

## Tip-offs Anonymous

Fraud, crime and theft is an increasing problem in South Africa. Too often, it is undetected and goes unreported, resulting in financial losses to organisations, eventually to the detriment of all stakeholders.

**Imperial** is no different. We are committed to conducting healthy business practices with honesty and integrity, which will not only ensure a stable environment for everyone but also ensure the continued future success of **Imperial**. For this reason, **Imperial** has subscribed to a service that will enable all our stakeholders to report anonymously on dishonest colleagues.

The service, **Tip-offs Anonymous®**, involves the professional services firm of *Deloitte & Touche* and is therefore totally independent of **Imperial**. **No one** will therefore ever know who reported the fraud or dishonest and inappropriate behaviour.

### How does it work?

- Anyone can contact Tip-offs Anonymous® using a dedicated FreeCall 0800 telephone number and e-mail as well as the generic FreePost and FreeFax facilities.
- Trained operators, using sophisticated contact centre equipment, will respond to calls in all the 11 official languages during business hours
- English, Afrikaans, Zulu, Sotho or Xhosa are available 24 hours per day, 365 days per year.
- Operators will interview callers, probing for specific facts so as to record as much information and understand things as clearly as possible.
- The information is then analysed and forwarded to designated senior officials of the company who will decide on corrective action to be taken.
- Although you may choose to tell Tip-offs Anonymous® who you are, the Tip-off report will never reveal your identity or even your gender (unless you choose your identity to be made known to the company!).

### What are our contact details?

<b>FreeCall phone</b>	:	<b>0800 20 35 80</b> (Exclusive to <i>Imperial</i> )
<b>FreeFax</b>	:	<b>0800 00 77 88</b> (For the sending of relevant documentation to support your tip-off)
<b>Unique e-mail</b>	:	<b><a href="mailto:Imperial@tip-offs.com">Imperial@tip-offs.com</a></b> (If Your Company has a server, do not send e-mail from work as this can be traced.) Please note that your e-mails will also remain anonymous since they will be relayed through a server which "strips-out" your name as sender as well as all other source information.
<b>FreePost address</b>	:	<b>Tip-offs Anonymous®</b> <b>FreePost KZN 138</b> <b>Umhlanga Rocks</b> <b>4320</b> (To which you can mail letters and relevant documentation)

It is very important to note that Tip-offs Anonymous® is not a service for the reporting of employment/grievances or complaints – these are to be directed through the appropriate HR reporting channels which are available to you.

Over the years, **Imperial** has earned a sound public reputation for honest and ethical business practices that we all can feel proud of and identify with. Together, let's keep it that way! Let's eradicate dishonesty and unethical behaviour from our workplace.

Don't be part of the problem – be part of the solution.

Be bold and take a stand. Make the real difference and report what you know to Tip-offs Anonymous® for the good of everyone.

**Deloitte.**