

Policy name	Group Policy on Whistleblowing
Applicability	Directors, employees, business partners, contractors and agents (including their family members or representatives) of the Pertama Digital Berhad group of companies ("Group")
Approval date	Approved by the Pertama Digital Berhad board on 21 October 2020
Effective date	From approval date
Last edit date	12 October 2020

A) What is the purpose of this policy?

- Encourages whistleblowing to promote integrity, transparency and compliance with legal and ethical standards of conduct in the Group.
- Sets out how whistleblowing may be done.
- Guarantees protection to whistleblowers.
- Explains the Group's commitment to investigate and resolve offences reported via whistleblowing.

B) What is whistleblowing?

Whistleblowing is the disclosure to the appropriate persons stated in this policy, of information about offences harmful to the Group.

C) What is the subject matter of whistleblowing?

Any offence by the Group's directors, employees, business partners, contractors, agents and clients that may harm the Group, even those occurring before the date of this policy, including:

- misuse of the Group's funds, assets or information.
- acting beyond limits of authority, including forgery of the Group's documents or signatures of the Group's authorised signatories.
- wrongful withholding or disclosure of information to the Group's detriment.
- mistreatment of employees, contractors, agents, clients or public officials.
- bullying, sexual harassment or abuse of power/position.
- discrimination against race, religion, gender or mental/physical ability.
- unethical sales practices e.g. misrepresentation or threats.
- dereliction of duty e.g. sleeping on the job, abusing company privileges, diverting business opportunities away from the Group; etc.
- exploiting conflicts of interest to the Group's detriment.
- conduct that may bring disrepute on the Group.
- public disparagement against the Group.
- negligence or reckless conduct risking death or injury to people or damage to property.
- violation of the Group's policies or codes of conduct.
- violation of law including theft, fraud, corruption, etc.

D) Who may whistleblow?

Directors and employees of the Group and external parties (existing business partners, contractors, agents and clients of the Group, public officials and members of the public) i.e. **anyone is welcome to whistleblow**.

In fact, directors and employees of the Group who are aware of offences harmful to the Group, have the **obligation to whistleblow**.

E) How will a whistleblower be treated?

The Group shall treat a genuine whistleblower in a sensitive, respectful and impartial manner. The Group guarantees the following safeguards for a genuine whistleblower:

- **Protection from exposure.**

The Group shall treat all whistleblowing in the strictest confidence and disclose only the necessary information to the investigators authorised by the Group and the relevant authorities. The whistleblower's identity will not be disclosed to them unless it is required by law to resolve the matter (e.g. for the whistleblower to testify in court), in which case the Group must inform the whistleblower beforehand.

- **Protection from retaliation.**

No director or employee of the Group is allowed to take any adverse employment action (e.g. transfer to cold storage, demotion, suspension, dismissal, etc.), or discriminate, against the whistleblower due to the whistleblowing. Any such retaliation is itself subjected to disciplinary action including dismissal.

These guarantees do not apply to a whistleblower:

- whose report is reckless or malicious e.g. where the whistleblower knows his/her report is false or has committed any other offence under the Whistleblower Protection Act 2010.
- whose report is made to avoid dismissal or other disciplinary action.
- who participated in the conduct reported.

The above guarantees and exclusions also apply to witnesses who co-operate in investigations on the whistleblowing report.

F) How to whistleblow?

The Group takes whistleblowing as seriously as it champions integrity, transparency and compliance with legal and ethical standards of conduct. Here are 3 simple steps to whistleblow:

1. Have good grounds.

While hard evidence is not necessary to whistleblow, reports must be based on **reasonable belief and good faith** and not speculation or hearsay. A whistleblower should not attempt to investigate.

2. Report in writing.

Put into legible writing as much detail as possible about the matter (e.g. descriptions of the time, people, place and event; supporting documents including photographs if any; explanation of any fears or concerns; etc.), at least enough to enable an investigation and action. There is no need for any particular format.

Channel the written report to the Chief Executive Officer of the relevant Group company. If the matter involves that Chief Executive Officer, the written report may be channelled to the board of directors instead.

You are encouraged to include your contact details in the report. If you prefer, you may submit the report anonymously but that might mean the report is less believable and also make investigations difficult.

3. Co-operate in investigation.

Give as much additional information and assistance as possible to the investigators authorised by the Group and the relevant authorities. A whistleblower is not expected to prove the report is true, only that the report is based on reasonable belief and good faith.

G) What happens after whistleblowing?

Where a whistleblowing report received by the Group has enough details to enable an investigation, the Chief Executive Officer or board of directors, as the case may be, shall:

1. Promptly appoint an investigator or an investigation committee comprising a maximum of 3 persons, who are able to act impartially while investigating the whistleblowing report or when recommending action at the end of the investigation. The investigators must have access to the whistleblowing report.
2. Ensure the investigators:
 - a) document their methods and findings of investigations (e.g. details of persons and documents investigated; minutes of interviews and meetings with the whistleblower, the accused and witnesses; reasons for rejecting any particular evidence; etc.).
 - b) conduct investigations in a firm and fair manner, regardless of the position of the person under investigation in the Group and on the basis of 'innocent until proven guilty'. The investigators must uphold the guarantees of protection in this policy for the whistleblower and witnesses.
 - c) promptly submit their findings and recommendations to the Chief Executive Officer or board of directors, as the case may be.
3. Deliberate on the investigators' findings and recommendations to decide on the action to be taken.

If the offence is a criminal one, the Group shall report the matter to the relevant authorities and co-operate fully in their investigations.

H) How is this policy publicised?

This policy is shared with all directors and employees of the Group. Briefings are conducted at least once in a calendar year and additionally whenever required. When necessary, the relevant employee must inform external parties with whom he/she is dealing, about this policy.

Any query on this policy may be directed to the Director, Group Corporate Services.

I) How is this policy enforced?

Directors, employees, business partners, contractors and agents of the Group have the **obligation to report any violation of this policy in writing** to the Chief Executive Officer of the relevant Group company. If the violation involves that Chief Executive Officer, the written report may be channelled to the board of directors instead.

Such reports can be anonymous but must include as much detail as possible to enable investigation and action. Genuine whistleblowers will be protected from exposure and retaliation in accordance with this policy.

Violations of this policy by any director or employee of the Group or any external party with which they deal, will be reported to the authorities. Directors or employees of the Group will be subjected to disciplinary action including dismissal whereas external parties may be black-listed from future transactions with the Group and have their contracts with the Group terminated.

J) How is this policy reviewed?

This policy will be reviewed from time to time (at least every 3 years) to ensure its effectiveness in light of the contemporary situation. This policy may be updated from time to time by approval of the Chief Executive Officer of Pertama Digital Berhad, and applicable to the Group.

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