
6th Annual Conference and General Meeting of the International Association of Anti-Corruption Authorities

Workshop IIA: Whistle Blower & Witness Protection
Initiative

Speaker: Kenan Tur, Director of Business Keeper AG

Topic: Status quo of Anti-Corruption-Agencies in
their Fight against Corruption

Company Information

- 📌 Founding Year: 2001
- 📌 Number of Employees: 25
- 📌 Location: Berlin, Germany
- 📌 Board of Directors: Kai Leisering, Kenan Tur
- 📌 Supervisory Board: Dr. Arno Morenz (chairman)
Prof. Dr. Uwe Hellmann, Erik Masing

Example References and Applications:

| Companies | Administrations | Health Care | Anti Corruption Organisations | Church / Care Facility |
|-----------|-----------------|-------------|-------------------------------|------------------------|
|-----------|-----------------|-------------|-------------------------------|------------------------|



Memberships



Transparency International (TI)

Non-profit, nonpartisan, international, non-governmental organisation fighting against corruption;
Active in the working party Whistleblowing



The German Business Ethics Network (DNWE)

Promoting the interdisciplinary dialogue on various business ethics matters



Global Compact (GC)

Initiative of former UN Secretary-General Kofi Annan
Network to encourage businesses worldwide to adopt sustainable and socially responsible policies
Principle 10: Anti-Corruption



German Association for Data Protection and Data Security (GDD)

Supporting companies with the realization of data protection and data security related topics



German Institute for Internal Auditing (DIIR)

Non-profit organisation for the promotion and development of internal auditing in Germany

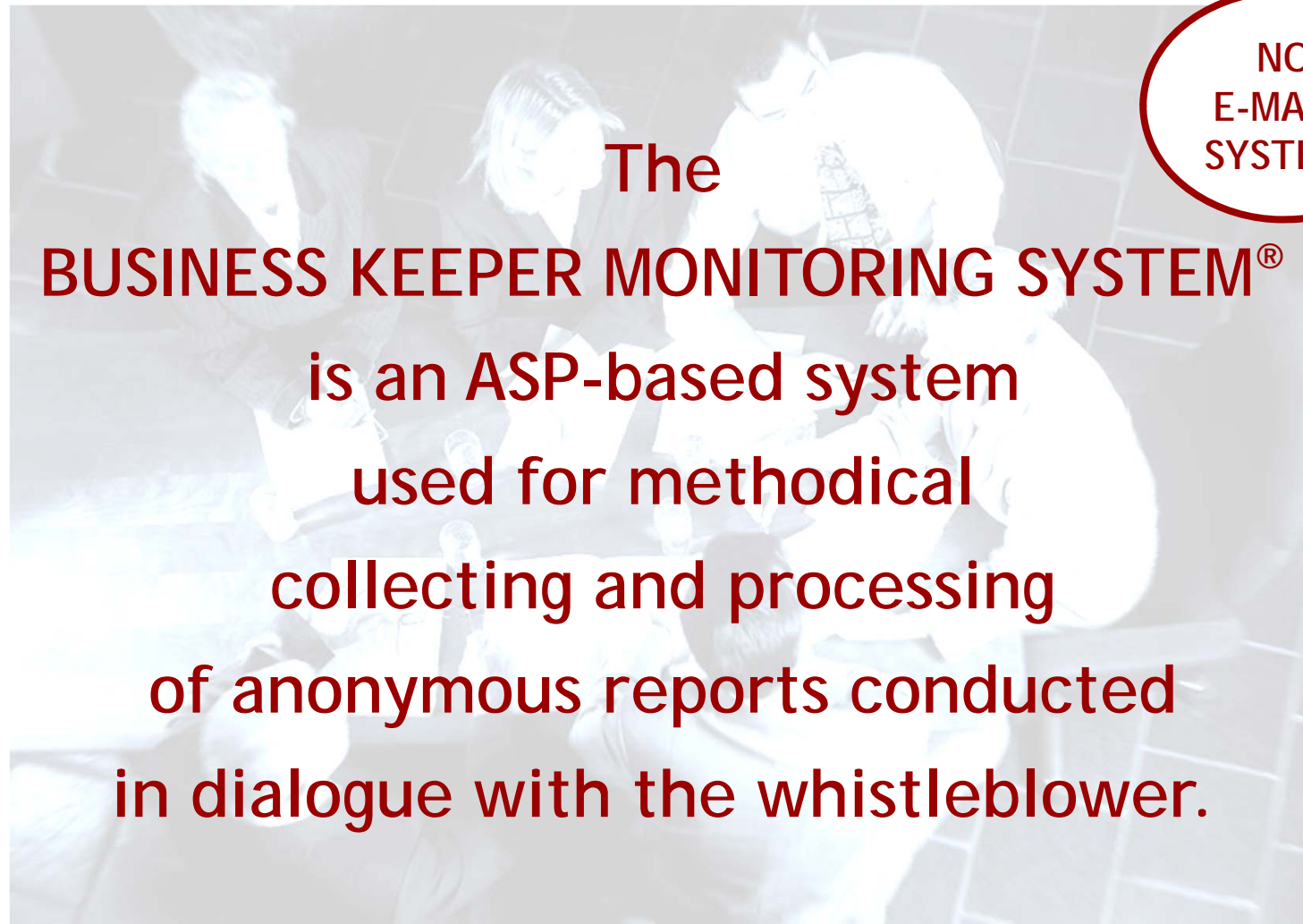
Major Challenges of Anti-Corruption Commissions in Developing Countries

How to reach whistleblowers in the country?

How to motivate whistleblowers to report corruption as they fear reprisals?

How to prevent receiving reports for which the commission is not responsible?

Reach Whistleblowers with Help of Modern Technology - The BKMS[®] System



NO
E-MAIL-
SYSTEM!

The
BUSINESS KEEPER MONITORING SYSTEM[®]
is an ASP-based system
used for methodical
collecting and processing
of anonymous reports conducted
in dialogue with the whistleblower.

Accessing the Whistleblowing System

Anti-Corruption
Commission

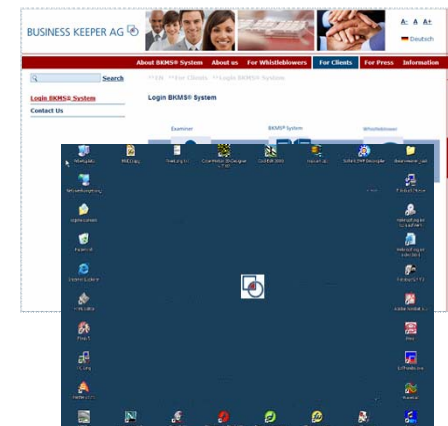
Access Whistleblower

Access Examiner



Homepage
of Commission

BK homepage
worldwide
or
local desktop

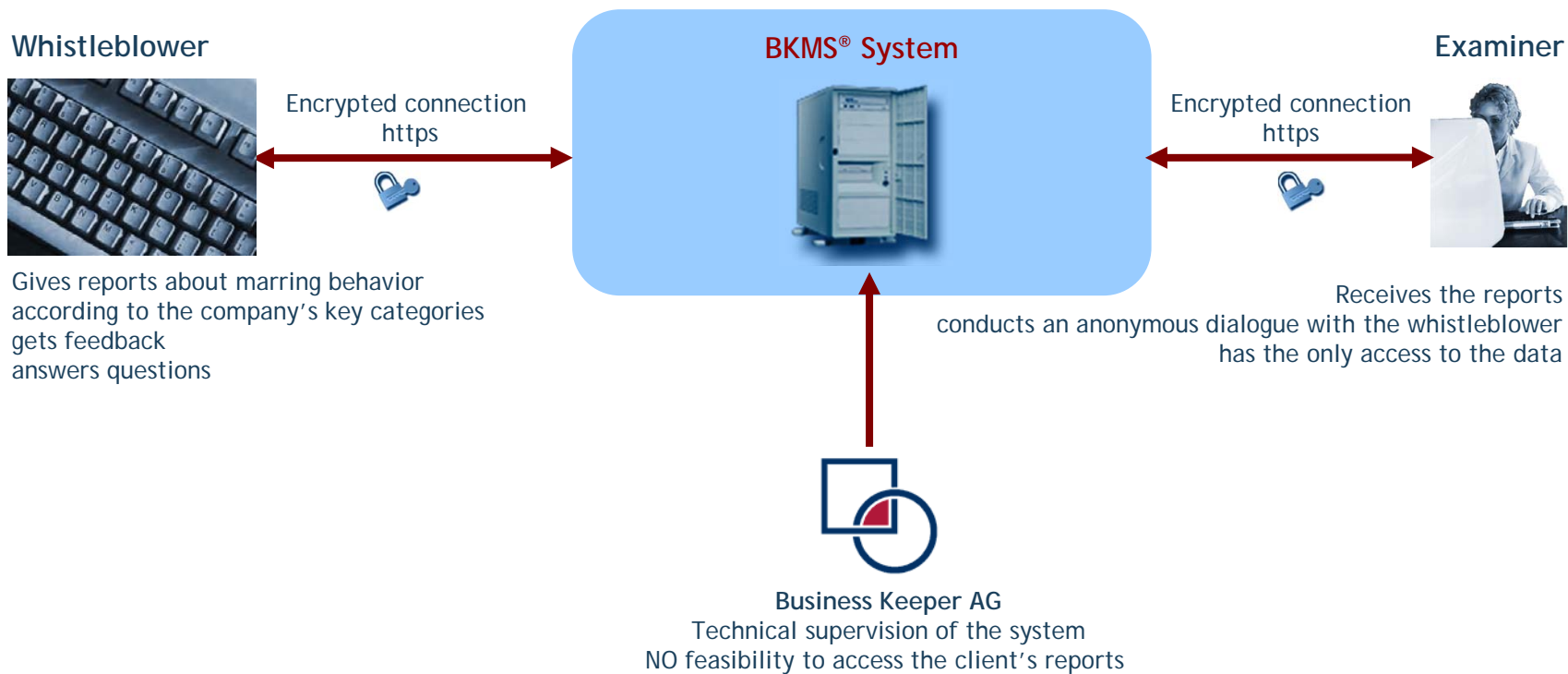
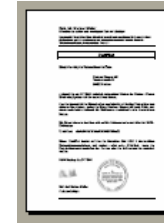


Access for whistleblower and examiner
regardless of location and time

Security of the BKMS[®] System

Accredited and standardized system

- ▣ Highest currently available security standard
- ▣ Encrypted connections
- ▣ Encrypted contents
- ▣ No third-party access possible, including BKAG



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Whistleblower Difficulties

The potential for information to lead to the disclosure of corruption and other criminal behavior is not yet exhausted for many reasons.

▣ Lack of legal protection

- Infringement of employment agreements
- Violation of secrecy
- Fear of loss of employment

▣ Official channels

- Involvement of superiors
- Difficult reachability of responsible contact person
- Loss of mutual trust

▣ Fear of personal disadvantages

- Fear of reprisals
- Fear of stigmatization as an informant

Conclusion: ANONYMITY

Characteristics of Whistleblowing Systems

Telephone Hotlines

- ▣ Limited office hours
- ▣ Language barriers
- ▣ **Communicative one-way street**: no later questions possible
- ▣ Transcription necessary
- ▣ **No possibility to restrict the categories of the reports**
- ▣ Extensive processing effort: high personnel costs
- ▣ Protection of data is not ensured

Guidelines
+ **Anonymity**
= Telephone Hotlines

+ **Written acquisition of data**
= Email-Systems

One-Way Email-Systems

- ▣ Anonymity of Whistleblower is not protected
- ▣ **Communicative one-way street**:
No support for whistleblower, no later questions possible
- ▣ **No possibility to restrict the categories of the reports**
- ▣ Manual reports and statistics: high personnel costs
- ▣ Protection of data is not ensured

Ombudsmen

- ▣ **Restricted consultation hours, restricted reachability, limited locations**
- ▣ **High inhibition due to personal appearance**
- ▣ Whistleblower has to commit himself as client to receive full anonymity (regulatory framework?)
- ▣ Manual reports and statistics
- ▣ High demand of consultation

+ **Dialogue**
= Ombudsmen

... implemented in the BKMS[®] System

The Business Keeper AG has integrated main requirements

- + **Absolutely secured anonymity**
 - + Written form
- + **Anonymous dialogue**
 - + Availability
- + **Restriction of categories**

and offers the possibility to include

- + **Unlimited number of languages**
- + **Worldwide network**

Experience shows...

Important aspects for the collecting and processing of reports:

- 📌 **The Whistleblower's Anonymity**
Lowering the inhibition threshold; protection against reprisal; internal clarification of facts
- 📌 **The 24/7 Access**
Using the whistleblower's time frame worldwide
- 📌 **The Dialogue**
Support for whistleblowers; participation of whistleblowers in clarification of cases; minimization of investigation effort; plausibility check
- 📌 **The Language**
Lowering the inhibition threshold; inclusion of surroundings and ethnical minorities
- 📌 **The Network**
Cooperation between audit / examiners / compliance officers in different organizations
- 📌 **The Written Form**
Proof; investigation, evaluation

Major Challenges of Anti-Corruption Agencies in Developing Countries

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- Restriction of Categories:
Reports according to the commission's key categories for which it is legally responsible

The screenshot shows the 'KPK Whistleblower's System' interface. At the top, it features the KPK logo and the slogan 'Wujudkan Indonesia yang Bebas dari Korupsi'. Below the header, there are 'Back' and 'Close window' buttons. The main text instructs the user to 'Choose a category from the following list that best indicates the focus of your report and click "Continue".' A red-bordered box contains a note: 'Please note that the report that will be processed by KPK is a report that meets the criteria as outlined in the previous explanation pages. If the report does not meet those criteria, it will not be processed and KPK will not give a respond.' Below this, another red-bordered box contains the instruction: 'Please select a category on the left side. For examples and a brief explanation of the categories click "i" button.' A list of categories is provided, each with a radio button and an information icon (i):

- Corruption related to loss of state finance
- Bribery, Extortion or Gratification
- Embezzlement in office, Fraud or Conflict of Interest in Procurement

A 'Continue' button is located at the bottom right of the category list. At the bottom of the page, contact information for the Komisi Pemberantasan Korupsi is provided: 'Direktorat Pengaduan Masyarakat, Jl. H.R. Rasuna Said Kav C-1, Jakarta 12920, Indonesia. Tel. (021) 2557 8389, Fax. (021) 5289 2454'.

The screenshot shows the 'KACC Whistleblowing System' interface. At the top, it features the KACC logo and the slogan 'On the Frontline against Corruption'. Below the header, there are 'Back' and 'Close window' buttons. The main text instructs the user to 'Choose from the following list the category that best indicates the focus of your report and click on "Continue".' A red-bordered box contains the instruction: 'Please make your selection on the left side. For examples and an exact explanation of the categories click on "i".' A list of categories is provided, each with a radio button and an information icon (i):

- Conflict of interest
- Bribery
- Fraud
- Abuse of office
- Embezzlement / Misappropriation of public funds
- Fraudulent acquisition and disposal of public property
- Land grabbing
- Public procurement irregularities
- Breach of trust
- Tax evasion

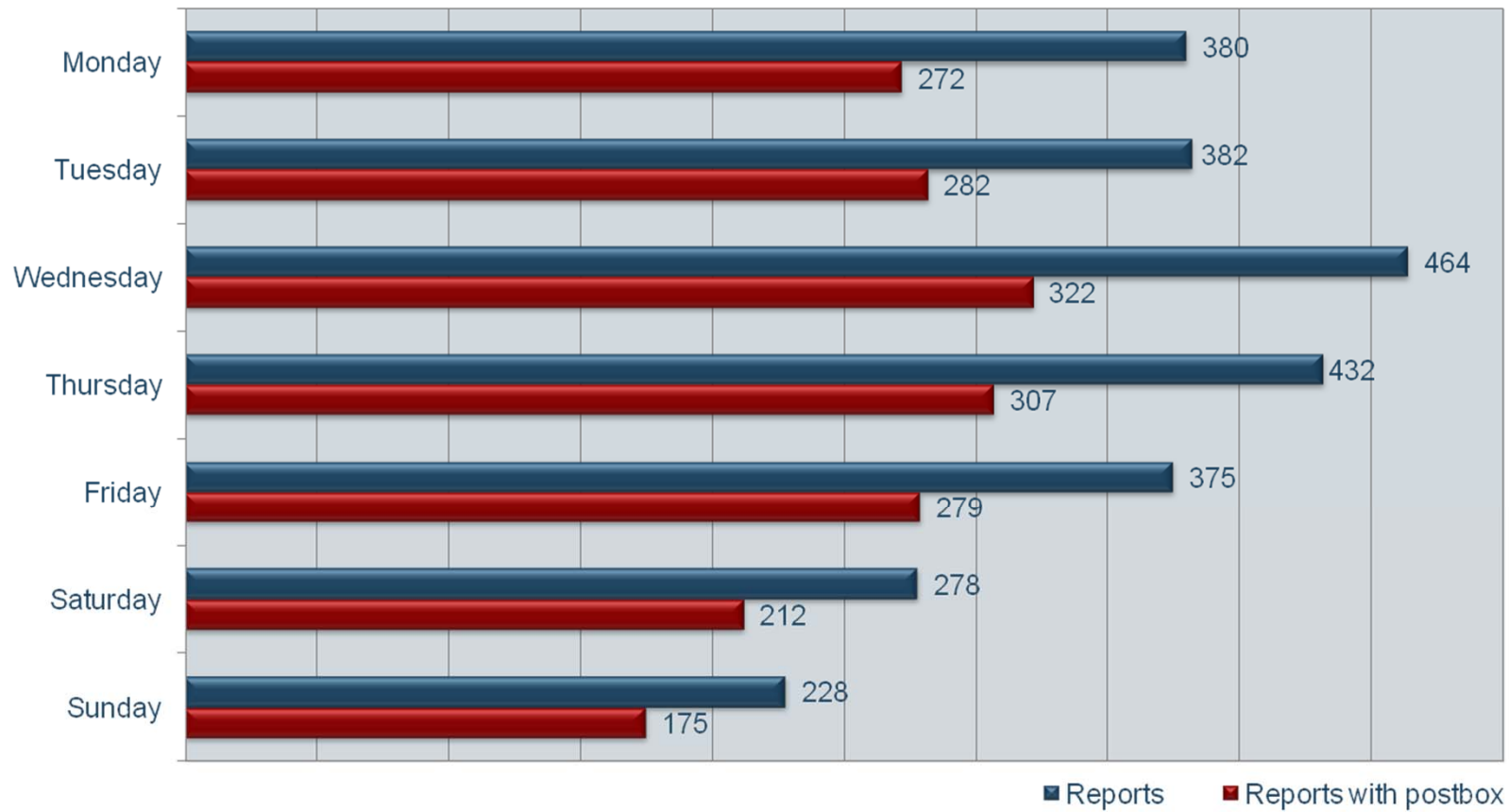
A 'Continue' button is located at the bottom right of the category list. At the bottom of the page, contact information for the Kenya Anti-Corruption Commission is provided: 'Integrity Centre, Millmani/Valley Road Junction, P.O. Box 61130-00200 Nairobi, Kenya. Tel: 254-2-2717318, Fax: 254-2-2719757. Email: report@integrity.go.ke, Hotline: 254-2-2717468, Hot Fax: 254-2-2717473'.

Evaluation Data of Anti-Corruption Commissions (anonymized)

| | Anti-Corruption Commission A | Anti-Corruption Commission B | Anti-Corruption Commission C |
|---|------------------------------|------------------------------|------------------------------|
| Total number of hits on introduction page | 38,396 | 126,141 | 34,681 |
| Total number of reports | 4,742 | 6,045 | 1,144 |
| Total number of reports with postbox | 3,151 (66 %) | 4,774 (79 %) | 758 (66 %) |

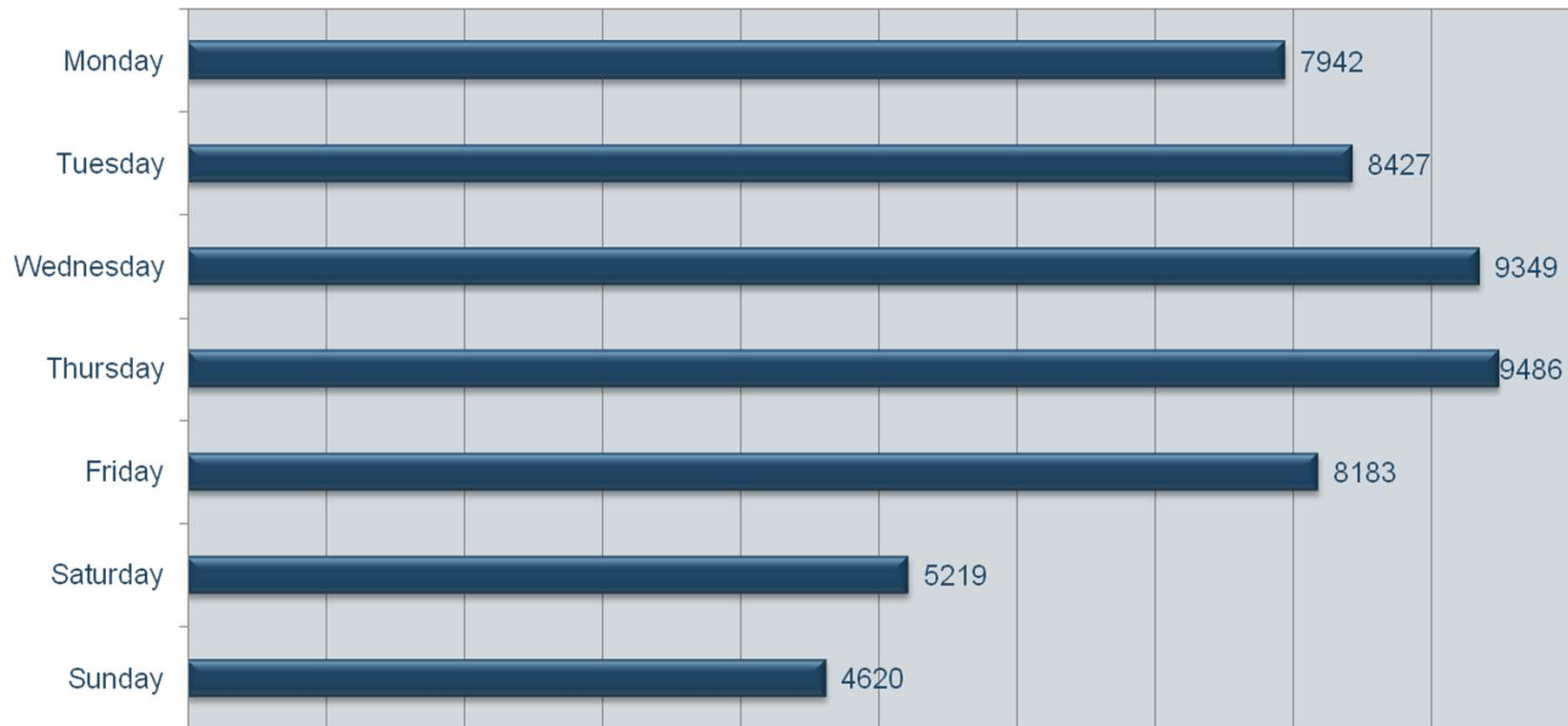
Evaluation Data of Anti-Corruption Commissions

Reports Sorted by Weekday
- exemplary period of one year -



Evaluation Data of Anti-Corruption Commissions

Visits on Introduction Page Sorted by Weekday
- exemplary period of one year -



Contact

Thank you very much for your attention!



Kenan Tur

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Would you like to receive the newsletter of the Business Keeper AG with information concerning whistleblowing, business ethics, CSR and compliance?