

UPL SOUTH AFRICA (PTY) LTD CORNUBIA WAREHOUSE FIRE EXPLANATORY NOTE : COMPLAINTS SUBMISSION AND HANDLING PROCESS

During the evening of 12 July 2021 / the morning of 13th July 2021, an arson attack occurred at UPL's Cornubia Warehouse at Umganu Road, resulting in a fire which destroyed the warehouse and caused agri-chemical products to disperse into the surrounding environment. Any business or person wishing to lodge a complaint because of the incident must complete the UPL Cornubia Warehouse Fire Complaint Form and deliver the Complaint Form to UPL using one of the following options (*please do not submit the Complaint Form more than once*):

- 1) send it to the following email address uplcomplaints@apexenviro.co.za ; or
- 2) deliver a copy at UPL's office: 7 Sunbury Office Park, Douglas Saunders Drive, La Lucia Ridge, Durban, KwaZulu-Natal.

How to fill in the Complaint Form

- The Complaint Form is in three parts (explained below), you must complete each part and the information must be provided in a clear and legible manner for UPL to properly consider the complaint.
- If you are submitting a complaint on behalf of more than one person / business, you must complete a new Complaint Form for each complaint.

Part 1

Personal / contact details – fill in details of person(s), business or forum who is making the complaint.

Part 2

Details of the complaint – you are required to:

- select the appropriate complaint category (health / environmental / property);
- provide details / evidence of your complaint. The more detail and evidence you can provide, the quicker your complaint can be assessed;
- provide details of the action that you would like UPL to take in response to your submitted complaint; and
- provide a description of any supporting documents attached to your Complaint Form. When submitting a Complaint Form you are required to provide all documentation or evidence necessary to support your complaint. Supporting documentation may include photos, medical documents and / or specialist reports.

Part 3

Declaration – Any person submitting a Complaint Form is required to sign the declaration which is to be found at the end of the Complaint Form. By signing the declaration you are warranting that the information provided is true, accurate and complete and that you agree to the terms of UPL's Protection of Personal Information (POPIA) Policy and the handling / processing of your information as further described in the Declaration. Your complaint will not be considered if this declaration is not signed.

What happens after you have submitted a complaint

- You will be issued with a reference number. For tracking purposes please quote your reference number in any correspondence going forward.
- A UPL representative may contact you, using the provided details on the Complaint Form, to obtain further information or documentation from you in respect of your complaint.
- The submitted complaint will be reviewed by UPL, in conjunction with experts engaged by UPL if necessary, and an assessment will be made on your complaint. All complaints will be assessed strictly on a case-by-case basis.
- You will be informed of the outcome of your complaint and any action to be taken by UPL (if applicable). UPL will use reasonable endeavours to ensure that all complaints are handled quickly and efficiently and that you are kept informed on the progress of your complaint. Once a

decision has been made on a complaint, and communicated to you, no further correspondence will be entered into.

- If you have submitted a query (which does not constitute a request for access to information) UPL will use reasonable endeavours to respond thereto.

Additional information

- If your intention is not to submit a complaint but merely to **request access to information**, please do not fill out this Complaint Form.
- UPL reserves its rights to not respond to any frivolous or vexatious communications and/or complaints received or to any complaint where the Complaint Form is incomplete or illegible.
- The submission of any Complaint Form, or any engagement pursuant thereto by UPL, shall not constitute any admission of liability by UPL whose rights shall remain fully reserved.

