Whistleblower Policy

Policy Owner: ReFresh OS Pty Ltd **Effective Date:** 22 May 2026

Purpose

In this policy, references to "ReFresh", "we", "us", "our" and "the Company" are to ReFresh OS Pty Ltd ACN 687 813 832.

This policy establishes ReFresh OS Pty Ltd's framework for receiving, handling and acting on protected disclosures (whistleblower reports). It is designed to:

- Provide a safe and confidential way for people to raise serious concerns
- Protect the identity of disclosers and shield them from retaliation
- Ensure disclosures are investigated promptly and fairly
- Meet the requirements of the *Corporations Act 2001* (Cth) Part 9.4AAA, the *Taxation Administration Act 1953* (Cth) Part IVD (for tax-related disclosures), and the discriminatory-conduct provisions of the model WHS Act Part 6 / Victoria's OHS Act ss.76-78
- Align with ASIC Regulatory Guide 270 and Report 758 good-practice themes

The statutory protections in the *Corporations Act 2001* (Cth) Part 9.4AAA, the *Taxation Administration Act 1953* (Cth) Part IVD, the model WHS Act Part 6 and equivalent legislation apply in their own right whether or not this policy is in force, and prevail over this policy to the extent of any inconsistency.

Scope

This policy applies to disclosures made by an **Eligible Whistleblower** about an **Eligible Disclosure Matter** to an **Eligible Recipient**, as defined below.

Eligible Whistleblowers

Per Corporations Act s.1317AAA, an Eligible Whistleblower is any of the following in relation to ReFresh:

- A current or former officer or employee
- A current or former contractor or supplier (including their employees)
- An associate of the company
- A relative, dependant, spouse, or dependant of the spouse of any of the above

Anonymous disclosers are eligible. The protections under this policy apply even if the discloser cannot or chooses not to identify themselves.

Eligible Disclosure Matters

Per s.1317AA, a disclosure qualifies if the discloser has reasonable grounds to suspect that the information concerns:

- Misconduct, or an improper state of affairs or circumstances, in relation to ReFresh or a related entity
- Conduct that constitutes an offence against, or contravention of, a law administered by ASIC, APRA, or other specified Commonwealth law
- An offence against any other law of the Commonwealth punishable by imprisonment for 12 months or more
- Conduct that represents a danger to the public or to the financial system

- Tax-related misconduct (separately protected under TAA Part IVD)
- WHS-related misconduct, including discriminatory conduct against a worker for raising a WHS issue

Disclosures purely about personal work-related grievances (e.g. a dispute about a manager's decision affecting only the discloser) are **not** Eligible Disclosure Matters under s.1317AADA and are handled through the normal grievance process — but the discloser is still protected to the extent the grievance overlaps with an Eligible Matter.

Eligible Recipients

A disclosure attracts the full Corporations Act protections when made to any of the following:

- A director or officer of ReFresh
- A senior manager of ReFresh
- The CEO
- An auditor (or member of an audit team) of ReFresh
- The Chair of the Board (whether or not a senior manager)
- ASIC, APRA or other prescribed Commonwealth authority
- A lawyer for the purpose of obtaining legal advice
- For tax-related disclosures, the Tax Officer or a registered tax agent (TAA Part IVD)
- A journalist or parliamentarian (in the specific circumstances of an emergency or public-interest disclosure per s.1317AAD)

ReFresh's internal recipients are:

Channel	Recipient
Internal — designated recipient	CEO
Internal — independent recipient (where the CEO is implicated)	Chair of the Board
Internal — anonymous reporting form	Routed to CEO (or Chair if flagged as involving CEO)
External — regulator	ASIC, APRA, ATO, AFP, Fair Work Ombudsman, OAIC, SafeWork as applicable
External — legal	External counsel for legal advice

Policy status

ReFresh is a small proprietary company and is **not** currently within the mandatory scope of Corporations Act Part 9.4AAA (which requires a whistleblower policy for public companies, large proprietary companies, and corporate trustees of APRA-regulated superannuation entities). This policy is **voluntary** at the Company's current scale.

ReFresh adopts it voluntarily because:

- Its enterprise customers — including service providers to APRA-regulated super trustees — expect their vendors to have one
- The whistleblower protections in Part 9.4AAA apply to disclosures made about ReFresh **regardless** of whether ReFresh has a policy; documenting the channels and protections is therefore in everyone's interest
- A formal channel encourages early reporting of issues that the Company should know about and act on
- It is the right thing to do

This policy will be reviewed and uplifted to the full Part 9.4AAA mandatory regime if and when ReFresh enters that scope (likely triggers: becoming a corporate trustee of a regulated super fund; passing the large proprietary company thresholds; or material change in the regulator's expectation of the sector).

How to make a disclosure

Channels available

A discloser may choose any of the following channels. **All are equally protected.** Anonymity is supported in every channel.

1. **In person, by phone, or by email to the CEO** (harrison@refresh.tech), or to the Chair of the Board directly where the CEO is implicated
2. **Through ReFresh's anonymous reporting form** at forms.gle/ajCD93Bhys4NqTKUA — supports anonymous submission (no Google account or identifying information required); see "The anonymous reporting form" section
3. **Directly to a regulator** (ASIC, APRA, ATO, AFP, OAIC, SafeWork, Fair Work Ombudsman as applicable)
4. **Through an external lawyer** for legal advice
5. **In the specific circumstances of s.1317AAD**, to a journalist or parliamentarian (emergency or public-interest disclosure — see "Emergency and public-interest disclosures")

What to include

A disclosure does not have to be in a particular format. Useful information where available:

- What conduct or circumstance is being disclosed
- Who was involved
- When and where it happened
- Any supporting evidence (documents, screenshots, names of witnesses)
- Whether the discloser wishes to remain anonymous
- A means of follow-up contact if the discloser is willing to be contacted

A disclosure can be made on the basis of suspicion; the discloser does not need to be certain. Reasonable grounds for suspicion are sufficient to attract protection.

Confidentiality

Identity protection

ReFresh shall treat the identity of every discloser, and information likely to lead to their identification, as strictly confidential. Identifying information is disclosed only:

- With the discloser's consent
- To ASIC, APRA, ATO, or another regulator
- To the Australian Federal Police
- To a lawyer for legal advice or representation
- To a court or tribunal in legal proceedings
- As required by Part 9.4AAA or other Commonwealth law

Disclosure of information that could identify the discloser **without** consent or a lawful basis is a **criminal offence** under s.1317AAE, attracting penalties of up to 6 months' imprisonment and $16,500 for individuals (60 penalty units), and up to $165,000 for bodies corporate (600 penalty units), as adjusted from time to time.

Information handling

Reports are stored in restricted-access form, accessible only to the CEO and the Chair of the Board (or only the Chair where the CEO is the subject of the report). Form-based submissions are stored in the form's response store within ReFresh's Google Workspace under CEO/Chair-only access; email and in-person reports are recorded in CEO/Chair-only mailbox folders. All access to reports is logged.

Protections

Anti-retaliation

ReFresh prohibits any form of **detrimental conduct** against a discloser, or against any person believed or suspected to be a discloser. Detrimental conduct includes:

- Dismissal, demotion or alteration of position to the discloser's disadvantage
- Harassment or intimidation
- Threats (express or implied)
- Damage to reputation, property or financial position
- Damage to business reputation or financial position
- Discrimination
- Any other conduct that disadvantages the discloser

Retaliation is a serious breach of this policy, of the Code of Conduct, and may be a criminal offence under s.1317AC. Civil remedies are available to a discloser who suffers detrimental conduct (s.1317AD), including compensation and reinstatement.

Compensation

A discloser may seek compensation through the courts if they suffer loss as a result of detrimental conduct (s.1317AD).

Immunity from civil, criminal and administrative liability

A discloser who makes a protected disclosure is entitled to immunity from:

- Civil liability (e.g. breach of duty of confidence, breach of contract)
- Criminal liability (e.g. attached to the disclosure of the information)
- Administrative liability (e.g. disciplinary action)

This includes immunity from action for breach of confidentiality, even where the discloser was bound by confidentiality.

Emergency and public-interest disclosures

A discloser may make a disclosure to a journalist or parliamentarian and retain protections only in the specific circumstances of s.1317AAD — where the discloser has previously made a disclosure to an Eligible Recipient and either:

- An emergency exists where the conduct concerns a substantial and imminent danger to health or safety, or the natural environment; or
- A reasonable period has passed since the original disclosure, the discloser has reasonable grounds to believe inaction is occurring, and the discloser has given the original recipient written notice of intention to make a public-interest disclosure

The requirements are technical; a discloser considering this path should obtain legal advice.

Investigation and response

Acknowledgement

ReFresh acknowledges receipt of a disclosure within 5 business days where the discloser is contactable. For anonymous disclosures made through the reporting form where the discloser has not left a follow-up contact method, acknowledgement is not possible; the discloser may choose to return to the form to provide a contact method if they wish.

Initial assessment

The recipient (CEO, or Chair where the matter involves the CEO) conducts an initial assessment within 14 days, covering:

- Whether the disclosure is an Eligible Disclosure Matter
- The protections that attach
- Whether immediate action is required to protect the discloser, other workers, customers, evidence, or the business
- The investigation pathway and an estimated timeline
- Who will be informed and how, consistent with confidentiality obligations

Investigation

The investigation is:

- Conducted by a person independent of those implicated (external investigator engaged where the matter is material, involves senior leadership, or the Company lacks the resource or independence to investigate internally)
- Proportionate to the seriousness of the matter
- Conducted with respect for procedural fairness for all parties
- Subject to confidentiality protections (the subject of an allegation is typically informed of the substance but not the discloser's identity)

Where the disclosure is anonymous and the discloser has not left a follow-up contact method, the investigator cannot request additional information; the disclosure is investigated to the extent the available information allows. Where the discloser has left a follow-up contact method, the investigator uses that method to seek additional information.

Outcomes

Investigation outcomes are recorded in a written report (with appropriate confidentiality protections). Outcomes may include:

- No further action where the disclosure is not substantiated
- Disciplinary action where the conduct is substantiated, up to and including termination
- Referral to regulators or law enforcement
- Remediation of systemic causes
- Changes to policies, procedures or controls
- Welfare support and follow-up with the discloser

Feedback to the discloser

Where the discloser is contactable, ReFresh provides feedback on the outcome of the investigation, subject to confidentiality and any restrictions imposed by ongoing investigations or legal proceedings. For anonymous disclosures, outcome information is recorded internally; where the discloser has left a follow-up contact method, ReFresh provides feedback to that method, subject to the same confidentiality and legal-proceeding restrictions.

Welfare and support

Disclosers may face significant personal stress. ReFresh:

- Offers access to its Employee Assistance Program (EAP) for any discloser who is a current employee or contractor
- Designates a welfare contact (typically the CEO or, where the CEO is implicated, the Chair) who checks in periodically with disclosers who consent to contact
- Considers, where appropriate, role changes, leave, or other practical accommodations to reduce harm
- Plans welfare check-ins at 7 days, 30 days and 90 days post-disclosure for substantiated matters

Fair treatment of the subject

A person who is the subject of a disclosure also has rights:

- Presumption of innocence until the matter is established on the evidence
- Procedural fairness during investigation — opportunity to respond to substantiated allegations
- Confidentiality of the investigation
- Right to representation
- Support during the process

The subject may not, however, retaliate against the suspected or actual discloser, nor seek to identify the discloser through HR records, IT systems, or any other channel.

The anonymous reporting form

ReFresh maintains an anonymous reporting form at forms.gle/ajCD93Bhys4NqTKUA, hosted on Google Forms. The form:

- Allows anonymous submission — no Google account, email address or other identifying information is required
- Provides optional fields for the discloser to leave a follow-up contact method (for example, an anonymous email address) if they wish to be contactable
- Captures the disclosure category, narrative, supporting evidence and any witnesses or other relevant parties
- Routes submissions to a restricted-access response store visible only to the CEO and the Chair of the Board (or only the Chair where the disclosure relates to the CEO)

Submissions through the form are protected by this policy and by the *Corporations Act 2001* (Cth) Part 9.4AAA on the same basis as disclosures made through any other channel.

Training and communication

- This policy shall be communicated to all employees, contractors and officers on induction and annually thereafter
- A printable summary of channels and protections is included in the staff handbook
- The Code of Conduct references this policy as the primary speak-up channel
- Customers are informed through the public Trust Centre or DPA that ReFresh has a whistleblower policy and channel
- The policy is available on the staff intranet at all times

Records

ReFresh shall maintain records of:

- Each disclosure received (in restricted-access form)
- Acknowledgement, assessment and investigation activity
- Outcomes and remediation
- Welfare check-ins
- Any retaliation allegations and their disposition

Records are retained for **6 years** (aligned to common civil limitation periods) where no breach is involved, and longer (consistent with applicable statutory retention periods) where a regulator is involved or the discloser pursues legal remedies.

Reporting to the Board

The CEO shall report annually to the Board on:

- Number and category of disclosures received (anonymised)
- Outcomes
- Themes and systemic issues identified
- Effectiveness of the policy and channels
- Recommended improvements

Material disclosures (substantiated misconduct by senior leadership, regulator notifications, significant remediation) are reported to the Board as they occur.

Roles and responsibilities

Role	Responsible Team Member	Responsibility
Designated Whistleblower Officer	CEO	Receives and acts on disclosures; reports annually to the Board
Independent recipient (CEO implicated)	Chair of the Board	Acts as designated officer where the CEO is the subject of the disclosure
Welfare contact	CEO (or Chair where the CEO is implicated)	Periodic welfare check-ins with disclosers who consent to contact
All officers, senior managers, auditors	Per the Eligible Recipients section	Receive disclosures and route to the designated officer with confidentiality preserved
All staff	All within-scope persons	Protect the identity of disclosers; do not retaliate; cooperate with investigations

Enforcement

The CEO is responsible for the enforcement of this policy. Where the CEO is implicated, the Chair of the Board acts as the designated officer for that matter. Employees who may have questions should contact the CEO or the Chair as appropriate.

Disciplinary action

Failure to comply with this policy may result in disciplinary action, including, but not limited to, termination. Retaliation against a discloser is itself a criminal offence under s.1317AC of the *Corporations Act 2001* and exposes the individual and the Company to civil and criminal liability.

Reporting

Concerns may be raised through any of the channels listed under "How to make a disclosure" above. Internal reports are routed to the CEO, or to the Chair of the Board where the CEO is implicated. Reports that involve a security or privacy incident should also be sent to incidents@refresh.tech (or security@refresh.tech for security incidents) so that the relevant incident-response procedures can be activated alongside the whistleblower process.

Applicable laws, regulations and standards

- *Corporations Act 2001* (Cth) Part 9.4AAA
- *Taxation Administration Act 1953* (Cth) Part IVD
- Model *Work Health and Safety Act 2011* Part 6 (and state/territory equivalents); *Occupational Health and Safety Act 2004* (Vic) ss.76-78
- *Public Interest Disclosure Act 2013* (Cth) — for disclosures involving Commonwealth public sector matters, where applicable
- *Fair Work Act 2009* (Cth) — general protections
- ASIC Regulatory Guide 270 (Whistleblower policies) and Report 758
- SOC 2 Common Criteria

Version history

Version	Date	Description	Author	Approver
1.0	22 May 2026	Initial policy	Taylor Laing	Harrison Kennedy