



aspen pharmacare holdings limited

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**FRAUD AND ETHICS HOTLINE – ASPEN PHARMACARE HOLDINGS LIMITED**

Dear Valued Customer / Supplier / Service Provider,

**Background**

Aspen Pharmacare Holdings Limited (“Aspen”) and its subsidiaries (“the Aspen Group”) are committed to conducting business in an ethical and honest manner – this protects the name and reputation of the Aspen Group.

Since 2003, Aspen has, with the assistance of Deloitte Tip-offs Anonymous®, operated a service for all stakeholders to anonymously report any unethical behavior. The service is run independently of Aspen, ensuring that the anonymity of a person making use of the service is assured.

Aspen has extended the Tip-offs service (at no cost to you) to allow external stakeholders the opportunity to report any suspected unethical behavior on the part of an Aspen employee or anyone related to Aspen’s business, e.g. acts of bribery, fraud or corruption, anti-competitive behavior, price fixing, etc.

**How the service works**

Callers may elect to remain anonymous or tell the Deloitte Tip-offs Anonymous agents who they are. The caller’s identity will not be revealed unless they choose to have their identity known to Aspen. Information gathered in this way is analysed and forwarded to the Aspen Group Ethics Committee (independent of Aspen’s operations), which will then decide on the course of action to be followed.

The Deloitte Tip-offs Anonymous hotline operates 24 hours a day and trained operators will ask callers specific questions to ensure understanding and clarity. The call-centre can be contact as follows:

FreeCall telephone number:

<b>Australia</b>	1 800 623 752	<b>France</b>	0800 917 044	<b>The Netherlands</b>	0800 022 2147
<b>Brazil</b>	0800 891 4752	<b>Germany</b>	0800 183 3594	<b>The Philippines</b>	+63 2 2312514*
<b>China</b>	400 880 1496	<b>Ireland</b>	1 800 552 790	<b>South Africa</b>	0800 555 657
<b>Colombia</b>	+57 138 19381*	<b>Mauritius</b>	8020 270 002	<b>Outside these territories</b>	+27 31 571 5405*
<b>Dubai</b>	8000 171 111	<b>Mexico</b>	001800 5142927		

\* Local and national call rates apply

Email address: [aspenpharma@tip-offs.com](mailto:aspenpharma@tip-offs.com)

Website: [www.tip-offs.com](http://www.tip-offs.com)

Fax: +27 31 560 7395

Postal: Tip-offs Anonymous, PO Box 774, Umhlanga Rocks, 4320, Republic of South Africa

As part of our continued awareness programmes, we would like everyone associated with Aspen to be made aware of this initiative and take a stand against unethical behavior and as such we request that you pass this information on to your employees.

Thank you for your continued business support.

Yours sincerely,

  
**GUS ATTRIDGE**  
Deputy Group Chief Executive

directors kd dlamini\* (chairman) rc andersen\* mg attridge jf buchanan\* cn mortimer\* b ngonyama\* ds redfern\* sb saad s zilwa\*

company secretary r verster

\*non-executive