



Introducing the whistleblowing
hotline service to suppliers of
AFRIRENT HOLDINGS

Toll-free 0800111761

Why and how to report unethical conduct in our supply chain



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The time is always right to do what is right
–Martin Luther King Junior

Why am I getting this communication?



Suppliers and their employees sometimes observe wrongdoing at their clients' operations. This suspected or actual wrongdoing may not be known to or approved of by your client. Your client wants to be the first and not the last to hear about unethical conduct that can harm their business and its reputation



Whistle Blowers Pty Ltd is the provider of the ethics hotline service that your client makes available to its employees. Changes to South Africa's Protected Disclosures Act during 2017 recognised that not only employees but those who work in service of an organisation can play an important role by 'raising a flag' or 'blowing the whistle' against wrongdoing.



Your client would like their suppliers and other members of their supply chain, to know about, have confidence in and to make use of our independent, anonymous or confidential multi-channel reporting system.

Why you should speak up

about wrongdoing affecting a client.



It's an act of good faith, one that lies at the heart of a contractual arrangement between customer and supplier. There may be specific clauses setting out this obligation in your supply agreement.



The sustainability of your client is in your interests. Anything that compromises their reputation and future success can have a negative impact on the continuity of their operations and supply arrangements. If they fail they may no longer use your services.



It promotes trust – if your customer comes to know that you or someone within your business knew about wrongdoing affecting them and you did not come forward, it may deter them from doing business with you in future.



Your options for speaking up about ethical wrongdoing affecting a client



Refer to your contract with the client, or to their website. A good first step is to refer to any contractual arrangements with your client and see if there is reference to avenues for reporting ethical misconduct. If you have no contract or it is silent on the matter, check their website for any whistleblowing procedures.



If you feel comfortable to, report the matter directly to the customer.
If you are confident to do so, it's ideal to report your concerns directly to an appropriate person in a position of authority in your client's business. This may be the person who is your key contact there, but also consider their compliance department, internal auditor, chief finance officer and even the CEO.



Make an anonymous or confidential report to Whistle Blowers

We appreciate that there will be times when you do not wish to be the bearer of bad news to a client, and you do not want to be seen as a disgruntled service provider.

If you fear that no good or that harm could come from a direct report, use the Whistle Blowers ethics hotline.

Why Whistle Blowers?

About Whistle Blowers



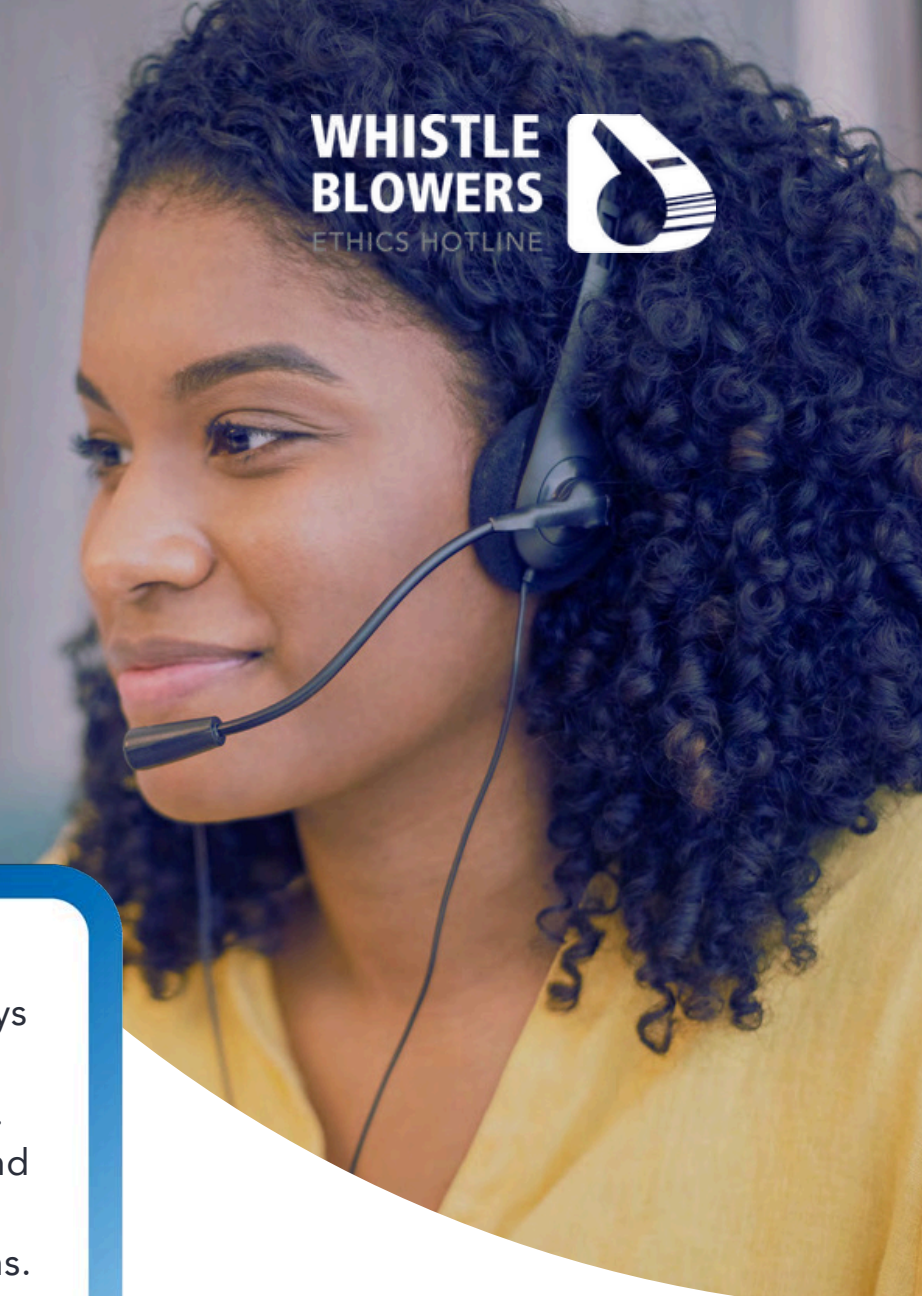
Whistle Blowers Pty Ltd is a South African company formed in 2000. We now provide our service in over 65 countries around the world, and are the largest independent ethics hotline provider in South Africa itself. Being an independent company gives you confidence that we face no conflicts of interest in the provision of our service.



We handle calls in 18 languages. These include the 11 official languages of South Africa, plus Swahili, Portuguese, French, Spanish and German. We write reports that are carefully worded to protect the identity of the caller and these are sent to the designated senior person as set out in our contract with your customer. We have a stringent report quality control system in place.



We operate 24 hours a day, 365 days a year. Your call will always be answered by a trained interviewer. We have state-of-the-art physical and data security and comply with protection of information regulations. Our clients span every economic sector and vary in size from under 10 to 10s of thousands of employees!



THE
ETHICS
INSTITUTE

SAFELINE EX STANDARD | CERTIFICATE

This is to confirm that

Whistle Blowers (PTY) Ltd

meets the requirements of the

**SafeLine-EX
Standard**

**for Whistleblowing Hotline
Service Providers**

From
1 April 2026
to
31 March 2027

Liezl Groenewald
Dr Liezl Groenewald
Chief Executive Officer

Your independent assurance of our expertise

You don't have to take our word for our
independence and service quality standards

Whistle Blowers maintains an independently-
verified certification of compliance with best
practices for external hotline service providers



building an
**ethical
SOCIETY**



Eight ways to make a report

Talk to us



Most reports are made via phone. The toll-free number to call to report unethical conduct relating to **-AFIRENT HOLDINGS-** is **-0800 111 761-**. Cellular rates may apply.

Chat to us



Chat to us on **WhatsApp** from anywhere in the world using our ChatBot on +27 31 308 4664

Send an SMS



Send us an **SMS to 33490** if you are in South Africa (cost R1.50). An information agent will contact you at the provided number and save you the cost of the call.

Download



Download the secure Whistle Blowers **reporting app** from Google Play or the Apple App Store. The App guides you through the reporting process with ease.

Website



If you have access to the internet, you can go directly to the Whistle Blowers website where you will find an **online form** to complete at www.whistleblowing.co.za.

Email



Email a report to us at afirent@whistleblowing.co.za preferably from your private rather than company email address.



Send us a letter

Post



Send us a letter
From South Africa: Freepost
KZN665 Musgrave, South Africa, 4062

International: PO Box 51006
Musgrave, South Africa, 4062

Fax



Fax us from South Africa toll-free on
0800 212 689 or on +27 31 312 8825
from another country. Consider using a
private or pay to-use fax machine.

How we protect the identity of a reporter

Reports can be made anonymously or in confidence

Our code name facility and the unique reference number we allocate anonymous reports make it possible for you to follow follow-up on a report made without giving us your name or contact details.

We write reports that are strictly edited to remove information that could reveal your identity and this anonymization process is subject to a stringent quality control system. How we protect the identity of a reporter



What you can report to Whistle Blowers

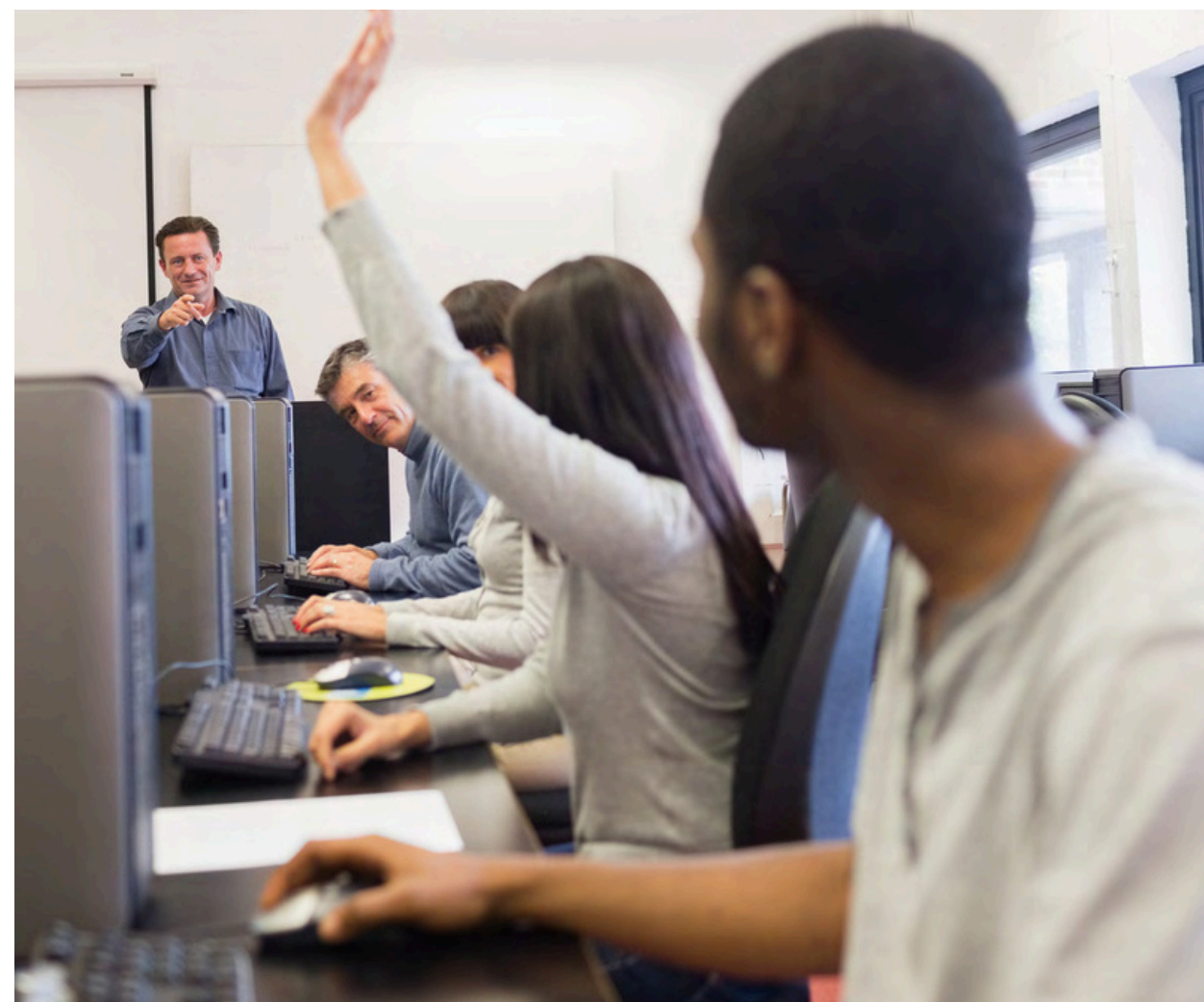
It's especially important for you to report any activity that contravenes a law or is unethical and harmful to your customer's reputation.

Perhaps you have tried to raise a concern directly already, and had no appropriate response or even experienced some form of negative repercussion for doing so.



As a supplier you may have a suspicion or have experience that suggests that one of your customer's employees is abusing their position for illegitimate gain.

You may know of irregularities in the management of the supply chain. There may be theft, fraud, abuse of assets or abuse of authority taking place.



It's difficult to come up with a complete list, but if you believe that something may be or is unethical, your customer should know about it.

On the following page we list some additional examples of matters that you can consider reporting.

What you can report to Whistle Blowers

- Theft and fraud
- Abuse of authority, assets or systems
- Bribery and corruption
- Ignored safety hazards
- Retaliation for speaking up
- Any kind of harassment
- Bullying and intimidation
- Unfair discrimination
- Any dishonest or illegal activity
- Damage to organisation's reputation

Thank you

For more information about Whistle Blowers Pty Ltd please visit our website at www.whistleblowing.co.za

Our Mission

Helping you speak up for a brighter future for you and your client.

Maintaining whistleblower anonymity since our founding in 2000

The Reporting & Feedback Process

www.whistleblowing.co.za

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AN AGENT TAKES YOUR ANONYMOUS CALL

Highly-skilled Information Agents will take your call or receive your report.



YOU NEED TO CALL US TO OBTAIN FEEDBACK

Remember, you are anonymous so you will have to contact us on the toll free number to request any feedback.



*Give it a period of 2 - 3 weeks before requesting feedback.

YOU WILL RECEIVE A REFERENCE NUMBER

At the end of the call, an Agent will provide you with a reference number. Keep this safe as you will need it when requesting feedback.



HAVE YOUR REFERENCE NUMBER READY

An Agent will ask you to confirm your reference number and password to ensure you are the one who originally made the report.



THE AGENT WILL GIVE YOU FEEDBACK

Once the security check is complete the Agent will relay feedback if it is available at the time.

*If no feedback is available the Agent will advise you to call back in 2 weeks time.

YOU WILL NEED TO CREATE A PASSWORD

At the end of the call, an Agent will ask you to create a password as a security measure, keep this password safe.





WHEN YOU NEED TO BLOW THE WHISTLE

A QUICK GUIDE TO YOUR RIGHTS AND RESPONSIBILITIES

In terms of South Africa's Protected Disclosures Act



01

YOUR OBLIGATION TO RAISE A FLAG

On employment we accept a duty to act in the best interests of our employer. Reporting suspected or known unethical activity forms part of this duty. The Protected Disclosures Act of 2000, amended in 2017 ('PDA'), sets out rights and responsibilities of employers, employees, former employees and contractors in the exercise of this obligation.



02

YOUR RIGHT TO KNOW HOW TO DO SO

The PDA requires employers to communicate the avenues by which employees can fulfil their duty to report unethical and illegal activity. You can make open and confidential reports using internal channels, and you can make open, confidential and anonymous reports via your ethics hotline service provided by Whistle Blowers. Make sure you are familiar with your organisation's policy and take note of the Whistle Blowers contact details.



03

MATTERS TO WHICH PDA PROVISIONS APPLY

The PDA does not apply to every report of alleged wrongdoing. It does apply to: A potential or actual criminal offence, a failure to comply with a legal obligation, an actual or likely miscarriage of justice, the endangerment of the health and safety of a person or the environment, unfair discrimination in terms of Chapter II of the Employment Equity Act or the Promotion of Equality and Prevention of Unfair Discrimination Act.



04

CRITERIA FOR A DISCLOSURE TO BE PROTECTED

To qualify for legal protection, a disclosure must be: made in good faith, reasonably believed by the whistleblower to be true, not for personal gain, according to a substantively correct procedure, and to the right authority.



05

THE RIGHT NOT TO SUFFER OCCUPATIONAL DETRIMENT

If you make a protected disclosure, you have a right not to suffer adverse consequences relating to your employment status. The following are examples of 'occupational detriment' prohibited in the Act: harassment, intimidation or disciplinary action, disadvantageous alteration of terms and conditions, refusal to give or an unfairly negative reference, civil claim for breach of confidentiality, and other types of negative impact on employment prospects or job security.



06

THE RIGHT TO FEEDBACK

Whistleblowers have the right to feedback regarding whether the employer is investigating an allegation and if not, why not, and what the outcome of any investigation is. However, the employer is not required to provide information that might compromise an investigation or contravene another law. Remember, if you make a report anonymously, your employer will not be able to contact you to provide feedback, but you can safely maintain contact via your ethics hotline.



07

THE OFFENCE OF FICTITIOUS REPORTING

You commit a legal offence in terms of the law, and gross misconduct in your employment relationship, if you abuse whistleblowing systems by making a report that you know, or reasonably ought to know, is false. Don't abuse the resources that exist to protect the best interests of your colleagues and your employer. Where intentional harm is caused and suffered, the PDA provides for either or both a fine and imprisonment for up to two years.

Report suspected or known wrongdoing using the internal channels available in your organisation, or make a confidential or anonymous report via Whistle Blowers, your specialist ethics hotline service. We provide a range of reporting methods and your employer publishes the applicable contact details you can use.

The contact details and reporting channels available to you will vary according to the organisation you work for and the country in which you are based. To learn more about us, visit our website at www.whistleblowing.co.za.



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Promoting
Ethics and Honesty
in organisations globally

Afrent Holdings has secured the services of Whistle Blowers (Pty) Ltd, an independent ethics hotline provider where you can report unethical activity without fear of victimisation.

Employees can have confidence by reporting via the dedicated toll free number and additional reporting platforms mentioned below should they wish to make a report anonymously.
We will NEVER divulge your identity!

CONTACT US:

1.

DIAL THE DEDICATED NUMBER OR VIA ONE OF THE METHODS BELOW:

0800 111 761

WHATSAPP CHATBOT: +27 31 308 4664

Email:afrent@whistleblowing.co.za

SMS: 33490

Online:www.whistleblowing.co.za

2.

PROVIDE THE OPERATOR WITH AS MANY DETAILS AS POSSIBLE REGARDING THE ILLICIT ACTIVITY OR ISSUE YOU ARE REPORTING:

- When
- Who
- What
- How
- How often
- Value
- Details of vehicles used, if relevant, and so forth.

3.

THE OPERATOR WILL PROVIDE YOU WITH A REFERENCE NUMBER, WHICH YOU WILL NEED TO RECALL FOR FUTURE FOLLOW-UP CALLS.

4.

YOUR IDENTITY WILL BE KEPT A SECRET!

Please help Afrent Holdings in our endeavours to prevent dishonest business practices and promote strong business relationships towards a successful future.



DOWNLOAD THE WHISTLE BLOWERS
REPORTING APP

