

# GREEN PACKET WHISTLEBLOWING POLICY AND PROCEDURE

Policies, Practices and Procedures

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## 1. CIRCULATION

This Whistleblowing Policy and Procedure (“WPP”) applies to all Directors and Employees of Green Packet and Members of the Public.

## 2. DEFINITIONS

“**Directors**”: directors of Green Packet.

“**Employees**”: employees of Green Packet (whether full time or part time).

“**FIR**”: final investigation report.

“**Green Packet**”: Green Packet Berhad and its group of companies.

“**Investigator**”: a team of investigators comprising of two Independent Non-Executive Directors, Head of Human Capital Department, Head of Legal, Head of Regulatory and Compliance, Head of Finance, Company Secretary and/or any other specific persons that may be appointed from time to time, who would each receive a copy of the report submitted by the Whistleblower via the whistleblowing channel provided in this WPP.

“**Members of the Public**”: vendors, contractors, consultants, service providers, suppliers, external agencies, and/or any other party with a business relationship with Green Packet, or any members of the public.

“**Whistleblower**”: any Directors, Employees and/or Members of the Public that intends to or has reported a concern (as the case may be) to Green Packet using the mechanism provided in this WPP.

## 3. OBJECTIVE

The objective of this WPP is to encourage reporting of any illegal, unethical, questionable practices or improper conducts committed or about to be committed within Green Packet.

## 4. SCOPE

The reporting mechanism provided in this WPP can be used to report any malpractice, misconduct or wrongdoing within Green Packet, which includes without limitation the following: -

- Fraud or dishonesty
- Bribery and corruption
- Abuse of power
- Theft or embezzlement
- Violation of any of Green Packet’s policies
- Breaches of any applicable laws and regulations

This WPP should be read together with the Code of Ethics and Anti-Corruption Manual.

## 5. REPORTING PROCEDURES

### *Employees*

Whenever possible, Employees should seek to resolve concerns by reporting issues directly to his/her manager or to the next level of management as needed until matters are satisfactorily resolved. However, if for any reason an Employee is not comfortable speaking to a manager or does not believe the issue will be properly addressed, the Employee may contact the Head of Human Capital Department, the Head of Legal, the Company Secretary, or the Group Chief Executive Officer.

Where concerns are raised with the designated officer, they will arrange an initial interview which will, if requested, be confidential to ascertain the areas of concern. At this stage, Employee will be asked whether he/she wishes to have his/her identity disclosed and will be reassured about protection from possible victimisation. Employee will also be asked if he/she wishes to make a written statement. In either case, the designated officer will write a brief summary of the interview, the content which will be agreed by both parties.

The designated officer will report to the Investigator who will be responsible for the commission of any further investigation within Green Packet.

If an Employee does not believe that these channels of communication can or should be used to express his/her concerns, the Employee is encouraged to report the matter via Green Packet's whistleblowing channel, which is available at [www.greenpacket.com/speakup](http://www.greenpacket.com/speakup).

### *Directors*

Directors may submit any of their concerns to the Head of Human Capital Department, the Head of Legal, the Company Secretary, or the Group Chief Executive Officer (where relevant).

Where concerns are raised with the designated officer, they will arrange an initial interview which will, if requested, be confidential to ascertain the areas of concern. At this stage, Director will be asked whether he/she wishes to have his/her identity disclosed and will be reassured about protection from possible victimisation. Director will also be asked if he/she wishes to make a written statement. In either case, the designated officer will write a brief summary of the interview, the content of which will be agreed by both parties.

The designated officer will report to the Investigator who will be responsible for the commission of any further investigation within Green Packet.

If any Director is not comfortable reporting to any of these individuals or if he/she does not believe the issue in question will be properly addressed, the Director is encouraged to report the matter via Green Packet's whistleblowing channel, which is available at [www.greenpacket.com/speakup](http://www.greenpacket.com/speakup).

***Members of the Public***

Members of the public is encouraged to report any malpractice, misconduct or wrongdoing within Green Packet via Green Packet's whistleblowing channel, which is available at [www.greenpacket.com/speakup](http://www.greenpacket.com/speakup).

***Requisite details***

When raising concerns using Green Packet's whistleblowing channel, which is available at [www.greenpacket.com/speakup](http://www.greenpacket.com/speakup), all Whistleblowers must provide the relevant details required by the pre-formatted form made available at [www.greenpacket.com/speakup](http://www.greenpacket.com/speakup). The details required include Whistleblower's contact information and general information relating to the concerns raised.

Whistleblowers may choose to provide the requisite contact information or to be anonymous. Whistleblowers should endeavour to provide as much information as possible relating to the concerns raised to enable a meaningful investigation. In situations where the Investigator is of the opinion that the Whistleblowers did not provide sufficient information that would warrant the commissioning of an investigation, the Investigator has the discretion to not proceed with investigation and classify the report by such Whistleblowers as "No Further Action / NFA".

Green Packet assures you that all information submitted through the whistleblowing channel are treated with utmost confidentiality, as detailed in Section 8 (Confidentiality) below.

***Investigator***

All information submitted to the whistleblowing channel will be circulated to the Investigator. The Investigator will convene a meeting to discuss the report received and collectively determine whether there has been sufficient information provided by the Whistleblower for the commissioning of an investigation into the concerns raised in the report.

**6. FORMAL INVESTIGATION**

Where the Investigator is of the opinion that there has been sufficient information provided by the Whistleblower, an investigation will be commissioned. The Investigator shall have full authority to investigate all concerns raised in accordance with this WPP.

For reports that raise concerns which the Investigator opines to be less serious or simple, a simple investigation would be commissioned. The Investigator is at liberty to simplify the procedures specified herein as it deems necessary, which commensurate with the degree to seriousness and complexity of the concerns raised in the report. Having concluded the investigation, the Investigator would then deliver the FIR to the Risk Management Committee for their consideration.

For reports that raise concerns which the Investigator opines to be serious or complex, a full formal investigation would be commissioned. In such cases, the Investigator may retain external legal counsel, accountants, private investigators, or any other resources that the Investigator reasonably believes is necessary to conduct a full and complete

investigation of the allegations. The Investigator is bound to follow all the procedures set out herein while conducting investigations for serious or complex reports.

During the investigation, interviews must be conducted whenever possible with all relevant witnesses, and every attempt must be made to gather all pertinent data and materials from all available sources. All interviews and activities associated with the investigation must be documented in writing and filed for the purpose of record to support the findings, recommendations and/or actions taken.

It is expected that investigations will be finalized in a timely manner wherever possible, with cases resolved within thirty (30) days from the date of receipt of reportings. However, there may be circumstances where cases may take a longer period of time to resolve, but speedy resolutions will take priority.

At the conclusion of the investigation, Investigator will submit a FIR on its findings to the Risk Management Committee, as appropriate. The Risk Management Committee would then consider the calls for action and recommendations made by the Investigator therein and decide on the next steps.

The FIR will contain the following: -

- (a) the allegation(s);
- (b) an account of all relevant information received and, if the Investigator has rejected evidence as being unreliable, the reasons for this opinion having been formed;
- (c) the conclusion reached and basis for making such conclusion; and
- (d) any recommendations arising from the conclusion.

The Investigator must include in the FIR: -

- (a) steps that need to be taken by Green Packet to prevent the conduct from continuing or re-occurring in the future; and
- (b) any action that should be taken by Green Packet to remedy any harm or loss arising from the malpractice, misconduct or wrongdoing. This action may include bringing disciplinary actions against the Employee responsible for the conduct and/or referring the matter to the appropriate authority for further action.

The FIR will be accompanied by the following: -

- (a) the transcript of the complaint; and
- (b) all documents, statements or other exhibits received by the Investigator and accepted as evidence during the investigation.

## 7. CONFLICT OF INTEREST

If any of the reportings made implicate a member or members of Investigator or Risk Management Committee, such individual(s) will not be permitted to participate in the consideration of the complaint, the investigation process or the determination of what (if any) action needs to occur with regard to the complaint.

## 8. CONFIDENTIALITY

The FIR, and information relating to the investigation (be it details of the Whistleblower, status or progress of the investigation), shall be kept with utmost confidentiality where possible. However, consistent with the need to conduct an adequate investigation, Green Packet cannot guarantee complete confidentiality in selected circumstances, such as when such obligation of confidentiality hinders the ability to progress with investigation or conflicts with requirements of the laws. Insofar as it is reasonably practicable, Green Packet will first inform the Whistleblower of the need to divulge any of the Whistleblower's details to a third party before doing so.

Should there be any inquiry about any ongoing investigation, the proper response should be: **"I am not at liberty to discuss this matter."** Under no circumstance should any reference be made to "the allegation," "the crime," "the fraud," "the forgery," "the misappropriation," or any other specific reference. Unauthorised disclosure of information, other than in accordance with this WPP, may be the subject to disciplinary action.

Unauthorised disclosure of information relating to an investigation under this WPP by the Investigator, and/or others involved with the investigation to individuals not relevant to the investigation will be viewed as a serious disciplinary offence and, with respect to the Employees, may result in disciplinary action, up to and including termination of employment. Depending on the circumstances, such conduct may also give rise to other actions, including civil or criminal lawsuits.

To facilitate a smooth and effective investigation, the Whistleblower should observe the following: -

- (a) do not contact the suspected individual in an effort to determine facts or demand restitution; and
- (b) do not discuss the case, facts, suspicions, or allegations with anyone unless specifically asked to do so by the Investigator.

A confidential record of each reported matter and related documents shall be marked as "**CONFIDENTIAL**" and stored securely by Human Capital Department for no fewer than seven (7) years.

It is the responsibility of Human Capital Department to place documents on file under the names of each party involved (where appropriate) so that it will be immediately apparent if a particular person is involved frequently in complaints (be it as a complainant or wrongdoer).

## 9. PROTECTION OF WHISTLEBLOWER

Reportings under this WPP must be raised in good faith and must not be based on office gossip nor must it be made for purposes of personal advantage or gain.

The Whistleblower should have reasonable grounds for believing or suspecting that there is malpractice, misconduct or wrongdoing within Green Packet. For the purposes of reporting herein, “**good faith**” means the unequivocal belief in the veracity of the matter reported.

All reportings shall be treated in strict confidence and without risk of reprisal, provided that the reporting is made in good faith. Protection against reprisal is accorded even if the investigation later reveals that the Whistleblower is mistaken as to the facts or the rules and procedures involved.

With these assurances, Green Packet hopes that Whistleblowers will report any concerns without fear. However, Green Packet recognises that there may be circumstances when Whistleblower may prefer to speak to someone in confidence first. If this is the case, please indicate so at the outset.

When informed by Green Packet that the disclosure of information relating to Whistleblower to a third party is necessary and the Whistleblower does not wish for his/her identity to be disclosed, we will first explain the rationale for the disclosure and will not carry on with the disclosure without Whistleblower’s consent unless such disclosure is required by law or on a strictly confidential basis, to a professionally qualified lawyer for the purposes of obtaining legal advice. Whistleblower should understand that there may be times where Green Packet would be unable to resolve a concern without revealing his/her identity. For instance, when Whistleblower’s personal testimony may be essential and significant. In such cases, Green Packet will discuss with Whistleblower how best to proceed with the matter.

For Whistleblowers who wish to retain anonymity, remember that anonymous reporting makes it much more difficult for Green Packet to look into the matter reported. Further, Green Packet will not be able to protect Whistleblower’s position or to give feedback. Accordingly, anonymous Whistleblower should not assume that Green Packet can provide the assurances in the same way as Green Packet offers to the other Whistleblowers who made reports in an identifiable manner.

## 10. RETALIATION

Green Packet will not tolerate any retaliatory action or threats of retaliatory action against a Whistleblower, or against a Whistleblower’s colleagues, employer (if a contractor, consultant or supplier) or relatives.

For example, a Whistleblower must not be disadvantaged or victimized in the following manners for having raised a concern using the reporting mechanism herein:

- Dismissal or termination of services or supply
- Demotion



- Discrimination, victimization or harassment
- Current or future bias
- Threats of any of the above

Any such retaliatory action or victimisation in reprisal for a reporting made under this WPP will be treated as serious misconduct and will result in disciplinary action, which may include dismissal. In some circumstance it may be illegal, in which case Green Packet will not hesitate to notify the appropriate authority.

## **11. STATUS OF INVESTIGATION**

All inquiries concerning the status of the investigation from the person implicated, his or her attorney or representative, or the Whistleblower should be made in writing and directed to the Investigator.

A response to a written request for the status of the investigation will be provided as soon as reasonably practicable from the date of receipt by Investigator of such written request.

## **12. EXCLUSIONS**

This WPP does not apply to complaints about employment or how Employees have been treated. For cases such as this, please refer to the Employee Handbook instead.

## **13. COMMUNICATION**

To encourage Whistleblower to report any form of malpractice, misconduct or wrongdoing via the whistleblowing channel provided, effective communication of this WPP is important. In ensuring that this WPP and its contents are communicated effectively to Directors, Employees and Members of the Public, the following are carried out: -

- (a) pasting a memo in visible places within the vicinity of Green Packet's office on this WPP;
- (b) providing a copy of this WPP to all new Employees joining the company;
- (c) uploading this WPP to Green Packet's Intranet to ensure that it is always available for viewing and reading by the Employees; and
- (d) publishing this WPP to Green Packet's website.

## **14. MONITORING AND REVIEW OF POLICY**

The Risk Management Committee is responsible for the interpretation and supervision of the enforcement of this WPP.

Green Packet conducts periodical reviews of this WPP and is committed to conduct the review at least once every three years to assess the performance, efficiency and

effectiveness of this WPP. The reviews should also investigate whether this WPP has been appropriately implemented and enforced. The outcome of the review shall be a guidance for future improvements.

Green Packet diligently monitors the procedures in this WPP to ensure that they meet the objectives of relevant legislations and remain effective for Green Packet, and, if necessary, implement changes subject to the approval of Green Packet's Board of Directors or EXCO.

The Human Capital Department monitors any patterns of reportings of similar behaviour, though the reportings may involve different people, in order to take pro-active steps, such as publicity and education, in an endeavour to decrease the incidence of such improper or unlawful conduct.

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