



**Report**  
**Staff Report**  
The Corporation of the City of Brampton  
**6/10/2024**

**Date:** 2024-06-04

**Subject:** **Corporate Ethics Hotline Quarterly Report – Q2 2024**

**Contact:** Claire Mu, Director, Internal Audit

**Report number:** CAO's Office-2024-523

**RECOMMENDATIONS:**

1. That the report to the Audit Committee Meeting of June 10, 2024, re: **Corporate Ethics Hotline Quarterly Report – Q2 2024**, be received.

**OVERVIEW:**

- No new cases were reported between January 1, 2024, and March 31, 2024.
- No new cases have been reported to date in 2024.

**BACKGROUND:**

As part of the City of Brampton's ("the City") commitment to protecting its assets, a Fraud Framework to prevent, detect, and report fraud incidents and investigate any suspected acts of fraud was established. On July 4, 2016, the City launched the Corporate Fraud Prevention Hotline ("Fraud Hotline"), which allows City employees to report alleged incidents of fraud.

The Fraud Hotline was renamed the "Ethics Hotline" in 2023 to better reflect the mix of allegations it receives: violations of ethics and the Code of Conduct, waste, and fraud.

The City provided resources, at about \$16,500 a year, to contract out the intake services to a third party. The Ethics Hotline intake service enables employees to report incidents of suspected violations of ethics and the Code of Conduct, waste, and fraud anonymously and confidentially, 24 hours a day, seven days a week. Employees can submit a report through a secure third-party website or the telephone through a third-party dedicated toll-free number. Internal Audit staff reports on Ethics Hotline activities quarterly to the Audit Committee.

## Staffing Constraint

Internal Audit is not staffed to manage the Ethics Hotline. Internal Audit staff monitor the Ethics Hotline on a best-effort basis, and there hasn't been an awareness campaign for City employees in five years. In its 2023 and 2024 budget requests, Internal Audit requested resources for the preliminary assessment, triaging, and related investigation of fraud reports. We will continue to monitor the Ethics Hotline on a best-effort basis to focus on the audit work plan until we receive further resources.

## CURRENT SITUATION:

No new cases were reported between January 1, 2024, and March 31, 2024.

No new cases have been reported to date in 2024.

## CORPORATE IMPLICATIONS:

### Financial Implications:

There is no financial implication associated with this updated report.

## STRATEGIC FOCUS AREA:

**Government & Leadership:** Focusing on service excellence with equity, innovation, efficiency, effectiveness, accountability, and transparency.

## CONCLUSION:

The Ethics Hotline enhances and strengthens the City's governance structure. It reinforces the Council's expectations regarding rules of behaviour and emphasizes the City's values. Internal Audit will update the Audit Committee on complaints received through the Ethics Hotline or referred to Internal Audit and any related ongoing and completed investigations.

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**Attachments:** n/a