

Kagiso Media Ethics Hotline

These are your options:

- Provide your personal details which will be passed on to Kagiso Media;
- Provide your personal details to KPMG Ethics Line, but request that these are not passed on to Kagiso Media; or
- Remain totally anonymous (do not give the call centre operator any of your personal details).

Why do the operators not give their names?

Our operators do not provide their personal details for the following reasons:

- The same operator that took your initial report will not always be available to assist you;
- Our operators are not employed by Kagiso Media; therefore this is another way in which we protect our operators.

Instead, the operator WILL give you a reference number (for more information see “**Why do I receive a reference number?**” below).

Why do the operators ask me questions?

Operators sometimes ask questions to ensure that we obtain all the information necessary for Kagiso Media to investigate your report. Callers often have valuable information of which they are not aware, and our operators are trained to guide you as the caller through the reporting process.

If I give my name, will my details be revealed to Kagiso Media or any of the persons I reported?

No, your personal details will not be revealed to Kagiso Media if you request that your report be submitted anonymously (even though you give Ethics Line your name). Should you ask that your details be revealed in the report; Kagiso Media will not release these details to those individuals that you reported.

Remember: If you are hesitant about giving your personal details, it is better to remain anonymous.

Can I personally meet with someone to give my report?

No, Kagiso Media has made this hotline available to you for reporting incidents of concern. Investigators will receive the information you provide via the hotline and will investigate

accordingly. You may use the hotline and the reference number you receive to add information as often as you wish. You are welcome to provide your personal details for a Kagiso Media investigator to contact you if necessary.

What happens to the information I provide?

The information you provide is typed into a report, which is securely passed to Kagiso Media investigators for further action.

Will my report be investigated?

Yes, Kagiso Media is committed to acting pro-actively in addressing unethical behaviour, theft, fraud or related activity and has thus joined forces with KPMG to fight such practices.

How long will the investigation take?

Investigation periods differ, as each report is treated individually. The hotline operator will give you a reference number and advise on you when to call back for feedback. Remember you can use your reference number at any time to call the hotline and provide additional information.

Will I receive feedback?

Yes, you will receive feedback.

Will someone call me with feedback?

This will depend on whether you choose to make your report anonymously.

Feedback will either be provided through the hotline (where you call the hotline back with your reference number) or directly to you the caller (if you gave your name and contact details).

Why do I receive a reference number?

You will receive a reference number for every new report you make with the hotline. This reference number is yours alone (do not give it to someone else to follow up on your report) to protect your identity. The reference number also helps you to add information to your original report and to call for feedback (where applicable).

IMPORTANT! DO NOT BE A SILENT OBSERVER OF PRACTICES THAT ERODE THE VERY VALUES WE UPHOLD AND BELIEVE IN.



The difference is trust

KAGISO
Media

Welcome to the Kagiso Media Ethics Hotline

Kagiso Media subscribes to the KPMG's Ethics Line in order to maintain its high standards of corporate governance and ethical business practices.

Recent surveys have once again confirmed that fraud continues to be a major problem for businesses. Fifty three percent of fraud cases are resolved successfully because of tip-offs from staff members, stakeholders and service providers.

Kagiso Media is appealing to you to report any form of unethical practice; including sexual harassment and racial discrimination, fraud and corruption if they happen in Kagiso Media or its associates.

YOU ARE PROTECTED BY LAW

The Protected Disclosures Act, also known as the Whistle Blowers Act, promotes good, accountable and transparent public and corporate governance by encouraging employees to speak out against corruption, unethical practices and breaches of the law in the workplace, as well as protecting the informant. KPMG Ethics Line assists Kagiso Media in providing an avenue for disclosures to be made by whistleblowers.

KPMG Ethics Hotline operates as an independent channel where calls, emails, faxes and post are treated anonymously – except at the request of the informant. The location of the call centre is unknown to the public and it is secure.

Reporting guidelines

Before you report misdeeds, please ensure that you have the facts and can answer some or all of the following questions:

- In which department or division did the incident take place?
- Where did the incident happen?
- What is the nature of the incident?
- What date and time did the incident take place?
- How long has the incident been going on?
- How often does it happen?
- What are the names of the people involved and how many are they?
- Does anybody else know about it?
- Do you have any proof?
- Are there witnesses?

Making a call

The call centre operates 24 hours a day, seven days a week. Employees who do not want to be overheard using telephones in the office, may call from home after hours.

To contact KPMG Ethics Line, please follow the steps as set out below:

- 1 Dial **0800 21 25 83** toll free from a landline telephone or a cell phone. Please note that calls from a cell phone are charged at regular cell phone rates.
- 2 You may choose to remain anonymous. Provide full detail in respect of the fraudulent, corrupt or unethical practice to the call operator.
- 3 The operator will give you a reference number. Keep this confidential as you will need this number if you make a call at a later date to give extra information about the original report or to request feedback about the original call.

Other means of reporting

First call 0800 21 25 83 to lodge your complaint and obtain a reference number. Then you may fax, post or email information related to the complaint.

Fax

You may fax details anonymously to a confidential fax line operated by KPMG Ethics Line. Should you wish to use these methods, please state that the matter is about Kagiso Media and include as much detail as possible in the report.

Fax to 0800 200 796, which is a secure fax.

Post

Detail can be posted free-of-charge to KPMG Ethics Line at the following address:

KPMG Hotpost, BNT371, PO Box 14671, Sinoville, 0129.

Email

Information can be emailed through to the KPMG Ethics Line anonymously at the following address:

fraud@kpmg.co.za or **ethicsline@kpmg.co.za**

Website

Find the link posted on the front page of **www.kagisomedia.co.za**

Frequently asked questions

What is the purpose of this hotline?

Kagiso Media has decided to act pro-actively in addressing unethical behaviour, theft, fraud or related activity and has thus joined forces with KPMG to fight such practices.

The Kagiso Media Hotline, **operated by KPMG**, has been established with the aim to enhance an honest work ethic and simultaneously provide employees, members and providers with a mechanism to bring any unethical business practices to the attention of management.

The hotline operates 24 hours a day, 365 days a year.

Is the hotline number toll free?

The number is toll free if you call from a Telkom phone (including public phones) within South Africa. Calls made from cell-phones will be charged at the service provider rates.

It is as simple as dialling **0800 21 25 83** (within the borders of South Africa).

Can I call the hotline to query my statement or seek advice?

This hotline is available to you for the purposes of reporting unethical behaviour, theft, fraud or related activities. If you have any queries on these matters you may contact the hotline, where one of our friendly and experienced operators will assist you, or refer you to the correct number.

Are the calls recorded (why)?

Yes, our calls are recorded in order to ensure the accuracy of the reports we send to Kagiso Media for investigation. These recordings are used for our internal purposes only.

Do I have to give my name?

No, you do not have to reveal your name or any of your details. It is important to remember though that in some cases (for example where you are personally affected) you may be encouraged to provide your personal details.