

SCOPE:	REMA TIP TOP Holding South Africa (Pty) Ltd, Subsidiaries and Associated Companies	APPLICABLE TO:	ALL
DOCUMENT NAME:	Whistle Blowing		
DOCUMENT TYPE:	Policy	REVISION NUMBER:	00
DOCUMENT NUMBER:	G1208	EFFECTIVE DATE:	01 February 2025

REVISION HISTORY

REVISION #	DATE	COMMENT REGARDING CHANGE / UPDATE	PAGE #
00	01-03-2016	New Policy	All
01	01-02-2025	Revision	All

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1. PURPOSE

The purpose of this policy is to provide a framework for employees and other stakeholders to report concerns regarding unethical, illegal, or improper conduct within the organisation. The policy aims to ensure that whistleblowers are protected from retaliation and that reported concerns are investigated thoroughly and impartially.

2. SCOPE


This policy applies to all employees, contractors, suppliers, and other stakeholders who have a direct relationship with the organisation. It covers the reporting of concerns related to but not limited to:

- Fraud, corruption, and financial misconduct.
- Unethical business practices.
- Violations of health and safety regulations.
- Discrimination, harassment, or abuse.
- Environmental violations.
- Any other illegal or improper activities.

3. REPORTING MECHANISM

3.1 Reporting Channels

The organisation has engaged an independent third-party service provider to facilitate a secure and anonymous whistleblowing process. Employees and stakeholders may report concerns through the following means.

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- A dedicated whistleblowing telephone hotline.
- A confidential whistleblowing email address.
- An anonymous online reporting platform managed by the third-party service provider.


Reports should include as much detail as possible, including the nature of the concern, names of individuals involved, dates, and any supporting evidence.

3.2 Process of Lodging Complaint

Employees and stakeholders wishing to report misconduct should follow these steps:

- 3.2.1 Gather all relevant information and evidence related to the concern.
- 3.2.2 Choose a preferred reporting channel (hotline or email)
- 3.2.3 Provide a detailed description of the misconduct, including:
 - a) The nature of concern.
 - b) Names of individuals involved (if known)
 - c) Dates, time and location of incidents
 - d) Any supporting documents or witness information
- 3.2.4 Submit the report via the independent third-party services (email or hotline).
- 3.2.5 Retain any reference number or confirmation provided by the reporting platform for follow-up purposes

The organisation will acknowledge receipt of the report and initiate the necessary assessment and investigation processes.

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3.3 Encouragement to Report & Assurance of Fairness

The organisation strongly encourages employees to report any suspected wrongdoing without fear of retaliation. Employees must feel confident that their concerns will be taken seriously and thoroughly investigated. Every reported matter will be assessed to determine whether there are grounds for internal due processes before any action is taken. This ensures that employees are not unfairly targeted by false or malicious reports. Anyone found to have made a deliberately false accusation may be subject to disciplinary action.


Additionally, employees should be aware that failure to report knowledge of serious misconduct may, in some cases, be regarded as derivative misconduct. While employees are not forced to report wrongdoing, the organisation expects that those who have credible knowledge of serious misconduct will act in the best interest of the company and in good faith by making such concerns known. The organisation acknowledges, however, that some employees may fear retaliation or may be unsure about the validity of their concerns. In such cases, employees are encouraged to use the independent third-party reporting service, which ensures confidentiality and provides guidance on how to proceed.

3.4 Confidentiality and Anonymity

Our organisation is committed to protecting the confidentiality of whistleblowers. Where requested, anonymity will be maintained, and information will only be shared on a need-to-know basis to facilitate a proper investigation.

3.5 Protection Against Retaliation

Whistleblowers who report concerns in good faith shall be protected against any form of retaliation, including dismissal, harassment, discrimination, or any other adverse employment action. Any retaliation against a whistleblower will be subject to disciplinary action.

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4. INVESTIGATION PROCESS

4.1 Initial Assessment

All reports will be acknowledged and reviewed promptly. The organisation will conduct a preliminary assessment to determine the validity of the concerns and whether further investigation is required.

4.2 Formal Investigation

Where warranted, a formal investigation will be conducted by an internal or external investigator. The investigation process will be fair, objective, and impartial, ensuring due process for all parties involved.

4.3 Resolution and Corrective Action

If misconduct is confirmed, appropriate corrective action will be taken, which may include disciplinary measures, process improvements, or legal action where necessary.

5. POLICY COMPLIANCE AND REVIEW

This policy shall be reviewed periodically to ensure alignment with best practices and regulatory requirements. All reports and investigations shall be documented, and records shall be securely maintained to uphold transparency and accountability.

6. CONTACT DETAILS FOR THE WHISTLE BLOWING SERVICES

- Hotline (Voicemail): 087 057 9081
- Email: alertus@jurgensbekker.co.za

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7. POLICY COMPLIANCE AND REVIEW

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8. POLICY IMPLEMENTATION

This policy is effective from the date of publication.

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