

Allied Credit Group Whistleblower Policy

Version	Date
Version 1.0	28 April 2023

Allied Credit –Whistleblower Policy

Nature / purpose of document	This policy outlines the important tool for helping our organisation to identify wrongdoing that may not be uncovered and encourage our employees who are aware of possible wrongdoing to have the confidence to speak up.
Application of Policy	This Policy applies to all employees including any person, employed on a permanent, temporary or casual basis, contractors and consultants working with us and as per scope in 1.4 in the policy.
Policy Owner / Accountable Person	David Hannah, Chief Risk Officer
Responsible Person	Lynne Ting, Risk & Compliance Manager
Version No.:	Version 1
Last updated	April 2023
Next review date	April 2025
Related Entities (wholly owned subsidiary)	<ul style="list-style-type: none"> - Allied Retail Finance Pty Ltd (ARF and associated brands / white label arrangements) - Allied Distribution Finance Pty Ltd - KMAF Pty Ltd (KMF) - Allied Credit Management Services Pty Ltd - FinTech Systems Pty Ltd - Allied Credit Funding SPV No.1 Pty Ltd - Allied Credit Funding SPV No.2 Pty Ltd - ACG Asset Solutions Pty Ltd - AutoMe Finance Pty Ltd <p style="text-align: right;"><i>Current at the time of the publication of this policy.</i></p>

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1 Overview

1.1 About this document

Allied Credit Pty Ltd (ACN 143 964 667) and its related entities are required to support implementation of the whistleblower protections under Part 9.4AAA of the Corporations Act 2001 (Cth). This policy sets out how Allied Credit adheres to its obligations under the Corporations Act 2001 (Cth).

Any reference in this document to “us”, “our” or “we” is a reference to Allied Credit and its related entities. Allied Credit is the holding company of the Allied Credit Group.

1.2 Policy Statement

We are committed to:

- a culture of integrity, transparency, and accountability; and
- identifying and responding to each Disclosable Matter and supporting anyone who decides to report it.

1.3 Purpose

The purpose of this policy is to set out information relating to the Whistleblower Protection Scheme, including:

- We encourage you to report a Disclosable Matter (as defined below) according to this policy and to adopt the attitude *‘when in doubt, report’*.
- We take all reports seriously, so it is important that you do not make reports which you know to be untrue.

This policy outlines the procedure for our management of a Disclosable Matter.

1.4 Scope

This policy applies to you if you are any of the following:

- a current, or former, employee or officer of Allied Credit (including permanent, part-time, fixed term or temporary, interns, secondees, managers, and directors);
- a supplier of services or goods to Allied Credit (whether paid or unpaid), including their employees (for example, current and former contractors, consultants, service providers and business partners);
- an associate of Allied Credit (for example, a director, secretary or a related body corporate of Allied Credit); or
- a relative, dependant or spouse of an individual described in the above paragraphs (for example, relatives, dependants or spouse of current and former employees, contractors, consultants, service providers, suppliers and business partners).

This policy applies whether you are at work or engaged in any work-related activity. It is not restricted in its operation to work hours or your usual place of work. It applies at conferences, work functions, work related social events, and business trips.

2 Matters the policy applies to

This policy helps you to identify the types of wrongdoing that can be reported and types of matters that are not covered by the policy.

2.1 Disclosable Matters

2.1.1 A Disclosable Matter is information which you have reasonable grounds to suspect concerns misconduct, or an improper state of affairs or circumstances, in relation to our business (including in relation to an officer or our employee).

2.1.2 A Disclosable Matter includes conduct which you have reasonable grounds to suspect was engaged in by us or person named in paragraph 2.1.1, and which:

- breaches the Corporations Act, the *Australian Securities and Investments Commission Act 2001 (Cth)*, the *Financial Sector (Data Collection) Act 2001 (Cth)*, the *National Consumer Credit Protection Act 2009 (Cth)*;
- is an offence against any other law of the Commonwealth of Australia that is punishable by imprisonment for a period of 12 months or more; or
- indicates a significant risk to public safety or the stability of, or confidence in, the financial system (even if it does not involve a breach of a particular law).

2.1.2 A Disclosable Matter includes conduct that may not involve contravention of a particular law.

2.1.3 By way of example only, a Disclosable Matter may include misconduct or serious wrongdoing that you reasonably believe:

- is dishonest, illegal, fraudulent, corrupt or unsafe;
- is unethical, including any conduct that would breach our Code of Conduct;
- involves irregular use of company funds or practices (including misleading accounting or financial reporting practices);
- is impeding internal controls, or internal or external audit processes;
- involves misuse of our business information;
- is damaging to our business, financial position or reputation; or
- endangers the health and safety of any employee or member of the public.

2.1.4 Disclosures that are not about a Disclosable Matter do not qualify for protection under this policy or the Corporations Act.

2.2 Personal work-related grievances

2.2.1 This policy and the whistleblower protections in the Corporations Act do not apply to a disclosure which is about a personal work-related grievance, where the grievance:

- concerns your current or former employment, and has (or tends to have) implications for you personally;
- has no significant implications for us that do not relate to you; and
- does not concern actual or alleged conduct described in paragraph 2.1 and does not breach laws against whistleblower-related victimisation.

2.2.2 Subject to paragraph 2.2.3, a personal work-related grievance may include the following:

- an interpersonal conflict between you and another employee;
- a decision relating to your terms and conditions of engagement, or to your engagement, transfer or promotion; and
- a decision to suspend or terminate your engagement, or otherwise to discipline you.

2.2.3 A personal work-related grievance may still qualify for protection under this policy and the whistleblower protections in the Corporations Act if:

- it includes information about actual or alleged conduct described in clause 2.1;
- it relates to information which suggests misconduct beyond your personal circumstances; or
- it relates to a breach of laws against whistleblower-related victimisation.

If you wish to report a personal work-related grievance, please refer to our Workplace Harassment and Bullying Policy.

3 How to make a report

You should report a Disclosable Matter as soon as you become aware of it. If you wish to seek additional information before formally reporting a Disclosable Matter, you may contact any of the Eligible Recipients listed below, or an independent lawyer.

3.1 A Disclosable Matter should be reported directly to any of the following Eligible Recipients:

- i. any of the following officers of the business:
 - a) Chief Executive Officer;
 - b) Chief Risk Officer;
 - c) Head of People and Culture.
- ii. the business's external auditor (at the time of production of this document this is EY) or
- iii. the Whistleblowing Service appointed by the business – this is an independent external reporting service who can be contacted by phone or website as follows:

Phone: 1300 790 228
Web: <https://www.yourcall.com.au/report>

- 3.2** To qualify for whistleblower protection under the Corporations Act (or, where relevant, the *Taxation Administration Act 1953* (Cth)), your report under paragraph 3.1 must be made directly to a person specified in paragraph 3.1.
- 3.3** You may also report a Disclosable Matter to ASIC, APRA or another Commonwealth body prescribed by regulation. This report will qualify for whistleblower protection under the Corporations Act.
- 3.4** You may report a Disclosable Matter to a lawyer for the purpose of obtaining legal advice or representation relating to the operation of the whistleblower provisions in the Corporations Act. This report is protected even if the lawyer concludes that it does not relate to a Disclosable Matter.
- 3.5** Your report can be made anonymously (see section 7).

4 Public interest or emergency disclosure

You must not report a Disclosable Matter to a member of parliament or a journalist unless it is a public interest disclosure or an emergency disclosure.

4.1 To make a **public interest disclosure**:

- you must have previously reported the Disclosable Matter to a regulator specified in paragraph 3.3, and at least 90 days must have passed since that previous report;
- after that 90-day period, you must give the regulator who received that previous report, a written notice that:
 - a) includes sufficient information to identify your previous report; and
 - b) states that you intend to make a public interest disclosure;
- you must not have reasonable grounds to believe that action is being, or has been, taken to address the matters relating to the previous report;
- you must have reasonable grounds to believe that making a further report to a member of parliament or journalist would be in the public interest; and
- you must disclose information to the member of parliament or a journalist only to the extent necessary to inform them of the Disclosable Matter.

4.2 To make an **emergency disclosure**:

- you must have reasonable grounds to believe that the Disclosable Matter concerns a substantial and imminent danger to the health or safety of one or more persons or to the natural environment;
- you must have previously reported the Disclosable Matter to a regulator specified in paragraph 3.3, and you must also subsequently give it a written notice that:
 - a) includes sufficient information to identify your previous report; and
 - b) states that you intend to make an emergency disclosure; and

- you must disclose information to the member of parliament or a journalist only to the extent necessary to inform them of the substantial and imminent danger.

4.3 It is important for you to understand the above criteria for making a public interest disclosure or an emergency disclosure.

4.4 You should contact an independent lawyer before making a public interest disclosure or an emergency disclosure.

5 Handling and investigating a report of a Disclosable Matter

If you report a Disclosable Matter under paragraph 3.1 to a person who works in Allied Credit, you will be promptly notified that your report has been received.

5.1 You should not attempt to investigate any Disclosable Matter yourself. We will need to assess your report to determine:

- a) whether it qualifies for protection as a Disclosable Matter; and
- b) whether an investigation is required.

5.2 Our response to a disclosure will vary depending on the nature of the disclosure (including the amount of information provided).

5.3 We will respond to any report of a Disclosable Matter where we believe that it was made on reasonable grounds.

5.4 While our process and timing may vary depending on the nature of the Disclosable Matter, these are the steps generally involved if we investigate a report of a Disclosable Matter,

- we may:
 - a) conduct an internal investigation into the substance of your report; or
 - b) appoint an external investigator to determine whether there is evidence to support the matters raised in your report.
- We may also take such other steps as we consider reasonably appropriate to properly assess your report and to determine appropriate outcomes.
- You may be asked to provide additional information to assist any assessment or investigation of your report, including a description of the facts and circumstances of the misconduct or improper state of affairs or circumstances.
- We will decide what steps should be taken to address any verified misconduct or improper state of affairs or circumstances.
- You will receive feedback on the progress or outcome of the assessment or investigation (subject to privacy and confidentiality restrictions).

5.5 Without your consent, we cannot disclose information that is likely to lead to your identification as part of our investigation process, unless:

- a) the information does not include your identity;
- b) we remove all information relating to your identity or other information that is likely to lead to your identification (for example, your name, position title and other identifying details); and

c) it is reasonably necessary for investigating the issues raised in your report.

- 5.6** We acknowledge the limitations of our investigation process. We may not be able to undertake an investigation if we are not able to contact you (for example, if the report is made anonymously and you have refused to provide, or have not provided, a means of contacting you).
- 5.7** Where possible, we will provide you with regular updates if you can be contacted (including through anonymous channels). The frequency and timeframe may vary depending on the nature of your report.
- 5.8** The method for documenting and reporting the findings from an investigation will depend on the nature of the report. Those findings will be documented and reported to those responsible for oversight of this policy. In doing so, we will preserve confidentiality by taking measures described in paragraph 7.
- 5.9** Where possible, we will communicate the findings of any investigation regarding Disclosable Matters to you, however full details of the outcome may not always be available for reasons relating to confidentiality, privacy and the legal rights of those concerned.

6 Support and practical protection for whistleblowers

We are committed to protecting and supporting whistleblowers who report a Disclosable Matter in accordance with this policy.

6.1 The following protections are in place to protect you:

- a) identity protection (confidentiality) (see section 7);
- b) protection from detrimental acts or omissions (see section 8);
- c) compensation and other remedies (see section 9); and
- d) civil, criminal and administrative liability protection (see section 10).

These protections are an essential element of creating an environment in which whistleblowers feel safe to raise Disclosable Matters.

These protections apply not only to internal disclosures, but to disclosure to lawyers, regulatory and other external bodies, and public interest disclosures and emergency disclosures described in section 4.

You can still qualify for protection even if your disclosure turns out to be incorrect.

7 Identity protection (confidentiality)

Your report can be made anonymously and still be protected under the Corporations Act.

- 7.1** You can choose to remain anonymous while making a report, over the course of an investigation and after any investigation is finalised. You can refuse to answer questions that you feel could reveal your identity at any time, including during follow-up conversations. If you wish to remain anonymous, you should maintain ongoing two-way communication with us, so that we can ask follow-up questions or provide feedback.

7.2 If you choose to remain anonymous, the most practical way to protect your anonymity is to contact us via an anonymised email address or the hotline 1300 790 228. If we need to speak to you to investigate your report, we will advise you how we propose to do that and maintain your anonymity.

7.3 You may adopt a pseudonym for the purpose of your report. This may be appropriate where your identity is known to your supervisor or an Eligible Recipient, but you prefer not to disclose your identity to others.

7.4 However, if you do not disclose your identity, we will assess the content of your report in the same way as if you had revealed your identity, and any investigation will be conducted as is possible in the circumstances. However, an investigation may not always be possible unless sufficient information is provided, and it may be difficult to offer you the same level of practical support and protection if we do not know your identity.

7.5 All information disclosed in your report, including your identity (where you choose not to disclose this), will remain confidential to the extent required by law.

7.6 If you report a Disclosable Matter under this policy, a person cannot disclose your identity or information that is likely to lead to your identification (which the person obtained directly or indirectly because of your report), except under paragraph 7.6.1 or 7.6.2 below.

7.6.1 A person can disclose your identity:

- a) to ASIC, APRA or a member of the AFP or (for tax-related disclosures) to the Tax Commissioner; and
- b) to a lawyer (for the purposes of obtaining legal advice or legal representation about the whistleblower provisions in the Corporations Act);
- c) to a person or body prescribed by regulations; or
- d) with your consent.

7.6.2 A person can disclose information contained in your report, with or without your consent, if:

- a) the information does not include your identity;
- b) we have taken all reasonable steps to reduce the risk that you will be identified from the information; and
- c) it is reasonably necessary for investigating the issues raised in your report.

7.7 It is illegal for a person to disclose your identity or information that is likely to lead to your identification, except under paragraph 7.6.1 or 7.6.2 above. You may lodge a complaint about a breach of confidentiality with:

- the Chief Risk Officer; or
- a regulator, such as ASIC, APRA or the Australian Taxation Office, for investigation.

7.8 Measures that we will take to protect your identity include the following:

- all personal information or references to you will be redacted in relevant documents;
- where possible, we will consult with you to identify any aspects of your report that could inadvertently identify you;

- all paper and electronic documents and other materials relating to the disclosure will be stored securely;
- access to information relating to the disclosure will be limited to those directly involved in managing and investigating the disclosure; and
- each person who is involved in handling and investigating a disclosure will be reminded about the confidentiality requirements, including that an unauthorised disclosure of a discloser's identity may be a criminal offence.

8 Protection from detrimental acts or omissions

If you report a Disclosable Matter under this policy, there are legal protections for protecting you (or any other person) from detriment in relation to your report.

8.1 A person cannot engage in conduct that causes detriment to you (or another person), in relation to your report, if:

- a) the person believes or suspects that you (or another person) made, may have made, proposes to make or could make a report that qualifies for whistleblower protection; and
- b) the belief or suspicion is the reason, or part of the reason, for the conduct.

8.2 A person cannot make a threat to cause detriment to you (or another person) in relation to your report. A threat may be express or implied, or conditional or unconditional. If you or another person have or has been threatened, it is not a requirement for you or the other person to actually fear that the threat will be carried out.

8.3 Detrimental conduct that is prohibited includes:

- a) dismissal of an employee;
- b) injury of an employee in their employment;
- c) alteration of an employee's position or duties to their disadvantage;
- d) discrimination between an employee and other employees of the same employer;
- e) harassment or intimidation of a person;
- f) harm or injury to a person, including psychological harm;
- g) damage to a person's property;
- h) damage to a person's reputation;
- i) damage to a person's business or financial position; or
- j) any other damage to a person.

8.4 Examples of actions that are not detrimental conduct include:

- administrative action that is reasonable for the purpose of protecting a discloser from detriment (for example, moving a discloser who has made a disclosure about their immediate work area to another location to prevent them from detriment); and

- managing a discloser's unsatisfactory work performance, if the action is in line with our performance management framework.
- 8.5** To the extent it is reasonable and practical to do so, we will monitor and manage the behaviour of any persons who are involved in your report.
- 8.6** We will take all reasonable precautions to ensure that you (and your colleagues and relatives) are not be harmed, injured, intimidated, harassed, bullied or victimised by any of our employees, officers, contractors, suppliers, consultants and directors.
- 8.7** We will consider any reasonable requests for additional protections that you may make or we consider necessary for your protection (for example, leave of absence during any investigation).
- 8.8** If you believe you have suffered detriment, you may seek independent legal advice or contact regulatory bodies such as ASIC, APRA or the Australian Taxation Office.
- 8.9** An employee who causes, or threatens to cause, detriment to any suspected whistleblower (being a person whom the employee suspects has reported or will report a Disclosable Matter) may be subject to disciplinary action up to and including termination of employment. The employee may also be subject to court orders under the Corporations Act, including an order to:
- require the employee to compensate the suspected whistleblower, or any other person, for loss, damage or injury as a result of the detrimental conduct, or (jointly with us) for loss, damage or injury as a result of the detrimental conduct;
 - grant an injunction to prevent, stop or remedy the effects of the detrimental conduct;
 - require the employee to apologise to the suspected whistleblower for engaging in the detrimental conduct;
 - reinstate to the same position or a position at a comparable level, the suspected whistleblower who was terminated from a particular position; or
 - require the employee to pay exemplary damages to the suspected whistleblower or to any other person.

9 Compensation and other remedies

You (or any other employee or person) can seek compensation and other remedies through the courts:

- for suffering loss, damage or injury because you reported a Disclosable Matter under this policy; and
- if we failed to take reasonable precautions and exercise due diligence to prevent the detrimental conduct.

You should seek independent legal advice on compensation or other remedies that may be available.

10 Civil, criminal and administrative liability protection

You are protected from any of the following in relation to your report of a Disclosable Matter under this policy:

- civil liability (for example, any legal action against you for breach of an employment contract, duty of confidentiality or another contractual obligation);
- criminal liability (for example, attempted prosecution of you for unlawfully releasing information, or other use of your report against you in a prosecution (other than for making a false disclosure)); and
- administrative liability (for example, disciplinary action for making the report).

The above protections do not grant immunity for any misconduct you have engaged in that is revealed in your report. For more information, you should seek independent legal advice before making your report.

11 Ensure fair treatment of individuals mentioned in a disclosure

Measures that we will take to ensure fair treatment of our employees who are mentioned in any report of a Disclosable Matter under this policy, or who are the subject of any such report, include the following:

- disclosures will be handled confidentially, when it is practical and appropriate in the circumstances;
- each disclosure will be assessed and may be the subject of an investigation;
- an employee who is the subject of a disclosure may use our employee support services, Acacia Employee Assistance Program (EAP).

12 Reviewing and updating the policy

The Chief Risk Officer (CRO) is responsible for monitoring, reporting and reviewing this policy, and will ensure that:

- this policy is reviewed internally at least once every 2 years, and independently audited by our external whistleblowing service provider; and
- compliance with this policy is monitored regularly, and the effectiveness of this policy is reported to Risk and Compliance Committee (RCC).

Appendix 1 - Definitions

In this policy:

Term	Meaning
AFP	Australia Federal Police as defined in the <i>Australian Federal Police Act 1979</i> (Cth).
APRA	Australian Prudential Regulation Authority
ASIC	Australian Securities and Investments Commission
Associate	Associate as defined in the Section 10 of the Corporations Act: In the general context, in relation to a body corporate, a reference to an associate includes a reference to: (a) a director or secretary of the body; (b) a related body corporate; and (c) a director or secretary of a related body corporate.
Corporations Act	<i>Corporations Act 2001</i> (Cth), including regulations made for the purposes of that Act
Discloser	An individual who discloses wrongdoing or an eligible whistleblower
Disclosable Matter	has the meaning given in clause 2.1 of this policy
Eligible Recipient	a person referred to in clause 3 of this policy
Officer	Officer of a corporation means: (a) a director or secretary of the corporation; or (b) a person: (i) who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or (ii) who has the capacity to affect significantly the corporation's financial standing; or (iii) in accordance with whose instructions or wishes the directors of the corporation are accustomed to act (excluding advice given by the person in the proper performance of functions attaching to the person's professional capacity or their business relationship with the directors or the corporation); or (c) a receiver, or receiver and manager, of the property of the corporation; or (d) an administrator of the corporation; or (e) an administrator of a deed of company arrangement executed by the corporation; or (f) a liquidator of the corporation; or (g) a trustee or other person administering a compromise or arrangement made between the corporation and someone else.



External Reporting Process

If you are not comfortable or able to report misconduct internally, you may report it to Allied Credit external and independent whistleblowing service provider.

Allied Credit has contracted Your Call Whistleblowing Solutions (“Your Call”) to receive and manage your report with impartiality and confidentiality.

This option allows you to:

- remain completely anonymous
- identify yourself to Your Call only
- identify yourself to both Your Call and Allied Credit

The Your Call reporting options include:

- *Website* <https://www.yourcall.com.au/report>
24/7
- *Telephone* 1300 790 228
9am and 12am, recognised business days, AEST

Online reports can be made via the website address listed above. You will be required to enter Allied Credit unique identifier code **ACG**.

Your Call remains the intermediary at all times, receiving and forwarding communication between all parties. The Allied Credit Officers who will have access to your reports include:

OFFICER 1	Jon Moodie	Chief Executive Officer
OFFICER 2	David Hannah	Chief Risk Officer
OFFICER 3	Natalie Wong	Head of People and Culture

Your Call can circumvent any of the above Officers upon your request.

You be able to securely upload any relevant documentation and/or material relevant to your disclosure.

After making a disclosure, you will be provided with a unique Disclosure Identification Number (DIN) and access to a secure online Message Board.

The Message Board allows ongoing anonymous communication with Your Call and/or Allied Credit. Your Call remains the intermediary at all times, receiving and forwarding communication between all parties. The Message Board can be used to receive updates, share further information/evidence and request support or report retaliation. If you cannot access the Message Board, you can contact Your Call via phone (above) for verbal updates.

National Relay Service



If you are deaf, or have a hearing or speech impairment, you can contact Your Call online or through the National Relay Service. Simply choose your contact method at www.relayservice.gov.au and request Your Call's hotline 1300 790 228.

If you have difficulty speaking or understanding English, contact us through the [Translating and Interpreting Service](#) (TIS) [131 450](tel:131450) and ask for Your Call on 1300 790 228.