

Whistleblower Policy

1. Overview

1.1. At Emirates Leisure Retail Australia (ELRA) we are guided by our company values and behaviours. These values are the foundation of how we conduct ourselves and interact with each other, our clients, members, supplies, shareholders and other stakeholders. ELRA is committed to ensuring corporate compliance and promoting ethical corporate culture by observing the highest standards of fair dealing, honesty and integrity in our business activities.

1.2. Our culture is dynamic, every employee owns the culture and our success!

Our Company Values and Behaviours

Teamwork

Values - We encourage & support our teammates. We reward hard work and celebrate achievements together with our Teams & Partners

Behaviours - I treat everyone with respect and value everyone's differences. I provide constructive feedback and contribute to the success of my team

Service

Values - We deliver exceptional guest experiences. We strive for excellence every time

Behaviours - I always go above and beyond to exceed expectations. I make the guest my number 1 priority

Integrity

Values - We act honestly and ethically to build and protect our reputation. We respect differences and have no favoritism

Behaviours - I am trustworthy and authentic. I always play by the rules

Quality

Values - We aim to be the best and take pride in all that we do. We make it our priority to have a safe and attractive environment for our guests & crew

Behaviours - I seek continuous self-improvement to be skilled in my role. I appraise my own work to maintain high standards

Results

Values - We acknowledge our achievements, and learn from less favourable outcomes. Success is working together to bring us growth and new opportunities

Behaviours - I am ambitious and driven to improve my performance. I continuously seek new ways to achieve success

Our values and behaviours underpin the way we work across all of our brands. They define **how** we do what we do.

2. Purpose

2.1. ELRA encourages the reporting of any instances of suspected unethical, illegal, corrupt, fraudulent or undesirable conduct involving ELRA's business and provides protections and measures to individuals who make a disclosure in relation to such conduct without fear of victimisation or reprisal. This policy will be made available on Employment Hero.

2.2. This policy applies to any person who is, or has been, any of the following with respect to ELRA:

- Employee;
- Officer;
- Director;
- Contractor (including sub-contractors and employees of contractors);
- Supplier (including employees of suppliers);
- Consultant;
- Auditor;
- Associate.; and
- Relative, dependant, spouse, or dependant of a spouse of any of the above.

3. Scope

3.1. This policy applies to any person who is, or has been, any of the following with respect to ELRA:

- Employee;
- Officer;
- Director;
- Contractor (including sub-contractors and employees of contractors);
- Supplier (including employees of suppliers);
- Consultant;
- Auditor;
- Associate.; and
- Relative, dependant, spouse, or dependant of a spouse of any of the above.

4. Reportable Conduct

4.1. You may make a report or disclosure under this policy if you have reasonable grounds to believe that a Company director, officer, employee, contractor, supplier, consultant or other person who has business dealings with the Company has engaged in conduct ('Reportable Conduct') which is:

- Dishonest, fraudulent or corrupt;
- Illegal (such as theft, dealing in or use of illicit drugs, violence or threatened violence and criminal damage to property);
- Unethical including any breach of the Company's policies such as the Code of Conduct; Oppressive or grossly negligent;
- Potentially damaging to the Company, its employees or a third party
- Misconduct or an improper state of affairs;

- A danger, or represents a danger to the public or financial system;
- Harassment, discrimination, victimisation or bullying.

4.2. For the avoidance of doubt, Reportable Conduct does not include personal work-related grievances. These grievances should be reported to your manager. A personal work-related grievance is a grievance about any matter in relation to a staff member's current or former employment, having implications (or tending to have implications) for that person personally and that do not have broader implications for ELRA. Examples of personal work-related grievances are as follows:

- An interpersonal conflict between the staff member and another employee;
- A decision relating to the engagement, transfer or promotion of the staff member;
- A decision relating to the terms and conditions of engagement of the staff member;
- A decision to suspend or terminate the engagement of the staff member, or otherwise to discipline the staff member.

5. Making a Disclosure

5.1. ELRA relies on its employees maintaining a culture of honest and ethical behaviour. Accordingly, if you become aware of any Reportable Conduct, it is expected that you will make a disclosure under this policy. There are several ways in which you may report or disclose any issue or behaviour which you consider to be Reportable Conduct.

5.2. Internal Reporting

5.2.1. You may disclose any Reportable Conduct to the Whistle-blower Protection Officers listed below:

- Title: Head of People and Culture
Name: Jude Tuim
Phone Number: +61 475 945 314
Email Address: jude.t@emirateslr.com.au
- Title: Managing Director
Name: Justin Scotti
Phone Number: +61 466 744 841
Email Address: Justin.S@emirateslr.com.au
- Title: Head of Finance
Name: Ashley Bottrell
Phone: +61 423 267 523
Email Address: Ashley.B@emirateslr.com.au

If you are unable to use any of the above reporting channels, a disclosure can be made to an "eligible recipient" within the Company. Eligible recipients include:

- Operations Managers;
- Senior Leaders;
- Site Managers;

The Whistle-blower Protection Officer or eligible recipient will safeguard your interests and will ensure the integrity of the reporting mechanism.

5.3. External Reporting

5.3.1. Where you do not feel comfortable making an internal report, or where you have made an internal report, but no action has been taken within a reasonable time, you may disclose any Reportable Conduct to the Fair Work Ombudsman. More information on how to lodge an anonymous grievance you can visit the Fair Work website www.fairwork.gov.au

5.4. Anonymity

5.4.1. When making a disclosure, you may do so anonymously. It may be difficult for ELRA to properly investigate the matters disclosed if a report is submitted anonymously and therefore ELRA encourages you to share your identity when making a disclosure, however you are not required to do so. Where a disclosure has been made externally and you provide your contact details, those contact details will only be provided to ELRA with your consent.

5.5. Reporting to Regulators

5.5.1. You may also make a disclosure to the Australian Securities and Investments Commission (ASIC) or the Australian Prudential Regulation Authority (APRA) in relation to a Reportable Conduct. You will be covered by the protections outlined in this policy if you have reported your concerns to ASIC or APRA.

5.6. Reporting to a Legal Practitioner

5.6.1. You may choose to discuss your concerns with a legal practitioner for the purposes of obtaining legal advice or representation. You will be covered by the protections outlined in this policy if you have reported your concerns to a legal practitioner.

5.7. Public Interest and Emergency Disclosure

5.7.1. In certain situations, the conduct or wrongdoing may be of such gravity and urgency that disclosure to the media or a parliamentarian is necessary. A public interest and emergency disclosure can only be made to:

- A journalist, defined to mean a person who is working in a professional capacity as a journalist for a newspaper, magazine, or radio or television broadcasting service; or
- A Member of the Parliament of the Commonwealth or of a State or Territory parliament. You may only make a public interest and emergency disclosure if:
 - You have previously disclosed the information to ASIC or APRA;
 - At least 90 days has passed since the previous disclosure was made;
 - You have reasonable grounds to believe that action is not being taken to address the matters which you have disclosed;
 - You have reasonable grounds to believe that making a further disclosure to a journalist or member of parliament would be in the public interest;
 - You have given written notification, including sufficient information to identify the previous disclosure to the authority to which the previous disclosure was made that you intend on making a public interest disclosure; and
 - The extent of information disclosed is no greater than is necessary to inform the recipient of the misconduct or improper state of affairs.
- You will be qualified for protection where you have made a public interest disclosure if: You have previously disclosed the information to ASIC or APRA;

- You have reasonable grounds to believe that the information concerns a substantial and imminent danger to the health or safety of one or more persons, or to the natural environment; and
- You have given written notification, including sufficient information to identify the previous disclosure to the authority to which the previous disclosure was made that you intend on making a public interest disclosure; and
- No more information is disclosed than is reasonably necessary to inform the recipient of the substantial and imminent danger.

5.8. Investigation

5.8.1. ELRA will investigate all matters reported under this policy as soon as practicable after the matter has been reported. All investigations will be conducted in a fair, independent and timely manner and all reasonable efforts will be made to preserve confidentiality during the investigation. If the report is not anonymous, you will be contacted to discuss the investigation process and any other matters that are relevant to the investigation.

5.8.2. Where you have chosen to remain anonymous, your identity will not be disclosed to the investigator or to any other person and the Company will conduct the investigation based on the information provided to it. Where possible, the Whistle-blower Protection Officer will provide you with feedback on the progress and expected timeframes of the investigation.

5.8.3. The person against whom any allegations have been made will also be informed of the concerns and will be provided with an opportunity to respond (unless there are any restrictions or other reasonable bases for not doing so). To the extent permitted by law, the Whistle-blower Protection Officer may inform you and/or a person against whom allegations have been made of the findings. Any report will remain the property of the Company and will not be shared with you or any person against whom the allegations have been made.

6. Protection of Whistle-blowers

6.1. ELRA is committed to ensuring that any person who makes a disclosure is treated fairly and does not suffer detriment and that confidentiality is preserved in respect of all matters raised under this policy.

6.2. Protection from Legal Action

6.2.1. You will not be subject to any civil, criminal or administrative legal action (including disciplinary action) for making a disclosure under this policy or participating in any investigation. Any information you provide will not be admissible in any criminal or civil proceedings other than for proceedings in respect of the falsity of the information.

6.3. Protection against Detrimental Conduct

6.3.1. The Company (or any person engaged by the Company) will not engage in 'Detrimental Conduct' against you if you have made a disclosure under this policy. Detrimental Conduct includes actual or threatened conduct such as the following (without limitation):

Termination of employment;

- Injury to employment including demotion, disciplinary action;
- Alternation of position or duties;
- Discrimination;

- Harassment, bullying or intimidation;
- Victimisation;
- Harm or injury including psychological harm;
- Damage to person's property;
- Damage to a person's reputation;
- Damage to a person's business or financial position; or Any other damage to a person.

ELRA will take all reasonable steps to protect you from Detrimental Conduct and will take necessary action where such conduct is identified. ELRA also strictly prohibits all forms of Detrimental Conduct against any person who is involved in an investigation of a matter disclosed under the policy in response to their involvement in that investigation. If you are subjected to Detrimental Conduct as a result of making a disclosure under this policy or participating in an investigation, you should inform a Whistle-blower Protection Officer in accordance with the reporting guidelines outlined above.

You may also seek remedies including compensation, civil penalties or reinstatement where you have been subject to any Detrimental Conduct.

6.4. Protection of Confidentiality

6.4.1. All information received from you will be treated confidentially and sensitively. If you make a disclosure under this policy, your identity (or any information which would likely to identify you) will only be shared if:

- You give your consent to share that information; or
- The disclosure is allowed or required by law (for example where the concern is raised with a lawyer for the purposes of obtaining legal advice);
- The concern is reported to the Australian Securities and Investments Commission (ASIC), the Australian Prudential Regulation Authority (APRA), the Australian Taxation Office (ATO) or the Australian Federal Police (AFP);
- Where it is necessary to disclose information for the effective investigation of the matter, and this is likely to lead to your identification, all reasonable steps will be taken to reduce the risk that you will be identified.

7. Support Available

7.1. Any person who makes a disclosure under this policy or is implicated as a result of a disclosure that is made may access ELRA's Employee Assistance Program (EAP) which is a free and confidential counselling service 1300 361 008.

8. Other Matters

- 8.1 Any breach of this policy will be taken seriously and may result in disciplinary action, up to and including termination of employment. In so far as this policy imposes any obligations on ELRA, those obligations are not contractual and do not give rise to any contractual rights. To the extent that this policy describes benefits and entitlements for employees, they are discretionary in nature and are also not intended to be contractual.
- 8.2 The terms and conditions of employment that are intended to be contractual are set out in an employee's written employment contract. ELRA may unilaterally introduce, vary, remove or replace this policy at any time. Employees are encouraged to read this policy in conjunction with the ELRA Code of Conduct.

Version Control

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