

GREATER TZANEEN MUNICIPALITY



FRAUD PREVENTION PLAN

OFFICE OF THE MUNICIPAL MANAGER
RISK AND COMPLAINTS UNIT

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TERMS AND ABBREVIATIONS

GTM	Greater Tzaneen Municipality
Constitution	Constitution of the Republic of South Africa, Act 106 of 1996, As adopted on 08 May 1996 and amended on 11 October 1996 by the Constitutional Assembly
Demarcation Act	Local Government Municipal Demarcation Act, No 27 of 1998
Fraud and Corruption	Legal definitions: <ul style="list-style-type: none">Fraud, i.e. the unlawful and intentional making of a misrepresentation resulting in actual or potential prejudice to another;<input type="checkbox"/> Theft, i.e. the unlawful and intentional misappropriation of another's property or property which is in his/her lawful possession, with the intention to deprive the owner of its rights permanently;

- Offences in respect of *corrupt activities* as defined in the Prevention and Combating of Corrupt Activities Act, 2004, i.e:
 - The general offence of corruption which could be summarised as directly or indirectly accepting or agreeing to accept any gratification from another person; giving or agreeing to give any other person any gratification in order to influence that person directly or indirectly to exercise his powers, duties or legal obligations in a manner which is/amounts to:
 - ✦ Illegal, dishonest, unauthorised, incomplete, or biased;
 - ✦ Misuse or selling of information or material acquired;
 - ✦ Abuse of position of authority;
 - ✦ Breach of trust;
 - ✦ Violation of a legal duty or set of rules;
 - ✦ Designed to achieve an unjustified result; and
 - ✦ Any other unauthorised or improper inducement to do or not to do anything;
 - Corrupt activities in relation to:
 - ✦ Public officials;
 - ✦ Foreign public officials;
 - ✦ Agents;
 - ✦ Judicial officers;
 - ✦ Members of the prosecuting authority;
 - ✦ Unauthorised gratification received or offered by or to a party with an employment relationship;
 - ✦ Witnesses and evidential material during certain proceedings;
 - ✦ Contracts;
 - ✦ Procuring and withdrawal of tenders;
 - ✦ Auctions;

- ✚ Sporting events; and
- ✚ Gambling games or games of chance; o Conflicts of interests and other unacceptable conduct, e.g.:
- ✚ Acquisition of private interests in contract, agreement in or

investment in public body;

- Unacceptable conduct relating to witnesses; and
- Intentional interference with, hindering or obstruction of investigation of offence;
- Other offences relating to corrupt activities, viz:
 - Accessory to or after an offence;
 - Attempt, conspiracy and inducing another person to commit offence; and
 - Failure to report corrupt transactions;

Irregularities relating to the following:

- *Systems issues:* where a process/system exists which is prone to abuse by employees, the public or other stakeholders, e.g.:
 - HR – Employment Practices:
 - Inadequate vetting of employees;
 - Procurement:
 - Non-compliance to tender procedures;
 - Procurement fraud, e.g. collusion between employees and suppliers;
 - Fraudulent information submitted by suppliers when tendering for work;
 - Housing:
 - Manipulation of the beneficiary waiting list;
 - Irregular allocation of a housing subsidy;
 - Financial Systems and Control:
 - Theft of blank cheques;
 - Deliberate non-compliance to policies and procedures;
 - Abuse of the system of overtime;
 - Abuse of the system of travel claims;
 - Fraudulent payment certificates submitted for payment;
 - Non-compliance to delegated authority limits;
- *Financial issues:* i.e. where individuals or entities have fraudulently obtained money from Greater Tzaneen Municipality, e.g.:
 - HR – Employment Practices:
 - Ghost employees;
 - Irregular appointment of staff for undue benefits;
 - Procurement:
 - Suppliers invoicing for work not done; - Service providers double invoicing;
 - Contractors “fronting”.

- *Equipment and resource issues:* i.e. where Greater Tzaneen Municipality's equipment is utilised for personal benefit or stolen, e.g.:
 - o Financial Systems and Control:
 - Theft of assets;
 - Abuse of assets;
 - Deliberate destruction of property; and
 - Use of Greater Tzaneen Municipality resources and equipment for private gain.
- *Other issues:* i.e. activities undertaken by employees of Greater Tzaneen Municipality, which may be against policies or fall below established ethical standards, e.g.:
 - o Conflict of interest
 - ; o Favouritism; and
 - o Non-disclosure of private work

LGAS	Local Government Anti-Corruption Strategy
MFMA	Municipal Finance Management Act, No.56 of 2003
Municipal Manager	A person appointed in terms of section 82 (1) of the Structures Act
Plan	Fraud Prevention Plan for Greater Tzaneen Municipality, dated May 2008
R.S.A	Republic of South Africa
SALGA	South African Local Government Association
SARS	South African Revenue Services
Structures Act	Municipal Structures Act, No 17 of 1998
Systems Act	Municipal Systems Act 32, No of 2000

SECTION I:

1. INTRODUCTION

Greater Tzaneen Municipality subscribes to the principles of good corporate governance, which requires the conducting business in an honest and transparent fashion. Consequently, the municipality is committed to fighting fraudulent behaviour at all levels within the organisation. The plan is premised on the organisations core ethical values driving the business of the municipality, the development of its systems, policies and procedures, interactions with ratepayers, the public and other stakeholders, and even decision making by individual managers representing the organisation. This means that in practice all municipalities, departments and other business units of the municipality and even external stakeholders must be guided by the plan as the point of reference for their conduct. In addition to promoting ethical conduct within the municipality, the plan is also intended to assist in preventing, detecting, investigating and sanctioning fraud and corruption. This dynamic document details the steps, which have been, and will continually be taken by the municipality to promote ethical conduct and address fraud and corruption.

2. Policy Stance

The policy of Greater Tzaneen Municipality is zero tolerance to fraud and corruption. In addition, all fraud and corruption will be investigated and followed up by the application of all remedies available within the full extent of the law and the implementation of appropriate prevention and detection controls. These prevention controls include the existing financial and other controls and checking mechanisms as prescribed in the systems, policies and procedures of Greater Tzaneen Municipality. The efficient application of instructions contained in the policies and procedures of Greater Tzaneen Municipality, is one of the most important duties to be applied by every employee in the execution of their daily tasks.

3. What should an employee do if he/she suspects fraud and corruption?

It is the responsibility of all employees to immediately report all allegations or incidents of fraud and corruption to their immediate manager. Should an employee be concerned that the manager is involved, the report can be made to any other member of management, the Municipal Manager and / or the Chairperson of the Audit Committee?

All managers are responsible for the detection, prevention and investigation of fraud and corruption and must report all incidents and allegations of fraud and corruption to the Municipal Manager. The Municipal Manager will initiate an investigation into the matter.

Should employees wish to report allegations of fraud and corruption anonymously, they can contact any member of management, the Municipal Manager, the Chairperson of the Audit Committee, Mayor and/or the municipal anti-corruption hotline at 0800 44 66 44 or national hotline at 0800 701 701.

4. What should a member of the public or providers of goods and/or services do if they suspect fraud and corruption?

Greater Tzaneen Municipality encourages members of the public or providers of goods and/or services who suspect fraud and corruption to contact any member of management, the Municipal Manager and/or the Mayor.

5. How will allegations of fraud and corruption be dealt with?

For issues raised by employees, ratepayers, members of the public or providers of goods and/or services, the action taken will depend on the nature of the concern. The matters raised will be screened and evaluated and may subsequently:

- a. Be investigated internally; or
- b. Be referred to another law enforcement agency.

Any fraud and corruption committed by an employee or any other person will be pursued by thorough investigation and to the full extent of the law, including (where appropriate) consideration of:

- a) In case of employees, taking disciplinary action within a reasonable period of time after the incident;
- b) Instituting civil action to recover losses;
- c) Initiating criminal prosecution by reporting the matter to the SAPS or any other relevant law enforcement agency; and
- d) Any other appropriate and legal remedy available.

6. Recovery of Losses

Managers are required to ensure that losses or damages suffered by Greater Tzaneen Municipality as a result of all reported acts committed or omitted by an employee, ratepayer or any other person are recovered from such an employee, ratepayer or other person if he or she is found to be liable for such losses.

7. Feedback to reporters of fraud

The Municipal Manager will, upon receiving a report of fraud from an external person, write to the person making the report:

- a. Acknowledging that the concern has been received;
- b. Indicating how he proposes to deal with the matter and whether any initial enquiries have been made;
- c. Giving an estimate of how long it will take to provide a final response; and
- d. Informing them whether any further investigations will take place, and if not, why not.

8. Confidentiality

All information relating to fraud and corruption that is received and investigated will be treated confidentially. The progression of investigations will be handled in a confidential manner and will not be disclosed or discussed with any person(s) other than those who have a legitimate right to such information. This is important in order to avoid harming the reputations of suspected persons who are subsequently found innocent of wrongful conduct.

9. Media

No person is authorised to supply any information with regard to allegations or incidents of fraud and corruption to the media without the express permission of the Municipal Manager.

10. Protection of Whistle Blowers

An employee who reports suspected fraud and/or corruption may remain anonymous should he/she so desire. Concerns expressed anonymously are difficult to investigate; nevertheless, they will be followed up at the discretion of Greater Tzaneen Municipality. This discretion will be applied by considering the following:

No person will suffer any penalty or retribution for good faith reporting of any suspected or actual incident of fraud and corruption which occurred within Greater Tzaneen Municipality. This may include:

a. Harassment or victimisation:

The municipality acknowledges the fact that the decision to report a concern can be a difficult one to make, not least because of fear of reprisal from those responsible for the irregularity. Greater Tzaneen Municipality will not tolerate harassment or victimisation and will take action to protect employees when they raise a concern in good faith. This does not mean that if an employee is already the subject of disciplinary or other action, that action will be halted as a result of their whistle blowing.

b. **Confidentiality:**

The municipality will do its best to protect an individual's identity when he/she raises a concern and does not want their identity to be disclosed. It must be appreciated, however, that the investigation process may reveal the source of the information and a statement by the employee may be required as part of the evidence.

All managers should discourage employees or other persons from making allegations, which are false and made with malicious intentions. Where such allegations are discovered, the person who made the allegations must be subjected to firm disciplinary, or other appropriate action.

SECTION II: COMPONENTS OF THE PLAN

The **main principles** upon which this plan is based on the following:

- a. Creating a culture which is ethical and intolerant to fraud and corruption;
- b. Deterrence of fraud and corruption;
- c. Preventing fraud and corruption which cannot be deterred;
- d. Detection of fraud and corruption;
- e. Investigating detected fraud and corruption;
- f. Taking appropriate action in the event of such irregularities, e.g. disciplinary action, recovery of losses, prosecution, etcetera; and
- g. Applying sanctions, that includes blacklisting and prohibition from further employment.

The above is not intended to detract from the premise that all the components are equally essential for the successful implementation of the Plan. The components of the plan for Greater Tzaneen Municipality are the following:

- a. Focus on the Organisation
- b. Focus on Employees
- c. Focus on other stakeholders
- d. Enforcement Implementation

SECTION III:

APPROACH TO FRAUD PREVENTION

The approach to fraud prevention can be summarised as follows:

FOCUS ON THE ORGANISATION

Codes of Conduct for Municipal Employees and Councillors

In terms of Section 2 of the Systems Act, the Code of Conduct for Municipal employees contains specific conduct standards categorised as follows:

- a. General Conduct;
- b. Commitment to serving the public interest;
- c. Personal gain;
- d. Disclosure of benefits;
- e. Unauthorised disclosure of information;
- f. Undue influence;
- g. Rewards, gifts and favours;
- h. Council property;
- i. Payment of arrears;
- j. Participation in elections;
- k. Sexual harassment;
- l. Reporting duty of staff members; and
- m. Breaches of Code.

In terms of Section 1 of the Systems Act, the Code of Conduct for Councillors contains the following categories:

- a. General conduct of councillors (Cross reference to section of Act);
- b. Attendance at meetings;
- c. Disclosure of interests;
- d. Personal gain;
- e. Declaration of interests;
- f. Full-time councillors;

- g. Rewards, gifts and favours;
- h. Unauthorised disclosure of information;
- i. Intervention in administration;
- j. Council property;
- k. Duty of chairpersons of municipal councils;
- l. Breaches of Code; and
- m. Application of Code to traditional leaders.

A gifts policy will be developed and implemented in order to ensure that both the acceptance and offering of business courtesies, including gifts, by all employees of the municipality occurs only within the ethical standards.

The development of a robust system for the declaration of private business interests and actual or potential conflicts of interest by all employees and keeping of a centralised record thereof must be developed.

Systems, policies and procedures

Greater Tzaneen Municipality has several systems, policies and procedures designed to ensure compliance with specific laws and regulations and basic internal control.

All employees and other stakeholders are expected to comply with the applicable policies and procedures. A fundamental risk in this area is the lack of knowledge, awareness, effective communication and training relating to prevailing systems, policies and procedures.

Non-compliance with policies and procedures is a risk with the potential to seriously impact the success of the plan and municipal objectives. This will be addressed by developing clearly defined communication and training strategies to create awareness of all policies and procedures in order to ensure that all employees are made aware of, and adequately trained in the implementation of policies and procedures relevant to their duties and responsibilities, e.g. provisions for all employees to acknowledge, in writing,

that they have read the policies and procedures applicable to their duties, have undergone relevant training and/or are aware of these policies and procedures, etc.

A structured monitoring mechanism will be developed for the keeping of proper records of the policies and procedures that are being updated, and of new policies and procedures that are being developed in order to set clear targets and monitor progress.

Human Resources – Employment Practices

Greater Tzaneen Municipality is committed to have well developed human resource systems, policies and procedures, which incorporate fraud and corruption prevention practices. There is a risk of poor implementation of its human resource systems, policies and procedures and the municipality undertakes during internal audits to test shortcomings on the systems of controls.

Employee focussed anti-fraud and anti-corruption measures should be visible from the point of advertising a vacant post, recruitment, specific employment conditions, maintaining high employee morale, performance management and even exit procedures upon resignation or retirement. The approaches indicated below are key to Greater Tzaneen Municipality's efforts in this regard:

- a. **Advertising posts:** The inclusion of specific provisions when advertising posts to provide an indication to applicants that only people with the highest levels of personal integrity will be considered and that submission to appropriate pre-employment screening processes are obligatory for consideration in any post.
- b. **Pre-employment screening and probity:** Greater Tzaneen Municipality intends ensuring that pre-employment screening procedures are applicable to all employees, regardless of level, including employees acting in specific positions, seconded employees and temporary and contract workers. Relevant probity will be included in all employee screening processes.

- c. **Probation:** Compulsory probationary periods should be applicable to all full-time employees. This provision will be extended to include seconded employees and temporary and contract workers. Relevant vetting will again be considered for employees on probation, during probation and prior to their final appointment in view of the long duration of the probationary period.
- d. **Ongoing financial disclosure and lifestyle audits:** All officials and Councillors will be obliged to declare specific personal assets and private business interests.
- e. **Employee induction programmes:** Employee induction is an opportunity to introduce employees to the culture and ethos of the organisation. Efforts will be made to ensure that organisational strategy, business ethics and conduct standards are included in employee induction. Specific steps will also be developed to include seconded employees, interns and temporary and contract workers in relevant aspects of induction programmes.
- f. **Obligatory leave periods:** In order to limit the risk of over-worked employees who could become laidback leading to non-compliance to internal control and to further limit the risk of fraud and corruption, the municipality will compel all employees to take annual leave. This control also limits the risk of unethical individuals monopolising specific tasks or system.
- g. Managers will be encouraged to ensure that appropriate controls, e.g. appropriate scrutiny and supervision, are put in place in instances where employees do not take leave for extended periods of time due to work commitments.
- h. **Exit procedures for employees and control over assets:** The exit procedures for employees leaving the municipality usually require the return of assets and an exit interview. Steps will be taken to ensure that specific follow-up time frames are set to encourage managers to apply the requirement related to the return of assets more promptly.

- i. The municipality will ensure that an exit interview process is in place which includes the assessment of the perceptions of the business ethics and conduct standards within the organisation. This will assist in identifying areas for improvement.

Discipline

Greater Tzaneen Municipality will be consistent and efficient in its application of the disciplinary measures. Additional measures, which will be considered include:

Communication of specific disciplinary standards and forbidden conduct:

- a. Introducing a system where the application of disciplinary measures is applied consistently;
- b. Steps for ongoing training of managers in the application of disciplinary measures;
- c. Where managers are found to be inconsistent and/or inefficient in the application of discipline, the municipality will consider firm action; and
- d. Publication (within the permissible legal framework) of the outcomes and sanctions of disciplinary actions, including lessons learned. The successful achievement of these initiatives, together with their communication is expected to have a deterrent effect.

Financial Systems and Control

Appropriate finance policies and procedures are also necessary to ensure appropriate internal control over finance management and to limit fraud and corruption risks. The effectiveness of the existing finance policies and procedures will also be tested during internal audits and shortcomings are addressed.

The Council of Greater Tzaneen Municipality must approve an annual budget for Greater Tzaneen Municipality before the start of the financial year. Greater Tzaneen Municipality may only incur expenditure in terms of an approved budget and within limits of the amounts appropriated for the different votes in an approved budget.

The Municipal Manager of Greater Tzaneen Municipality is regarded as the accounting officer of the municipality and therefore he should ensure that the financial systems and controls that are in place to address the following:

- a. Effective, efficient and economic use of resources;
- b. Proper record keeping of the financial affairs of the municipality;
- c. Effective, efficient and transparent systems of financial and risk management and internal control;
- d. Effective, efficient and transparent systems of internal audit;
- e. Prevention of irregular or fruitless and wasteful expenditure; and
- f. Institution of disciplinary or, when appropriate, criminal proceedings against employees who have committed an act of financial misconduct or other offence, including fraud and corruption.

Further, the Municipal Manager must ensure that an effective system of expenditure control is in place. According to the MFMA, the accounting officer of Greater Tzaneen Municipality must report to the South African Police Service all cases of alleged theft and fraud that occurred in Greater Tzaneen Municipality. Top management, senior management and other officials of Greater Tzaneen Municipality must assist the Municipal Manager in coordinating the financial systems and controls within Greater Tzaneen Municipality.

The finance policies, procedures and other prescripts of Greater Tzaneen Municipality prescribe various controls, which, if effectively implemented, would limit fraud and corruption within Greater Tzaneen Municipality. These controls may be categorised as follows, it being recognised that the categories contain overlapping elements:

- (a) Prevention controls, which is further subdivided into:
 - i. Authorisation Controls which require that all transactions must be authorised or approved by an appropriate responsible person and that the limits for these authorisations are specified in the delegations of authority of Greater Tzaneen Municipality.
 - ii. Physical Controls which are concerned mainly with the custody of assets and involve procedures and security measures designed to ensure that access to assets is limited to authorised personnel.
- (b) Detection controls, which is further subdivided into:
 - i. Arithmetic and accounting controls, which are basic controls within the recording function which ensure that transactions to be recorded and processed have been authorised, are complete, are correctly recorded, and accurately processed. Such controls include checking arithmetical accuracy of records, the maintenance and checking of totals, reconciliation, control accounts, and accounting for documents.
 - ii. Physical controls, which relate to the security of records and are similar to preventive controls in that they are also designed to limit access.
 - iii. Supervision, which relates to supervision by responsible officials of day-to-day transactions and the recording thereof.
 - iv. Management Information which relates to the review of management accounts and budgetary controls. These controls are normally exercised by management outside the day-to-day routine of the system.
- (c) Segregation of duties

- i. One of the primary means of control is the separation of those responsibilities or duties that would, if combined, enable one individual to record and process a complete transaction, thereby providing him/her with the opportunity to manipulate the transaction irregularly and commit fraud and corruption.
- ii. Segregation of duties reduces the risk of intentional manipulation or error and increases the element of checking.
- iii. Functions that should be separated include those of authorisation, execution, custody, recording, and, in the case of computer-based accounting systems, systems development and daily operations.
- iv. Placed in context with fraud and corruption prevention, segregation of duties lies in separating either the authorisation or the custodial function from the checking function.

Despite the existence of policies and procedures to address internal control, deficiencies such as ineffective application of policies and procedures resulting from lack of training, expertise, knowledge and capacity has the potential to lead to increased incidence of fraud and corruption.

Greater Tzaneen Municipality will continue to initiate steps to address the problem of lack of training, expertise and knowledge in systems, policies and procedures to improve internal control. Areas of weakness will be identified during audits and risk assessments.

Furthermore, Greater Tzaneen Municipality will also continue to re-emphasise to all supervisors that consistent compliance by all employees with internal control is one of the fundamental controls in place to prevent fraud and corruption.

Managers will be encouraged to recognise that internal control shortcomings identified during audits are, in many instances, purely symptoms and that they should strive to identify and address the causes of these internal control weaknesses, in addition to addressing the control weaknesses.

Where managers do not comply with basic internal controls, e.g. non-adherence to the delegation of authority limits, firm action(s) will be considered.

Procurement

The MFMA requires every municipality to have a procurement policy that is fair, equitable, transparent, competitive and cost effective.

Further, the MFMA stipulates that the procurement policy of Greater Tzaneen Municipality must at least address the following aspects:

- a. The barring of persons from participating in tendering or other bidding processes that have:
 - i. Been convicted of fraud or corruption during the past five years;
 - ii. Wilfully neglected, reneged on or failed to comply with government contract during the past five years; and
 - o Whose tax matters are not cleared by SARS

The Municipal Manager of Greater Tzaneen Municipality must implement the procurement policy and take all responsible steps to ensure that proper mechanism and separation of duties in the procurement system are in place to minimise the risk of fraud, corruption, favouritism and unfair and irregular practices.

At a minimum, the procurement policy of Greater Tzaneen Municipality should contain the following anti-fraud and anti-corruption provisions:

- a. The range of supply chain management processes that Greater Tzaneen Municipality may use, e.g. tenders, quotations, etc;
- b. When a process must be used;
- c. Procedures for each type of process;
- d. Open and transparent pre-qualification processes for tenders and other bids;
- e. Competitive bidding processes;
- f. Bid documentation, advertising of and invitations for contracts;
- g. Procedures for:

- i. the opening, registering and recording of bids in the presence of interested parties;
 - ii. the evaluation of bids;
 - iii. negotiating the final terms of the contracts; and
 - iv. the approval of bids;
- a. Screening processes and security clearances for prospective contractors on tenders or other bids above a prescribed value;
 - b. Compulsory disclosure of conflicts of interests;
 - c. The barring of persons from participating in tendering or other bidding processes who have:
 - i. been convicted of fraud or corruption during the past five years;
 - ii. wilfully neglected, reneged on or failed to comply with a government contract during the past five years; and
 - iii. tax matters that are not cleared with SARS;
 - d. Any additional measures for:
 - i. combating fraud, corruption, favouritism and unfair and irregular practices in Greater Tzaneen Municipality's supply chain management; and
 - ii. promoting ethics of officials and other role players involved in Greater Tzaneen Municipality's supply chain management.

Risk Management and Assessment

In order to identify and address risks facing Greater Tzaneen Municipality, a risk assessment will be performed on an annual basis. This process will be complimented by the specific identification of existing controls to mitigate risks identified. Additional actions to further mitigate these risks will culminate in a risk management plan.

Presentations to employees of Greater Tzaneen Municipality will be conducted in order to ensure that they have a more detailed understanding of the fraud and corruption risks facing Greater Tzaneen Municipality and the areas wherein these risks exist, thus enhancing the prospect of detecting irregularities earlier.

Fraud Detection Reviews

- a. Greater Tzaneen Municipality will perform specific detection reviews in areas, which are at high risk of unethical conduct, fraud and corruption on a regular basis. This will include the conducting of presentations to employees, including managers, to ensure that they have a more detailed understanding of the risks associated with these areas, thus also enhancing the prospect of detecting irregularities earlier. These include:
 - b. Recruitment of staff;
 - c. Procurement, e.g. emergency procurement, sole suppliers, etc;
 - d. Housing, e.g. allocation, administration of housing waiting lists, etc; and
 - e. Financial Systems and Control, e.g. payment of suppliers, receipt and banking of revenue received.

Internal and External Audit

MFMA stipulates that a municipality must maintain a system of internal audit under the control and direction of an audit committee. Furthermore, the internal audit function of the municipality is required to report on matters relating to:

- a. Internal Control;
- b. Accounting procedures and practices;
- c. Risk and risk management;
- d. Loss control; and
- e. Compliance with applicable legislation.

The anti-corruption capacity within the municipality will be responsible for the investigation of allegations of fraud and corruption that is brought to its attention. Additionally, it will support the risk management procedures from a fraud risk identification perspective.

Greater Tzaneen Municipality recognises the fact that the positive support by all its managers for Internal Audit and its functions, speedy response to, and the

addressing of queries raised by Internal Audit is vital to the success of the Plan. Where managers are found to be slow in addressing internal control and shortcomings raised by Internal Audit, firm action will be considered. Awareness strategies will also be developed to enhance managers' understanding of the role of Internal Audit.

Greater Tzaneen Municipality is also the subject of annual external audits. These audits include the following tasks:

- a. Examining evidence supporting the amounts and disclosures in the financial statements;
- b. Assessing the accounting principles used and significant estimates made by management; and
- c. Evaluating the overall financial statement presentation.

Physical and Information Security

Physical Security

Greater Tzaneen Municipality's main physical security threat arises in the area of control over its physical assets, facilities and employees. Security personnel and access systems are deployed to mitigate this threat. However, control over security personnel and access systems should continuously be reviewed for adequacy.

Greater Tzaneen Municipality will also consider conducting a regular detailed review of the physical security arrangements at its offices and other sites and improve weaknesses identified. Specific focus areas will be physical security over infrastructure, assets and staff.

Furthermore, Greater Tzaneen Municipality will continue to pursue steps to ensure adequate security over its people, confidential information and information systems.

Information Security

Greater Tzaneen Municipality will ensure that all employees are sensitised on a regular basis to the fraud and corruption risks associated with information security and the utilisation of computer resources, in particular – access control, and ensure that systems are developed to limit the risk of manipulation of computerised data.

Communiqués will be provided to all employees on the management of intellectual property and confidential information to limit the risk of manipulation of information.

Regular communiqués will be forwarded to employees pointing out security policies, with a particular emphasis on e-mail and Internet usage and the implications (e.g. disciplinary action) of abusing these and other computer related facilities. Where employees are found to have infringed on prevailing policy in this regard, disciplinary action will be taken.

Regular reviews of information and computer security will also be considered. Weaknesses identified during these reviews will be addressed.

FOCUS ON EMPLOYEES

Key ambassadors for the successful implementation of the Plan for Greater Tzaneen Municipality are its employees. In essence, this means that their conduct often forms the base upon which Greater Tzaneen Municipality as an organisation is judged. Greater Tzaneen Municipality employees have to therefore demonstrate behaviour beyond reproach in the execution of their duties.

FOCUS ON OTHER STAKEHOLDERS

Greater Tzaneen Municipality has several other stakeholders with whom it interacts. These are indicated below:

- a. Trading partners, e.g. suppliers, contractors, consultants;
- b. Employee representative organisations;
- c. CoGHSTA
- d. Treasury
- e. SALGA; and
- f. The general public.

All stakeholders with whom Greater Tzaneen Municipality interacts are expected to abide by the principles contained in the Plan. Although Greater Tzaneen Municipality has limited legal rights to enforce these principles on external stakeholders, it can exercise moral persuasion to gain compliance to the principles contained in the Plan or choose not to enter into relationships with stakeholders who do not comply.

Other stakeholders (trading partners, Unions, Sector Departments, SALGA, general public)

It is a common perception that employees face the greatest challenge to their integrity in the form of enticement to accept bribes from unethical suppliers,

contractors and consultants. Furthermore, these trading partners are also often viewed as untrustworthy in delivery of goods and/or services.

Greater Tzaneen Municipality is committed to complying with the resolutions of recognition agreements with trade unions. Nonetheless, it is also expected of trade union representatives to comply with the principles of the Plan of Greater Tzaneen Municipality. Trade unions will also be consulted prior to the finalisation of the Plan.

CoGHSTA: its primary function is to develop policies and to monitor the implementation of the Municipal Structures Act, Municipal Demarcation Act, Systems Act as well as the MFMA. Efforts will be made to ensure that this stakeholder is also made aware of the principles contained in the plan.

SALGA is an organisation mandated by the South African constitution to assist in the transformation of Local Government in South Africa. SALGA plays a core role in areas related to local government transformation and as a national representative of the local government sector and its employees. Greater Tzaneen Municipality will also ensure that SALGA is made aware of the Plan and appropriately compliment it when dealing with Greater Tzaneen Municipality.

Members of the general public will also be made aware of Greater Tzaneen Municipality's commitment to fraud prevention and encouraged, through awareness programmes, to report irregularities affecting Greater Tzaneen Municipality.

ENFORCEMENT

No Fraud Prevention Plan would be complete without enforcement forming an integral component for instances where fraud and corruption occur.

Reporting and Monitoring of fraud and corruption

Reporting Channels

The reporting channels for unethical conduct, fraud and corruption impacting Greater Tzaneen Municipality is the following:

- a. All allegations of fraud and corruption should be reported by employees to their immediate managers;
- b. If there is a concern that the immediate manager is involved, the report must be made to any other member of management, the Municipal Manager and/or the Chairperson of the Audit Committee;
- c. All managers should report all allegations to the Municipal Manager who will initiate an investigation; and
- d. Should an employee wish to make a report anonymously, such a report may be made to any member of management, the Municipal Manager, the Chairperson of the Audit Committee and / or the Mayor.

Parallel to the above enforcement approaches, is the task of fixing of controls to limit future recurrence of fraud and corruption in the event of breaches.

IMPLEMENTATION AND AWARENESS

The Plan will be reviewed on an annual basis, whilst progress with the implementation of the various components will be reviewed on a quarterly basis. In the latter regard, specific priorities stemming from the Plan, actions to be taken, responsible persons and feedback dates relating to progress made will also be set.

Monitoring

Greater Tzaneen Municipality will ensure that a fraud and corruption information system is developed for the following purposes:

- (a) Recording all allegations;
- (b) Tracking progress with the management of allegations;

- (c) To facilitate the early identification of systemic weaknesses and recurring risks, and inform managers and employees of systemic weaknesses/risks; and
- (d) Provide feedback to employees and other whistle blowers on the management of allegations.

Creating awareness

This component of the Plan comprises two areas, namely education and communication.

Education

Formal awareness presentations will be conducted for employees of Greater Tzaneen Municipality in planned workshops. The ongoing creating of awareness amongst all employees is, however, the responsibility of all managers. Approaches to create awareness amongst employees will address the following issues:

- a. Employee awareness and the application of professional ethics in their work environment;
- b. Employee awareness of the current systems, policies and procedures relating fraud and corruption and their rights should they blow the whistle;
- c. Encouraging employees to blow the whistle on fraud and corruption within their work environments; and
- d. Encouraging employees to understand specific fraud and corruption related risks to which Greater Tzaneen Municipality may be exposed, thus enhancing the prospect of detecting irregularities earlier.

Communication

The objective of communication is to further create awareness amongst employees, the public and other stakeholders, of the Plan in order to facilitate a culture where all stakeholders strive to contribute towards making it a success. This will increase the

prospect of fraud and corruption being reported and improve Greater Tzaneen Municipality prevention and detection ability.

Communication approaches that will be considered by Greater Tzaneen Municipality are the following:

- a. A suggestion box for employees and other stakeholders to make submissions which could enhance the further development of the Plan;
- b. Ensuring that ethics promotion is a fixed agenda item in meetings;
- c. Signing of declarations of commitment by all employees;
- d. Endorsements of other correspondence directed at providers of goods and/or services with pro-ethics and anti-fraud and anti-corruption messages; and
- e. Publishing the Plan and successes in its implementation in the Annual Report of Greater Tzaneen Municipality.

Implementation structure

Greater Tzaneen Municipality will consider the establishment of a Fraud Prevention Committee whose responsibility will include the implementation of the Plan. This Committee will include champions from all faculties and other business units. The terms of reference of this team will include the following in relation to the Plan:

- a. Information sharing;
- b. Ongoing identification of weaknesses in systems and solutions;
- c. Creating awareness and ensuring adequate training and education to promote the Plan; and
- d. Assessing progress and ongoing maintenance and review