



## Whistleblowing addresses supply chain risks

A key component of the iTSCi programme since its instigation has been our incident management system to record and encourage mitigation of risks relevant to conflict, human rights abuses and other **issues highlighted in Annex II of the OECD Due Diligence Guidance**. Each month, our on-the-ground teams make hundreds of visits to mining areas, transport routes and mineral processing facilities in order to record potential issues with the 3T mineral supply chain which can then be further verified and highlighted to all stakeholders via incident reports. This process encourages follow-up actions to resolve the existing incident and bring about improvement for the future. Between 2011 and 2016, iTSCi recorded and monitored 3,063 individual incidents but complete information could not always be obtained leaving a number unresolved or inconclusive.



*Distribution of awareness-raising materials [Photo: Pact]*

In order to supplement and **enhance the existing incident reporting** via our field teams, and provide additional opportunities for stakeholders to report on the more sensitive risks, iTSCi began working with a local organisation to trial whistleblowing in some of our operational areas in 2015. A **toll-free hotline was established to receive anonymous calls** regarding armed group involvement, human rights violations, illegal taxation, corruption or similar concerns regarding mineral extraction and trade, and call information has been analyzed and relayed to iTSCi incident managers as appropriate and used to supplement related reports, or highlight new risks.

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*To supplement field work and allow stakeholders to report on sensitive risks iTSCI established a whistleblowing system*

*Now every month, up to 50 calls on risks are received and evaluated*

Due to the growing importance of information gathered from these whistleblowing processes in the Kivu's, the system was recently **extended to Maniema and the four provinces of the former Katanga**. Every month, the local operators now receive between 30 to 50 calls or alerts, of which most are linked to 3T minerals. Allegations received range from illegal taxation at road barriers, to state agents receiving bribes, and all are further investigated and verified as far as possible. Overall, the system allows the supply chain, via iTSCI, to **become aware of risks as soon as possible, knowing that the information is credible** and has been evaluated at each level.



*Awareness-raising in Kampene, Maniema [Photo: Pact]*

Now, local community radio station spots help to promote the whistleblowing system and the toll-free hotline, and awareness-raising materials such as leaflets and banners are distributed in all relevant areas. Training has also helped to ensure a common understanding of key risks among stakeholders and this work is expected to increase in value in the future.

**DRC whistleblowing hotline +243 994310000, or +243 890031111, or +243 820990991**

**Other options at; [www.itsci.org/contact/](http://www.itsci.org/contact/)**

## iTSCI Programme

*Supporting responsible mineral production*



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*iTSCI was developed and is managed by the global not-for-profit tin and tantalum industry associations ITRI and T.I.C. as an inclusive, sustainable, multi-stakeholder programme. We assist all actors in implementing OECD recommended due diligence to create responsible 3T mineral supply chains and benefit from trade, even from high risk areas. iTSCI has a track record of global co-operation and achievement contributing to capacity building, better governance, human rights and stability through monitoring more than 1,500 mine sites in Burundi, DRC, Rwanda and Uganda, and protecting the livelihood of tens of thousands of miners plus their communities.*

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