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# WHISTLEBLOWER PROCEDURE

RESIMAC GROUP LTD

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## 1. Introduction

The Resimac Group (Resimac Limited, Resimac Group Limited and all its related entities, hereon 'Resimac') is committed to the highest standards of ethical behaviour in the conduct of its business activities. It encourages current and former employees, associates, contractors, trustees and members of the general public, to report instances of reportable conduct, whether actual or suspected. These include conduct, which is:

- dishonest;
- fraudulent;
- corrupt;
- illegal (including theft, the use or sale of drugs, violence or threats of violence and criminal damage against property);
- in breach of Commonwealth or State legislation or local authority by-laws;
- unethical (representing a breach of Resimac's Code of Conduct, or conduct which is otherwise unethical);
- results in an unsafe work practice

or which involves conduct in more than one of these categories.

Reportable conduct includes any other conduct, which is:

- serious and improper and / or
- may cause financial or non-financial loss to the Group

or might otherwise be detrimental to the interests of Resimac. Anyone who makes a report in these circumstances will be supported and protected by Resimac. All reports received will be investigated in line with best practice and the identity of the whistleblower will be kept confidential, within the definition of this policy.

The Corporations Act 2001 provides additional support to whistleblowers (as defined by the Act).

The definitions of key terms used in this policy are detailed at the end of the document.

## 2. Purpose

The purpose of this procedure is to establish and implement a whistleblower program which:

- encourages the reporting of behaviour that may result in financial or non-financial loss, or reputational damage to Resimac;
- enables an organisation to deal effectively with reports received from whistleblowers, so that the latter's identity and the information reported, remain confidential;
- protects whistleblowers against reprisal by any person, internal or external to Resimac
- provides the infrastructure to support the program
- plays a key role in detecting reportable conduct and assists in the exercise of good corporate governance
- complies with applicable legislation

The procedure applies to:

- current and former employees, directors, associates, contractors and their employees, and trustees of Resimac including persons in any of these categories who have had a previous relationship with the Group, which lapsed or was discontinued
- a supplier of goods or services to the Group and the employees of a supplier
- spouses, dependents and other relatives of those listed above
- any instance of reportable conduct for which a third party is responsible
- any instance of reportable conduct reported by a third party

### 3. The Whistleblower Process

#### 3.1. What information is needed, when making a Report?

Whistleblower reports may be made by phone. If a verbal (or other informal) report has been made and the person making the report is not satisfied that the report has been adequately investigated, the whistleblower should submit a further, written report.

When making either type of report you will be asked to provide information regarding the matter you wish to report. This may include:

- The name, job title and location of those involved in the reportable conduct;
- The nature of the conduct;
- The date when the conduct first became known;
- How the conduct became known;
- The period for which the conduct has been occurring;
- Whether evidence of the misconduct is available, and if so, what type
- Contact details and / or representations for any witnesses;
- Any concerns you may have that reprisals or retaliatory action may be taken against you, as a consequence of making the report;
- Whether you wish to remain anonymous;
- Your personal details, if you don't wish to remain anonymous; and
- Any other relevant information.

Resimac respects your right to report anonymously and welcomes all reports made in accordance with this Procedure. Please note, that for anonymous reports, Resimac will not be able to provide you with progress reports on the investigation, or of the outcome.

If you remain anonymous when making your initial report, you may elect to declare your identity at a later date, by notifying Resimac, as below.

### 3.2. Making a Report

If after due consideration, you wish to make a report under this Procedure, the contact details are:

Phone: 02 9248 6556  
Email: [whistle.blower@resimac.com.au](mailto:whistle.blower@resimac.com.au)  
Post: Head of Internal Audit  
Level 9, 45 Clarence Street  
Sydney NSW 2000

For written reports, a template is attached as Appendix A.

## 4. Protection of Whistleblowers

In the event that a whistleblower chooses to divulge his/her identity, it will be disclosed only where necessary for the purposes of investigation.

Information received from a whistleblower will be held in the strictest confidence and will only be disclosed to persons external to the investigation, if:

- a) the whistleblower consents in writing to the disclosure; or
- b) Resimac is compelled by law, to disclose the information

For 'qualifying disclosures' - as defined in the Corporations Act 2001 - it is an offence for an individual to disclose the matters reported, in any other circumstance.

Resimac will take the steps necessary to protect whistleblowers and ensure that they are not disadvantaged on account of making the report. 'Disadvantage' includes:

- termination of a contractual relationship
- any form of harassment
- discrimination, or any other form of bias

Should the whistleblower believe that a reprisal of some sort has been taken against him/her, he/she has an automatic right of referral to the Whistleblower Protection Officer, as referenced below.

## 5. Investigations

Whistleblower Reports will be subject to thorough investigation, to substantiate or refute the claim/s made. Investigations will follow best practice and will be independent of the business unit concerned, the whistleblower and the subject(s) of the reportable conduct.

The rules of natural justice will be observed, for example, the investigation will be conducted without bias and the person against whom the allegation is made will be given the opportunity to respond. The overriding aim is for the investigation to be considered fair, by all parties.

Where an allegation is significant - with serious consequences if proven - consideration will be given to the employment of a third-party investigator.

Where the whistleblower has not asked to remain anonymous, they will be informed of the following, within 10 business days:

- the identity of the officer(s) investigating their concern and how they can be contacted;
- any further information required, regarding the allegation; and at a later date if requested:
- a summary of the investigator's report and how the business proposes to deal with the findings contained in the report

During the course of the investigation, the officer(s) conducting it will communicate regularly with the whistleblower.

Upon receipt of a whistleblower report by Resimac, the Chief Executive Officer will be informed only that a report has been received. No further detail concerning the report will be shared with the Chief Executive Officer while the investigation is in progress and pending the findings and outcome.

## 6. Personnel

The following personnel have responsibility for receiving and reviewing reports and for conducting the investigation in accordance with this procedure.

### 6.1. The Whistleblower Protection Officer

A senior Human Resources manager is the Whistleblower Protection Officer for Resimac. If there is any conflict of interest, the General Manager Governance, Change and Culture, will act as the Protection Officer.

The Protection Officer's role is to safeguard the whistleblower's interests and to ensure compliance with Resimac policies and the applicable legislation.

The types of protection which Resimac may make available will depend on the situation, but may include:

- rectification of any detriment a whistleblower may have suffered, as a result of the report or investigation;  
or
- ensuring fair and legal treatment of Resimac employees, including person(s) accused of misconduct.

The Protection Officer has direct access to independent financial, legal and operational advisors.

### 6.2. The Whistleblower Investigations Officer

The Head of Internal Audit is the Whistleblower Investigations Officer for Resimac. The role of this Officer is to investigate the substance of reports received and determine whether there is evidence to support the matters raised.

When an investigation is in progress, the Officer will provide updates to Resimac and to the whistleblower on the progress of the investigation and the application of the whistleblower process to the report received. The identity of the whistleblower(s) will not be disclosed, unless requested by the whistleblower.

In the absence of the Head of Internal Audit, or if there is a conflict of interest, a third party will be nominated to act as the Investigations Officer.

### 6.3. Completion & Reporting

The Investigations Officer will complete the investigation within a reasonable timeframe, dependent on the nature of the allegation and the amount of evidence provided.

Upon completion, the Officer will prepare a report, which will reference:

- the key witness statements;
- other available evidences;
- the findings of the investigation; and where applicable
- a remediation plan approved by Resimac

The determination made by the investigation will finalise the whistleblower process. However, should the whistleblower believe that the matter they raised has not been dealt with adequately, they should refer the matter to the Company Secretary of Resimac, at the address above, using registered mail.

Where there has been a breach of our compliance obligations; a fraudulent activity or criminal act it will be reported immediately to the relevant external regulatory or criminal authority.

## 7. External Reporting

If you have made an internal report of the matter, which has not been properly addressed, you have a legal right to contact:

- a legal practitioner, for the purpose of obtaining legal advice, or legal representation in relation to the disclosure;
- the relevant regulatory body;
- a member of Resimac's external audit team; or
- an actuary employed by Resimac

Corporations law provides protection to eligible whistleblowers who make an external report of a qualifying disclosure. Please refer to Appendix B for further information.

Whistleblower reports can be made directly to the Police, if there are grounds to believe that a crime has been committed, or will be committed.

## 8. False Reporting & Failure to Report

In the event that a third party makes a false report - or fails to report serious misconduct of which they are aware - they may become liable to legal action.

## 9. Unauthorised Release of Information

Should an employee of Resimac become aware of any information provided by a whistleblower, they must not release the information to a person who is not involved in the investigation, or resolution of the matter. Similarly, the whistleblower's identity, or any information that may lead to his/her identification, must not be released. A breach of these restrictions will be regarded as a serious disciplinary matter.

## 10. Visibility & Communication

Resimac's commitment to the investigation of reportable conduct will be confirmed periodically in communications to agents, contractors and other associates. This procedure is available on the Group's principal websites in Australia ([www.resimac.com.au](http://www.resimac.com.au)) and New Zealand ([www.resimac.co.nz](http://www.resimac.co.nz))

## 11. Definitions

### Whistleblower:

A person who makes, attempts to make, or wishes to make a report in connection with reportable conduct. A whistleblower may or may not wish to remain anonymous.

### Fraud:

Dishonest activity causing actual or potential financial loss to any person or entity, including theft of money or other property by employees or persons external to Resimac. This activity is considered fraudulent whether or not there is deception immediately before, during, or after the activity.

Dishonest activity includes the deliberate falsification, concealment or destruction of documentation, used or intended for business purposes; the improper use of information; or using an employee's position within Resimac to their advantage.

### Corruption:

Dishonest activity in which a director, executive, manager, employee or contractor of an entity acts in a manner which is contrary to the interests of the entity and / or is an abuse of his/her position of trust, in order to achieve personal gain or advantage for themselves, or for another person or entity.



## Document Control

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Owner: Head of Internal Audit

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Version: v2021.01

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### Commercial in Confidence

The information contained in this document is confidential and proprietary to Resimac Group Limited (“Resimac”). It must be held in strict confidence and not disclosed, duplicated or used in whole or in part for any purpose without the written consent of Resimac. Every attempt has been made to ensure the information contained herein has been obtained from reliable sources. Resimac does not guarantee the accuracy or completeness of the information presented and accepts no liability for any loss or damage arising in connection with the use of the information.

## Appendix A – Whistleblower Report

INFORMATION REQUIRED	RESPONSE
Name and location of the subject(s):	
Nature of the conduct:	
Details of the conduct:	
Date on which the matter became known:	
How the matter became known:	
Approximate period that the suspected matter has been occurring:	
Is evidence available?	
Details of witnesses?	
Are you concerned that reprisals or recriminatory action may be taken against you as a consequence of lodging this report?	
Is there any other information that you wish to provide?	
Do you wish to remain anonymous?	<input type="checkbox"/> Yes <input type="checkbox"/> No (if no, please add your contact details below)

YOUR DETAILS (Only to be completed if you do not wish to remain anonymous)	
Name:	
Personal mobile number:	
Personal email address:	

CONSENT
I consent to the use of the information provided in this report, in accordance with this Procedure, other applicable Policies of the Resimac Group and all relevant laws and regulations. <input type="checkbox"/> Yes

Whistleblower reporting which is suspected to be improper will be subject to the provisions set out in this Procedure. False allegations of misconduct are a serious matter and the persons responsible may be subject to legal sanctions.

## Appendix B – Legal Protection of Whistleblowers

The Corporations Act 2001 ('the Act'), as recently amended, provides support to whistleblowers, as defined within the Act. RESIMAC is a regulated entity for the purpose of the Act. A disclosure of reportable conduct by a whistleblower qualifies for protection under the Act if:

- a) the discloser is an **eligible whistleblower** in relation to a regulated entity; and
- b) the disclosure is made to an **eligible recipient** in relation to the regulated entity.

Reports made in accordance with this Procedure will also meet the requirements of the Act.

The legal protections provided to whistleblowers are very similar to those set out in this Procedure. In addition, the law provides for **Emergency Disclosure** of reportable conduct, where there is an imminent risk of serious harm or danger to:

- a) public health or safety; or
- b) the general, financial system

If the information is not acted on immediately and / or a prior report to an eligible recipient has not received a response, within a reasonable time period.

A whistleblower is also protected by law where a report is made to the Commissioner of Taxation, to assist the Commissioner in performing duties in relation to an entity to which the whistleblower is associated.

When considering a report in any of these circumstances, Resimac recommends that a whistleblower obtains the appropriate legal advice, before making a disclosure.

For more information on the protections available under the law, please refer to the website of the Australian Securities and Investments Commission at [www.asic.gov.au](http://www.asic.gov.au)