

2024 Annual Whistleblower Report

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February 13, 2025



What is the Whistleblower Program?

- Confidential and potentially anonymous avenue to report allegations of “serious wrongdoing”- fraud, waste, serious misuse of funds or assets, certain conflicts of interest
- One tool in a suite of initiatives necessary to demonstrate commitment to honesty and integrity
- Whistleblower Policy determines scope of the Whistleblower Program



Fraud and misconduct

Confidentially report fraud, waste, and serious misconduct by City employees using this online form.

POLICY TITLE	Whistleblower Policy
CATEGORY	Council
POLICY NUMBER	COUN-010 (formerly ADMIN-002)
POLICY OWNER	Auditor General
ACCESS	Public

- Council revised and expanded the Whistleblower Policy in 2023, assigning the Auditor General responsibility for the Policy from January 1, 2024
- Expansion included enabling public to report
- Reports received via dedicated OAG-managed webform, email or phone

Required information

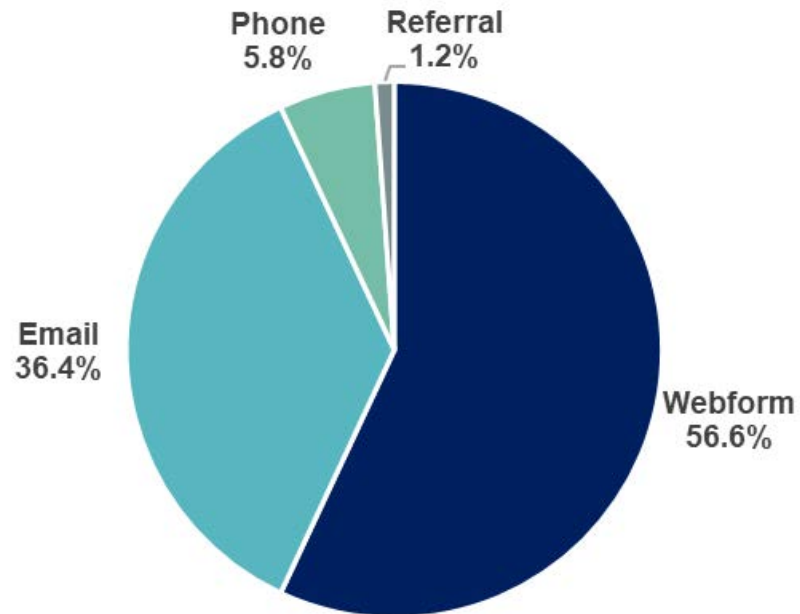
You are reporting:

Describe the violation (maximum 2,500 characters):
Include details of what happened, where, when, and how. Who else may be aware of the violation you are reporting?

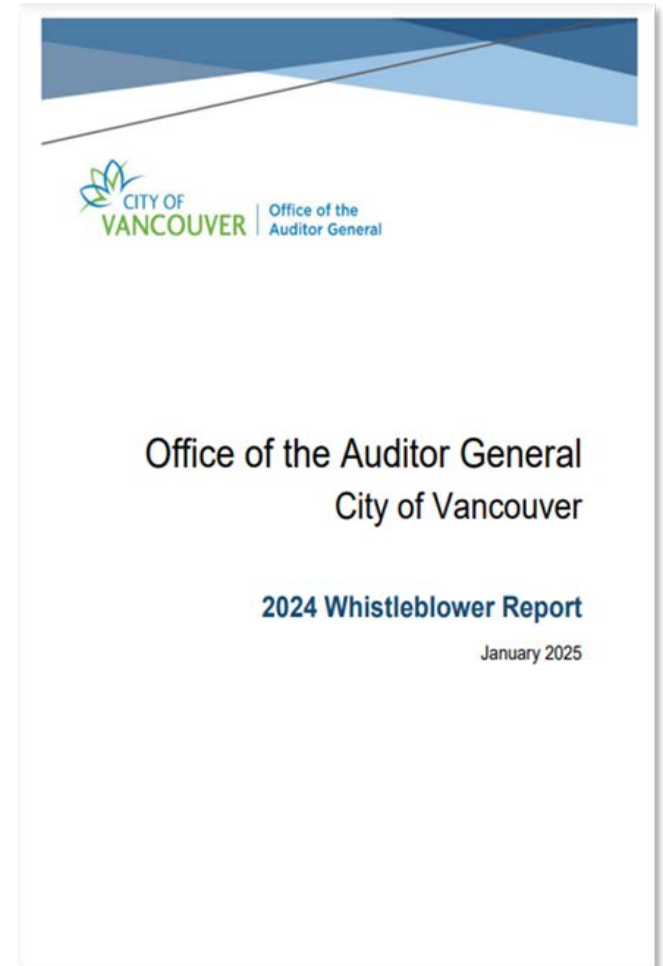
2,500 characters remaining

How did you become aware of this violation (maximum 250 characters):

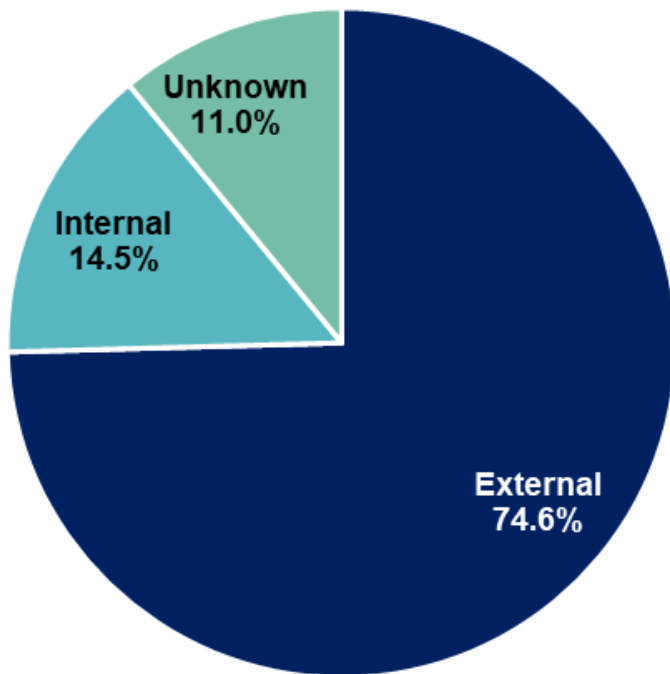
250 characters remaining



- Doesn't duplicate:
 - Other City Policies e.g. Code of Conduct
 - Dispute resolution mechanisms e.g. for parking tickets
 - Collective or other employment agreements
- 1st annual Whistleblower Report under the new Policy



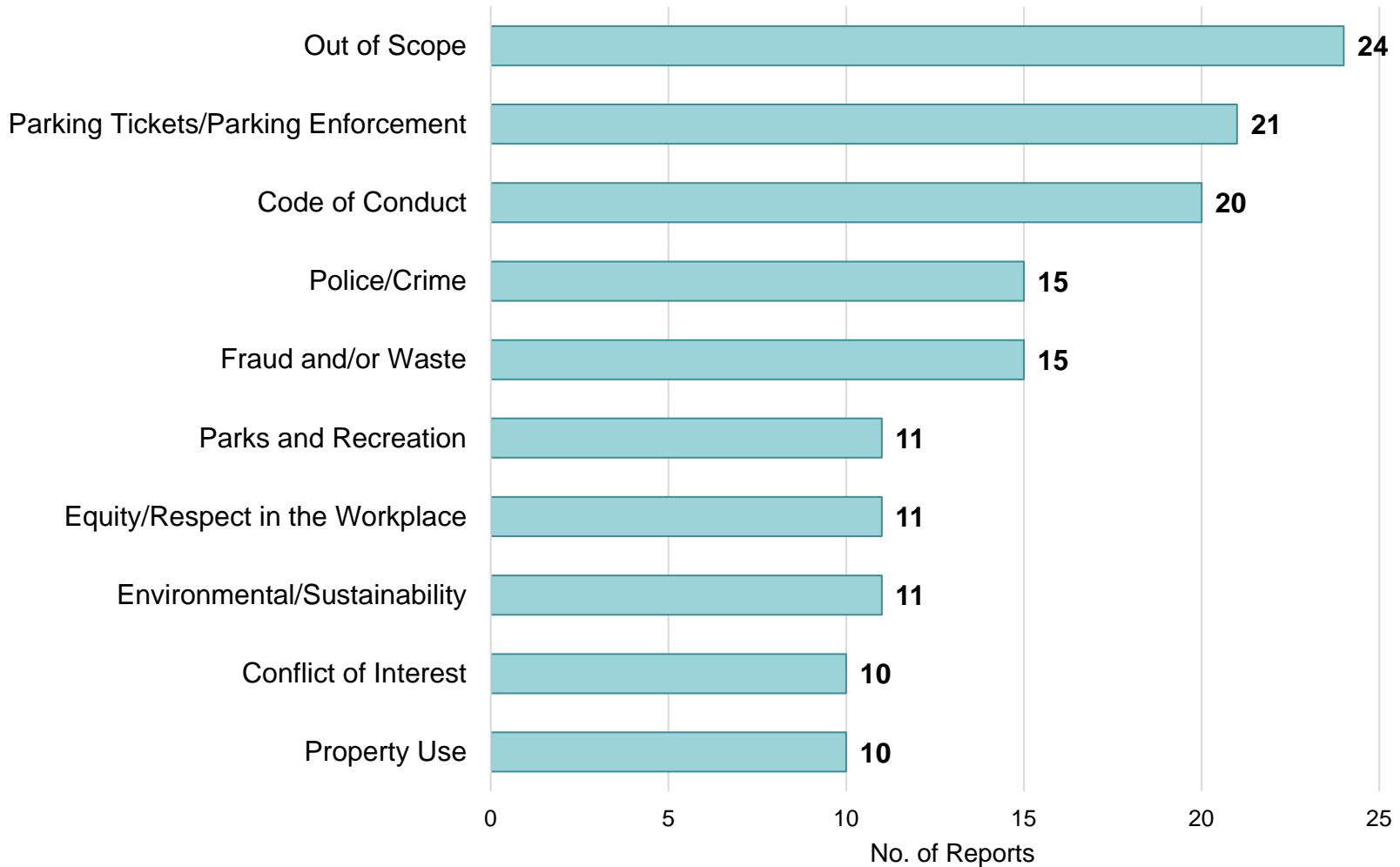
- Reported on 2024 Whistleblower KPIs in OAG Annual Report
 - Staffing the function
 - Establishing systems and processes
- Two new Whistleblower KPIs for 2025:
 - Timeliness of OAG report triage
 - Rate of implementation of OAG recommendations arising from Whistleblower reports



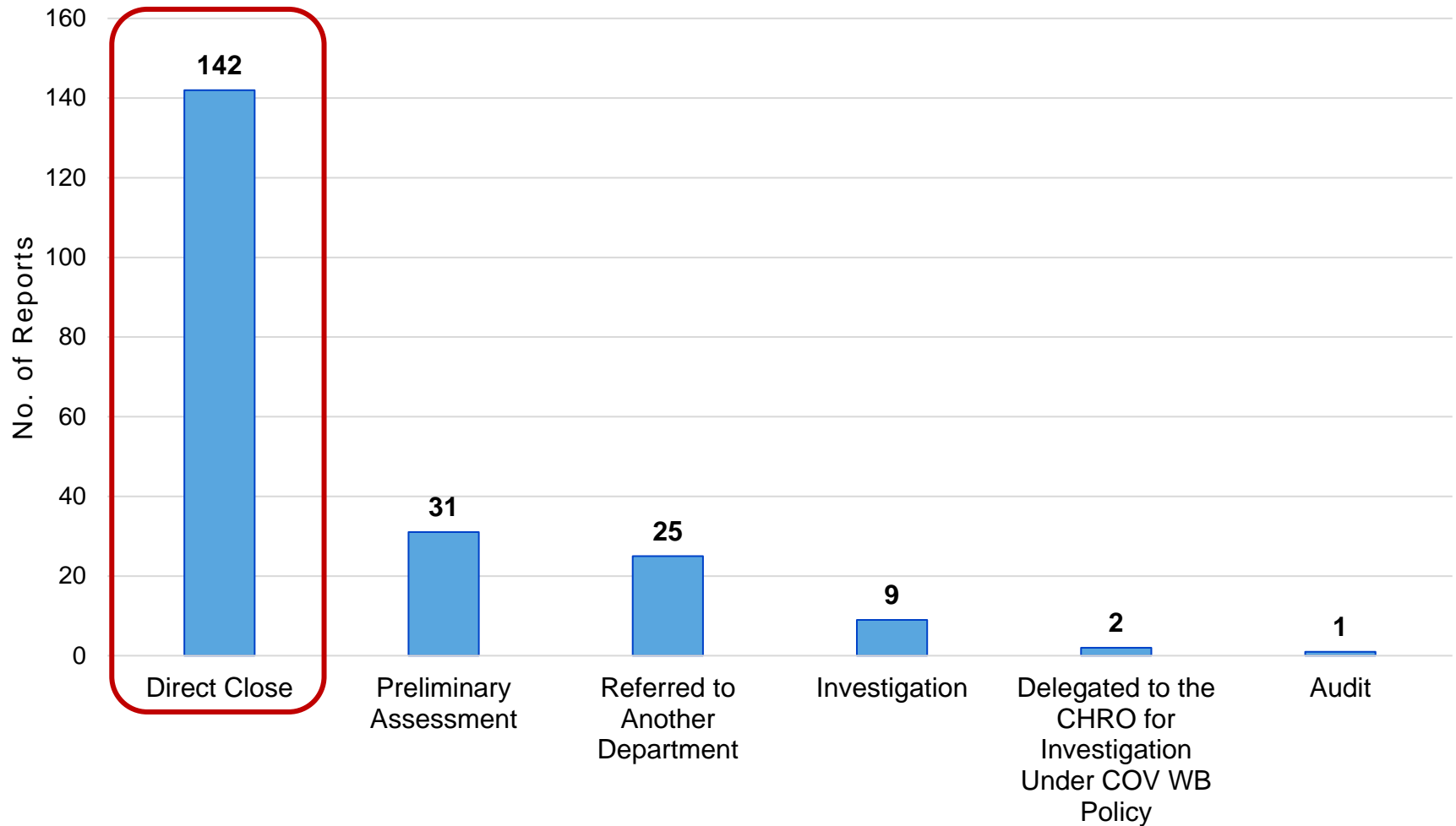
- Resolved 163 of 173 reports (containing 191 allegations) received in 2024
- All remaining (10) reports under active assessment or investigation
- Majority of reports originated outside the City in 2024
- Seventeen recommendations provided to City departments from completed OAG investigations

Common issues in Whistleblower Reports

Top 10 Issues by Report Type

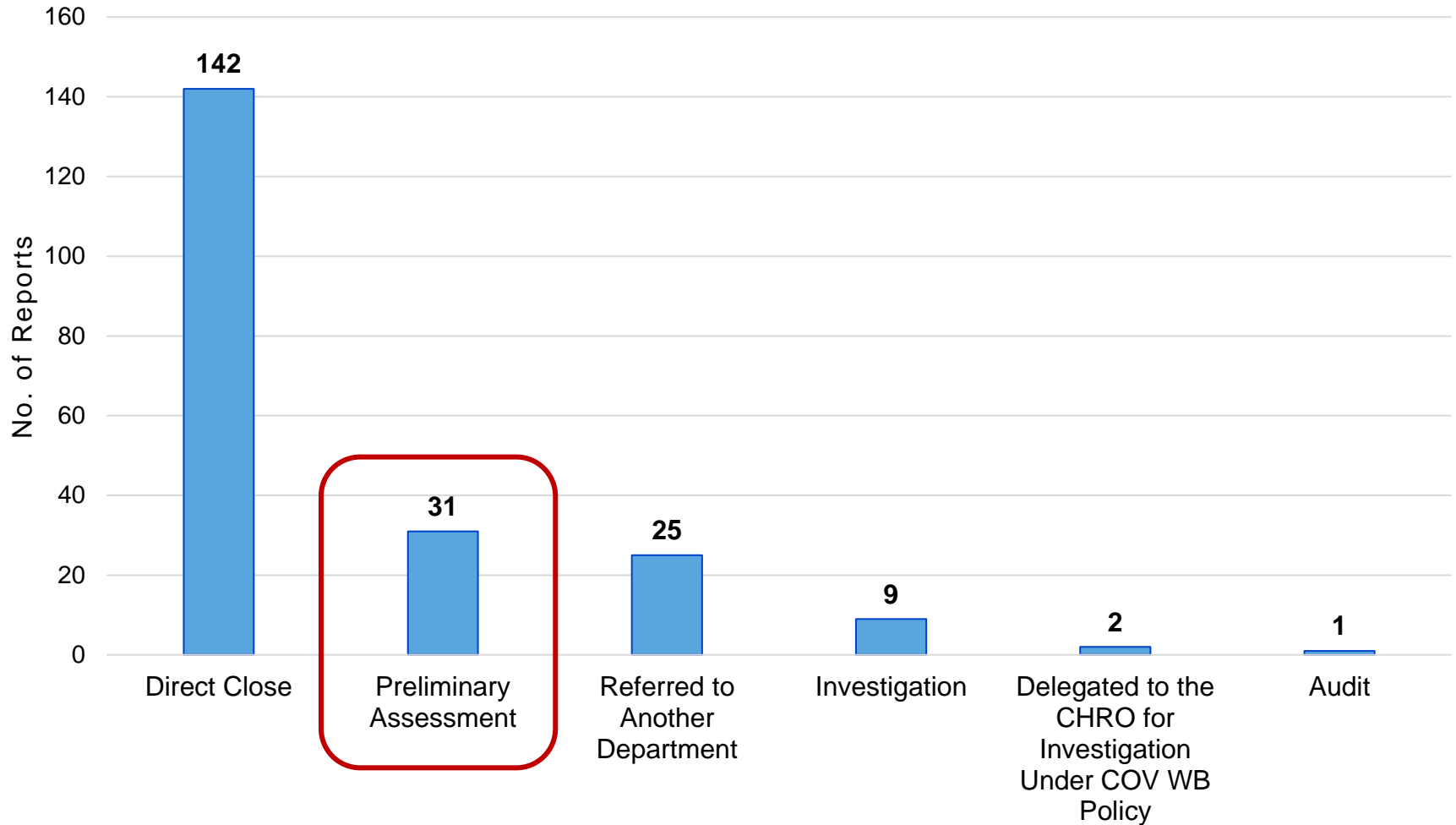


Actions Taken



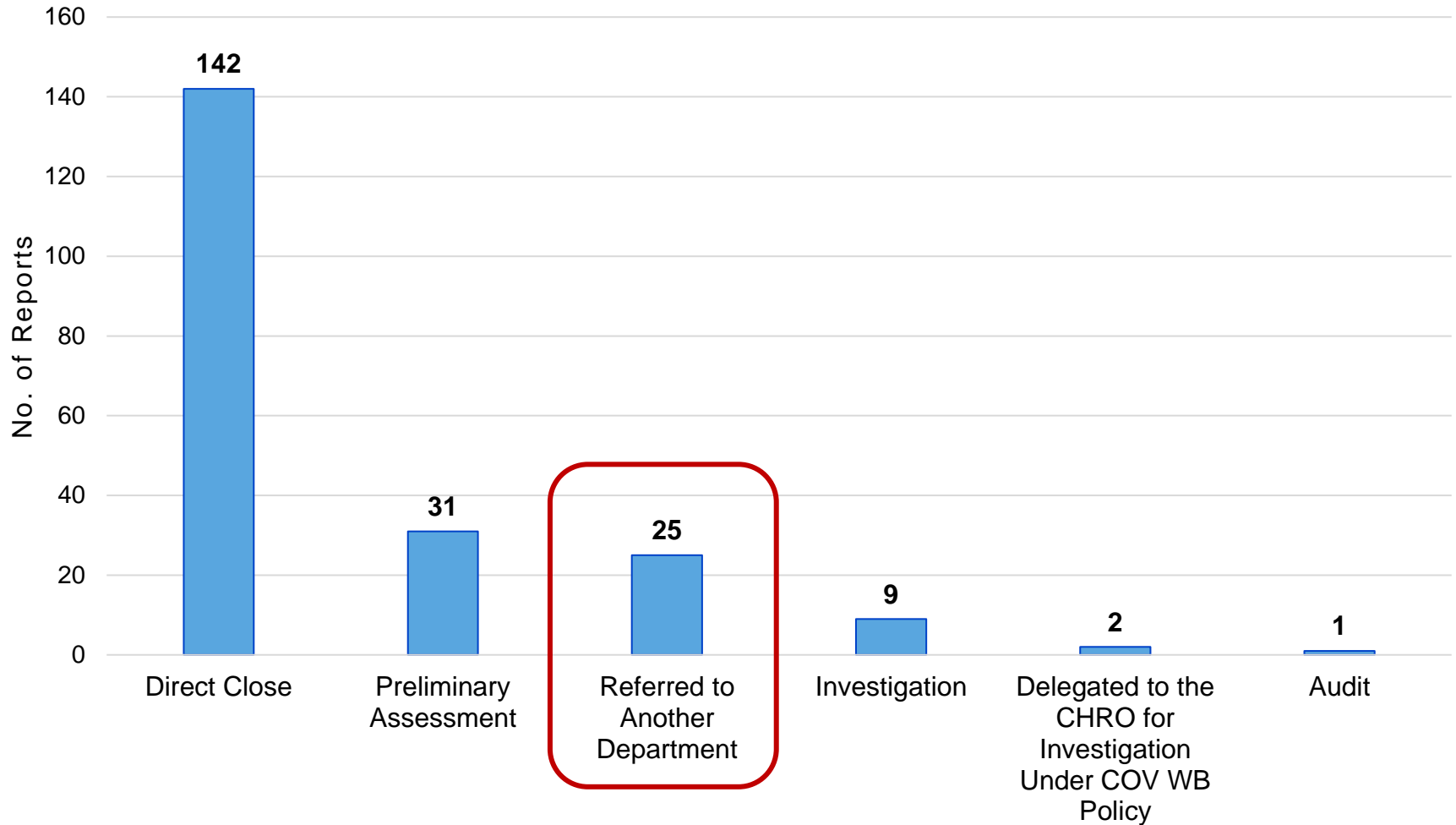
Key Results: Preliminary Assessment

Actions Taken

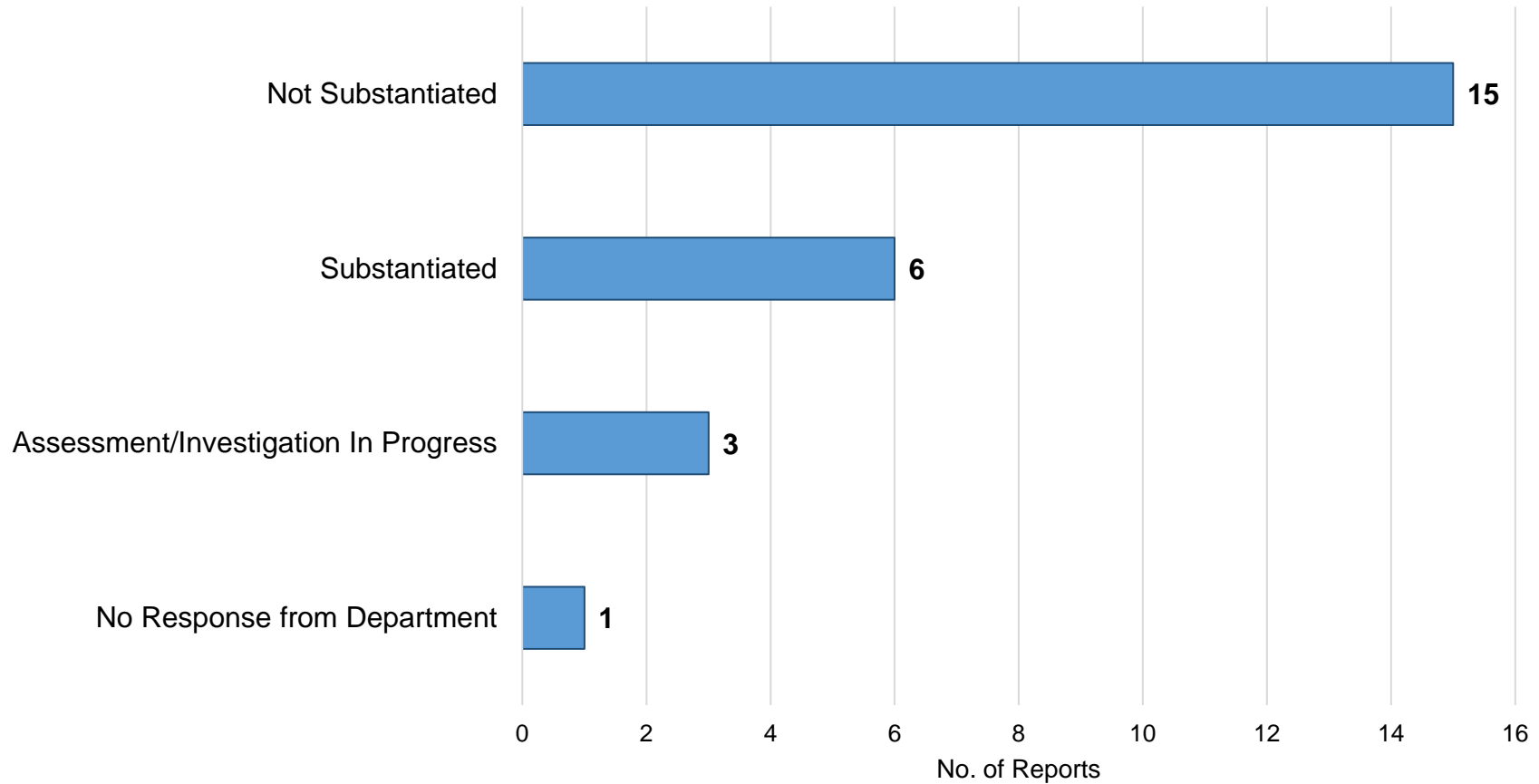


Key Results: Referred to Another Dept

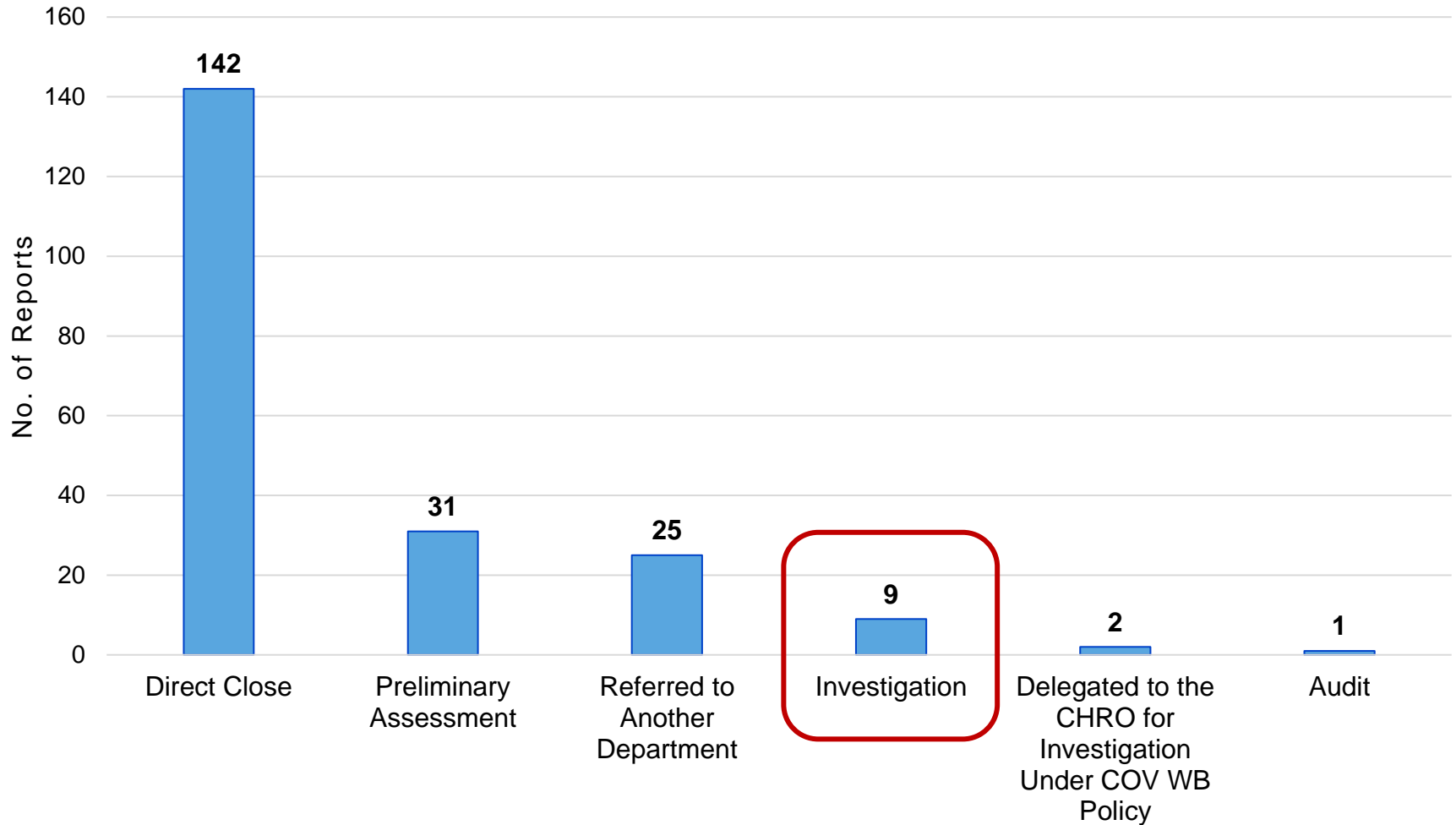
Actions Taken



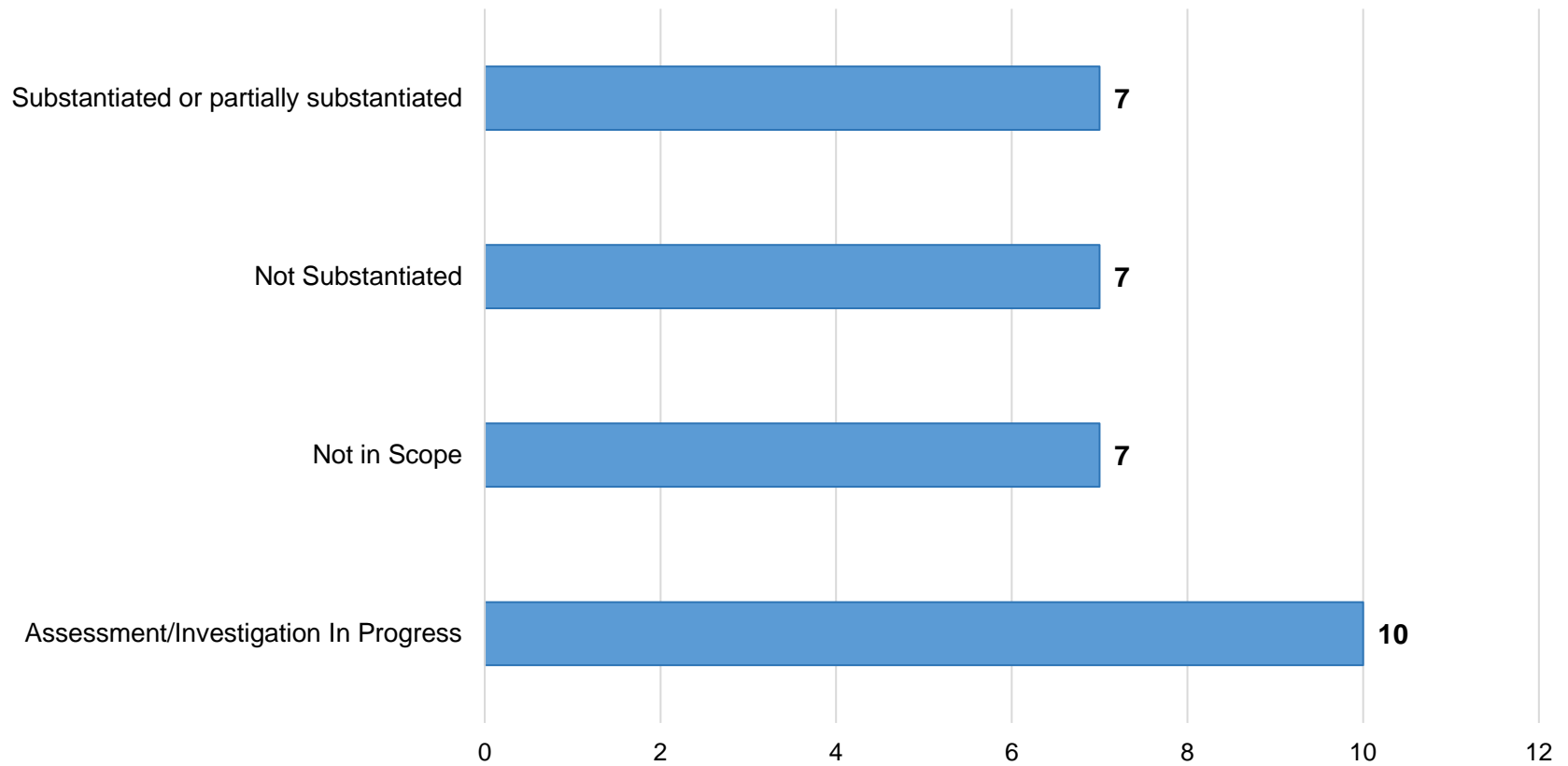
Report Referral Outcomes



Actions Taken

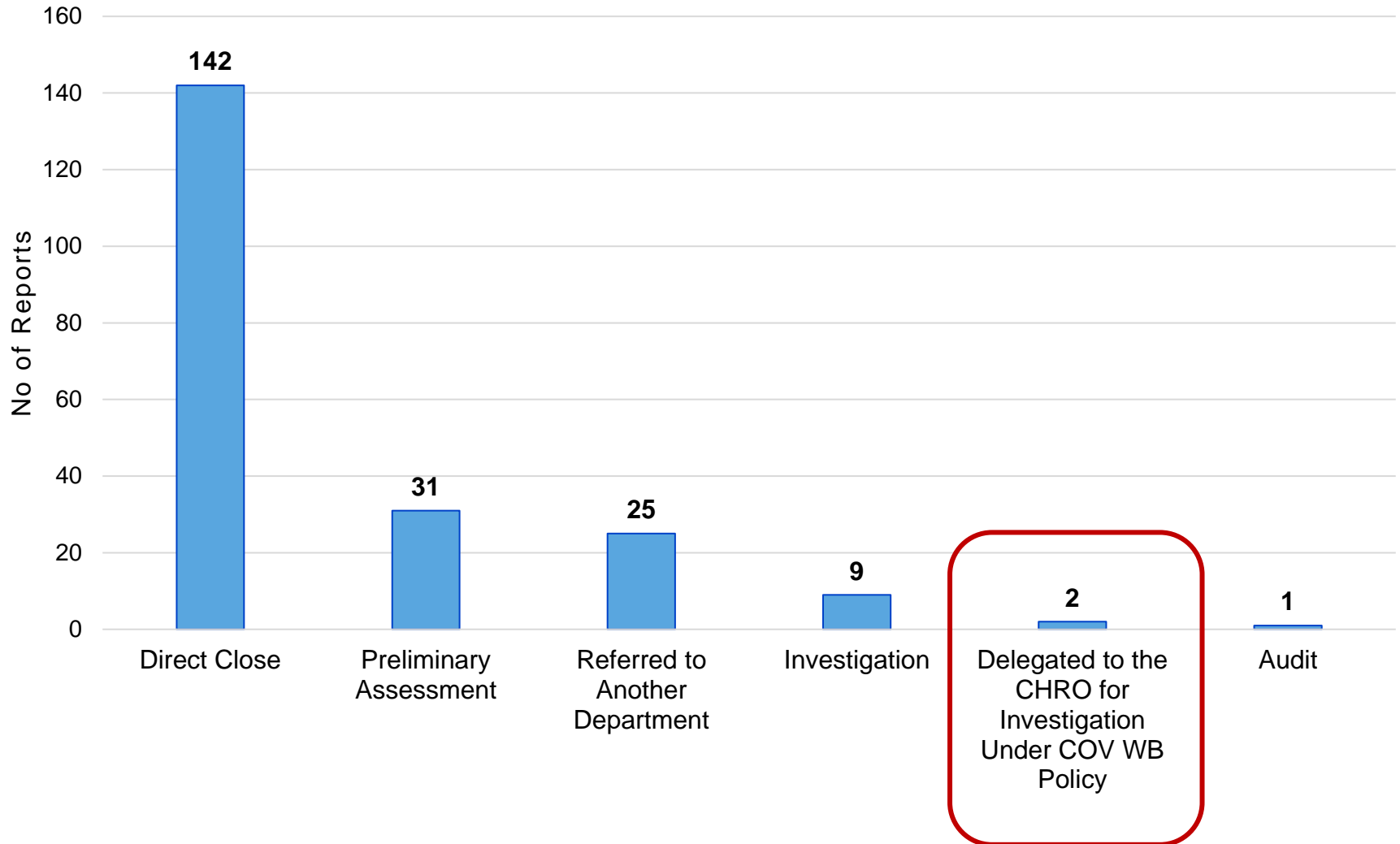


Results of Office of the AG Investigations and Preliminary Assessments

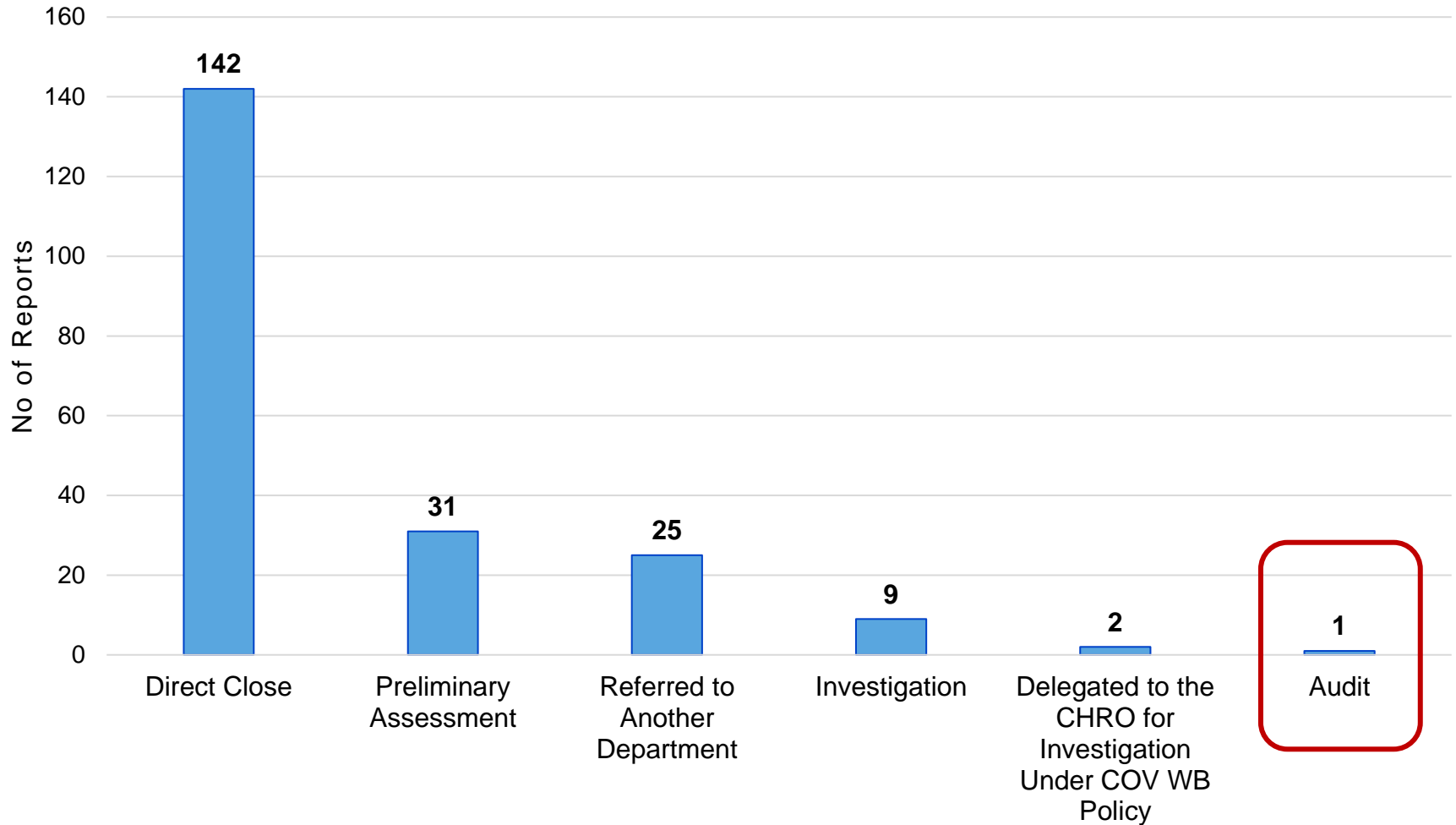


Key Results: Delegated Investigations

Actions Taken



Actions Taken



- Initiatives to reduce volume of “Not in scope” reports
 - Updates to webform and website
 - Addition of FAQs
- Awareness raising in the City
 - Raising awareness of the Whistleblower function
 - Promoting the Policy obligation on all managers to report Whistleblower allegations to the OAG

- Two reports about employee use of City vehicles
- Not “serious wrongdoing” because operated with permission and properly acquired
- Identified issues with:
 - Employees obtaining personal benefit from use of City vehicles
 - Non-compliance with CRA tax reporting obligations arising from personal use
 - Non-compliance with relevant City policies - which were themselves contradictory and had gaps
 - Significantly delayed driver registration with Driver Services and completion of mandatory driver training



- Fourteen (overlapping) recommendations addressing:
 - Need to address the specific unaccounted for taxable benefits we identified
 - Need for a City-wide review of unaccounted for personal use of City vehicles and resulting unreported taxable benefits
 - Improved tracking and reporting of personal use of City vehicles
 - Reconciliation of existing City policies regarding vehicle acquisition and use
 - Need for a City department to lead development of comprehensive guidance on vehicle acquisition and use
 - Considering job description updates where vehicle use occurs





- Reports of conflict of interest did not meet definition of “serious wrongdoing”, more appropriate for Code of Conduct
- Auditor General observed challenges with Code of Conduct’s ability to address the reports
- Invited by CHRO to provide recommendations on Code changes to address these challenges
- Provided three observations and recommendations

- Amend Code to define “political staff”
- Amend Code to accommodate political appointees' unique responsibilities or create separate credible Code
- Assign responsibility for monitoring and enforcement of Code for political staff external to City operational hierarchy



SUBJECT: Code of Conduct	
CATEGORY: Employment	POLICY NUMBER: AE-028-01

- THAT the Auditor General Committee receive the Auditor General's report entitled "2024 Whistleblower Report", dated February 6, 2025.
- FURTHER THAT the report's 17 recommendations be endorsed.

Questions?