Auditor General’s Office

2009 Annual Report
Fraud and Waste Hotline

February 12, 2010
Audit Committee Presentation

Jeff Griffiths, C.A., CFE
Auditor General

Carmelina Di Mondo, LL.B, CFE
Director
Hotline Benefits

- Deterrence
- Reduced Losses
- Protect City Assets
- Enhance Internal Controls
- Improved Policies
- Operational Efficiencies
Promote an Ethical Culture

• Conflicts - Actual, Perceived, Potential
• 30% of substantiated complaints
• Important to increase employee awareness

• Ethics Training – Ongoing, Mandatory
• Guidance on acceptable conduct
• Prevent, identify and manage conflicts of interest
<table>
<thead>
<tr>
<th>Discipline or Action</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspension</td>
<td>8</td>
</tr>
<tr>
<td>Termination</td>
<td>6</td>
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<tr>
<td>Other Discipline</td>
<td>9</td>
</tr>
<tr>
<td>Other Appropriate Action</td>
<td>20</td>
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</tbody>
</table>
Fraud & Waste Hotline Program

REPORT
fraud, waste & misuse of
City resources

Fraud & Waste
HOTLINE
416-397-STOP (7867)

Committed to integrity and accountability

Call
416-397-STOP (7867)

Write
The Auditor General's Office
Fraud and Waste Hotline
55 John Street, 9th floor
Toronto, ON M5V 3C6

Report online:
toronto.ca/fraudwastehotline
All contacts will be handled in confidence.