



SPEAK UP

We may occasionally update this document. When you use our Platforms, the version of this document posted on this page is applicable.

INTRODUCTION

Takealot.com (also referred to as **“the Company”**) is committed to doing business in an ethical, legal and socially responsible way. It is possible that you might come across a situation or behaviour that concerns you, or that seems to breach the law or ethical conduct. If this happens, we encourage you to use the process set out here to Speak Up.

This process is designed to provide any person, juristic or natural, who has a business relationship with the Company to raise concerns relating to incidents of unethical business conduct or breaches of the law so that we can have the opportunity to deal with these situations and support those speaking up.

Please remember that staying silent may cause the situation to become worse. We encourage you to Speak Up if you have reason to believe that unethical business conduct or breaches of the law are occurring.

WHEN SHOULD ANY PERSON SPEAK UP

Any person can use this process to raise concerns relating to the following non-exhaustive areas:

- Fraud.
- Unethical behaviour.
- Bribery or corruption.
- Money laundering or terrorism financing violations.
- Breaches of sanctions and export control laws.
- Conflicts of interest.
- Human rights violations.
- Discrimination or harassment.
- Breaches of competition laws and rules.
- Breaches of privacy laws.
- Environmental, health and safety violations.
- Insider trading.
- Retaliation against anyone using this process to speak up.

What is unethical behaviour?

Unethical behaviour contemplated in this process is unfair and unlawful conduct that seeks to cause deliberate harm to stakeholders of the Company.

In the context of the Company's marketplace and marketplace sellers, unethical behaviour is



any conduct intended to unfairly and unlawfully harm or undermine Marketplace Sellers or any conduct that unfairly and unlawfully impedes their ability to succeed on the Company's marketplace.

This process **should not be used** in the following areas:

- To report events that are an immediate threat to life or property. If you need emergency assistance, please contact the police or medical emergency services.
- Legal disputes.
- Consumer Complaints. For this, please refer to our [terms and conditions](#).
- To make false accusations or to raise concerns other than in good faith.
- To try and solve operational issues that are still being adjudicated by the marketplace seller team.

It is important to note that malicious or false allegations made in terms of this process will not be tolerated. Any person that uses this procedure may be subject to legal liability if malicious and/or false allegations are made deliberately.

OUR COMMITMENT WHEN YOU SPEAK UP

When you use this process, the Company commits to ensuring that:

- There is no retaliation against any person, who in good faith has made or has helped to speak up.
- All concerns raised will be treated confidentially and, if desired and permitted anonymously. Information will only be disclosed on a need-to-know basis or when legally required.
- Personal information will be protected in line with our [Privacy Policy](#) and the Protection of Personal Information Act, 2013.

USING THE SPEAK UP SERVICE

We encourage you to Speak Up as soon as possible, ideally when the potential misconduct or breach can still be prevented. If you have reason to believe that misconduct or a breach has happened, or might happen, we encourage you to Speak Up with the facts that you know and the information you have. You can use the Speak Up Service which:

- Is run by an **independent provider** and is available 24/7.
- Allows any person to raise concerns confidentially, anonymously (if necessary and in accordance with the law) and in your own language where possible.
- The Ethics and Compliance Team who are custodians of the Speak Up Service will get a transcript of your report and communicate with you confidentially through the Speak Up Service.

You can report your concern using the Speak Up Service by:

- Submitting your concern online via the Speak Up Service website. This is accessible at <https://speakup.naspers.com>.



- Calling the telephone numbers that are available on the Speak Up Service [website](#).

For more information about what information you need to provide to the Speak Up Service, how investigations are conducted and how outcomes are communicated, please refer to the Speak Up Service [FAQs](#).