service



## B. Whistle Blower Flowchart notes

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(When provided free)

Ref. #	Narration
A	Communication to whistle blower lines may be made by any of the following: a. All category of employees (Full/part time, casual, temporary or contractors) b. Suppliers of goods and services and c. Residents
B	Communication/complaints could be received only by telephone. Information is collected by a live agent with opportunity for caller to communicate anonymously.
C	The information received is input into a file.
D	An initial/preliminary review of reported cases is performed by the service provider, who in turn recommends: a. Further investigation – by the service provider for an agreed fees or b. Investigation internally by assigned group – e.g. Audit, HR & Legal.
E	CGS receives report with recommendation and decides on investigation.
F	A decision to investigate results in forwarding the facts to relevant internal group or to the service provider.
G	Investigator recommends suitable action based on review of the case.
H	Appropriate authority initiates action.