



What is the Fraud and Waste Hotline

The City's Fraud and Waste Hotline (FWH) is a confidential and anonymous tool for employees and residents to report fraud and waste concerns.

The existence of the FWH discourages those that may be considering unethical, fraudulent or wasteful activities and prevents future losses. Reports may also assist management in strengthening the City's control environment and serve to improve the City operations.

The FWH fosters a workplace that encourages and protects those that come forward with a complaint, by maintaining their anonymity.



Fraud and Waste Policy

All City employees are responsible for reporting violations related to fraud or waste as outlined in the Fraud and Waste Policy and in accordance with the City of Ottawa's Code of Conduct.

The Office of the Auditor General (OAG) administers the Hotline on behalf of the City and provides an independent oversight of management's investigations, as well as the adequacy of future mitigation measures.

Management is responsible for investigating reports that the OAG provides to them; identifying if any corrective actions is required; and, reporting back to our Office.

In addition, during 2021 management reported six cases they were investigating to our Office.



2021 Activity

- 575 cases were submitted to the Hotline in 2021: 301 unique reports and 274 reports that were similar in nature;
- 31 of 121 investigated reports were substantiated, summaries of which are included in the full report;
- Overarching themes included employee theft of time; misuse of City vehicles and equipment; and Covid-related matters;
- Investigations have led to policy revisions; strengthened controls and disciplinary actions; and,
- One report led to an investigation conducted as part of the Audit of Fleet Services which was tabled in September 2021.

For more details on this report please visit our website.

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