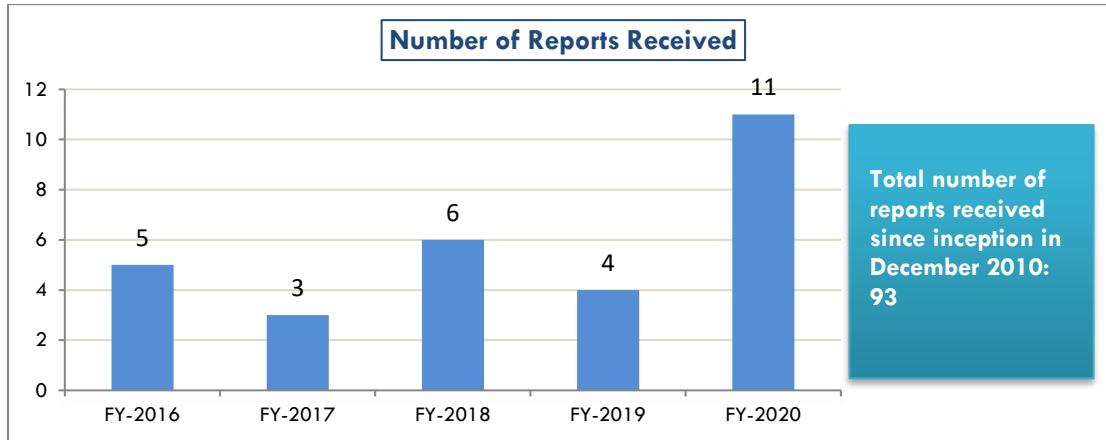


**OFFICE OF AUDIT SERVICES**  
**Audit Activities Summary for Fiscal Year Ended June 30, 2020**

**I. WHISTLEBLOWER HOTLINE**

**A. Reports Received Trend, July 2015 - June 2020**



Cumulative Statistics Since Inception in December 2010		
Report Types	Summary of Actions Taken	Outcome
26% - Waste, Abuse or Misuse of Port Resources	46% - Investigated	14% - Allegations Sustained
24% - Violation of Law or Policy	26% - Referred to Responsible Dept.	41% - Not Sustained
14% - Labor, Wage & Hour Issue	10% - Insufficient Information	18% - Insufficient Information
12% - Favoritism & Nepotism	10% - Referred to Other Jurisdictions	27% - Redirected to Proper Jurisdiction
8% - Discrimination, Harassment, Retaliation	7% - No Action Needed	
16% - Others	1% - Referred to Internal Audit	

**B. Fiscal Year 2020 Hotline Statistics**

- Total of 11 cases received: 9 anonymous cases and 6 cases filed by Port employees
- Report Types:
  - Violation of Law or Policy -3
  - Waste, Abuse or Misuse of Port Resources – 2
  - Labor, Wage & Hour Issue – 2
  - Favoritism & Nepotism – 1
  - Others – 3
- Summary of Actions Taken:
  - Five cases were investigated
  - Three cases were referred to other jurisdictions
  - One case was referred to responsible department
  - One case did not have sufficient information
  - One case required no further action
- Nine cases were closed, including two open cases from prior year

**OFFICE OF AUDIT SERVICES**  
**Audit Activities Summary for Fiscal Year Ended June 30, 2020**

**II. AUDIT PROJECTS COMPLETED**

**A. Contracts & Revenue**

**No. of Audits**

Retail, Food & Beverage	5
Airport Ground Handlers	5
Airport Rental Cars, 9 brands	3
Maritime Terminal Operators	2
Fixed Base Operators & Off-Airport Parking	4
Total Number of Audits Completed	19

**B. Internal & Performance**

Capital Projects – Review of Quarterly and Annual Reports  
Employee Expenses Follow Up Review

**C. Others**

Management Non-Audit Requests

**III. AUDIT PROJECTS IN PROGRESS**

- Nine audit projects and four hotline cases are in progress