

# Whistleblower Protection Policy

## Policy Details

### Policy Owner

Group Chief Risk Officer

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### Approved by

The Star Entertainment Group Board

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# THE STAR

Version	Amended by	Reason for change	Details of changes	Date
1.0	TSEG Board	Original issue	--	01 March 2018
2.0	TSEG Board	General enhancements	--	22 September 2022
3.0	TSEG Board	Rewrite to address ASIC Regulatory guidance on whistleblowing policies (RG270)	--	22 November 2022
4.0	TSEG Board	Enhancements to include roles and responsibilities; remove outdated references, modernise terms and emphasise reporting streams	--	8 December 2023
4.1	Group Compliance	Related Policies updated	Related Policies updated in line with name changes	8 April 2024
4.2	Group Compliance	Update to wording	Update to wording in PVPs	30 April 2024

## 01 Purpose and Scope

The Star Entertainment Group Limited ([TSEG](#)) is committed to fostering a speak-up culture. This commitment is underpinned by our Code of Conduct and our values, which guide our behaviour and how we do business.

We encourage you to call out all [Wrongdoing](#), including any improper, unethical, or illegal activity. TSEG’s Whistleblower Program provides you a secure, safe, and confidential way to do so and we will protect and support a person who raises a concern in accordance with this Policy.

The purpose of this Policy is to:

- encourage a genuine disclosure of Wrongdoing, including through Raiselt;
- deter Wrongdoing, in line with TSEG’s risk management and governance framework;
- ensure individuals who disclose Wrongdoing can do so safely, securely and with confidence that they will be protected and supported;
- explain how TSEG will investigate and address a concern raised under this Policy; and
- comply with the legislative requirements under the Corporations Act to ensure statutory protection is afforded to anyone who makes a [Protected Report](#).

If there is inconsistency between this Policy and a provision of relevant legislation, the provisions of the relevant legislation will apply to the extent of the inconsistency. This Policy is applied in accordance with the laws of the relevant jurisdictions where TSEG operates.

This Policy applies to all TSEG directors, executives, [Team Members](#) and contractors at all TSEG locations.

### TSEG’s Purpose, Values and Principles

TSEG's co-developed Purpose, Values and Principles (PVP) is defined by a set of target mindsets and behaviours that shape its ethical decision-making framework. TSEG is committed to driving its purpose of [creating fun at trusted destinations](#). TSEG's policies and adherence to them are key to being a trusted destination for its team members, stakeholders, and the wider community.

The PVP is fundamental to TSEG’s core culture and guides the Whistleblower Protection policy. The following table outlines the values that guide team member's behaviours in relation to this policy:

**Table 1. How this Policy aligns with TSEG’s Values**

TSEG’S VALUES	WHAT WE BELIEVE AND WHAT WE DO
LEAD WITH INTEGRITY	<ul style="list-style-type: none"> <li>• Speak up and call out bad behaviour and inappropriate risk taking in a timely manner.</li> <li>• Take action and follow through to make sure the right thing is being done.</li> </ul>
OWN IT	<ul style="list-style-type: none"> <li>• Take responsibility for our actions.</li> <li>• Stay up to date on changing legislation, maintaining accurate records of reports and resolutions, and implementing practices that align with legislative and regulatory requirements.</li> </ul>

TSEG'S VALUES	WHAT WE BELIEVE AND WHAT WE DO
BUILD MEMORABLE CONNECTIONS	<ul style="list-style-type: none"> <li>Recognise and respect the dignity of a person reporting a disclosable matter, considering their context and difficulties they may have faced or may be concerned about in raising the matter.</li> <li>Create an environment where it is safe to report misconduct.</li> </ul>
TAKE GOOD CARE	<ul style="list-style-type: none"> <li>Conduct objective and unbiased assessments of reports, adhering to timelines for each stage and maintaining clear communication with parties where possible.</li> <li>Ensure practices protect whistleblowers from unfair treatment.</li> </ul>

## 02 Policy Requirements

### 2.1 What is a Protected Report?

2.1.1. If your report meets all the following criteria, it is considered a Protected Report:

- The report is made by an [Eligible Whistleblower](#);
- The report is made through one of the [Eligible Reporting Channels](#); and
- The report contains information, based on [reasonable grounds](#), that concerns Wrongdoing in relation to TSEG.

2.1.2. If your report is a Protected Report, you are entitled to the legal protections outlined in this Policy and under the Corporations Act. If your report does not meet the above criteria, we encourage you to raise your concerns via the appropriate channel, however it may not attract the legal protections outlined in this Policy. For example, for personal [work-related grievances](#), please refer to the Grievance Procedure.

### 2.2 Am I an Eligible Whistleblower?





2.2.1. You are an Eligible Whistleblower and can make a report under this Policy if you are, or have previously been:

- a TSEG team member;
- an officer or associate of TSEG;
- a person who supplies goods or services to TSEG, whether paid or unpaid, or an employee of such a person; or spouse, relative or dependant of one of the above.

2.2.2. A customer cannot be an Eligible Whistleblower.

### 2.3 What are the Eligible Reporting Channels?

2.3.1. For your report to be considered a Protected Report, it must be made to or via an Eligible Reporting Channel.

Reporting Channel	How to use the Reporting Channel
	<p><b>Call the secure external hotline – Your Call.</b></p> <p>You can make a report via telephone to the external Whistleblowing Hotline service operated by Your Call:</p> <p>1800 319 826 (7:00am to midnight AEST on business days).</p> <p>You may elect to remain anonymous or choose to share your contact details with TSEG.</p>
	<p><b>Report securely online – Rely platform.</b></p> <p>You can make a report to our online reporting portal at any time via:</p> <p><a href="https://star.relyplatform.com/report">star.relyplatform.com/report</a></p> <p>You may elect to remain anonymous or choose to share your contact details with TSEG.</p>
	<p><b>Report to an internal Eligible Recipient.</b></p> <p>You have the option to report to the following individuals authorised by TSEG under the Corporations Act to receive reports:</p> <ul style="list-style-type: none"> <li>• <a href="#">Whistleblower Protection Officer.</a></li> <li>• Any Director, Secretary, the Group Chief Executive Officer, a member of the Group Leadership Team, a “General Manager” or another senior manager of TSEG.</li> <li>• An actuary, auditor or member of an audit team conducting an audit of TSEG.</li> </ul>
	<p><b>Report To an External Eligible Recipient.</b></p> <p>In accordance with the Corporations Act, a report may also be made externally to one of the following:</p> <ul style="list-style-type: none"> <li>• An external legal practitioner for the purposes of obtaining legal advice or legal representation about the operation of the whistleblower provisions in the Corporations Act.</li> <li>• ASIC, APRA or a Commonwealth authority prescribed under the Corporations Act.</li> </ul>

2.3.2. You can find further details in [Appendix A](#).

## 2.4 What Can I Report under this Policy?

2.4.1. For your report to be considered a Protected Report, it must concern a disclosable matter (referred to in this Policy as Wrongdoing).

2.4.2. You can still qualify for protection even if the information you provide turns out to be incorrect or unsubstantiated, provided you meet all the criteria for a Protected Report



outlined in section 2.1.

- 2.4.3. Deliberate false reporting will be treated seriously. If it is discovered that you have intentionally made a false report (for example, if you know a report is untrue and you report it in order to harm, annoy, or cause distress to someone), we may take disciplinary action against you, which may include termination of your employment or engagement with TSEG.

## 2.5 What if My Concern relates to a Personal Work-Related Grievance?

- 2.5.1. We encourage everyone to speak up about concerns. However, if your concern relates solely to a personal work-related grievance, it will not qualify for protection under the Corporations Act or be covered by this Policy.
- 2.5.2. TSEG has dedicated processes in place to handle personal work-related grievances. For concerns of this nature, please refer to the Grievance Procedure.
- 2.5.3. A disclosure concerning a personal work-related grievance that is made to a legal practitioner may still qualify for protection.

## 2.6 Can I remain Anonymous when Making a Report?

- 2.6.1. Yes. You can make a report anonymously, or otherwise, by contacting any of the Eligible Reporting Channels outlined in section 2.3.
- 2.6.2. There is no requirement to provide your name or identify yourself at any stage during the reporting or investigation process or after the investigation is finalised. You can also decide not to answer questions that you feel may reveal your identity. You can also choose to provide your identity to the person that you are making the report to but not consent to them sharing your identity with anyone else.
- 2.6.3. We will respect your right not to identify yourself. However, if you choose to remain anonymous, this may affect the ability of TSEG to investigate and properly communicate with you about the report.
- 2.6.4. TSEG encourages Eligible Whistleblowers who would prefer to remain anonymous to maintain ongoing two-way communication, to allow TSEG to ask follow-up questions and provide feedback. This can also be done using the Your Call hotline service or the online Rely platform report portal.

## 2.7 What Happens after I submit My Report?

- 2.7.1. Any person who receives a Protected Report made under this Policy must ensure the report is managed in compliance with this Policy and any relevant procedures. Generally, if you can be contacted, we will confirm receipt of your disclosure within two business days.
- 2.7.2. After receiving a report about Wrongdoing, TSEG will assess the information provided to determine whether it is a Protected Report, how it will be handled and whether an investigation is required.

2.7.3. TSEG's response to a report will vary depending on the nature of the report and the amount of information provided. The precise steps to be taken to investigate a report will differ in individual cases but may include:

- appointing an internal or external investigator (if it has been determined that an investigation is required), who is able to conduct the investigation in a fair, objective, and independent manner;
- interviewing the Eligible Whistleblower and any other relevant person to obtain information about the report;
- determining the nature of any technical, financial, or legal advice that may be required to support the investigation; and
- reviewing relevant documents and other information in relation to the report.

2.7.4. The investigation of a Protected Report will commence as soon as reasonably possible from the date we receive it. However, there may be reasons why an investigation may take longer. If we think there might be a delay with the investigation, we will tell the person who made the Protected Report (where possible).

2.7.5. Where possible, you will be kept informed of when the investigation process has begun, while the investigation is in progress and after the investigation has been finalised, subject to confidentiality and privacy considerations.

2.7.6. TSEG may decide to take action in response to any findings which may include, but is not limited to, disciplinary action, reporting the matter to an appropriate regulator, conducting training or addressing procedural and Policy deficiencies.

## 2.8 What Protections do I receive under this Policy?

2.8.1. If you meet the requirements for a Protected Report, you are entitled to the benefit of certain protections under the Corporations Act.

### Protecting Your Identity

2.8.2. If you make a Protected Report, it is illegal for a person to disclose your identity or information that is likely to lead to identification of your identity, unless:

- you give your consent;
- the disclosure is required by law; or
- the disclosure is made to a professional legal advisor (including TSEG's legal team) for the purpose of obtaining legal advice or legal representation, or regulatory bodies, such as ASIC, APRA, or a member of the Australian Federal Police.

2.8.3. However, a person who is dealing with a Protected Report may disclose information that is reasonably necessary for the purposes of investigating the issues raised in the report, provided that the information does not include your identity. If information contained in a Protected Report is disclosed for the above purpose, TSEG will take all reasonable steps to reduce the risk that you will be identified from the information (for example by removing your personal information or other details that are likely to identify you).



2.8.4. To maintain confidentiality of your identity, TSEG will:

- ensure personal information or references to your identity are redacted in all investigation and reporting documents;
- refer to you in gender-neutral terms where possible;
- take reasonable steps to remove information in your Protected Report which may inadvertently identify you;
- ensure the information you provide and all materials relevant to a Protected Report are held securely with access limited only to the individuals necessary to investigate your Protected Report and to support and protect you as the Eligible Whistleblower; and
- take reasonable steps to ensure individuals involved in your Protected Report understand the requirements of this Policy.

2.8.5. You should also be aware that during an investigation, it may be necessary for us to tell the people who are believed to be involved in the Wrongdoing about the alleged Wrongdoing. This is to ensure a fair investigation and provide those people with an opportunity to respond to the allegations of Wrongdoing. Although we will not tell these people your identity (unless you give consent), it is possible that the details of the Protected Report may lead them to believe that they know the identity of the person who made the Protected Report.

2.8.6. You should also be aware that it may be possible for others to guess your identity if:

- you previously mentioned to other people that you are considering making a disclosure,
- you are one of a very small number of people with access to the information, or
- your disclosure relates to information that you have previously been told privately and in confidence.

2.8.7. Any breach of confidentiality will be treated as a serious matter and may be the subject of disciplinary action up to and including dismissal or termination of engagement with TSEG.

2.8.8. Breaches of Whistleblower confidentiality are an offence under the Corporations Act and the Taxation Administration Act, and serious criminal and civil penalties apply for both individuals and corporations.

2.8.9. If you believe your confidentiality as an Eligible Whistleblower has been breached, you are encouraged to reach out to the Whistleblower Protection Officer.

### **Protection Against Detrimental Conduct**

2.8.10. TSEG is committed to protecting the legal rights of those who make Protected Reports and will not tolerate any detriment or threats of detriment against you or any other relevant person (e.g., suspected whistleblowers or people who participate in investigations).

2.8.11. “Detriment” includes dismissal, suspension, demotion, or termination of your employment or engagement with us; changes to your employment, position, or duties to your disadvantage; discrimination; harassment or intimidation; harm or injury (including psychological harm); damage to property, reputation, business, or financial position; or any other damage.

2.8.12. The following actions are not considered to be detriment:

- Reasonable administrative action taken to protect an Eligible Whistleblower from detriment (e.g., relocating them to another office to prevent victimisation).
- Managing unsatisfactory work performance of an Eligible Whistleblower, in line with TSEG’s usual performance management framework.

2.8.13. TSEG will protect you from detriment arising from making a Protected Report by:

- Conducting a risk assessment of the report to identify and manage risk of negative consequences.
- Where applicable, making reasonable adjustments as required to allow the Eligible Whistleblower to perform their duties at work without being potentially exposed to detriment (e.g., by changing reporting lines or location).
- Implementing strategies to help the Eligible Whistleblower minimise and manage stress, time or performance impacts or other challenges resulting from the report or its investigation.
- Making available support services such as access to TSEG’s independent Employee Assistance Program (**EAP**).

2.8.14. If you believe you have suffered detriment, you are encouraged to reach out to the Whistleblower Protection Officer.

## Protection Against Litigation

2.8.15. If your report is determined to be a Protected Report, you are protected from any of the following legal actions for doing so:

- Civil liability (e.g., any legal action against you for breaching an employment contract, a duty of confidentiality or another contractual obligation).
- Criminal liability (e.g., legal action against you for unlawfully releasing information, or other use of the Protected Report against you in a criminal proceeding (other than for making a false disclosure)).
- Administrative liability (e.g., disciplinary action for making the Protected Report).

2.8.16. However, you are still responsible for your own actions. These protections do not grant you an unlimited immunity in the course of your employment with TSEG and do not prevent action being taken against you for any Wrongdoing that you are involved in that is revealed in your report.

## Other Support Available

2.8.17. We will support you while your Protected Report is being handled by TSEG.

2.8.18. Team members may also contact our Employee Assistance Program operated by Assure. You can request an appointment with Assure directly, either via the website, or phone (free call 1800 808 374).

## 2.9 What Happens to the Subject of a Protected Report?

2.9.1. TSEG will take all reasonable steps to ensure that any team member who is the subject of a Protected Report is afforded fair treatment and an impartial investigation in accordance with this Policy. Generally, when an investigation is conducted, team members who are the subject of a Protected Report may be, within the constraints of confidentiality:

- told about the substance of the allegations;
- given a fair and reasonable opportunity to respond to the allegations before the investigation is finalised; and
- informed about the findings of the investigation and given an opportunity to respond to those conclusions before any action is taken against them (subject to legal, privacy and confidentiality requirements).

2.9.2. Before providing any information to a team member who is the subject of a Protected Report we will:

- make sure the information does not include the Eligible Whistleblower's identity;
- make sure we have taken all reasonable steps to reduce the risk that the Eligible Whistleblower will be identified from the information; and
- only provide information that is reasonably necessary for investigating the issues raised in the Protected Report.

2.9.3. Team members who are the subject of a Protected Report may access TSEG's independent Employee Assistance Program (EAP) for additional support.

## 2.10 What If I'm Not Satisfied with The Outcome?

2.10.1. Subject to confidentiality and where appropriate, TSEG will share progress updates with you. However, there may be circumstances where it is not appropriate for TSEG to provide details of the outcome of the Protected Report to you.

2.10.2. If you make a Protected Report, or you are the subject of a Protected Report, and you are not satisfied with the outcome, you can consider the other Eligible Reporting Channels listed in section 2.3, including a report to an external Eligible Recipient.

## 03 Roles and Responsibilities

Roles	Responsibilities
<b>All team members</b>	<p>All team members are responsible for showing awareness of the Whistleblower Policy and knowing where to access further information. Team members must:</p> <ul style="list-style-type: none"> <li>• Complete their mandatory training required of them within required timeframes.</li> <li>• Be aware of the types of reporting available via Raiselt and choose appropriately - <a href="https://sharepoint.com">RAISE IT   REPORTING AT THE STAR (sharepoint.com)</a>.</li> </ul> <p>Team members are encouraged to reach out to Group Compliance for any questions relating to this Policy and procedures.</p>
<b>Eligible Recipient</b>	<ul style="list-style-type: none"> <li>• Receiving and responding to Whistleblower reports in accordance with this Policy.</li> <li>• Contacting the Group Compliance team for further guidance about the Policy expectations (without sharing details of the Whistleblower report).</li> <li>• Protecting the identity of any Whistleblower unless their express (preferably documented) consent has been received.</li> <li>• Ensuring that the Whistleblower does not experience retaliation or detriment as a result of their Protected Report.</li> <li>• Completing mandatory Eligible Recipient training.</li> </ul>
<b>Whistleblower Committee</b>	<ul style="list-style-type: none"> <li>• Reviewing disclosures reported through Eligible Reporting Channels and assessing the information provided to determine how it will be handled and whether an investigation is required.</li> <li>• Reporting at regular intervals to the Safer Gambling, Ethics and Governance Committee.</li> </ul>
<b>Whistleblowing Lead Investigator</b>	<ul style="list-style-type: none"> <li>• Performing the primary Whistleblower investigation role in accordance with the agreed approach determined by the Whistleblower Committee.</li> <li>• Providing investigation reports directly to the Whistleblower Committee.</li> <li>• This person can be either internal or external, an appropriate entity (such as an investigative firm) and may delegate investigate responsibilities to appropriate personnel (e.g., investigations team members).</li> </ul>
<b>Whistleblower Protection Officer</b>	<ul style="list-style-type: none"> <li>• Assessing, monitoring for any issues or concerns of detrimental conduct against Whistleblowers and taking steps to address potential detriment.</li> <li>• Assessing the welfare and protection needs for each Whistleblower.</li> </ul>

Roles	Responsibilities
<b>The Safer Gambling, Governance and Ethics Committee Responsibilities (or designated sub-committee of the Board)</b>	<ul style="list-style-type: none"> <li>Reviewing confidential reporting on the number and type of whistleblowing incidents quarterly to enable it to address any issues or themes and trends at a regional or group level. Note that reporting will be a “no names” basis to maintain the confidentiality of matters raised under this Policy.</li> <li>Monitoring the Whistleblower Program to ensure that the broader trends, themes and/or emerging risks highlighted by the disclosures made under this Policy are addressed and mitigated as part of TSEG’s risk management and corporate governance.</li> </ul>

## 04 Breaches of this Policy

TSEG is committed to conducting its operations in a way that meets its commitments to regulators, guests, and the wider community. Non-conformance with a Policy, including this Policy, can pose a significant risk to TSEG, guests, and the wider community, potentially resulting in punitive measures against TSEG.

Team members who become aware of an actual or possible breach of this Policy must follow the established protocols set out in the Incident and Breach Management Policy. The Incident and Breach Management Policy has strict timelines in place to satisfy regulatory requirements; if a team member has reason to believe that a breach may have occurred it is imperative that those protocols are followed expeditiously to avoid adverse consequences.

Non-conformance with this Policy may also amount to a breach of TSEG’s Code of Conduct and values. Breaches of the Code of Conduct may result in disciplinary action, including termination of employment, fines, penalties, and potential prosecution.

## 05 Definitions

Term	Definition
<b>Disclosure Officer</b>	A person appointed by TSEG involved in processing disclosures made under this Policy.
<b>Eligible Whistleblower</b>	An individual who meets the criteria listed in section 3 of this Policy.
<b>Reasonable grounds</b>	A reasonable person in your position would also reasonably suspect that the information concerns misconduct or an improper state of affairs or circumstances.
<b>Team Member</b>	Current employees of TSEG including full-time, part-time, permanent, casual, fixed-term or temporary, interns, secondees, managers, and directors.
<b>TSEG</b>	TSEG Entertainment Group.
<b>Work-related grievance</b>	Personal work-related grievances relate to an individual’s current or former employment arrangements, performance, remuneration outcomes or personal circumstances that do not have significant implications for the

Term	Definition
	<p>organisation.</p> <p>Examples of personal work-related grievances include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• an interpersonal conflict between you and another team member,</li> <li>• a decision that does not involve a breach of workplace laws,</li> <li>• a decision about your engagement, a transfer or promotion with TSEG,</li> <li>• a decision about the terms and conditions of your engagement with TSEG, or a decision to suspend or terminate your engagement with TSEG, or otherwise to discipline you.</li> </ul>
<b>Whistleblower Protection Officer</b>	<p>The Head of Incident, Breaches &amp; Whistleblower Governance.</p> <p>If a conflict of interest exists, real or perceived, another person can be appointed by the Whistleblower Committee to undertake this role.</p>
<b>Wrongdoing</b>	<p>Generally, Wrongdoing includes information that an Eligible Whistleblower has reasonable grounds to suspect:</p> <ul style="list-style-type: none"> <li>• is about misconduct or an improper state of affairs or circumstances concerning TSEG,</li> <li>• indicates that TSEG or any of its officers or team members has engaged in conduct that: <ul style="list-style-type: none"> <li>• involves a breach of or is an offence against any of the following Commonwealth laws: the Corporations Act, the ASIC Act, the Banking Act 1959, the Financial Sector (Collection of Data) Act 2001, the Insurance Act 1973, the Life Insurance Act 1995, the National Consumer Credit Protection Act 1973, or the Superannuation Industry (Supervision) Act 1993, or regulations made under those laws,</li> <li>• is an offence against any other Commonwealth law that is punishable by imprisonment of 12 months or more,</li> <li>• indicates a systemic issue that a relevant regulator (such as NSW Independent Casino Commission (NICC) or the Queensland Office of Liquor and Gaming Regulation (OLGR)) should know about to properly perform its functions,</li> <li>• indicates a significant risk to public safety or the stability of, or confidence in, the financial system, even if it does not involve breach of a particular law; or</li> <li>• is indicative of dishonest or unethical behaviour or practices that may cause consumer harm.</li> </ul> </li> </ul> <p>Examples of information that may constitute Wrongdoing include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Fraud (including dishonest activity, misappropriation of funds, or covering up fraud in financial reports).</li> <li>• Corrupt behaviour (including bribery or dishonestly taking advantage of an employment position).</li> <li>• Legal or regulatory non-compliance; illegal conduct, such as theft, dealing in, or use of illicit drugs, violence or threatened violence, or criminal damage against property.</li> <li>• Enabling money laundering or breach of Anti-Money Laundering (AML) or Counter-Terrorism Financing (CTF) laws.</li> </ul>



Term	Definition
	<ul style="list-style-type: none"> <li>• Conduct endangering health and safety or causing damage to the environment.</li> <li>• Conduct likely to damage the reputation of TSEG.</li> <li>• Information that indicates a significant risk to public safety.</li> <li>• Taking or threatening to take detrimental action against a person who has made a disclosure or is suspected to have made or planning to make a disclosure.</li> <li>• Deliberate concealment of information tending to show any of the matters listed above.</li> <li>• Conduct involving harassment, discrimination, victimisation or bullying that may have significant implications for TSEG, other than information which solely concerns a personal work-related grievance as defined in the Corporations Act (see section 3.2).</li> <li>• a personal work-related grievance if it includes information about misconduct, or information about misconduct includes or is accompanied by a personal work-related grievance (known as a ‘mixed report’).</li> </ul>

## 06 Relevant Legislation and Regulations

### Document Title

The Corporations Act (Cth) 2001

ASIC Regulatory Guide 270 2019

ASIC Good Practice Report 758 2023

## 07 Related Policies and Documentation

This Policy forms part of TSEG’s Whistleblowing Program, risk management system and corporate governance framework. Related documents and resources include:

- Anti-Bribery & Corruption Policy
- Bullying Procedure
- Code of Conduct
- Conflict of Interest Policy
- Diversity & Inclusion Policy
- Fraud Policy
- Gifts Policy
- Grievance Procedure
- Health & Safety Policy
- Misconduct & Discipline Procedure
- TSEG’s Modern Slavery Statement

## 08 Feedback and Questions

Please contact the Group Compliance team for any questions relating to this Policy.

## Appendix A – Reporting Channels

### Calling the Whistleblowing Hotline “Your Call”

You can make a report via telephone to the external Whistleblowing Hotline service operated by Your Call, by calling 1800 319 826 (7:00am to midnight AEST on business days).

You may elect to:

- remain anonymous;
- share your details with Your Call only; or
- share your details with Your Call and TSEG.

Your Call will obtain relevant details from you and will provide a report to nominated authorised members of the Incident, Breaches and Whistleblowing Governance team (i.e., [Disclosure Officers](#) within Group Compliance), who will determine the next steps.

You will be provided with a unique identification number enabling you to log in to TSEG’s report portal ([star.relyplatform.com/report](http://star.relyplatform.com/report)) after submitting your disclosure via phone. The report portal will provide access to the status of your report and a confidential Message Board to remain in contact with TSEG (even if you are anonymous). You can then communicate directly with TSEG via the report portal whilst continuing to remain anonymous, if you wish.

If you are deaf, or have a hearing or speech impairment and would like to make a report using the Whistleblowing Hotline service, you can contact Your Call through the National Relay Service via <http://www.relayservice.gov.au> and requesting Your Call’s hotline 1800 319 826.

If you have difficulty speaking or understanding English, you can contact Your Call through the Translating and Interpreting Service (TIS) 131 450 and ask for Your Call on 1800 319 826.

### Logging A Web Report Via the Rely Online Platform

You can make a report to our online reporting portal at any time by accessing [star.relyplatform.com/report](http://star.relyplatform.com/report). You may elect to remain anonymous or choose to share your contact details with TSEG.

If you make a report on the online reporting portal, your report will be received by nominated authorised members of the Incident, Breaches and Whistleblowing Governance team (i.e., Disclosure Officers within Group Compliance), who will then determine the next steps.

You will be provided with a unique identification number enabling you to communicate with TSEG, including anonymously if you wish.

The Rely online platform supports reporting through translations into the following languages: simplified Chinese, Vietnamese, Korean, and Thai.

### Report To an Internal Eligible Recipient

TSEG encourages Eligible Whistleblowers to report via the Whistleblowing Hotline “YourCall” or by using the Rely online platform.

If you do not wish to use either of these eligible reporting channels, you have the option to report to the following individuals authorised by TSEG under the Corporations Act to receive reports:

- The Whistleblower Protection Officer;
- Any Director, Secretary, the Group Chief Executive Officer, a member of the Group Leadership Team, a “General Manager” or another senior manager of TSEG; or
- An actuary, auditor or member of an audit team conducting an audit of TSEG.



### **Report To an External Eligible Recipient**

In accordance with the Corporations Act, a report may also be made externally to one of the following:

- An external legal practitioner for the purposes of obtaining legal advice or legal representation about the operation of the whistleblower provisions in the Corporations Act.
- ASIC, APRA or a Commonwealth authority prescribed under the Corporations Act.