

7 Assurance



7.1 First party: on internal audit and risk management

Statement from De Beers Internal Audit on selected material issues including internal auditing, the Best Practice Principles, the Assurance Programme for the Principles, the Kimberley Process and anti-money laundering



Internal Audit statement

De Beers Internal Audit (DBIA) is an independent, objective assurance and consulting activity designed to add value and improve the operations of the De Beers Family of Companies. DBIA has been mandated by the Board Audit Committee, a sub-committee of the Board of De Beers Société Anonyme (DBSA), to ensure that the major risks facing the Family of Companies are identified and given appropriate audit focus. Risk management, internal control and governance processes are systematically reviewed to help the Family of Companies accomplish its objectives. DBIA submits an annual report to the Board Audit Committee on the status of governance, internal control and the appropriateness of risk management.

All DBIA reviews are performed in accordance with the International Standards for the Professional Practice of Internal Auditing as prescribed by the Institute of Internal Auditors (IIA). Our Quality Assurance and Improvement Programme (introduced in accordance with IIA Standard 1300) found DBIA to be "generally compliant" with the IIA Standards, the highest rating on the degree of conformity scale.

Risk-based internal auditing

DBIA follows a prescriptive, documented risk-based audit methodology that culminates in its annual report on risk management, the internal control environment and governance to the Audit Committee. The audit plan is derived from the De Beers Enterprise Risk Management system.

The Group Risk Champion consults on and assists with the facilitating risk management workshops at all levels to ensure a complete and appropriate risk management system. The risk management process collates information from value centres and offices globally to business units and ultimately to enterprise level. Audit work includes a thorough review of internal systems, procedures and programmes of work for each business function and area of major business risk. DBIA also collates reports from managers on the integrity of internal controls, the safeguarding of assets and risk management, as well as ethical, social and environmental matters. It also considers reports produced by external assurance providers.

The DBIA annual report to the DBSA Audit Committee, which was submitted in February 2010, included the following opinion:

"I can confirm that in my opinion the internal controls are adequate to ensure that the financial records may be relied on for preparing the reports to directors and shareholders, and for maintaining accountability for assets and liabilities.

In my opinion, in all material instances, assets are adequately protected and used as intended with appropriate authorisation and all significant business risks have been identified and appropriate mitigating strategies are in place.

No matters have come to my attention during the year ended 31 December 2009 that indicate any breakdown of such magnitude has occurred in the functioning of these internal controls, procedures and system of the Group, which in my opinion, would affect the fairness of presentation of such reporting, and therefore financial decisions based thereon."

Best Practice Principles

In 2009, the scope of DBIA's review of the Best Practice Principles (BPP) Assurance Programme was focused on ensuring that the programme continued to be supported by good governance. The scope also provided for selected, detailed, on-site verification reviews of BPP workbooks to supplement the review work conducted by SGS. The specific objective of the reviews was to verify responses within the BPP workbooks. No material breaches were identified during such reviews and improvement opportunities have been agreed with management.

The 2010 review is in the planning stage and the scope will provide for a review to ensure that due diligence has been applied in completion of the BPP workbooks submitted to SGS. DBIA are also consulting on the pilot Responsible Jewellery Council (RJC) and BPP integration reviews.

Principles Committee

DBIA participates on the Principles Committee to ensure that good governance and risk management is appropriately applied.

Note on Kimberley Process compliance

The Kimberley Process is a joint government, diamond industry and civil society initiative that requires participants to certify diamond shipments are conflict free. Compliance with the Kimberley Process is a legal requirement for participating countries.

A review of the fact-finding reports, issued by independent auditors, confirms that relevant business units comply with the requirements for De Beers to have its compliance with the Kimberley Process externally assessed.

These reviews sought to assess De Beers compliance with respect to the Kimberley Process Certification Scheme (KPCS) on the international trade in rough diamonds, in accordance with European Council Regulation (EC) No 1574/2005. The assessments related to the period commencing 1 January 2009 and ending 31 December 2009.

The major Kimberley Process compliance criteria are also reviewed as part of the third party verified BPP Assurance Programme. No material breaches or non-compliance with the Kimberley Process were identified in the 2009 BPP assurance cycle.

Implementation of the Anti-Money Laundering Policy

In 2006, De Beers developed and communicated a policy on Anti-Money Laundering and Combating the Financing of Terrorism. The policy reflects the deep-seated commitment of the Family of Companies to maintaining the continued confidence of its stakeholders and the integrity of its product.

DBIA's 2009 review of the implementation and progress of the policy highlighted that all business units, applicable group functions, and shared services have implemented the policy.

Brian Cleak
Group Manager: Internal Audit
De Beers Corporate Headquarters
Johannesburg, South Africa, 15 April 2010

7.2 Second party: on reporting

Statement from Maplecroft on the reporting process, including the reporting methodology, the AA 1000 Principles and recommendations for future reporting



Background

This statement is intended to provide insight into the reporting process. Maplecroft professionals involved in the reporting process are experts in their respective disciplines and are trained auditors in accordance with the ISO 14001, ISO 14064 and SA 8000 standards. Maplecroft recognises that it is not an independent party by virtue of its consulting work for De Beers.

Maplecroft has worked with the Family of Companies since 2000. This included input into the development and implementation of the Best Practice Principles (BPPs) as well as the Assurance Programme for the Principles (APPs) and facilitation of the Diamond Dialogues. Maplecroft also advised on the development of policies including anti-corruption, political donations, security services and human rights, and draft guidelines on stakeholder engagement. Maplecroft has worked on the Report to Society since 2005.

This statement is an account of:

- Our experience compiling content, analysing and processing data, writing and designing this report
- Our facilitation of the Multi-Stakeholder Forum and the Diamond Dialogues in London, as well as the writing of reports summarising discussions at each event
- Our engagement with discipline experts, the Principles Management Committee and other relevant De Beers employees, both in person at De Beers facilities and through telephone interviews and other correspondence

Methodology

Maplecroft worked closely with relevant De Beers discipline experts in the compilation, analysis and review of data across the economic, ethical, employee, community and environmental domains. The validity of the original data was not checked at source by Maplecroft. Whilst we completed rigorous peer review within Maplecroft to ensure the accurate and comprehensive representation of original data, any anomalies or gaps in data that could not be resolved by Maplecroft were referred back to relevant employees within De Beers for clarification.

Maplecroft supplemented primary data with extensive interviews in Botswana, South Africa and the United Kingdom, as well as the review of articles, agendas, minutes, presentations and other documents. Maplecroft was given a high degree of access to discipline experts for the purpose of information gathering, clarification and review. We also prepared drafts of all text and worked closely with discipline experts in the refinement of report content to ensure the information presented is fair, accurate and in line with the expectations of stakeholders.

All work completed by Maplecroft is informed by best practice initiatives and standards. These include the United Nations Millennium Development Goals, the United Nations Global Compact, the Global Reporting Initiative (GRI) G3 Guidelines and the AA 1000 assurance standard.

AA 1000 principles

We believe De Beers has made significant progress with respect to being fully compliant with the AA 1000 principles of materiality, completeness and responsiveness.

Materiality

This report presents a coherent framework for identifying and analysing sustainability issues that pose a risk to the business and which are relevant and material to stakeholders. Maplecroft can verify that the Diamond Dialogues and the Multi-Stakeholder Forum were critical in identifying and prioritising many of the issues presented in this report. Most notably, however, is the adoption of a risk-based approach to reporting. The 13 risks and risk matrices (p8-9) discussed in this report were identified and elaborated in direct response to stakeholder feedback. Questions posed to De Beers at these events were answered frankly and transparently. Our work with De Beers supports the accuracy of relevant statements presented in this report. This includes the answers provided in the "questions from stakeholders" panels.

Our role in the reporting process enables us to confirm that De Beers reports on some of the issues that previous assurance statements and stakeholder reviews identified as needing to be addressed in future reports. This includes better alignment of data between Community Social Investment (CSI) and expenditure on Social and Labour Plans in South Africa (p72-74). The report provides information on a number of key events during 2009 that have implications for the Family of Companies and its stakeholders. These include the impact of global recession on:

- Economic contributions to host countries (p18-25)
- The ongoing success of beneficiation (p28-31)
- Employees, retrenchments and capacity building (p50-53)
- Health and safety performance (p54-59)
- CSI contributions to the communities in which it operates (p72-77)

The report also focuses on a range of mitigating measures taken by the Family of Companies to limit the impact of a fall in rough diamond demand in late 2008 and 2009. These include production holidays (p23, p51), support for Sightholders (p31), intermediary cost-cutting measures to minimise involuntary retrenchments (p51) and ongoing prioritisation of health and safety performance (p54).

Completeness

Our inspection of documents and engagement with discipline experts did not identify any material shortfalls with respect to completeness of reporting. In our view, De Beers was proactive in seeking comment on, and promoting discussion of, potentially challenging and sensitive issues including:

- Improvement opportunities identified by SGS in the 2009 BPP cycle (p6)
- Challenges posed to the credibility of the Kimberley Process during 2009 (p34-35)
- Responsible management of employee retrenchment (p52)
- Management of the dispute between De Beers Canada and elements of the Attawapiskat First Nation (p70)
- Management of water scarcity and use in southern Africa (p86-89)
- Energy security challenges in southern Africa (p89-91)

Responsiveness

De Beers honoured its commitment to engage the Multi-Stakeholder Forum in future reporting cycles, and it is our view that participant recommendations have significantly influenced the content and form of this report. This includes the adoption of a risk-based approach, longer time horizons and a more forward looking strategy, the movement of standard reporting requirements to an online library and an enhanced appreciation/discussion of the link between sustainability issues.

Recommendations

Key areas for improvement:

Dynamic online content

The use of a risk-based approach to reporting has resulted in a more “flexible” integration of GRI-specific information. Where necessary, such information has been included in a separate, online GRI table. We believe there is potential for the extension of online reporting services, including real-time reporting of quarterly data and performance updates, as well as increased depth of supporting content (e.g. the results of Diamond Dialogues, white papers on key issues etc.). As De Beers has already demonstrated with its Operating and Financial Review 2009 microsite (www.debeersgroup.com/ofr2009), this will ensure a more dynamic, responsive reporting experience and easy access by stakeholders to the views and performance of De Beers on issues that are important to stakeholders.

Improved objectives and targets

There remains significant room for improvement relating to the identification of clear, quantitative performance targets. Whilst the report includes “Objectives” for 2009 and beyond (p14-15), the identification of measurable targets for each discipline, BPP and Principle would enhance benchmarking, comparability and measurability of performance. The Family of Companies should focus on setting relevant long-term targets on carbon emissions, water and other strategic or material issues.

Evidence of local stakeholder engagement

Whilst the report currently provides a good overview of “group-level” stakeholder engagement, it would benefit from further details of local-level engagement and frameworks. This includes evidence of engagement, outcomes and responses. Whilst workforce disruption may have presented some challenges in gathering this information, the Family of Companies should nonetheless continue in its efforts to improve action and reporting in this area.

Adapting data templates

Whilst it is highly relevant in Africa due to Black Economic Empowerment (BEE) requirements, a significant number of employees in the United Kingdom decline to identify their ethnicity in employee surveys. The current data templates mean such employees are often excluded from aggregate results (e.g. p20). We recommend a review of the data templates used by human resources, as well as relevant methodology, to ensure continued accuracy and relevance of analysed and presented data.

Organisational disruption

We received enthusiastic and proactive support from discipline leads across the Family of Companies in the production of this report. The impact of the recession and retrenchments however, has resulted in significant disruption including partial loss of institutional memory and management systems, as well as reduced availability of a “group-level” overview. We recommend a systematic review, identification and re-engagement with responsible and accountable individuals across the Family of Companies for the 2010 reporting cycle. This includes the clear identification of individuals who will provide assurance on compliance with the Principles.

We believe this report presents a relevant and complete statement of the sustainability performance of the Family of Companies. In our view, the De Beers statement that it has applied the GRI G3 guidelines at level A+ is also fairly stated.



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Dr Kevin Franklin
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7 May 2010
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7.3 Third party: on the BPP Assurance Programme

Statement from SGS on the De Beers Group 2009 cycle of the De Beers Best Practice Principles (BPPs), including scope, work undertaken, the BPP programme, verification methodology, key findings and recommendations



Role of SGS in the BPP Programme

Appointment of SGS

Following a tender process beginning in April 2003, SGS was invited to present their proposal and following responses to additional information were advised of their selection as the verification partner in July 2003.

SGS is the world's largest independent verification and certification organisation and has no commercial interests. As in previous years, SGS has undertaken a contract review and put safeguards in place to ensure that no consultancy or related services is provided to any parties involved in the BPP programme so as to ensure that this strict independence is maintained at all times.

Scope of work and evolution of programme

2009 saw the introduction of a SMART workbook tool with questions asked based on the inherent risk in the country concerned and the activity and size of operation. This tailored approach allowed more emphasis to be placed on issues of potential concern so as to better focus the activities of both the De Beers Family internal compliance teams and the SGS auditors.

The scope of work undertaken by SGS as the BPP verifier for the 2008 cycle comprised the following:

- Desktop review of a sample of the workbooks submitted by Sightholders and all those submitted by the De Beers Family of Companies. This process verifies that all required workbooks have been submitted; that all questions have been answered; that the responses to the questions support the compliance status declared in each case and to test that conclusion by requesting supporting evidence on a random number of questions.
- Verification visits on up to 10% of the declared facilities to check that the original first party assessments have been undertaken thoroughly both by discussing this with the assessor and by seeking first-hand evidence of compliance with the issues concerned.
- An extraordinary audit to review allegations of serious breaches at one of the Sightholder's facilities.
- Provision of information relating to the compliance status of Sightholders' and De Beers' facilities and details of any significant issues. This information is provided in accordance with the confidentiality requirements imposed by the Supplier of Choice Ombudsman.
- Input into a review of the Responsible Jewellery Council requirements and a comparison between this and the BPPs.

Work undertaken on De Beers group facilities

85 workbooks were submitted across all eligible De Beers facilities covering 74 of their own facilities and 11 contractors.

Full reviews were conducted and completed during the cycle and 11 verification visits were undertaken during this cycle including 1 visit to a contractor.

The BPP programme

For 2009 the programme continues to be based on the Best Practice Principles which continues to remain in line with major international standards and accepted Best practice for CSR and business partner evaluation.

The De Beers Family of Companies has continued to set itself a high level of commitment and expectation of compliance, including the investment of resources to complete self-audits and a requirement for corrective action plans to be completed in a timely manner. Contractors have continued to be included, regardless of business levels.

Verification methodology

The verification process is undertaken in 3 stages:

- In the country of operation, workbooks are reviewed by a qualified Social Accountability auditor, cross-trained in Environmental Management and briefed on the requirements of the Best Practice Principles.
- Local reviews are then submitted to a central review point where these are cross-checked to ensure consistency by country and key points.
- A sample of 10% of facilities is selected centrally for onsite verification to check the effectiveness of the 1st party assessments and to evaluate at first hand the situation on the ground.

There were no significant changes to the questions sets or the SGS audit team and this was a consolidating year, concentrating on the completion of corrective actions and ongoing compliance.

Key findings

Workbooks were all received within the required timescales. There were a number of changes in key personnel within the De Beers companies which led to some delays in providing responses to queries raised and in a small number of cases verification had to be based on the business' declarations.

The facilities to visit were selected to cover the whole range of operations but also taking into account both the inherent risks described above, performance in previous cycles and the levels of activity at the locations.

Most infringements in the De Beers facilities found in the course of previous cycles have been rectified with evidence of implementation verified either on site or through the workbooks. Most notably evidence has now been received that action has been taken to tackle the Major Breach outstanding since 2007. Ongoing compliance for this issue will be specifically followed up in the next cycle. Corrective action plans have been received for the small number of Minor infringements found.

Overall summary

There were no Material Breaches identified during first or third party assessments.

No Major Breaches were found at De Beers' or contractors' facilities and the corrective action was implemented to close out the one outstanding issue from previous cycles. Minor breaches were found at only 3 facilities bearing witness to the consistent efforts made to implement all BPP requirements.

Significant progress has been made in the last 3 years, both in taking corrective actions to close out Minor and Major Infringements and incorporating BPP requirements into normal working practices so as to also reduce the number of Improvement Opportunities. Continued monitoring is needed to ensure that issues found at specific locations are investigated across all facilities and any required corrective actions are applied broadly across the Group.

Recommendations for future development

A number of changes were made to the programme for the 2009 cycle in recognitions of previous experiences and to incorporate a more tailored risk-based approach. This will now be bedded in during the 2010 cycle when all facilities will be subject to the submission of tailored workbooks .

During 2010 it is planned to further review the tailored workbooks and all documentation and procedures to incorporate requirements of the Responsible Jewellery Council (RJC) certification programme.

In preparation for RJC certification, there will also be a number of pilot audits at De Beers facilities to test the extent to which they are already operating in line with any added requirements of that programme.

In addition, following feedback from Sightholders and De Beers audit documentation is being revised to provide greater clarity on findings, recommendations for improvement and the type of sustainable corrective action required. This will be in line with requirements not to provide consultancy to these companies.



Effie Marinos
SGS United Kingdom Ltd
26 April 2010
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Our Principles

Three guiding Principles define the way we do business, inform our understanding of what is right and wrong, and describe what is important to us. These are supported by an extended set of specific Principles that cover the economic, ethics, employees, community and environment aspects of our activities.

Sustainable development through partnership

The Family of Companies is committed to operating in accordance with national legislation and towards the goal of sustainable development. This means ensuring that we consider and take responsibility for the longer-term economic, social and environmental implications of the decisions we make today – not only for our own business but also for the broader societies in which we operate. We will work with our partners in government to ensure that diamonds, a finite resource, are transformed into economic wealth and improved quality of life and wellbeing for all those stakeholders touched by our business along the diamond pipeline.

Diamond dreams and development

We will work to address the poverty and socio-economic deprivation that affects many of the communities where we operate. We will work with governments to help realise their long-term visions and, through education, training and shared decision-making, to ensure the success of programmes that help build the capabilities of their citizens. In particular, we will partner with our stakeholders to address the priority of HIV and Aids. We will also work meticulously through the Kimberley Process, the industry's System of Warranties, and our Principles to ensure conflict diamonds are eliminated from world diamond flows.

Accountability and “living up to diamonds”

Our ethical conduct is governed by the De Beers Best Practice Principles (BPPs). The BPPs apply to the De Beers Family of Companies, all Diamond Trading Company (DTC) Sightholders and to certain third parties e.g. Sightholder sub-contractors. The BPPs require compliance with law in all areas, as well as further requirements on anti-corruption and anti-money laundering, health and safety, labour standards and environment. The BPPs are supported by a rigorous assurance programme that assesses compliance by all parties. Our Global Mining function coordinates self-assessment and internal assurance on BPP implementation for review by the ECOHS Committee. Compliance with the BPPs is third party verified each year by SGS (Société Générale de Surveillance).

Economics

- Long-term wealth creation through investment in economic development and delivery of enhanced shareholder value
- Transparency in financial payments to governments and relevant and meaningful reporting
- Local procurement and capacity building that contributes to local and national development goals
- Strong relationships with government and constructive participation in policy dialogue relating to mineral development plans
- No political donations to individuals but legitimate support for the democratic process in emerging multi-party democracies in Africa, guided by policy criteria that, on the basis of disclosure, allow exceptional political donations to eligible registered political parties
- Impact assessment, monitoring and management strategies that are comprehensive, involve those affected by our activities and are regularly undertaken, including prior to new projects and mine closure

Ethics

- Good corporate governance and high ethical standards in compliance with legislation and relevant codes of practice, including the United Nations (UN) Global Compact and other UN, Organisation for Economic Co-operation and Development (OECD) and industry agreements
- Free and fair competition and compliance with national and regional competition/antitrust legislation
- Disclosure of transactions and relationships that could reasonably be expected to give rise to illegalities or conflicts of interest
- Anti-corruption programmes that reject giving or accepting bribes and that require the disclosure of facilitation payments
- Zero tolerance for money laundering plus an active commitment to combat the financing of terrorism
- Compliance with privacy and data protection legislation relating to employees, partners, Sightholders and customers
- Risk mitigation relating to consumer confidence in the diamond pipeline through audited adherence to the Diamond Best Practice Principles and the “System of Warranties”, as well as audited adherence to, and support for, the Kimberley Process to prevent conflict diamonds
- Transparent relationships with consumers based on adherence by the Diamond Trading Company and its Sightholders to the accurate description of diamonds, the full disclosure of any treatments to diamonds and full disclosure in respect of synthetics and simulants
- Respecting the fundamental rights of all peoples as outlined in the Universal Declaration of Human Rights, ensuring there is no complicity if others infringe the rights of our employees or local communities
- Recognising and respecting the legal authority of governments in the countries in which we operate, we believe that we have the right and the responsibility to make our position known to them on any matters that affect our employees, shareholders, Sightholders, customers or local communities

Employees

- Compliance with the core labour standards of the International Labour Organization including freedom of association, the right to collective bargaining, non-discrimination and the responsible prevention of child labour and forced labour within our sphere of influence
- The highest security and human rights standards for employees at our operations and in our exploration activities, ensuring our security services, or those sub-contracted by us, do not violate the human rights of our employees or local communities
- The integration of best practice safety and occupational hygiene standards into planning and management systems to enable a supportive and accident-free safety culture
- Employee health and wellbeing rooted in the moral obligation to “do no harm” and help prevent ill health
- Comprehensive HIV and Aids management programmes in our principal operations where the need exists, and can be provided for in a responsible and sustainable manner, for employees and their life partners based on the principles of education and prevention, care, confidential treatment and support
- The promotion of diversity and inclusiveness; and, in line with our Values, developing the human potential of employees, promoting respect and reciprocity in working relationships and harnessing the richness of different ideas, cultures and perspectives to enable us to better serve the markets and producer countries in which we operate

Community

- Lasting positive contributions to local community livelihoods during and beyond the lifetime of our mines
- Respecting the cultural integrity of all peoples, their spiritual and religious beliefs, their traditions and their traditional knowledge systems
- Treating neighbours with understanding and dignity, taking seriously the issues that concern them to ensure that our operations neither prejudice nor infringe on their rights or interests
- Sensitive to the difficulties encountered by some indigenous or tribal minorities and other vulnerable populations in the areas in which we operate, we aim to be responsive to their needs and concerns
- Stakeholder dialogue to ensure that concerns are treated with respect, actions are taken to address concerns, and that meaningful reporting is undertaken in the public domain
- Social investment programmes to alleviate poverty and address socio-economic deprivation through capacity building and enterprise development, harnessing the passion of employees to “show we care”
- Partnering with relevant stakeholders where we can to deliver or support comprehensive community health management programmes and facilities, such as those for HIV and Aids, including a focus on prevention and access to treatment, as well as on vulnerable groups such as women and children
- Partnerships to help transform small-scale informal diamond digging activities, where feasible, into flourishing sustainable businesses that benefit diggers and their families by alleviating poverty and accelerating sustainable socio-economic development around diamond mining areas

Environment

- Proficient and responsible environmental management integrated into all aspects of the business and supported by management systems, impact assessments and risk management programmes
- Responding proactively to emerging societal concerns by developing systematic ways to prevent or minimise the negative impacts of our operations
- Efficient use and management of energy resources and emissions that contribute to climate change, and the use of market-based emission reduction mechanisms where appropriate
- Stewardship of terrestrial and aquatic ecosystems, and of resources on land that we own, lease or manage
- Programmes to conserve biodiversity, protect endangered fauna and flora and promote sustainable use of the ecosystems that we manage in partnership with, and for the shared benefit of, our stakeholders

Further information

Extended contacts		Environmental information	Acronyms
Luxembourg De Beers Société Anonyme BP591, L-2014 Luxembourg Tel: +352 (0) 264 8711 Fax: +352 (0) 264 871 303	India De Beers India Advanced Business Centre 83 Maker Chambers VI Nariman Point, 400 021 Mumbai Tel: +91 (0) 22 2283 2971/27 Fax: +91 (0) 22 2283 2823	Printed on Revive 50:50 made from 25% de-inked post consumer waste, 25% pre-consumer waste and 50% virgin fibre. All pulps are Elemental Chlorine Free and the manufacturing mill is ISO 14001 certified. Use of the Forest Stewardship Council (FSC) logo identifies products that contain wood from well-managed forests certified in accordance with FSC rules.	AP Assurance Programme
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Debswana Diamond Company PO Box 329, Gaborone Tel: +267 (0) 361 4200 Fax: +267 (0) 395 2941/6110	South Africa De Beers Consolidated Mines Crownwood Road Theta Ext 4 Johannesburg Gauteng 2001 Tel: +27 (0) 11 374 7000	<p>Acronyms</p> <p>HDN Historically Disadvantaged Namibian</p> <p>HDSA Historically Disadvantaged South African</p> <p>KPCS Kimberley Process Certification Scheme</p> <p>LTIFR Lost Time Injury Frequency Rate</p> <p>LTISR Lost Time Injury Severity Rate</p> <p>NDTC Namibia Diamond Trading Company</p> <p>NIHL Noise Induced Hearing Loss</p> <p>NWT Northwest Territories (Canada)</p> <p>OIFR Occupational Illness Frequency Rate</p> <p>OFR Operating and Financial Review</p> <p>RTS Report to Society</p> <p>SASA South African Sea Areas</p> <p>SEAT Socio-Economic Assessment Toolbox</p> <p>SHE Safety, Health and Environment</p> <p>SLP Social and Labour Plan</p> <p>SoW System of Warranties</p> <p>VCT Voluntary Counselling and Testing</p>	
Diamond Trading Company Botswana Private Bag 0074 Gaborone Tel: +267 (0) 364 9000 Fax: +267 (0) 364 9999	De Beers Consolidated Mines PO Box 616 Kimberley, 8300 Tel: +27 (0) 53 839 4111 Fax: +27 (0) 53 839 4210		<p>Acronyms</p> <p>HDN Historically Disadvantaged Namibian</p> <p>HDSA Historically Disadvantaged South African</p> <p>KPCS Kimberley Process Certification Scheme</p> <p>LTIFR Lost Time Injury Frequency Rate</p> <p>LTISR Lost Time Injury Severity Rate</p> <p>NDTC Namibia Diamond Trading Company</p> <p>NIHL Noise Induced Hearing Loss</p> <p>NWT Northwest Territories (Canada)</p> <p>OIFR Occupational Illness Frequency Rate</p> <p>OFR Operating and Financial Review</p> <p>RTS Report to Society</p> <p>SASA South African Sea Areas</p> <p>SEAT Socio-Economic Assessment Toolbox</p> <p>SHE Safety, Health and Environment</p> <p>SLP Social and Labour Plan</p> <p>SoW System of Warranties</p> <p>VCT Voluntary Counselling and Testing</p>
Canada De Beers Canada Toronto Office, Suite 300 65 Overlea Boulevard Toronto, M4H 1P1 Ontario Tel: +1 (0) 416 645 1710 Fax: +1 (0) 416 429 2462	United Kingdom De Beers UK Ltd 17 Charterhouse Street London, EC1N 6RA Tel: +44 (0) 20 7404 4444 Fax: +44 (0) 20 7831 0663	<p>Acronyms</p> <p>HDN Historically Disadvantaged Namibian</p> <p>HDSA Historically Disadvantaged South African</p> <p>KPCS Kimberley Process Certification Scheme</p> <p>LTIFR Lost Time Injury Frequency Rate</p> <p>LTISR Lost Time Injury Severity Rate</p> <p>NDTC Namibia Diamond Trading Company</p> <p>NIHL Noise Induced Hearing Loss</p> <p>NWT Northwest Territories (Canada)</p> <p>OIFR Occupational Illness Frequency Rate</p> <p>OFR Operating and Financial Review</p> <p>RTS Report to Society</p> <p>SASA South African Sea Areas</p> <p>SEAT Socio-Economic Assessment Toolbox</p> <p>SHE Safety, Health and Environment</p> <p>SLP Social and Labour Plan</p> <p>SoW System of Warranties</p> <p>VCT Voluntary Counselling and Testing</p>	

Whistle blowing hotline

Any person wishing to use our whistle blowing hotline may do so in the following manner.

By telephone	In writing	Email, website and fax
By telephone to the applicable tip-off anonymous country toll free number:	In writing with details regarding the background and history of the information being disclosed, giving names, dates and places where possible.	Written disclosures may also be submitted via:
<hr/>		<hr/>
De Beers – South Africa 0800 003 518	Disclosures made in writing should be posted to:	Email
De Beers – Namibia 0800 003 518 or 061 309058	<hr/>	debeers@tip-offs.com
De Beers – Botswana 71119753 (Mascom)	South Africa (FreePost)	Website
De Beers – United Kingdom 0808 234 2168	KZN 138, Umhlanga Rocks	www.tip-offs.com
De Beers – Canada 18664511590	4320, South Africa	<hr/>
De Beers – Israel 1809455111		Fax
De Beers – Japan 00531270008	Other countries (postage not paid)	(South Africa) 0800 00 77 88
De Beers – Belgium 080075977	KZN 774, Umhlanga Rocks	(International) +27 (0) 31 560 7395
De Beers – Angola +27 (0) 31 571 5772	4320, South Africa	<hr/>
De Beers – DRC +27 (0) 31 571 5773		
De Beers – India +27 (0) 31 571 5775		
De Beers – China +27 (0) 31 571 5776		