Purpose

Puregas is committed to a culture of compliance, ethical behaviour, and good corporate governance.

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To support this commitment, Puregas has established an independent Whistleblowing Programme, managed by HRTorque, to provide suppliers, contractors, service providers, customers, and other stakeholders with a safe, secure, and confidential mechanism to report suspected unethical, illegal, or improper conduct.

Reports may be submitted confidentially or anonymously through the independent HRTorque whistleblowing reporting channel. HRTorque will receive and manage all reports independently on behalf of Puregas, helping to ensure impartiality, confidentiality, and the protection of whistleblowers.

Puregas encourages all stakeholders to report any actual or suspected misconduct that is inconsistent with our values, Code of Business Conduct, Company policies, or applicable legislation.

The Company will not tolerate retaliation, intimidation, harassment, or victimisation against any individual who makes a report in good faith. Every report will be treated seriously, investigated appropriately, and handled with the highest level of confidentiality.

Reportable Conduct

Suppliers, customers, contractors, and other stakeholders are encouraged to report any genuine concerns relating to conduct that may breach Puregas' Code of Business Conduct, Company policies, or applicable laws, including but not limited to:

- Illegal activities or breaches of any law, regulation, licence, or industry code.
- Fraud, theft, bribery, corruption, or any other dishonest or unethical conduct.
- Misuse of Company assets, confidential information, or intellectual property.
- Harassment, discrimination, bullying, coercion, victimisation, or any other inappropriate workplace behaviour.
- Conflicts of interest or unethical business practices.
- Misleading or deceptive conduct, including improper accounting, financial reporting, or record-keeping.
- Conduct that poses a serious risk to public health, safety, the environment, or the health and safety of employees, contractors, suppliers, customers, or the public.

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- Modern slavery, forced labour, child labour, or any human rights violations.
- Retaliation against any individual for making a whistleblowing report.
- Any other conduct that is inconsistent with Puregas' ethical standards or legal obligations.

Please note that Puregas has no power to provide immunity from criminal prosecutions or other legal proceedings arising from matters reported under this policy.

Reporting Concerns

Stakeholders may report concerns through the independent whistleblowing reporting channel managed by HRTorque.

Reports may be submitted:

- **Anonymously**, if preferred.
- **Confidentially**, where the reporter chooses to provide their identity.
- By following the link or scanning the **QR Code** displayed on the Company's website or other official communication platforms.
- Through any other reporting method communicated by HRTorque.

HRTorque will receive the report independently and forward the matter to the appropriate authorised representatives within Puregas for investigation while protecting the confidentiality of the whistleblower.

Stakeholders are encouraged to provide sufficient information to assist with the investigation, including:

- A description of the incident.
- Names of individuals involved (where known).
- Dates, times, and locations.
- Any supporting evidence or documentation.

Confidentiality and Anonymous Reporting

Puregas recognises that some individuals may feel more comfortable reporting concerns anonymously.

The independent HRTorque reporting platform has been established to enable anonymous reporting while protecting the identity of the whistleblower.

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Although anonymous reports may limit investigators' ability to obtain additional information, every report will be assessed based on:

- The seriousness of the allegation.
- The credibility and detail of the information provided.
- The availability of supporting evidence.
- The ability to verify the allegation through other sources.

Where the whistleblower chooses to identify themselves, their identity will remain confidential and will only be disclosed:

- With their consent.
- Where disclosure is required by law.
- Where necessary to obtain legal advice.
- Where reasonably necessary to conduct a fair and effective investigation.
- Where Puregas is otherwise legally authorised or required to disclose the information.

Any unauthorised disclosure of confidential whistleblowing information may result in disciplinary action and, where appropriate, legal action.

Protection Against Retaliation

Puregas is committed to protecting anyone who reports concerns in good faith.

No supplier, customer, contractor, employee, or other stakeholder will be subjected to retaliation, intimidation, discrimination, victimisation, or any other detrimental treatment because they have made a genuine whistleblowing report.

Any individual who believes they have experienced retaliation is encouraged to immediately report the matter through the independent HRTorque whistleblowing reporting channel.

Puregas will investigate all reports of retaliation promptly and will take appropriate corrective action where necessary.

Communication

Puregas will ensure that stakeholders are aware of the independent whistleblowing reporting channel by making the reporting QR Code and reporting information available through appropriate communication channels, including:

- The Puregas website.

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- Supplier onboarding documentation.
- Customer and supplier communications where appropriate.
- Company notice boards and awareness material.

The Company will periodically remind stakeholders that reports can be made safely, confidentially, and anonymously through the independent HRTorque reporting platform.

https://hr.hrtorque.com/report/uMLhDdWtWTx2yi2lO79-XgCnPdh_XM_GjV7e6SIw5JY

Revision history

The following information documents the last changes		
Date	**Revised by**	**Changes**
09/12/2015	New policy	Gugu Makhathini
08/08/2023	G. Makhathini	Changed document numbering
27/07/2026	G. Makhathini	Updated the Whistleblowing Policy to introduce the independent HRTorque whistleblowing reporting channel, strengthen confidentiality and protection-against-retaliation provisions, expand reportable conduct, and add communication and anonymous reporting procedures, including QR code access.

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