

**Presentation to Audit Committee**  
**February 10, 2020**  
**Agenda Item AU5.4**

**AUDITOR**  
**GENERAL**  

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**TORONTO**

# **2019 Annual Report – Fraud and Waste Hotline**

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Auditor General

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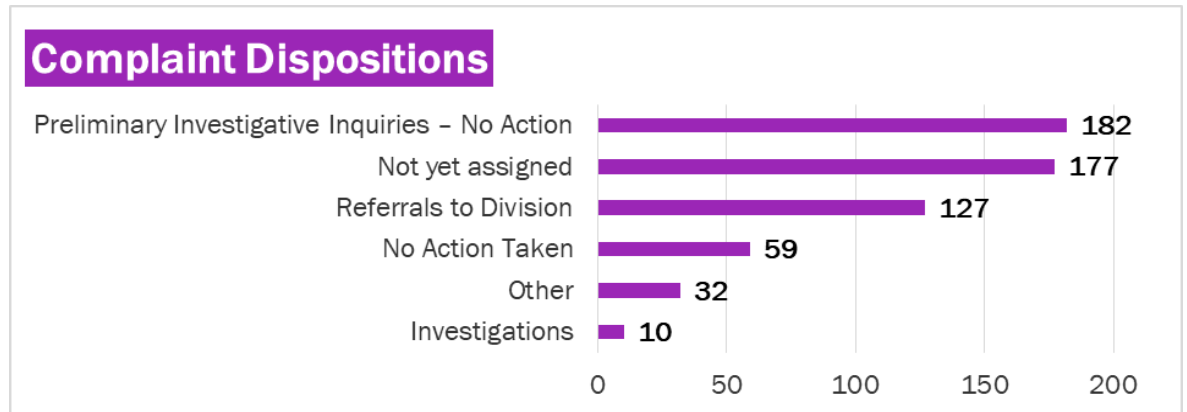
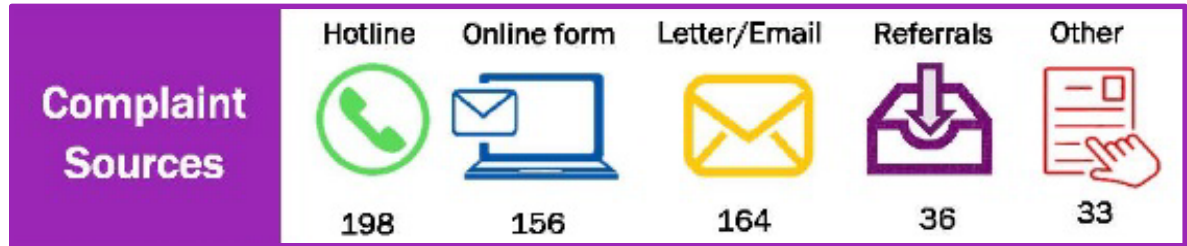
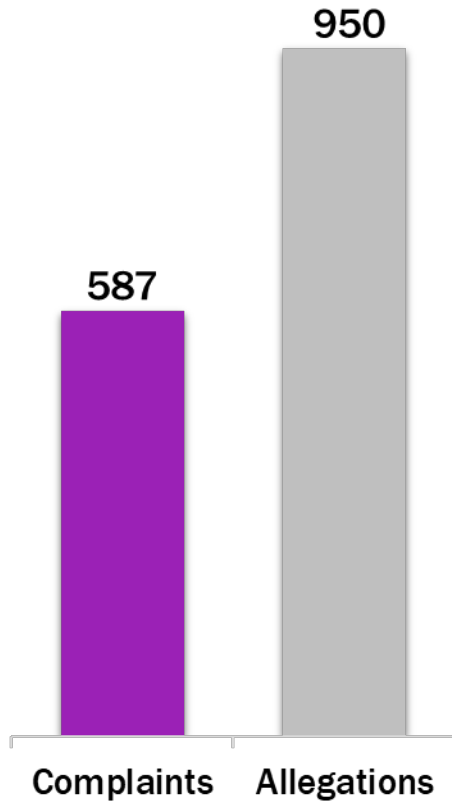
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Audit Manager, Forensic Unit



# **2019 Annual Report – Fraud & Waste Hotline**

1. Key Statistics & Beyond the Numbers
2. Accomplishments & Challenges
3. Communication Initiatives

# Key Statistics



# Beyond the Numbers

- **Discipline**
  - 4 employees suspended, 1 employee disciplined
  - 13 cases of other management actions
- **Informing Future Audits**
  - Data trends
- **Other Outcomes**
  - Internal controls strengthened
  - Operational efficiencies
  - Deterrence and detection

# **Accomplishments in 2019**

- **Implementation of a new complaint management system**
  - Modernizing tracking and documentation of complaints
  - Data analytics and reporting
  - Complainants can upload files and communicate anonymously
- **Major Investigation on Reprisal**
  - Reprisal not found, but lessons learned
- **Fraud & Waste Hotline**
  - On—going complaint management

# Challenges in 2019

- Forensic Unit team is small
- Implementation of the new complaint management system
- Difficult to predict the number and complexity of fraud allegations each year

# Communication Initiatives

- ✓ New system communication
- ✓ Education campaign
- ✓ Advertisement campaign

Thank You

**QUESTIONS?**

**AUDITOR  
GENERAL**  

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