



## AECI WHISTLE-BLOWING POLICY

*good chemistry*

 **AECI**<sup>®</sup>

# AECI WHISTLE-BLOWING POLICY

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## 1. OVERVIEW

- 1.1 Under the Code of Ethics and Business Practice, AECI Limited (“AECI” or “Group”) representatives (directors, officials and employees) are required to report unethical conduct and are provided assurance of the full support of AECI’s Leadership when they decline to participate in unethical or unfair business or expose corrupt practices.
- 1.2 The Board of Directors of AECI has determined, on the recommendation of the Audit Committee and the Social, Ethics and Sustainability Committee, to formalise its policy and procedures on whistle-blowing.
- 1.3 Persons who work for AECI or are in contact with AECI in the context of their work-related activities are often the first to know about threats to or conduct that does not align with AECI’s ethical values. AECI is committed to the following:
- creating an ethical culture of openness and transparency where persons share concerns without fear of retaliation;
  - protecting the identity of whistle-blowers and respecting their confidentiality;
  - providing whistle-blowers the opportunity to report anonymously;
  - processing and investigating whistle-blowing reports in an appropriate and effective manner.
- 1.4 The purpose of this whistle-blowing policy is to:
- provide a clear and simple process by which persons can report unethical conduct associated with AECI and its representatives’ conduct;
  - define the types of whistle-blowing reports and whistle-blower protections;
  - identify controls required to support AECI’s commitment to an ethical culture and to provide assurance to its stakeholders;
  - meet the legal requirements for the protection of whistle-blowers in all the jurisdictions in which the Group operates.
- 1.5 Most of the jurisdictions that AECI operates in have either comprehensive whistle-blower protection laws or targeted laws regulating specific activities that include whistle-blower protections. Some of those laws and relevant aspects are described in **Table A** below. AECI recognises that comprehensive whistle-blower support and protection is a critical tool in achieving its objective of an ethical culture of openness and transparency, where persons share concerns without fear of retaliation. Accordingly, AECI has adopted an approach of providing the widest protection to the widest range of persons who may wish to make confidential, or anonymous reports to AECI, or require protection from AECI as a result of the reporting and also holding the organisation to the strictest requirements in terms of preventing retaliation and responding to and investigating reports.
- 1.6 This Policy is not intended to cover the procedures for making external reports to regulators or other bodies in the various jurisdictions in which AECI operates, although AECI will strictly observe the protections provided by the laws of the specific jurisdictions in relation to making such reports.

## 2. SCOPE OF THE POLICY

- 2.1. This Policy applies to current, former and prospective employees, directors and officers, contractors, business partners (including suppliers, customers and joint venture partners and their employees) of AECI, all its subsidiaries and, insofar as it may be applicable, the relatives of any of such persons.

### 3. DEFINITIONS

AECI	AECI Limited and all its subsidiaries
AECI Representatives	AECI directors, officials and employees
AECI Tip-off line	Anonymous whistle-blowing line, independently run by Deloitte
Anonymous reporting	An option for reporting where the whistle-blower does not state his or her name when reporting.
CAT	Central African Time
CET	Central European Time
Confidential reporting	An option for reporting where AECI Tip-Offs Line knows the identity of the whistle-blower <b>but</b> will not make it known to AECI without the whistle-blower's permission.
Identified/known reporting	The whistle-blower is comfortable with having their identity known.
GMT	Greenwich Mean Time
Good faith	Honest intention and dealing for the reporting
Misconduct or improper circumstances	Any conduct which is unlawful, unethical or in breach of company policy, including retaliation against whistle-blowers.
SA	South Africa
Whistle-blower	A person who reveals information relating to an organization or fellow employee regarding them engaging in misconduct or improper circumstances, unlawful or unethical activity. This information may relate to AECI, its subsidiaries, joint ventures, contractors and/or associates.
Whistle-blowing Committee	Group Internal Audit Manager, Senior Legal Counsel, Company Secretary and Group Compliance Officer.
Whistle-blowing Reports	Reports containing information indicating a reasonable suspicion of misconduct or improper circumstances in relation to AECI, its subsidiaries, joint ventures, contractors or associates.

### 4. APPLICATION OF THE POLICY

- 4.1. Whistle-blowing Reports typically include matters such as Bribery and Corruption; Fraud; Tender rigging; Tax evasion; Money-laundering; Sanctions violations; Conflicts of Interest; Anti-competitive conduct; Unauthorised use or abuse of company assets; Physical, sexual or mental abuse and harassment; Safety, Health or Environmental transgressions; Regulatory non-compliance; Modern slavery; Any other conduct which is unethical or in breach of company policy, including retaliation against whistle-blowers;
- 4.2. AECI acknowledges that there may be circumstances where persons wishing to report wrongdoing:
- 4.2.1. fear retaliation;

- 4.2.2. may suspect that persons to whom they would normally report, are involved in the misconduct or may not wish to investigate the report properly; or
- 4.2.3. have already reported the wrongdoing openly and no action has been taken.

4.3. Whistle-blowing Reports do **not** include strictly work-place related grievances such as:

- 4.3.1. interpersonal conflict;
- 4.3.2. treatment that does not involve a breach of workplace laws, for example appointments, transfers or promotions, terms and conditions of employment and disciplinary action.

4.4. Work-place related grievances are dealt with separately under internal human capital grievance procedures and legal dispute resolution mechanisms in the jurisdiction of the relevant workplace. Where such reports are received *via* whistle-blowing channels, they will not be subject to the procedures for the processing and investigation of whistle-blowing Reports specified in paragraph 9. They will instead be referred to Human Capital for further processing.

## 5. CONTENT OF A WHISTLE-BLOWING REPORT

5.1. In order for AECI to process and investigate a Whistle-blowing Report effectively, it is important that whistle-blowers provide as much detail as possible. Information supplied should, wherever possible, include, but not be limited to:

- 5.1.1. what has occurred;
- 5.1.2. when the conduct took place;
- 5.1.3. how the transgression was committed;
- 5.1.4. who was involved; and
- 5.1.5. any other information at the reporter's disposal.

5.2. Any supporting documentation or information which may include witnesses, invoices, purchase orders, photographs and communications will also assist as evidence in the conducting of the investigation.

5.3. Whistle-blowing Reports that lack sufficient detail may impact AECI's ability to effectively process or investigate the report. Whistle-blowing Reports that are anonymous or do not include consent to the disclosure of the whistle-blower's identity to persons processing or investigating the whistle-blowing report, may also impact on the effectiveness of the investigation. This could occur where AECI's investigators are unable to request additional detail or cannot obtain corroborating evidence to support evidence referred to in a Whistle-blowing Report.

## 6. HOW TO MAKE A WHISTLE-BLOWING REPORT

### Reports through internal channels

6.1. All persons wishing to report wrongdoing or improper conduct are encouraged to do so openly *via* their line managers, or for external persons, directly to their relevant business contact. No person making such report may be subjected to retaliation. However, should you wish to make a Whistle-blowing Report, such report should be made *via* the internal channels specified below.

6.2. Only reports made through the internal channels recorded in 6.3 will be subject to the processing and investigation procedures in paragraph 9.

6.3. Whistle-blowing reports may be made to:

6.3.1. **Deloitte Tip-offs anonymous line** utilising the various options set out in **Table B**.

6.3.2. AECI's Chief Executive, Company Secretary, Group Internal Audit Manager, Group Compliance Officer or by email to [ethics.office@aeciworld.com](mailto:ethics.office@aeciworld.com); or

6.3.3. Business whistle-blower custodians, through their respective emails, which include the relevant Managing Director and Human Capital Business Partner.

6.4. Any line-manager receiving a Whistle-blower Report from a reporting employee or a business contact receiving a Whistle-blower Report from a 3rd-party must advise the Whistle-Blower of the reporting lines in 6.3.1 to 6.3.2 and that reports that do not use such reporting lines may not be processed and investigated in terms of paragraph of this Policy.

6.5. Whistle-blowing reports received via the internal channels in paragraph 6.3.2 and 6.3.3 must be referred by the receiver to **Deloitte Tip-offs anonymous line** to ensure that the report is processed and investigated in terms of paragraph 9 of this policy.

#### Reports through external channels

6.6. In different jurisdictions certain protected reports regarding unlawful conduct may be made to authorities or regulatory bodies directly, or after an internal report has been made and the response has been inadequate, or the wrongdoing persists. It is recommended that persons wishing to report wrongdoing through external channels take legal advice before making such reports to ensure that such reports are protected in terms of the relevant legislation.

## 7. CONFIDENTIALITY AND ANONYMITY

7.1. Each Whistle-blowing Report is different and the approach to protecting confidentiality with each report will reflect those different circumstances. Whistle-blowers are entitled to request that their reports are kept confidential regardless of whether the report is made internally or externally. Persons receiving reports on behalf of AECI in terms of Clause 6.1 above, must keep reports confidential. Some examples of how we can protect confidentiality include:

7.1.1. where appropriate, redacting your personal information from documents and referring to you in gender-neutral terms;

7.1.2. where possible, discussing with you the approach to aspects of your report which may have a risk of identifying you;

7.1.3. limiting sharing of the report to persons trained in their confidentiality obligations;

7.1.4. securely storing materials in relation to a report; and

7.1.5. even where you agree to sharing your identity, limiting the sharing of your identity on a need-to-know basis.

#### Identified whistle-blowers

7.2. Where a whistle-blower discloses his or her identity, the person receiving the report will treat the whistle-blower's identity as confidential and will not disclose it to any individuals implicated in the report. The whistle-blower may be requested to consent to his or her identity being disclosed on a need-to-know basis:

7.2.1. to persons processing or investigating the report;

7.2.2. to persons acting on the outcome of any investigation (such as disciplinary and/or criminal proceedings);

7.2.3. to other persons approved by the Whistle-Blowing Committee.



- 7.3. Whistle-blowers are under no obligation to provide their consent to the further disclosure of their identity, although failure to do so may impact on the effectiveness of the investigation and the implementation of any remedial steps taken.
- 7.4. The only instances where AECl may disclose the identity of the whistle-blower without their consent is disclosure to:
- 7.4.1. a regulator or other authority where required or entitled by law to do so; and
  - 7.4.2. a legal practitioner when obtaining legal advice or representation in relation to applicable laws; or
  - 7.4.3. as otherwise required by law.
- 7.5. This information/fact will be made known to the whistle-blower when reporting is made to the regulator or legal practitioner.
- 7.6. As an additional control, persons making an initial whistle-blowing report through a channel other than the **Deloitte Tip-offs anonymous line** and who do not consent to their identity being disclosed to persons processing or investigating the report, must be referred to the **Deloitte Tip-offs anonymous line** for further processing by the person receiving the report.
- 7.7. Where consent is provided, the persons processing or investigating the report will take reasonable steps to minimise any risk that the whistle-blower will be identified as a result of the processing and investigation of the report.

#### Confidential whistle-blowers

- 7.8. Whistle-blowers utilising the **Deloitte Tip-offs anonymous line** may choose to disclose their identity to the **Deloitte Tip-offs anonymous line**, but not consent to the **Deloitte Tip-offs anonymous line** making their identity known to AECl.
- 7.9. These reporters may be contacted for additional information during the processing and/or investigation of the report and will be provided with feedback as to the progress of any investigation but may not be informed of the outcome.

#### Anonymous whistle-blowers

- 7.10. Anonymous whistle-blowers utilising the **Deloitte Tip-offs Anonymous Line** who choose to not disclose their identity at all may not be contacted for additional information or receive feedback on the progress of the investigation.

## 8. PROCESSING AND INVESTIGATION OF REPORTS

- 8.1. All processing and investigation of whistle-blowing reports will be conducted fairly, objectively and confidentially.

#### Report Processing

- 8.2. Acknowledgement of a report *via* an internal Whistle-blowing channel in clause 6.1.1 - 6.1.3 above will be given within 7 days of its receipt, if possible. It will not be possible to acknowledge receipt where for instance the report is made via an anonymous email.

- 8.3. As soon as possible after receiving a report, the report will be assessed by the Whistle-Blowing Committee to determine whether it a) qualifies as a whistle-blowing report and b) should or can be investigated.
- 8.4. The outcome of the assessment will be communicated within 21 days of receipt of the report, if possible. Where the assessment cannot be completed within that timeframe, this will be communicated to the whistle-blower within the same timeframe and updates provided at least every two months. The maximum timeframe for making the assessment is 6 months after receiving a report. Delays in the assessment will typically arise where additional information is requested from the whistle-blower or legal advice is required prior to completing the assessment.

#### Investigation of reports

- 8.5. The scope and timeframe for any investigation differs depending on the report being considered. Any investigation commenced will be conducted in a timely manner and will be fair, independent and objective. The investigator may, however, require contribution from the whistle-blower, persons, department or business unit implicated in the whistle-blowing report.
- 8.6. In determining the appropriate approach to each investigation, factors that may need to be considered include whether the report qualifies as a Whistle-blowing Report, the independence of the investigator, whether an internal or external investigator should lead the investigation, and the nature of any technical, financial or legal advice that may be required to support an investigation. All employees must cooperate fully with any investigation.
- 8.7. The decision on the appropriate approach to the investigation will be taken by the Whistle-Blower Committee. Guiding principles in making the determination include:
  - 8.7.1. Reports relating to conduct that impacts only implicated employees of a business unit and do not present a reputational or financial risk to AECI may be referred to business management or the Human Capital Department for investigation and resolution. Examples include internal abuse or misuse of company assets, fraud and conflicts of interest.
  - 8.7.2. Reports relating to the conduct of business management (but that do not present a reputational or financial risk to AECI) may be referred to Human Capital Department or senior management from a separate business unit for investigation and resolution. Examples include non-compliance with internal policies that do not result in unlawful or illegal conduct on AECI's behalf.
  - 8.7.3. Reports that involve reputational and financial risk or, if proven, would implicate AECI in unlawful or illegal conduct must be conducted by the Group Internal Audit Manager (If the Group Internal Audit Manager is implicated, investigations will be conducted by the Chairperson of the Audit Committee) The Group Internal Audit Manager must consider whether sufficient internal capacity, experience and expertise is available to conduct the investigation of the report, or whether an external investigator is appointed to complete the investigation fairly, independently and objectively.
- 8.8. The complexity of the report received will also be considered in determining the appropriate approach to be taken in investigating the Whistle-blowing Report.
- 8.9. Where allegations of misconduct contained in whistle-blower reports are substantiated during an investigation, appropriate remedial steps must be implemented and disciplinary action must be taken against the implicated person(s) in line with the Disciplinary Policy. Disciplinary and remedial actions taken must be communicated to the Whistle-Blowing Committee, the Social, Ethics & Sustainability Committee, and the Audit Committee to ensure the consistent and appropriate response to Whistle-blower Reports.



### Completion of investigation

- 8.10. On completion of any investigation, feedback on the outcome of the investigation will be provided to the whistle-blower at the sole discretion of the Whistle-Blowing Committee. The extent of the feedback will depend on a number of factors such as the nature of the allegation, the identity of the whistle-blower, the outcome of the investigation and the extent to which the disclosure of information in relation to the investigation or other measures taken in relation to the report is impacted by personal information protection laws, contractual restrictions or other legal considerations. In general:
- 8.10.1. Where appropriate, identified whistle-blower employees, directors and officers will be provided with the outcome, through email, of the investigation and any remedial action;
  - 8.10.2. Anonymous whistle-blowers, if possible, and external whistle-blowers will be notified, of the completion of the investigation only, but may request access to additional information under AECI's access to information procedures or equivalent legal processes in the jurisdictions providing such access; and
  - 8.10.3. Anonymous whistle-blowers cannot be provided with the post-investigation outcome.

## 9. PROTECTION OF WHISTLE-BLOWERS

- 9.1. AECI is committed to ensuring that whistle-blowers are not subjected to retaliation for making Whistle-blower Reports. If a person to whom this policy applies, makes or proposes to make a whistle-blower Report, he or she will be protected from retaliation as required under this policy and by applicable law.
- 9.2. Retaliation is any actual or threatened detriment (whether the threat is express or implied, conditional or unconditional) which a whistle-blower may suffer because he or she has, or has proposed to, make a Whistle-blower Report. Retaliation may include:
- 9.2.1. dismissal;
  - 9.2.2. adverse impact to employment;
  - 9.2.3. alteration of duties to his or her disadvantage;
  - 9.2.4. discrimination between the whistle-blower and other individuals;
  - 9.2.5. harassment or intimidation;
  - 9.2.6. harm or injury, including psychological harm;
  - 9.2.7. damage to property;
  - 9.2.8. damage to reputation;
  - 9.2.9. damage to business or financial position; or
  - 9.2.10. any other act that may be interpreted to be retaliating in nature.
- 9.3. Any employee, director or officer of AECI that AECI finds engaged in retaliation, will be subject to disciplinary action, in line with the Disciplinary Policy, which may include dismissal.
- 9.4. Should a whistle-blower feel retaliated against, AECI may, where practical, afford the whistle-blower protection such as relocation, leave of absence and/or take steps to rectify the retaliation.
- 9.5. AECI may be unable to protect persons that are not in their employ from retaliation to the same extent, but will take such steps as may be appropriate in the circumstance by, for example, including termination or non-renewal of contracts with Business Partners who subject their employees to retaliation in respect of whistle-blowing reports.
- 9.6. This policy does not:

- 9.6.1. prevent AECI from taking appropriate disciplinary or other action, including court action, against anyone found to be implicated in misconduct after handling and/or investigating a whistle-blower report, or
- 9.6.2. prevent a whistle-blower from making whistle-blowing reports through external channels or otherwise complying with legal obligations to disclose illegality or wrongdoing to regulatory authorities. Any such communications must strictly comply with applicable legal requirements.

## 10. DELIBERATE FALSE REPORTING & REPORTING THROUGH EXTERNAL CHANNELS IN BAD FAITH

- 10.1. Whistle-blowers are entitled to protection afforded under this policy regardless of the motive for making a report. Where a reasonable suspicion of misconduct or improper conduct exists, whistle-blowers who make reports through the internal whistle-blower channels described in paragraph 6 will be protected even where the report is found to be unsubstantiated or incorrect.
- 10.2. Where a report is made that is knowingly false or deliberately misleading, such conduct constitutes a breach of this policy and may result in disciplinary action in line with our disciplinary policy including, where appropriate, dismissal.
- 10.3. Whistle-Blowing Reports made by employees facing actual or threatened disciplinary proceedings must be treated in the same manner as any other Whistle-blower Report including when the report alleges bullying and intimidation associated with the disciplinary action. The fact that a report is made shall not, in and of itself, constitute a reason to delay or suspend the disciplinary proceeding.
- 10.4. Reports of misconduct or improper circumstances reported through external channels that are not made in good faith, may not be protected in certain jurisdictions. Examples of bad faith include a lack of honest intention, malice, ulterior motive, revenge, the pursuit of self or others' advancement, and attempts to divert attention from self or others' wrong doing, involvement in criminal activity or acts of misconduct which will negate the requirement of good faith.

## 11. MONITORING AND REVIEW

- 11.1. This policy is approved by the Board and shall be reviewed by the Board on the recommendation of the Audit Committee at least once every 3 (three) years or more frequently where required.
- 11.2. The Board has delegated primary oversight over the implementation of this policy to the Audit Committee and secondary oversight to the Social, Ethics & Sustainability Committee. The Group Internal Audit Manager will provide reports on implementation to both Committees in line with the approved whistle-blowing reporting Matrix.



## 12. PUBLICATION OF THE POLICY

- 12.1. This Policy shall be made available on AECI's website at [www.aeciworld.com](http://www.aeciworld.com).

**DOCUMENT VERSION CONTROL**

<b>Title</b>	AECI Whistle-Blowing Policy				
<b>Policy Number</b>		<b>Version</b>	1	<b>Policy Owner</b>	Board of Directors
<b>Authors</b>	Iwan Schutte – Group Internal Audit Manager Michael Brouckaert – Group Compliance Officer				
<b>Reviewer</b>	Cheryl Singh – Group General Counsel and Company Secretary				
<b>Date</b>	<b>Version</b>	<b>Status</b>			
2023	1	Approved			

**ACCEPTED AND ADOPTED BY THE BOARD AT THE MEETING HELD ON 21 NOVEMBER 2023**

<b>AUDIT COMMITTEE CHAIRMAN</b>	<b>Ms Philisiwe Sibiya</b>		28 February 2024
		<i>Signed</i>	<i>Date</i>
<b>BOARD CHAIR</b>	<b>Dr Khotso Mokhele</b>		27 February 2024
		<i>Signed</i>	<i>Date</i>

**TABLE A - SELECTION OF WHISTLE-BLOWER PROTECTIONS IN JURISDICTIONS WHERE AECI OPERATES**

AECI operates in various jurisdictions and below is a selection of the whistle-blower protection legislation in those jurisdictions:

#	Legal Source	Effect of the Relevant Whistle-Blower Protection Legislation
1	Australia's Corporations Act 2001	From 1 July 2019, the whistle-blower protections in the Corporations Act have been expanded to provide greater protections for whistle-blowers. The whistle-blower's <b>motives or personal views</b> about the people or companies involved are <b>irrelevant</b> , but the whistle-blower must have reasonable grounds to suspect the concerns that they report.
2	Brazil's Federal Law No. 13,608, 11 January 2018	Includes provisions for public and state-owned companies to establish the first guidelines to guarantee confidentiality for whistle-blowers and payment of cash rewards for useful information. Authorises Brazilian states to establish hotlines to receive anonymous reports, to encourage people to come forward with useful information. The specific aspects of these communication channels are yet to be decided and will be introduced through future regulation. There are no established procedures for receiving reports from workers within organisations.
3	Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law	Significantly expands the scope of persons enjoying whistle-blower protection. As of 17 December 2021, in addition to workers, a wide variety of persons may report in a work-related context. Such work-related context must be interpreted broadly; it includes <b>current and past work-related activities</b> . This could range from part-time or self-employed 'workers' to (any person working under the supervision of) contractors and suppliers, as well as shareholders or job applicants. Protection should be provided <b>to others</b> who can experience (indirect) retaliatory measures due to a report. Such persons may include colleagues or relatives of the reporting person. A disclosure <b>solely</b> about a personal work-related grievance is not covered by the whistle-blower provisions.
4	Germany's Whistleblower Protection Act	Act <b>not</b> approved by Bundesrat in February 2023.
5	Ghana's Whistleblower Act 720 (2006)	Extends the definition of a whistle-blower beyond the work-based relationship and qualifies a whistle-blower as an employee making a disclosure in respect of an employer; an employee making a disclosure in respect of another employee; or a person making a disclosure in respect of another person, or an institution.
6	South Africa's Protected Disclosures Act, 26 of 2000 including 2017 Amendment Act	Protects paid employees, including "independent contractors, consultants, agents, and those rendering services to a client whilst being employed by a 'temporary employment service' (i.e. a labour broker)". Requires good faith in making protected disclosures and creates an obligation to establish internal reporting procedures at the company level and the requirement to make employees aware of their existence.
7	Section 159 of South Africa's Companies Act, Act 71 of 2008	Requires public and state-owned companies to directly or indirectly establish and maintain a system to receive disclosures confidentially and to act on them.
8	United States	Multiple federal laws, including employee protection laws that prohibit retaliation against employees who engage in various protected activities, such as participating in an investigation or filing a complaint.

## TABLE B - DELOITTE TIP-OFFS ANONYMOUS LINE CONTACT DETAILS

Reports through the **Deloitte Tip-offs anonymous line** may be made by email to [aeci@tip-offs.com](mailto:aeci@tip-offs.com) or through the various country specific channels listed in the table below.

#	Country	Telephone Number	Limitations	Language Provision
1	Australia	1 800 633 293	Generic Tollfree number; tollfree access from fixed line; accessible from most mobile networks, mobile rates may apply.	English 24/7
2	Botswana	71119602 (Mascom) 0800 600 644 (BTC) 1144 (Orange)	Generic toll-free numbers. Each number is only toll-free and accessible from the respective corresponding network	English 24/7 Setswana during SA business days Mondays to Fridays 08:00 – 17:00 CAT
3	Brazil	+552131800109  08008921489	Generic Rio de Janeiro local number. Accessible from fixed and mobile lines. Local / and or national call rates apply.  Additional generic toll-free number; toll-free access from fixed line. Accessible from mobile - mobile rates may apply.	English 24/7 Portuguese during SA business days Mondays to Fridays 08:00 and 17:00 CAT.
4	Burkina Faso	+27 31 571 5307	International South African number. Accessible from all networks at international call rates from Burkina Faso to South Africa	English 24/7 French during SA business days Mondays to Fridays 08:00 – 17:00 CAT
5	China	4008801496	Generic toll-free number; toll-free access from fixed line; accessible from mobile, mobile rates may apply	English 24/7. Mandarin and Cantonese between 08:30 and 17:00 GMT+6 Malaysian business days and voicemail afterhours.
6	Chile	800-914-384	Generic toll-free number. Accessible from most networks; airtime may apply to mobile networks	English and Spanish 24/7 (Live answering performed by Deloitte Mexico)
7	DRC	+27 31 571 5307	International South African number. Accessible from all networks at international call rates from DRC to South Africa	English 24/7 French and Swahili during SA business days Mondays to Fridays 08:00 – 17:00 CAT
8	Germany	0800 181 2227	Generic toll-free number; toll-free access from fixed line; accessible from mobile, mobile rates may apply.	English 24/7. German during European business hours between 08:00 and 17:00 CET during SA business days and voicemail afterhours.
9	Ghana	+233544315491	Generic local Ghana number. Accessible from all networks at normal call rates within Ghana	English 24/7

#	Country	Telephone Number	Limitations	Language Provision
10	Guinea	+2731 571 5709	International South African number. Accessible from all networks at international call rates from Guinea to South Africa	English 24/7 French during SA business days Mondays to Fridays 08:00 – 17:00 CAT
11	Indonesia	18030169932  +6531586825	Customised toll-free number. Accessible from most networks; airtime may apply for mobile networks  Generic Singapore number, accessible from all networks within Indonesia at international call rates from Indonesia to Singapore	English 24/7
12	Malawi	+2731 571 5709	International South African number. Accessible from all networks at international call rates from Malawi to South Africa	English 24/7
13	Mali	+2731 571 5709	International South African number. Accessible from all networks at international call rates from Mali to South Africa	English 24/7 French during SA business days Mondays to Fridays 08:00 – 17:00 CAT
14	Mauritius	8020270001	Generic toll-free number registered with Mauritius Telecom. Accessible from Mauritius Telecoms network only	English 24/7 French during SA business days Mondays to Fridays 08:00 – 17:00 CAT
15	Mozambique	800112233  800 333 312	Generic toll-free Number (registered with Tmcel)  Generic Vodacom tollfree number	English 24/7. Portuguese during SA business days Mondays to Fridays between 08:00 and 17:00 CAT and voice mail afterhours.
16	Namibia	0800 003 313  91847	Generic toll-free number for Namibia Telecoms fixed lines.  Generic toll-free number for MTC mobile network.  Each number is only toll-free and accessible from the respective corresponding network	English 24/7 Oshiwambo and Otjiherero during Namibian business days Mondays to Fridays 08:00 – 17:00 CAT (live answering performed by Deloitte Namibia) Afrikaans during SA business days Mondays to Fridays 08:00 – 17:00 CAT
17	Senegal	+27 31 571 5709	Customised International South African number. International call rates from Senegal to SA apply.	English 24/7. French during SA business day Mondays to Fridays between 08:00 and 17:00 CAT.
18	South Africa	0800 205 280	Customised toll-free number; toll-free access from all networks	English 24/7 All other 10 official languages during SA business days Mondays to Fridays 08:00 – 17:00 CAT



#	Country	Telephone Number	Limitations	Language Provision
19	Tanzania	800780026	Generic toll-free number registered with Airtel. Also accessible from Vodacom and Tigo networks at normal call rates	English 24/7 Swahili during SA business days Mondays to Fridays 08:00 – 17:00 CAT
20	USA	1 866 317 7033	Generic US toll-free number. Toll-free access from fixed line. Accessible from mobile networks, mobile rates may apply	English 24/7
21	Zambia	260-971231250	Generic toll-free number. Toll-free access from the Airtel network only	English 24/7
22	Zimbabwe	08644041104	Generic local Zimbabwe number. Accessible from most networks at normal call rates within Zimbabwe	English 24/7

Reports can also be made using the postal services to mail letters and other relevant documents as follows:

Free post (South Africa only):

Deloitte Tip-offs Anonymous  
Free post  
KZN 138  
Umhlanga Rocks  
4320

Paid post (Globally):

Deloitte Tip-offs Anonymous  
PO Box 774  
Umhlanga Rocks  
South Africa  
4320