



aspen pharmacare holdings limited

durban head office

1st floor aspen house aspen park 98 armstrong ave la lucia ridge durban 4019
po box 25125 gateway 4321 south africa www.aspenpharma.com
tel +27 31 580-8600 fax +27 31 580-8640

registered office building 8 healthcare park woodlands drive woodmead

po box 1587 gallo manor 2052 south africa

tel +27 11 239-6100 fax +27 11 239-6111 reg. no. 1985/002935/06

FRAUD AND ETHICS HOTLINE

ASPEN PHARMACARE HOLDINGS LIMITED

Dear Valued Customer/Supplier

Background

Aspen Pharmacare Holdings Limited (hereafter "Aspen") is committed to conducting business in an ethical and honest manner - this protects the name and reputation of the Group.

Since 2003, Aspen has operated Deloitte Tip-offs Anonymous™, a service for all stakeholders to anonymously report any unethical behaviour. The service is run totally independently of Aspen, ensuring that no one need ever know the identity of a person making use of the service.

Aspen is extending the Tip-offs Service (no cost to you) to allow external stakeholders the opportunity to report any suspected unethical behaviour on the part of an Aspen employee or anyone related to Aspen's business e.g. acts of bribery, fraud or corruption, anti-competitive behavior, price fixing, etc.

How the service works

Callers may elect to remain anonymous or tell the Tip-offs Anonymous agents who they are. The caller identity will not be revealed unless they choose to have their identity made known to the company.

Information gathered in this way is analysed and forwarded to the Aspen Group Risk Management Division (independent of Aspen's Operations) who decides on the course of action to be followed.

directors ajaaron* r andersen* mg attridge mr bagus* jf buchanan*
nj dlamini* (chairman) sa hussain* cn mortimer* dm nurek* sb saad s zilwa*
*non-executive
company secretary ha shapiro



The Tip-offs Anonymous hotline operates 24 hours a day and trained operators will respond to calls in English as well as the other ten official South African languages. Operators will ask callers specific questions to ensure understanding and clarity.

Aspen has been allocated a unique FreeCall telephone number - 0800 55 56 57 and email address – aspenpharma@tip-offs.com. Written submissions may also be faxed to the FreeFax number 0800 00 77 88 or sent by mail to Tip-offs Anonymous@, FreePost KZN 138, Umhlanga Rocks, 4320, South Africa (no postage stamp necessary).

From countries outside South Africa, the following contact details need to be used: International Tel: +27 31 571 5405; International Fax: +27 31 560 7395; International Postal: Tip-offs Anonymous@, PO Box 774, Umhlanga Rocks, 4320, South Africa.

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

Thank you for your continued business support.



Gus Attridge
Deputy Group CEO
Aspen Pharmacare Holdings Limited