

Whistleblower Policy

November 2023

Plenti Group Limited

1. Introduction and purpose

- 1.1. Plenti Group Limited (ACN 643 435 492) and each of its respective subsidiaries (together the **Group**) is committed to the highest standard of conduct and ethical behaviour in its business activities and to promoting and supporting a culture of corporate compliance and honest and ethical behaviour.
- 1.2. The Group encourages the reporting of suspected unethical, illegal, fraudulent, corrupt or dishonest conduct and shall ensure that those persons (also known as “whistleblowers”) who disclosure wrongdoing can do so safely, securely and with confidence that they will be protected and supported.
- 1.3. The Group recognises the important role whistleblowing can play in the early detection of misconduct. The Group also recognises that whistleblowers who are considering disclosing misconduct may fear retribution or other detriment and require an assurance of protection for disclosing misconduct.
- 1.4. The purpose of this Whistleblower Policy (**Policy**) is to help deter wrongdoing, in line with the Group’s risk management and governance framework, and provide transparency around how the Group will receive, handle and investigate disclosures.
- 1.5. This Policy applies to the Group, its employees, directors, officers and other eligible persons (listed in 4.10 below). It does not apply to customers.
- 1.6. The Group may amend this Policy from time to time at its discretion.

2. Interaction with Whistleblowing Legislation

- 2.1. There are specific provisions under Australian legislation which provide whistleblowers with legal rights and protections in relation to certain types of disclosures.
- 2.2. For the Group, the relevant legislation is:
 - sections 1317AA to 1317AJ of the *Corporations Act 2001*(Cth); and
 - sections 14ZZT to 14ZZZE of the *Taxation Administration Act 1953* (Cth)(the **Whistleblowing Legislation**).

The protections under the Whistleblowing Legislation only apply to certain types of disclosures, known as **Qualifying Disclosures**.

To assist our staff and other eligible persons (listed in 4.10 below) to understand when those statutory protections are available, additional information about the Whistleblowing Legislation is set out in **Annexure A** and we have identified

in this Policy where there are specific requirements under the Whistleblowing Legislation for a report to be a Qualifying Disclosure.

- 2.3. This Policy contains a summary of parts of the Whistleblowing Legislation, and for further detail, you should refer to the text of this legislation. This Policy is not intended to override any rights or obligations you may have under the Whistleblowing Legislation.
- 2.4. You may wish to seek additional information from the Whistleblower Protection Officer or other persons referred to in 4.12 below or seek independent legal advice before making a disclosure under this Policy, which may help you to further understand your rights and protections.

3. Link between the Group's other policies

- 3.1. This Policy should be read together with the following internal policies:
 - (a) the Code of Conduct;
 - (b) the Anti-Bribery and Corruption Policy;
 - (c) the Securities Trading Policy; and
 - (d) the Continuous Disclosure Policy.
- 3.2. Those policies can be found on the Group's website.
- 3.3. A copy of this Policy is accessible to all employees and officers of the Group via the Group's website.

4. Reporting Conduct

What is Reportable Conduct?

- 4.1. It is important that the Group is aware of any information which allows it to appropriately manage risks to its employees, its customers, its property, its business and its reputation.
- 4.2. We encourage you to speak up about things of concern. If you have reasonable grounds to suspect that you have information concerning:
 - (a) misconduct (which includes fraud, negligence, default, breach of trust and breach of duty) or an improper state of affairs in relation to the Group or any related body corporate of the Group; or
 - (b) misconduct, or an improper state of affairs or circumstances, in relation to the tax affairs of the Group or an associate of the Group (**Tax Disclosures**),

then this is **Reportable Conduct** for the purposes of this Policy. The Reportable Conduct described above would also be a 'disclosable matter' under the Whistleblowing Legislation.

- 4.3. In addition, you should also report any other conduct or activity which you reasonably believe poses a significant risk to our employees, the community, our property, our operations or our reputation. Reports in relation to such conduct will be treated as **Reportable Conduct** under this Policy even if the conduct you report is not a disclosable matter under the Whistleblowing Legislation.
- 4.4. Examples of Reportable Conduct under this Policy may include:
- dishonest, corrupt, fraudulent or unlawful conduct or practices, including bribery;
 - financial irregularities;
 - unfair, dishonest or unethical dealings with a customer or third party;
 - unethical or serious improper conduct including breaches of any legal or regulatory obligations, breaches of the Group's Policies (such as the Code of Conduct or Anti-Bribery and Compliance Policy) and engaging in misleading or deceptive conduct especially in relation to accounting or financial reporting practices;
 - any other kind of serious impropriety; or
 - any other conduct or act that may cause loss to the Group or which may otherwise be detrimental to the Group's interests including unsafe work practices or abuse of the Group's property or resources.
- 4.5. Some additional examples of Reportable Conduct have been included at Annexure A.
- 4.6. The Group encourages all employees and officers to report any Reportable Conduct.
- 4.7. A whistleblower is encouraged to reveal, at the outset, any personal interest or involvement they may have in the matter. A failure to disclose any personal interests will not prevent the reported disclosure being investigated pursuant to this Policy.

What matters should not be reported under this Policy

- 4.8. Disclosures that relate solely to personal work-related grievances, and that do not relate to detriment or threat of detriment to the discloser should not be reported under this Policy and are not protected under the Whistleblowing Legislation. Personal work-related grievances are those that relate to the discloser's current or former employment and have, or tend to have, implications for the discloser personally, but do not have any other significant

implications for the Group or relate to any conduct, or alleged conduct, about a Reportable Conduct.

4.9. (a) Some examples of personal work-related grievance matters which **should not** be reported under this Policy include:

- the discloser's dissatisfaction with their pay (unless the employee's grievance relates to discriminatory conduct);
- the discloser's failure to receive a promotion or relating to the engagement, transfer of the discloser on grounds unrelated to discriminating conduct;
- a decision relating to the terms and conditions of engagement of the discloser;
- a decision to suspend or terminate the engagement of the discloser, or otherwise to discipline the discloser;
- interpersonal conflict between the discloser and another employee; and
- customer complaints.

Concerns relating to employment, discrimination, other personal grievances or customer complaints may be raised via the Group's People and Culture and customer complaints channels.

(b) There may be instances where a personal work-related grievance may still qualify for protection under the Policy, for example if:

- it includes information about misconduct, or information about misconduct includes or is accompanied by a personal work-related grievance (mixed report);
- the Group has breached employment or other laws punishable by imprisonment for a period of 12 months or more, engaged in conduct that represents a danger to the public, or the disclosure relates to information that suggests misconduct beyond the discloser's personal circumstances;
- the discloser suffers from or is threatened with detriment for making a disclosure; or
- the discloser seeks legal advice or legal representation about the operation of the whistleblower protections .

Who can make a report of Reportable Conduct?

4.10. The following people are eligible to make reports of Reportable Conduct under this Policy:

- (a) an officer of the Group. An officer includes directors and company secretaries of the Group;
- (b) an employee of the Group;

- (c) an individual who supplies services or goods to the Group;
- (d) an employee of a supplier of services or goods to the Group;
- (e) an individual who is an associate of the Group (this includes directors and secretaries of both the Group and any related bodies corporate);
- (f) a spouse, child or other relative of an individual listed above;
- (g) a dependant of any individual listed above or of their spouse; or
- (h) someone who was formerly any of the above (e.g. a former employee).

4.11. Under the Whistleblowing Legislation, the persons listed above are all **eligible whistleblowers** (including in relation to Tax Disclosures).

How to report Reportable Conduct to qualify for protection?

Disclosures made to the persons or entities specified in 4.12- 4.17 below qualify for protection under Whistleblowing Legislation.

4.12. Disclosure to eligible recipients (specific persons authorised by the Group)

Reports of known or suspected Reportable Conduct can be made confidentially and anonymously at any time to:

- (a) the Whistleblower Protection Officer, Robert Bishop (email: robertbishop@bigpond.com); or
- (b) the Chief Commercial Officer, Ben Milsom (email: ben.milsom@plenti.com.au, tel: 0481 085312)

4.13. Whistleblowers are encouraged to report any Reportable Conduct to the eligible persons in section 4.12 above in the first instance. However, regardless of which of the other channels in 4.14-4.17 you choose to report through, you still qualify for protection.

4.14. Disclosure to eligible recipients (other persons)

Under the Whistleblowing Legislation whistleblowers may also report such information to the following additional '**eligible recipients**':

- (a) an officer of the Group and related bodies corporate (including senior executives of the Group and the Board);
- (b) an auditor, or a member of an audit team conducting an audit of the Group or any related body corporate of the Group;

- (c) an actuary of the Group or any related body corporate of the Group;
- (d) any person authorised by the Group to take disclosures (being those persons nominated in section 4.12 above); or
- (e) a senior manager of the Group or any related body corporate of the Group. Senior Managers are generally those people who make, or participate in making, significant business decisions of the Group.

4.15. Where the information to be reported relates to the tax affairs of the Group or an associate of the Group (a **Tax Disclosure**), whistleblowers are still encouraged to report any disclosure to via the methods set out above in section 4.12.

4.16. **Disclosure to eligible recipients (tax-related)**

Additionally, the Whistleblowing Legislation allows whistleblowers to make Tax Disclosures to the following **'eligible recipients'**:

- (a) a registered tax agent or Business Activity Statement (**BAS**) agent who provides tax agents services or BAS services to the Group;
- (b) a senior manager of the Group as described above in section 4.14(e);
- (c) any other employee or officer (within the meaning of the *Corporations Act 2001* (Cth)) of the Group who has functions or duties that relate to the tax affairs of the Group.

4.17. **Disclosure to others**

(a) Government authorities

Under the Whistleblowing Legislation, whistleblowers may also report Reportable Conduct to (links to individual regulator's website on whistleblowing is provided below):

- i. the [Australian Securities and Investments Commissions](#) (ASIC);
- ii. the [Australian Prudential Regulation Authority](#) (APRA);
- iii. in relation to Tax Disclosures, the [Commissioner of Taxation](#) (ATO); or
- iv. any other prescribed Commonwealth authority or regulator.

However, if a whistleblowing report is made to one of these regulators the Group will not automatically become aware of that report and therefore may not be able to respond to it in accordance with this Policy.

(b) Legal practitioners

A disclosure made to a legal practitioner for the purpose of obtaining legal advice or legal representation in relation to the operation of

whistleblowing laws also qualifies for protection.

(c) Public interest and emergency disclosures

There are two categories of disclosure that a whistleblower may make to a journalist or a member of parliament and still obtain the protections of the Whistleblower Legislation. These are called Public Interest Disclosures and Emergency Disclosures and further details are contained in **Annexure A**.

Unless a disclosure is being made under those provisions, speaking to a journalist or a member of parliament about confidential information in relation to the Group without authorisation is not permitted and may be a disciplinary offence.

You may seek independent legal advice in relation to any such disclosure to help you understand your rights and protections.

How to make a report

4.18. Disclosures of Reportable Conduct are most useful when they include key information that offers actionable insight. Disclosures should include as much of the following information as possible if known by the person reporting the misconduct:

- **What** occurred – describe the act that is suspected or has been witnessed. It is useful to also describe what should have happened, so the report taker is clear about the nature of misconduct being described. Report what occurred; the sequence of events leading up to witnessing the act; steps observed and any actions taken to confirm suspicions or observations.
- **How** the misconduct was executed – describe any factors that may have enabled the misconduct or contributed to misconduct going undetected, being concealed or being previously unidentified.
- **Where it occurred** – the physical location/address that the misconduct occurred; the work location of those perpetrating misconduct or the location where the misconduct was observed.
- **When the misconduct occurred** – key dates of actions suspected or observed relating to the misconduct being disclosed. If a series of events occurred, offer these in chronological order if possible.
- **Who was involved** – offer names and job titles of those associated with the misconduct if known or information that may help identify those that may have been associated with the misconduct. Also offer names of others that may have witnessed or played a role in the acts being reported.

No time limit on reports

- 4.19. There is no time limit associated with making whistleblowing reports. However, the sooner misconduct is reported and the more likely it is that reliable evidence will be able to be gathered as part of any investigation and the Group can address the matter.
- 4.20. There may be limitations regarding legal action that can be taken in response to proven allegations but this should not deter whistleblowers from making a disclosure about misconduct they have reasonable grounds to believe occurred. All disclosures can assist the Group to refresh risk management monitoring, training and controls.

Anonymous reports

- 4.21. Whistleblowers are able to remain anonymous while making a report, over the course of the investigation and after the investigation is finalised. An anonymous discloser can refuse to answer questions that they feel could reveal their identity at any time, including during follow-up conversations. In these circumstances, the discloser will still be entitled to the protections set out in this Policy and under the Whistleblowing Legislation if the other requirements for making the disclosure are complied with.
- 4.22. However, if the whistleblower's identity is not provided when making a whistleblowing report this:
- will prevent the Group from re-contacting the whistleblower confidentially to clarify or confirm information supplied;
 - may impact on the Group's ability to proceed with investigation - if there are gaps in information supplied that cannot be clarified directly in confidence with a whistleblower;
 - will prevent the Group from updating the whistleblower on the Group's efforts taken in response to their disclosure; and
 - may affect the Group's ability to take steps to protect the whistleblower from detriment.
- 4.23. If a whistleblower wants to maintain complete anonymity when making a disclosure or throughout the investigation, we suggest that the whistleblower submits their disclosure on an anonymous basis via the methods outlined above in section 4.12, or if a disclosure is being made to any other 'eligible recipient' or persons listed in sections 4.14-4.17 above:
- submits their disclosure from a computer not connected to the Group's network;

- if making the disclosure by phone, calls from an unlisted number;
- if submitting an email, uses a private email address (e.g. like Gmail or another external email provider) – not one connected to the Group's network; and
- refrains from telling others that they have filed a whistleblowing disclosure.

A discloser who wishes to remain anonymous should maintain ongoing two-way communication with us, so that we can ask follow-up questions or provide feedback in relation to the report.

Even if a whistleblower does not make the report on an anonymous basis the person receiving the report is not permitted to reveal the identity of the whistleblower, or information that is likely to lead to the identification of the whistleblower, except for in certain circumstances as set out in section 8 below.

Other disclosures outside of the Group

- 4.24. Generally only reports that are made to the list of people or entities set out in sections 4.12, 4.14, 4.16 and 4.17 above will ensure protections are afforded to the whistleblower making the report. **Making reports to others outside the Group will not obtain the protection of the Whistleblowing Legislation or any other protections provided by this Policy.** This is because it is important to ensure that confidential information belonging to the Group is not disclosed outside of the Group.

5. Investigation of Reportable Conduct

- 5.1. All reports made under this Policy will be acknowledged, reviewed and assessed to determine if it qualifies for protection and, where appropriate, will be investigated at the earliest opportunity. Any findings will be managed promptly. The way a disclosure is managed depends on what it involves and will be dealt with on a case-by-case basis.

Investigations will be conducted independently of the discloser and the person(s) the subject of the Reportable Conduct.

- 5.2. Where appropriate, the Group will provide feedback and updates to the whistleblower (including through anonymous channels if the whistleblower has elected to remain anonymous) about the progress of the investigation and/or the outcome, subject to confidentiality considerations of the individuals allegedly engaging in Reportable Conduct.
- 5.3. In order to ensure that any investigations and actions undertaken are objective, fair and unbiased, it may be necessary to:
- (a) obtain specialist, independent advice including trained investigation staff from either inside the Group or refer the matter confidentially to a third-party investigation firm, if deemed appropriate having regard to the

nature of the Reportable Conduct;

- (b) appoint a person to assist in the investigation of a matter the subject of a report; or
- (c) refer the matter to the police or law enforcement where disclosures refer to criminal behaviour.

5.4. In the conduct of an investigation, the Group may proceed as follows:

- (a) speak to anyone who may be affected or involved in the disclosure so that they are provided with the opportunity to respond to the allegation(s);
- (b) consider these responses; and
- (c) speak to witnesses (where there is a dispute as to the facts surrounding the allegations).

5.5. In certain circumstances, where the Group decides it is appropriate to do so, it may also place any persons affected by the report or the whistleblower on paid leave during part or all of the investigation.

5.6. Any whistleblowers who reveal their identity may be asked to participate in subsequent confidential interview(s) in relation to the claims made in the disclosure including to clarify facts supplied in order to proceed with further investigation.

6. Fair treatment of employees that are the subject of a disclosure

6.1. The Group is also committed to ensuring the fair treatment of employees and other persons engaged by the Group who are mentioned in reports of Reportable Conduct, or to whom such disclosures relate. Fair treatment of those persons implicated in a misconduct disclosure includes but is not limited to the following:

- (a) disclosures will be handled confidentially to the extent that it is practical and appropriate;
- (b) the opportunity to be 'heard' on, and respond to the allegations as against them before any adverse findings are made against them; and
- (c) the opportunity to have their responses considered by the Group and, in appropriate circumstances, investigated.

6.2. During any investigation into a disclosure of Reportable Conduct, the Group extends support and protection to employees, officers and others engaged by the Group and implicated in the report until such investigation has concluded and claims have been proven or dismissed.

6.3. Any suspected adverse or detrimental treatment or concerns or dissatisfaction with the process or findings of the investigation should be reported to the

Group's Whistleblower Protection Officer or other eligible recipient so that these matters may be addressed.

- 6.4. The Group will endeavour to respond promptly to any complaints raised by parties who are the subject of a disclosure where such party has concerns about unfair treatment in the context of assessment of, and investigation into the Reportable Conduct.
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7. Proven misconduct

- 7.1. The Group reserves the right to institute performance management or take other disciplinary action, including termination or employment or engagement, in relation to those found to have committed corporate misconduct.
- 7.2. The Group also reserves the right to refer matters to law enforcement or regulatory bodies at anytime should the misconduct in the Group's reasonable opinion warrant such a referral.
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8. Protection of whistleblowers

Disclosures made to the persons or entities specified in 4.12- 4.17 above qualify for protection under Whistleblowing Legislation as described in this section 8 and section 9 below,

(a) Protection of your identity

- 8.1. Your identity (or any information that would be likely to identify you) will not be shared with anyone except if permitted in the circumstances set out in 8.3 and 8.4 below.
- 8.2. You may choose to make a report on an anonymous basis, however, as noted in section 4.21, there are a number of advantages in connection with the investigation process if you disclose your identity.
- 8.3. If you do disclose your identity and you are an 'eligible whistleblower' who is making a disclosure protected by the Whistleblowing Legislation via the methods set out in section 4.12-4.17 above, the recipient has a legal obligation to keep your identity confidential. This includes keeping confidential information which could lead to the disclosure of your identity.
- 8.4. The Group has the legal right to share a whistleblower's identity if reasonably necessary to refer an incident to authorities (such as ASIC, APRA and the Australian Federal Police (**AFP**) or other prescribed body) who may wish to pursue the matter.
- 8.5. Under the Whistleblowing Legislation, it is also permissible to:

- (a) disclose information regarding the suspected or actual wrongdoing disclosed without revealing the whistleblower's identity or information that is likely to lead to the identification of the whistleblower;
- (b) disclose information other than the whistleblower's identity if it is reasonably necessary for the purposes of the investigation and all reasonable steps are taken to reduce the risk that the whistleblower will be identified;
- (c) disclose the identity of a whistleblower, or information likely to lead to his or her identification to a legal practitioner for the purposes of obtaining legal advice or representation in relation to the disclosure; or
- (d) disclose the identity of a whistleblower where such disclosure is made with the consent of the whistleblower.

8.6. In order to allow for a proper investigation of the matter, and to provide support to the whistleblower, the recipient of your disclosure may ask you to consent to the disclosure of your identity to specific individuals, such as:

- (a) The Group's Whistleblower Protection Officer and/or Head of Human Resources; and
- (b) any other persons reasonably necessary for the purposes of investigating matters the subject of your disclosure.

8.7. If you are the recipient of a report from a whistleblower relating to Reportable Conduct you must not reveal the identity, or information that is likely to lead to identification, of the whistleblower without the written consent of the whistleblower or without the express permission from the Whistleblower Protection Officer to make the disclosure. Such action may constitute a criminal offence.

8.8. Whistleblowers can be assured that any information released in breach of this Policy will be treated seriously and may result in disciplinary action, potentially including dismissal. A breach of this Policy may in certain circumstances also result in criminal sanctions.

If you believe that there is a breach of your confidentiality, you can lodge a complaint via the methods set out in section 4.12 above or with a regulator such as ASIC or the ATO.

(b) Protection from detrimental conduct

8.9. The Group is committed to protecting and respecting the rights of a person who reports Reportable Conduct. The Group will not tolerate any detriment caused, or threatened to be caused against any person who has made or who is

believed to have made a report regarding Reportable Conduct. Under the Whistleblowing Legislation, "detriment" is defined to include, without limitation, any of the following:

- (a) dismissal;
- (b) injuring an employee in their employment, (e.g. not giving an employee legal entitlements such as pay or leave);
- (c) changing an employee's job to their disadvantage;
- (d) offering a potential employee different (and unfair) terms and conditions for the job, compared to other employees;
- (e) discriminating between employees to the disadvantage of a whistleblower;
- (f) harassment or intimidation of a person;
- (g) harm or injury to a person, including psychological harm;
- (h) not hiring someone because they have been a whistleblower;
- (i) damage to a person's property, reputation, business or financial position; or
- (j) any other damage to a person.

Actions that are **not** detrimental conduct include:

- administrative action that is reasonable for the purpose of protecting a discloser from detriment (e.g. moving a discloser who has made a disclosure about their immediate work area to another office to prevent them from detriment); and
- managing a discloser's unsatisfactory work performance, independently of their report of the Reportable Conduct, if the action is in line with the entity's performance management framework.

8.10. Any victimisation, retaliation or detriment caused or threatened to be caused (whether express, implied, conditional or unconditional) in reprisal for a report regarding Reportable Conduct being made under this Policy against the discloser or another person will be treated as misconduct and may result in disciplinary action, which may include dismissal (or termination of engagement). A breach of this requirement by the Group or an individual is also an offence.

8.11. If you experience or discover any such detrimental conduct, or potential conduct, you should report it immediately via the methods set out in section 4.12 above. You may want to seek independent legal advice or contact a regulatory body such as ASIC, APRA or the ATO.

(c) Potential Fines

8.12. In addition to potential disciplinary action, significant penalties may apply to persons who fail to maintain whistleblower protections under Whistleblowing Legislation.

8.13. Such fines and associated liability will remain the responsibility of the employee or officer and will not be paid for by the Group.

(d) Support of whistleblowers

8.14. The Group firmly believes that those who reasonably suspect or witness misconduct should be able to report their suspicions with the confidence that they will be supported, and not punished or discriminated against for making a disclosure.

8.15. Whistleblowers are encouraged to raise any concerns arising out of a disclosure (or anticipated disclosure) or any subsequent investigation process via the methods set out in section 4.12 above in the first instance.

8.16. A discloser may also still qualify for protection even if the disclosure turns out to be incorrect.

(e) Other protections – Compensation and other remedies

8.17. Under the Whistleblowing Legislation, a discloser or other person may seek compensation and other remedies (including injunction, apology, re-instatement of employment or payment of exemplary damages) through the courts if they suffer loss, damage or injury because of detrimental conduct.

9. Protection from criminal or civil liability

9.1. Whistleblowers who make a Qualifying Disclosure will not be subject to any civil, criminal or administrative liability (eg disciplinary action) for making the disclosure.

9.2. However, the whistleblower is not protected from civil, criminal or administrative liability for any of his or her conduct which may be revealed by the report. However, if a whistleblower reports such conduct and actively cooperates in an investigation in which they may be implicated, there may be some cases where the fact they have made a report will be taken into account as a mitigating factor when determining actions which may be taken against them.

10. False or misleading reports

10.1. Whistleblowers must have reasonable grounds to suspect that they have information concerning a Reportable Conduct in making a disclosure.

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- 10.2. Where it is shown that a person making a report has deliberately given information that is false or misleading, then the making of that report will be considered a serious matter and may render the person concerned subject to disciplinary proceedings which may include demotion, suspension or termination of employment.
- 10.3. However, no action will be taken against a person who makes a report based on reasonable grounds to suspect misconduct or an improper state of affairs, even if it is not substantiated in a subsequent investigation.
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11. Training

(a) Employee Whistleblowing Training

- 11.1. The Group will conduct regular training for employees and officers on this Policy and their rights and obligations under it. This training will include, but is not limited to, information on the following:
- (a) the legislative whistleblowing regime and how this Policy interacts with statutory protections;
 - (b) the kinds of matters that are disclosable under this Policy and the Whistleblowing Legislation;
 - (c) the process of making a disclosure (including to whom a disclosure can be made);
 - (d) The Group's investigation processes; and
 - (e) support that the Group offers to whistleblowers and persons who are the subject of a disclosure.

(b) Recipient Whistleblowing Training

- 11.2. The Group will conduct regular training for those persons who may receive or investigate whistleblowing reports. This training will include, but is not limited to, the following:
- (a) how to receive reports and obtain essential information;
 - (b) how best to protect the anonymity of the discloser (if an anonymous disclosure has been made) and the confidential nature of the disclosure;
 - (c) how to assist with, and where appropriate, conduct the investigation process; and
 - (d) how to provide continued support to whistleblowers and persons who

are the subject of a disclosure.

12. Accountabilities and governance

- 12.1. This Policy is approved by the Board. Any changes to this Policy must be approved by the Board.
- 12.2. The Group's Executive Committee (through the Group Risk Committee) is responsible for:
- (a) the oversight and implementation of this Policy and the processes and program under it;
 - (b) ensuring that this Policy is communicated as required and training is provided on this Policy;
 - (c) monitoring compliance with, and the effectiveness of the operation of, this Policy and the program under it.
- 12.3. The Whistleblower Protection Officer is responsible for:
- (a) reviewing and assessing any Reportable Conduct reported to the Whistleblower Protection Officer and taking the appropriate steps in managing the report;
 - (b) assisting and providing support to whistleblowers to ensure that they receive the appropriate protections under this Policy;
 - (c) the oversight of the process for individuals reporting Reportable Conduct under this Policy; and
 - (d) monitoring and reporting to the Board and Executive Committee on any breaches of this Policy.
- 12.4. The Group's other internal eligible recipients (listed in 4.12 and 4.14 above) are responsible for receiving and referring reports of Reportable Conduct for investigation.
- 12.5. The Group's People and Culture department supports the Whistleblower Protection Officer and eligible recipients with the whistleblowing processes and protections under this Policy.
- 13. Review of Policy**
- 13.1. The Group will periodically review this Policy to ensure that it is operating effectively and determine whether any changes are required to be made to the Policy.

Annexure A

Additional information about the Whistleblowing
Legislation

1. Whistleblowing Legislation

The protections under the Whistleblowing Legislation only apply to certain types of disclosures, known as Qualifying Disclosures. Although this Policy contains a summary of the relevant sections of those laws you should refer to the law itself for more information.

If a whistleblower makes a Qualifying Disclosure (the requirements for which are summarised below), they will be entitled to protections under the Whistleblowing Legislation. In addition, the Group will extend these protections to all whistleblowing reports made in accordance with this Policy, even where a report does not amount to a Qualifying Disclosure under the Whistleblowing Legislation.

2. Qualifying Disclosures

For a whistleblower to obtain the protections set out in the Whistleblowing Laws, the whistleblower must:

- (a) be an 'eligible whistleblower'. A list of eligible whistleblowers for the Group is set out above in section 4.10 above.
- (b) be reporting on a 'disclosable matter'. A 'disclosable matter' is one that relates to misconduct (including fraud, negligence, default, breach of trust or duty) or an improper state of affairs in relation to the Group or any related body corporate of the Group. However, as noted above in section 4.3 of this Policy, the Group will extend the protections under the Whistleblowing Legislation to all whistleblowing reports made in accordance with this Policy, even where that conduct may not amount to a 'disclosable matter'.
- (c) report that disclosable matter to an 'eligible recipient' set out above at sections 4.12, 4.14 and 4.16 or other persons in section 4.17.

If a whistleblower meets these three criteria they have made a 'Qualifying Disclosure' and are entitled to protections under the Whistleblowing Legislation.

3. Additional Examples of Reportable Conduct

The following are some examples of conduct where if you had reasonable grounds to suspect they had occurred that would be a disclosable matter if reported:

- (a) an offence against or a contravention of the *Corporations Act 2001*,

the *Australian Securities and Investments Commission Act 2001* or the *National Consumer Credit Protection Act 2009*. This would include conduct such as misleading and deceptive conduct, insider dealing and market manipulation.

- (b) an offence against any other law of the Commonwealth that is punishable by imprisonment for a period of 12 months or more. This would include conduct such as bribery of a Commonwealth Public Official; or
- (c) conduct that represents a danger to the public or the financial system.

In relation to Tax Disclosures, the whistleblower must have information relating to misconduct, or an improper state of affairs or circumstances, in relation to the tax affairs of the Group or an associate of the Group. The whistleblower must consider the information they possess may assist the eligible recipient to perform functions or duties in relation to the tax affairs of the Group or an associate of the Group.

'Personal work-related grievances' are excluded from whistleblowing protections and **should not be reported** under this Policy. Personal work-related grievances are generally those grievances about any matter in relation to the whistleblower's employment (or former employment), having implications for the whistleblower personally (e.g. a staff member's dissatisfaction with their pay).

4. Protections afforded to the Whistleblower

Legal immunity

Whistleblowers who make a Qualifying Disclosure will not be subject to any civil, criminal or administrative liability (eg disciplinary action) for making the disclosure.

No contractual or other remedy may be enforced against them on the basis of their disclosure.

There is no immunity from any action in relation to misconduct that the whistleblower was involved in, but Qualifying Disclosures will be inadmissible in relation to any such proceedings.

Confidentiality & Anonymity

Revealing the whistleblower's identity, or any information which is likely to lead to their identification, is a criminal and civil offence.

Protection from detrimental conduct

Causing 'detriment', or threatening such conduct, to any person because it is believed that a disclosure has been made under this Policy constitutes a criminal and civil offence.

Compensation and other remedies

Compensation and other remedies can be sought through the courts if the whistleblower suffers loss, damage or injury because of the detrimental conduct.

Disclosures that are not Reportable Conduct do not qualify for protection under the Whistleblowing Legislation but may be protected under other legislative instruments eg Fair Work Act 2009 for employment matters.

5. Public Interest and Emergency Disclosures

Under the Whistleblowing Legislation, there are two categories of protected disclosures which will protect whistleblowers who report to a journalist or a member of parliament (Commonwealth, state or territory). Except for these protected disclosures, disclosures to journalists or parliamentarians are not permitted unless expressly authorised by the Whistleblower Protection Officer.

Public Interest Disclosure - this category allows a whistleblower to make a disclosure to a journalist or parliamentarian if:

- (a) the whistleblower has previously made a disclosure to ASIC, APRA or any other prescribed Commonwealth authority;
- (b) at least 90 days have passed since the disclosure was made to ASIC, APRA or any other prescribed Commonwealth authority;
- (c) the whistleblower does not have reasonable grounds to believe that action is being taken to address the matters to which the previous disclosure related;
- (d) the whistleblower has reasonable grounds to believe that making a further disclosure of the information would be in the public interest; and
- (e) following the end of the 90-day period, the whistleblower gives the body to which the previous disclosure was made a written notification that includes sufficient information to identify the previous disclosure and states that the whistleblower intends to make a public interest disclosure.

Emergency Disclosure - this category allows a whistleblower to make a disclosure to a journalist or a parliamentarian if:

- (a) the whistleblower has previously made a disclosure to ASIC, APRA or any other prescribed Commonwealth authority;
- (b) the whistleblower has reasonable grounds to believe that the information concerns a substantial and imminent danger to the health or safety of one or more persons or to the natural environment; and

- (c) the whistleblower gives the body to which the previous disclosure was made a written notification that includes sufficient information to identify the previous disclosure and states that the whistleblower intends to make an emergency disclosure.

For both Public Interest and Emergency Disclosures, the extent of the information disclosed must be no greater than is necessary to appropriately inform the recipient of the relevant misconduct or substantial imminent danger.