

Date: 18th February 2026

Re: Reference letter for All Mediation Works

This letter serves as a formal reference for Genevieve Junkoon from All Mediation Works, who was appointed by Octopi Group Holdings (Pty) Ltd to facilitate a workplace mediation.

The matter was complex and required careful handling. The mediation involved strong and, at times, difficult personalities; individuals with strongly held views and, at times, considerable egos

From the outset, Ms. Junkoon demonstrated professionalism, neutrality, and sound procedural control. She prepared thoroughly, engaged in preliminary consultations, conducted individual sessions with the respective parties, and thereafter facilitated a full-day in-person mediation process

Throughout the process, she displayed a high level of emotional intelligence, empathy, and practical insight into workplace dynamics. She was able to manage dominant and, at times, egotistical personalities without allowing the process to become adversarial. Her approach remained calm, structured, and respectful, while still maintaining appropriate authority over the proceedings. All the parties who attended respected Ms. Junkoon and the process itself (this testament to Ms. Junkoon)

Importantly, she created a safe and balanced environment in which all parties felt heard. Her individual consultations allowed concerns to surface in a contained manner, and the subsequent joint session was facilitated with clarity and fairness.



Directors:
B. Spitholt CA(SA), Y. Samrod, J.C. Bisschoff CA(SA), P.N.Z. Fakude, N. Nkuna, B.K.V. de Nil CA(SA), M.L. Morgan Registered Number: 2000/018444/07



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The outcome was constructive and successful - the parties reached agreement and committed to working together going forward.

To date, the working relationship between the individuals concerned has remained stable, and there have been no recurring issues requiring further intervention.

Based on our experience, I would not hesitate to recommend All Mediation Works for workplace mediation matters requiring professionalism, discretion, empathy, and firm but fair facilitation

Should you require any further information, please feel free to contact me

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