



# Chiltern Way Academy

Turning Futures Around

## **Anti-Fraud and Corruption Strategy**

**Responsibility for this policy (job title): Chief Financial Officer**

**Governors' committee with responsibility for its review: FPGP**

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## **1. Introduction**

- 1.1 Chiltern Way Academy Trust (herein referred to as the Trust) has a duty to prevent fraud and corruption, whether it is attempted by someone outside or within the organisation, such as another organisation, a resident, an employee or Trustee. The Trust is committed to an effective Anti-Fraud and Corruption culture, by promoting high ethical standards and encouraging the prevention and detection of fraudulent activities.
- 1.2 The Accountable Officer exercises a quality control on financial administration through delegation of responsibilities to the Chief Finance Officer.
- 1.3 Advice should be sought from an independent law firm to ensure the legality of the Trust's decisions and to ensure that the trust's actions do not give rise to illegality or maladministration. It is therefore essential for employees to follow the Trust's policies and procedures to demonstrate that it is acting in an open and transparent manner.
- 1.4 The Trust will thoroughly investigate all suggestions of fraud, corruption or theft, both from within the Trust and from external sources, which it recognises can:
  - Undermine the standards of public service that the Trust is attempting to achieve.
  - Reduce the level of resources and services available for the students of the Trust.
  - Result in consequences which reduce public confidence in the Trust.
- 1.5 Any proven fraud will be dealt with in a consistent and proportionate manner. Appropriate sanctions and redress will be pursued against anyone perpetrating, or seeking to perpetrate fraud, corruption or theft against the Trust.
- 1.6 The Trust is committed to the highest possible standards of openness, probity, honesty, integrity and accountability. The Trust expects all staff, Trustees and partners to observe these standards.

## 2. Definitions

2.1 **FRAUD:** Is defined by The Fraud Act 2006 as follows:

2.2 A person is guilty of fraud if he is in breach of any of the following: Fraud by false representation; that is if a person:

- (a) dishonestly makes a false representation, and
- (b) intends, by making the representation:
  - (i) ) to make a gain for himself or another, or
  - (ii) to cause loss to another or to expose another to a risk of loss.

Fraud by failing to disclose information; that is if a person:

- (a) dishonestly fails to disclose to another person information which he is under a legal duty to disclose, and
- (b) intends, by failing to disclose the information:
  - (i) ) to make a gain for himself or another, or
  - (ii) to cause loss to another or to expose another to a risk of loss.

Fraud by abuse of position; that is if a person:

- (a) occupies a position in which he is expected to safeguard, or not to act against, the financial interests of another person,
- (b) dishonestly abuses that position, and
- (c) intends, by means of the abuse of that position:
  - (i) ) to make a gain for himself or another, or
  - (ii) to cause loss to another or to expose another to a risk of loss.

The Fraud Act 2006 repeals certain offences that are detailed in the Theft Acts of 1968 and 1978. The term “fraud” is usually used to describe depriving someone of something by deceit, which might either be misuse of funds or other resources, or more complicated crimes like false accounting or the supply of false information. In legal terms, all of these activities are the same crime, theft, examples of which include deception, bribery, forgery, extortion, corruption, theft, conspiracy, embezzlement, misappropriation, false representation, concealment of material facts and collusion.

2.3 **CORRUPTION:** Is the deliberate use of one’s position for direct or indirect personal gain. “Corruption” covers the offering, giving, soliciting or acceptance of an inducement or reward, which may influence the action of any person to act inappropriately.

2.4 **THEFT:** Is the physical misappropriation of cash or other tangible assets. A person is guilty of “theft” if he or she dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it.

2.5 **MONEY LAUNDERING:** Money laundering is the process by which criminals attempt to 'recycle' the proceeds of their criminal activities in order to conceal its origins and ownership and which leaves them with money that cannot be traced back.

All employees are instructed to be aware of the increasing possibility of receiving requests that could be used for money laundering and illicit requests for money through e-mails.

2.6 Any Service that receives money from an external person or body is potentially vulnerable to a money laundering operation. The need for vigilance is vital and if there is any suspicion concerning the appropriateness of the transaction then advice must be sought. The Trust's Money Laundering Reporting Officer (MLRO) is the Accounting Officer. Report any incidents to him.

2.7 **BRIBERY:** The Bribery Act 2010 received Royal Assent on 8<sup>th</sup> April 2010. Previously, bribery has been viewed within the definition of corruption, as defined within the Trust's Anti-Fraud and Corruption Strategy. The Bribery Act 2010 introduces four main offences, simplified as the following:

- Bribing another person: a person is guilty of an offence if he/she offers, promises or gives a financial or other advantage to another person.
- Offences relating to being bribed: a person is guilty of an offence if he/she requests, agrees to receive, or accepts a financial or other advantage. It does not matter whether the recipient of the bribe receives it directly or through a third party, or whether it is for the recipient's ultimate advantage or not.
- Bribery of a foreign public official: a person who bribes a foreign public official is guilty of an offence if the person's intention is to influence the foreign public official in their capacity, duty or role as a foreign public official.
- Failure of commercial organisations to prevent bribery: organisations, which include the Trust, must have adequate procedures in place to prevent bribery in relation to the obtaining or retaining of business.

Note: A 'financial' or 'other advantage' may include money, assets, gifts or services.

2.8 Prior to entering into any business arrangements, all Trust employees and/or business units should ensure that they have taken all reasonable steps to identify any potential areas of risk relating to bribery or corruption.

### **3. Scope**

3.1 This document applies to:

- All Trust Employees (including Agents and Agency Staff);
- Staff and Committee Members of Trust funded voluntary organisations;
- Partner organisations;
- Other schools;
- Trust Suppliers, Contractors and Consultants; and
- General Public.

### **4. Aims and Objectives**

4.1 The aims and objectives of the Anti-Fraud and Corruption Strategy are to:

- Ensure that the Trust is protected against fraud and loss;
- Protect the Trust's valuable resources by ensuring they are not lost through fraud but are used for improved services to schools in the Trust;
- Create an "anti-fraud" culture which highlights the Trust's zero tolerance of fraud, corruption and theft, which defines roles and responsibilities and actively engages everyone (the public, Trustees, staff, managers and policy makers); and
- To provide a best practice "counter-fraud" service which:
  - Proactively deters, prevents and detects fraud, corruption and theft;
  - Investigates suspected or detected fraud, corruption and theft;
  - Enables the Trust to apply appropriate sanctions and recovery of losses;
  - Provides recommendations to inform policy, system and control improvements, thereby reducing the Trust's exposure to fraudulent activity.

### **5. Principles**

5.1 The Trust will not tolerate abuse of its services or resources and has high expectations of propriety, integrity and accountability from all parties identified within this strategy. The Trust will ensure that the resources dedicated to "counter-fraud" activity are sufficient and all those involved are trained to deliver a professional "counter-fraud" service to the highest standards.

5.2 All fraudulent activity is unacceptable, and will result in consideration of legal action being taken against the individual(s) concerned. The Trust will also pursue the repayment of

any financial gain from individuals involved in malpractice and wrongdoing. The Trust will ensure consistency, fairness and objectivity in all its “counter-fraud” work and that everyone is treated equally.

5.3 This strategy encourages those detailed in section 3.1 to report any genuine suspicions of fraudulent activity. However, malicious allegations or those motivated by personal gain will not be tolerated and, if proven, disciplinary or legal action may be taken. Sections 8.3 and 8.4 detail the reporting arrangements in relation to incidents of fraud or irregularity.

5.4 The Trust will work with its partners (such as the Police, solicitors, auditors, DfE, and other investigative bodies) to strengthen and continuously improve its arrangements to prevent fraud and corruption.

## 6. Responsibilities

Stakeholder	Specific Responsibilities
<b>Trustees</b>	Ultimately accountable for the effectiveness of the Trust’s arrangements for countering fraud and corruption.
<b>Accounting Officer (Principal)</b>	To ensure the Trust has adopted an appropriate anti-fraud strategy, there is an effective internal control environment in place and there is an adequately resourced and effective Audit service to deliver “counter-fraud” work.
<b>Chief Finance Officer (Monitoring Officer)</b>	To advise Trustees and Leaders on ethical issues, standards and powers to ensure that the Trust operates within the law and statutory Codes of Practice.
<b>Finance &amp; General Purpose Committee</b>	To monitor the Trust’s strategies and policies and consider the effectiveness of the arrangements for Raising Concerns at Work, Whistle-blowing Procedures, Anti-Fraud and Corruption and the Complaints Process.

Stakeholder	Specific Responsibilities
<b>Employees</b>	To comply with the Code of Conduct and related Trust policies and procedures, to be aware of the possibility of fraud, corruption and theft, and to report any genuine concerns accordingly.
<b>Internal Audit (Responsible Officer)</b>	Statutory duty to ensure that the Trust has adequate arrangements in place for the prevention and detection of fraud, corruption and theft.
Stakeholder	Specific Responsibilities
<b>Chief Finance Officer</b>	Responsible for developing and implementing the Anti-Fraud and Corruption Strategy and monitoring the investigation of any reported issues. To ensure that all suspected or reported irregularities are dealt with promptly and in accordance with this strategy and that action is identified to improve controls and reduce the risk of recurrence.
<b>Heads of Campus</b>	To promote staff awareness and ensure that all suspected or reported irregularities are immediately referred to the Chief Finance Officer. To ensure that there are mechanisms in place within their service areas to assess the risk of fraud, corruption and theft and to reduce these risks by implementing strong internal controls.
<b>Staff</b>	To comply with Trust policies and procedures, to be aware of the possibility of fraud, corruption and theft, and to report any genuine concerns to management, Internal Audit or via the Whistleblowing Policy and Procedure.
<b>Public, Partners, Suppliers, Contractors and Consultants</b>	To be aware of the possibility of fraud and corruption against the Trust and report any genuine concerns / suspicions.



## 7. Approach to Countering Fraud

- 7.1 Chiltern Way Academy Trust will fulfil its responsibility to reduce fraud and protect its resources by completing work in each of the following key areas:
- 7.2 **DETERRENCE:** The Trust will promote and develop a strong “counter-fraud” culture, raise awareness and provide information on all aspects of its “counter- fraud” work. This includes guidance, publicising the results of proactive work, investigating fraud referrals and seeking the recovery of any losses due to fraud.
- 7.3 **PREVENTION:** The Trust will strengthen measures to prevent fraud. Internal Audit will work with managers and policy makers to ensure new and existing systems, procedures and policy initiatives consider any fraud risks. Audit activity will also consider fraud risks as part of each review.
- 7.4 **DETECTION:** Chief Finance Officer maintains a log of all fraud referrals. The log helps to establish those areas within the Trust most vulnerable to the risk of fraud. This also enables a Trust wide fraud profile to be created which then informs any detailed work in areas throughout the Trust aimed at detecting existing and new types of fraudulent activity.
- Internal controls are established for financial and other systems within the Trust. They are designed to discourage fraud and provide indicators of any fraudulent activity. The Trust also relies on employees, Trustees and the public to be alert and to report suspicion of fraud and corruption.
- Managers should pay particular attention to circumstances which may require additional and sensitive monitoring or supervision. Examples of Fraud Indicators are detailed in Appendix C.
- 7.5 **INVESTIGATION:** The Trust will investigate all reported incidents of fraud or irregularity. Please see Appendix A for the Protocol for Investigating Irregularities.
- 7.6 **SANCTIONS:** The Trust will apply realistic and effective sanctions for individuals or organisations where an investigation reveals fraudulent activity. This will include legal action in addition to criminal and disciplinary action, where appropriate.
- 7.7 **REDRESS:** A crucial element of the Trust’s response to tackling fraud is seeking financial redress. The recovery of defrauded monies is an important part of the Trust’s strategy and will be pursued, where appropriate.

7.8 In addition to the above, Chief Finance Officer also prepares an annual Counter-Fraud Work Plan that details the key objectives and areas of work for the year and when actions are due to be completed. The work plan is agreed and monitored by the Internal Audit (responsible officer).

## **8. Reporting, Advice and Support**

8.1 The Trust's expectation is that Trustees and managers will lead by example and that employees at all levels will comply with the Constitution, Trust Policies, Financial Regulations, Financial and Contract Procedure Rules and Business Unit Procedures.

8.2 The Trust recognises that the primary responsibility for the prevention and detection of fraud rests with management. It is essential that employees of the Trust report any irregularities, or suspected irregularities to their line manager and if this is not appropriate then to the Accounting Officer. The Trust will provide all reasonable protection for those who raise genuine concerns in good faith, in accordance with the Whistleblowing Policy and Procedure.

8.3 The line manager, Chief Finance Officer or Accounting Officer who receives the allegation (whether from a Trustee or a Trust employee) must refer the matter to the following people, to determine how the potential irregularity will be investigated:

- Chief Finance Officer;
- Accounting Officer;
- Chair of Trustee;
- Legal Services
- Internal Auditor; and
- Human Resources Strictly Education.

8.4 Where appropriate, the Chief Finance Officer should inform the Chair of Trustees, and Accounting Officer where the irregularity is material and/or could affect the reputation of the Trust. The Media Team should also be informed if the matter is likely to be communicated externally.

8.5 The investigating officer will follow the Guidelines for Managers on Investigating Allegations as well as the Protocol for Investigating Irregularities (Appendix A), which includes the need to:

- Deal promptly with the matter.

- Record all evidence received.
- Ensure that evidence is sound and adequately supported.
- Ensure security of all evidence collected.
- Contact other agencies if necessary e.g. Police.
- Notify the Trust's insurers.
- Implement Trust disciplinary procedures where appropriate.

8.6 The Trust will also work in co-operation with the following bodies that will assist in scrutinising our systems and defences against fraud and corruption:

- Government Ombudsman.
- DfE
- EFA\*
- External Audit.
- National Fraud Initiative and related Audit Networks.
- HM Revenue and Customs.
- UK Border Agency.
- Department for Work and Pensions.
- Police.

\*There is a requirement to report to EFA any instances of fraud or theft above £5,000 against the trust whether by employees, trustees or third parties; or where fraud is unusual or systematic in nature. Full details must be provided in the commentary section where any such fraud or theft has occurred.

8.7 Any concerns or suspicions reported will be treated with discretion and in confidence. Key contacts include:

- Chief Finance Officer (Anne Roberts Tel: 01296 622157 ext 218)
- Accounting Officer (Ian McCaul 07717787366)
- Company Secretary (Linda Switzer 07717787374)
- Internal Auditor (Landau Baker 020 8359 9988)
- Responsible Officer (Peter Ward 07971 862295)
- Legal (Browne Jacobson Tel: 020 7337 1000)
- Chair of Trustees (David Mortimer 07712 929234)

8.8 External means of raising concerns:

▪ External Audit (Landau Baker)	154 Brent St, London NW4 2DR Phone:020 8359 9988
▪ Citizens Advice Bureau	<i>Website:</i> <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
▪ Police	<i>Website:</i> <a href="http://www.thamesvalley.police.uk">www.thamesvalley.police.uk</a>

8.9 Attached are the following Appendices:

- Appendix A: The Protocol for Investigating Irregularities.
- Appendix B: The Trust’s Fraud Response Plan.
- Appendix C: Examples of Fraud Indicators.

**9. Further Information**

9.1 Further information on Trust policy can be found in the policy section of the Trust’s website:  
[www.chilternway.org.uk](http://www.chilternway.org.uk)

**10. Strategy Review**

10.1 The Finance & General Purposes Committee will continue to review and amend this strategy as necessary to ensure that it continues to remain compliant and meets the requirements of the Trust.

Responsible Officer: Chief Finance Officer

## **APPENDIX A**

### **Protocol for Investigating Irregularities**

#### **a) Fraud Referral / Allegation**

The primary responsibility for the prevention and detection of fraud, corruption and theft rests with Accounting Officer (Principal), Chief Finance Officer, Heads of Campus and line managers. Internal controls have been established for financial and other systems within the Trust. They are designed to discourage fraud and provide indicators of any fraudulent activity. Employees, Trustees and other groups are encouraged to report suspected irregularities in accordance with the Trust's Whistleblowing Policy and Procedure.

When a referral or allegation is received, the Accounting Officer (Principal) or Chief Finance Officer will report the incident to the key contacts and officers detailed in section 8.3 above, as well as any other relevant contacts, to determine the course of action.

In some cases, an allegation may be of a routine or minor nature that can be dealt with by line management without the need for a formal investigation. If this is the outcome, a record of the decision and who made it must be kept to enable the course of action to be justified. Alternatively, if the matter is of a nature that requires immediate Police involvement, please refer to section f) below on reporting issues to the Police.

If it is agreed that an internal investigation is required, this protocol details the stages that should be followed. It is the Accounting Officer (Principal) or Chief Finance Officer's responsibility to initiate and manage the investigation in potential cases of fraud, corruption or theft.

All investigations should be reported External Audit who will monitor the investigation, ensuring action is initiated, effectively managed and it is brought to a proper conclusion.

#### **b) The Investigation**

The Accounting Officer (Principal) or Chief Finance Officer should appoint a senior manager, independent of the activity, to head the investigation. The investigation team will take specialist professional advice and investigation skills from External Audit, Human Resources and a legal adviser. The Accounting Officer (Principal) or Chief Finance Officer should arrange for regular briefing meetings from the investigation team.

The team will agree a plan for the investigation having regard to the initial evidence and/or allegation. The investigation plan should be kept under regular review. Investigation progress will be reported to the Accounting Officer (Principal) or Chief Finance Officer on a regular basis, especially when any key decisions need to be taken.

### **c) Evidence**

All evidence gathered will be regarded as strictly confidential and will be the property of the investigation team. It will only be made more widely available on agreement with the Accounting Officer (Principal) or Chief Finance Officer. The team will be responsible for gathering all evidence, whether it is verbal, written or electronic, which may include the need to interview employees.

If it is necessary to interview employees, the Accounting Officer (Principal) or Chief Finance Officer should be informed. HR should also be contacted to ensure the interview is arranged, conducted and managed correctly to ensure the employee is supported and the investigation is not compromised. Interviews with employees must be conducted in accordance with the relevant Trust standards and procedures, with allowances for proper representation. Advice should also be obtained from External Audit as to the overall approach in undertaking the interview.

When obtaining written evidence, the source copy of any documentation should be obtained. Electronic evidence will be stored on a PC, laptop, iphone, mobile phone, etc. When obtaining electronic evidence, the main issue is how to capture the evidence before it is changed. To do this, the equipment should be secured at the earliest opportunity to ensure evidence is not altered. This is a specialist activity and should be undertaken under the supervision of an IT specialist on which External Audit can advise.

Some investigations may require either covert surveillance or a covert operation to obtain information. If this is required, formal authorisation will need to be obtained under the Regulation of Investigatory Powers Act 2000 (RIPA). Authorising any action under RIPA regulation needs to be obtained from the Chief Finance Officer and Legal Department.

The conduct of interviews and gathering of evidence which may subsequently be used as criminal evidence is governed by specific rules and acts. In this respect, the following statutes are relevant:

- Police and Criminal Evidence Act 1984 (PACE).
- Regulation of Investigatory Powers Act 2000 (RIPA).
- Human Rights Act 1998.
- General Data Protection Regulations (GDPR).

Specialists trained in investigation and interviewing could be made available to the investigation team. Legal and HR might be able to assist if this is required. The need for specialist advice would

be a part of the discussion when an investigation is initiated.

The investigation team should ensure that a fully referenced investigation file is maintained, which includes all documentation, records and notes collated during the investigation. Advice on the best approach to referencing investigation files can be obtained from External Audit.

#### **d) Reporting**

Once the investigation work has been concluded, the team will need to prepare a written report detailing the initial referral or allegation, the work completed (including documents obtained and interviews conducted) and an opinion or conclusion on the outcome of the investigation. Depending on the severity of the investigation outcome, the report may lead to a disciplinary hearing or Police referral.

The report should also detail any breakdown in management, operational or financial controls to the Accounting Officer (Principal) or Chief Finance Officer, who will have to agree the necessary actions to address the issues.

The investigation team, in consultation with the Accounting Officer (Principal) or Chief Finance Officer should make arrangements for the Chair of Trustees, Internal Audit, and HR to be informed of the investigation outcome. Other employees/trustees should be notified on a strictly confidential, need to know basis.

#### **e) Disciplinary and Criminal Proceedings**

Accounting Officer (Principal) or Chief Finance Officer will be expected to take action in accordance with the Trust's Conduct and Discipline Policy, where the outcome of the investigation indicates improper behaviour.

If an investigation requires that an employee is suspended, this must be done in accordance with the Conduct and Discipline Policy and Procedure. The procedure states that the suspension period should be as short as is reasonably practical. Senior employees should record in writing a decision to suspend and any subsequent review of that decision, setting out the reasons for the decision and whether alternative options have been considered.

The Accounting Officer (Principal) or Chief Finance Officer should ensure, normally through the investigation team, that the relevant written reports are available timely, for disciplinary and criminal proceedings. Necessary members of the investigation team may be required to give written evidence and attend at hearings to give verbal evidence and answer questions.

Normally the line manager will make the complaint at the disciplinary hearing, but in exceptional circumstances and with the Principal's and HR's agreement, it may be made by a member of the investigation team.

Where there is a possibility of criminal proceedings, the investigation team should ensure that any relevant evidence is gathered and reported in such a way that it could be admissible in court. Legal will advise on a case by case basis as appropriate.

#### **f) Police Involvement**

Reporting incidents to the Police must be considered on an individual basis. If criminal activity is suspected, the matter should be promptly reported to the Police by the Accounting Officer (Principal) or Chief Finance Officer. Approval to report the matter to the Police must be obtained from the Chair of Trustees. Advice should be sought from External Audit on how the matter should be reported and who would be best placed to meet with the Police and discuss the details of the investigation.

Continuous liaison with the Police is vital as there may be parallel enquiries undertaken by the Police in addition to those by the in-house team. Also, the Police have specialist skills to interview under caution that will be needed if evidence is to be used in court. Normally, any internal disciplinary process can take place at the same time as the Police investigation. However, this should be agreed in advance by both the Police and the Trust to ensure both investigations are not compromised.

#### **g) Post Investigation**

The Trust wishes to see that following an investigation, action is taken to minimise future occurrence. This may involve improvements in control, changes to systems and procedures or employee training.

Any publicity arising from an investigation will be co-ordinated by the Principal..

#### **h) Training**

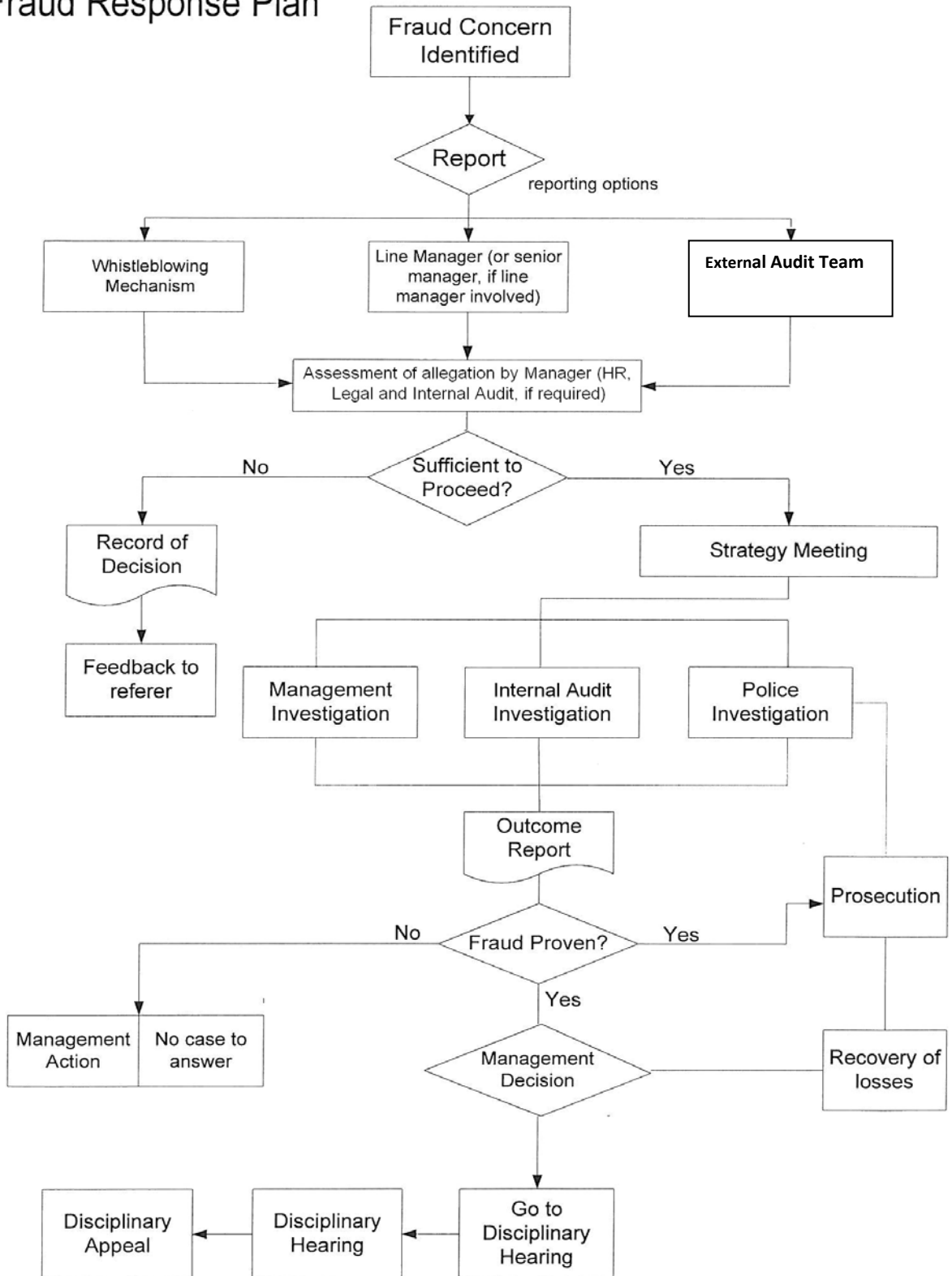
The Trust acknowledges that the continuing success of its Anti-Fraud and Corruption Strategy and its general credibility will depend largely on the effectiveness of programmed training and responsiveness of employees and Trustees throughout the organisation.

Investigation of fraud and corruption may require specialist Finance training plans will reflect this requirement.



APPENDIX B

# Fraud Response Plan



## APPENDIX C

### Fraud Indicators

A number of frauds can come to light because of suspicions aroused by, for instance, the behaviour of certain individuals. It is impossible to give a definitive list of fraud indicators or warning signs. The following are types of risk factors that may, either alone or cumulatively with other factors, suggest the possibility of fraud and may therefore warrant further investigation or enquiry.

- **Unusual employee behaviour:** Refusal to comply with normal rules and practices, fails to take leave, refusing promotion, managers by-passing subordinates, subordinates by-passing managers, living beyond means, regularly working long-hours, job dissatisfaction/unhappy employee, secretiveness or undue defensiveness.
- **Financial irregularities:** Key documents missing (e.g. invoices, contracts); absence of controls and audit trails; missing expenditure vouchers and official records; general ledger out of balance; bank and ledger reconciliations are not maintained or cannot be balanced; excessive movements of cash or transactions between accounts; numerous adjustments or exceptions; constant overdue pay or expense advances; duplicate payments; ghost employees on the payroll; large payments to individuals; excessive variations to budgets or contracts.
- **Bad procurement practice:** Too close a relationship with suppliers/contractors; suppliers/contractors who insist on dealing with only one particular member of staff; unjustified disqualification of any bidder; lowest tenders or quotes passed over with minimal explanation recorded; defining needs in ways that can be met only by specific contractors; single vendors; vague specifications; splitting up requirements to get under small purchase requirements or to avoid prescribed levels of review or approval.
- **Disorganisation:** Understaffing in key control areas; consistent failures to correct major weaknesses in internal control; inadequate or no segregation of duties.
- **Inadequate supervision:** Policies not being followed; lack of senior management oversight; inadequate monitoring to ensure that controls work as intended (periodic testing and evaluation); low staff morale, weak or inconsistent management.

- **Lax corporate culture:** Management frequently override internal control; climate of fear or a corporate culture; employees under stress without excessive workloads; new employees resigning quickly; crisis management coupled with a pressured business environment; high employee turnover rates in key controlling functions.
- **Poor work practices:** Lack of common sense controls; work is left until the employee returns from leave; post office boxes as shipping addresses; documentation that is photocopies or lacking essential information; lack of rotation of duties; unauthorised changes to systems or work practices.