



SERVICE CENTRES SA

MACSTEEL SERVICE CENTRES SA (PTY) LTD

GROUP HEAD OFFICE

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Dear Sir / Madam

Unethical behaviour in the workplace presents an ever-increasing problem. Often undetected and unreported, this results in financial losses to companies and works to the detriment of us all.

Macsteel Service Centres SA (Pty) Ltd is committed to conducting business honestly and with integrity. This protects the name and reputation of our company.

For some time now we have successfully operated the Macsteel Ethics Line using Deloitte Tip-offs Anonymous™, a service for all stakeholders to report anonymously any unethical behaviour. This service is run totally independently of Macsteel, ensuring that no one need ever know the identity of any person reporting fraud or dishonest and inappropriate behaviour.

How does it work?

- Macsteel has been allocated a unique FreeCall telephone number – 0800 199 199 – and e-mail address – macsteel@tip-offs.com
- Written submissions may also be faxed to the FreeFax number 0800 00 11 22 or sent by post to Tip-offs Anonymous®, FreePost DN 298, Umhlanga Rocks, 4320, South Africa (no postage stamp necessary).
- The Tip-offs Anonymous hotline operates 24 hours a day and trained operators will respond to calls in English, Afrikaans, Zulu, Xhosa and Sotho. Operators will ask callers specific questions to ensure understanding and clarity.
- Callers may elect to tell the Tip-offs Anonymous agents who they are. However, this information will not be revealed, including their gender, unless they choose to have their identity made known to the company.
- Information gathered in this way will be analysed and forwarded to a designated senior official in our company who will decide on the course of action to be followed.

We would like everyone associated with Macsteel to be made aware of this initiative and take a stand against corruption. We are relying on you to pass this information on to your employees.

Thank you for your co-operation.

M.R. PIMSTEIN

Chief Executive Officer

Macsteel Service Centres SA (Pty) Ltd

Reg. No. 1956/002295/07

DIRECTORS: E Samson, MH Hoffman (Co-Chairmen), MR Pimstein (Chief Executive Officer)

AE Browne*, WF Coetzen, MJ Davis*, JR Gerber*, OI Goldstuck, LS Sank*, NJ Scrooby, SJ Van Rooyen

* Non-executive