**FairCall Service**

KPMG  
Phone: 1800 500 965  
Calls will be answered on business days between 8am and 6pm.

This independent service is provided to support Ergon Energy’s culture of corporate compliance and ethical behaviour and provides a means by which a person can report suspected fraud, official misconduct, unethical conduct or breach of policy.

Ergon Energy will deal with allegations of suspected fraud, official misconduct, unethical conduct or breach of Ergon Energy policy (such as the Employees Code of Conduct and Fraud and Official Misconduct Policy) or law by an Ergon Energy employee (or a contractor in connection with the contractor’s dealings with Ergon Energy and reportable conduct). However, conduct must be of this character before it qualifies as reportable conduct.

Reference should be made to the "Employees Code of Conduct Standards" (BP000200R115V4) for guidelines on what are appropriate standards of behaviour and to "Reportable Conduct Guidelines" (BP000200R114) for guidance on how to make an allegation and how the allegation will be dealt with by Ergon Energy. Note: Any allegations of a human resources or management nature such as discrimination, bullying or sexual harassment should be reported utilising the Resolving Workplace Issues Guidelines (HR000603R100).

KPMG FairCall is an anonymous telephone based reporting service that allows employees to report suspected corrupt and/or unethical conduct to an external, independent party.  
All callers to the FairCall service may remain totally anonymous if they wish.  
KPMG will allocate each caller a confidential identification number, and will provide Ergon Energy with a call reference number.  
KPMG will not ask for or record other personal details of the caller.