

# FOCUS OF COMPLAINTS



A whistleblower's complaint is regarded as confidential and critical information relating to any misconduct by staff, consultants or contractors within the DRB-HICOM Group of Companies.

Improper conduct among others include:

- Suspected or actual incidents of fraud or corruption, breaches in any law or regulations in Malaysia, Company's policies, procedures or legal obligation and misleading or deceptive conduct of any kind
- Non-disclosure or any subversion of the internal or external audit process
- Breach of confidentiality obligations
- Abuse of authority
- Criminal breach of trust
- Criminal offence
- Embezzlement / misappropriation of company's funds
- Profiteering based on inside knowledge of the Group's activities
- Misuse of company information
- Forgery / alteration of any document or account within the Group
- Procurement fraud / suspicious dealings
- Negligence
- Impersonation of officials
- Money laundering
- Workers compensation fraud
- Asset misappropriation
- Any other detrimental wrongdoings

## REPORT IMPROPER ACTIVITIES

*Report In Person/Mail:*

### **Group Internal Audit & Integrity Division**

Level 5, Wisma DRB-HICOM  
No. 2, Jalan Usahawan U1/8,  
Seksyen U1, 40150 Shah Alam,  
Selangor Darul Ehsan, Malaysia

*Other Reporting Channels:*

### **Whistleblowing Box at Level 1 & Level 5 of Wisma DRB-HICOM**

**1-800-88-2005**

**[whistleblowing@drb-hicom.com](mailto:whistleblowing@drb-hicom.com)**

**DRB-HICOM**

# WHISTLEBLOWING POLICY USER GUIDE



**GROUP INTERNAL AUDIT & INTEGRITY DIVISION**



## PURPOSE

### The DRB-HICOM Group's Whistleblowing Policy

outlines the Company's commitment to ensure that any responsible party is able to raise concerns regarding any illegal conduct or malpractice without being subjected to victimisation, harassment or discriminatory treatment, and to have such concerns properly investigated.

The Whistleblowing Policy applies to DRB-HICOM Berhad and all its group of companies. All stakeholders, including employees, directors, shareholders and any parties with a business relationship with DRB-HICOM Berhad or its group of companies are welcome and encouraged to disclose any wrongdoing that may adversely impact the Company. However, this platform is not to be misused as an avenue to seek revenge or as a retaliation channel.

This Policy is not intended to cover the following:

- Customer complaints about the Group's services, which are non-fraud related; and
- Personal grievances concerning an individual's terms and conditions of employment.

## REQUIRED INFORMATION

Your complaint has to be submitted together with the following information:

- Type of activity / conduct
- Details of suspected personnel / party involved
- Details of incident (including place, date and time of incident, as well as names of those involved)
- Transaction amount and type (if it is known)
- Any document, information or physical evidence relating to the complaint

## PROTECTION

All disclosures made under this Policy will be dealt with in a confidential manner.

The identity of all complainants will be kept confidential and protected.

Whistleblowers are protected under the Laws of Malaysia Act 711:

### Whistleblower Protection Act, 2010

**Making a complaint under the Whistleblowing Policy does not shield the complainant from consequences if it is found that the person is also involved in the same / other improper conducts or unlawful activity under the Policy.**



## HOW TO REPORT?

All complaints and improper activity reports can be made through these channels:

1. Call the Whistleblowing Hotline  
**1-800-88-2005**
2. Send an e-mail to  
**whistleblowing@drb-hicom.com**
3. Post a letter to  
**Group Internal Audit & Integrity Division  
Level 5, Wisma DRB-HICOM  
No. 2, Jalan Usahawan U1/8,  
Seksyen U1, 40150 Shah Alam,  
Selangor Darul Ehsan, Malaysia**
4. Drop your complaint into the **Whistleblowing Box located at Level 1 and Level 5 of Wisma DRB-HICOM**

All these channels lead to the **Chairman of the Board Audit Committee** and/or the **Head of Group Internal Audit & Integrity Division**

For mailed reports, place them in a sealed envelope labeled "**Strictly Confidential. To be opened by Addressee**" on the top left corner.

All whistleblower complaints and/or fraud cases received by the subsidiary companies of DRB-HICOM Berhad must be reported to the Head of Group Internal Audit & Integrity Division prior to commencement of any investigation.

*“All whistleblower information will be handled confidentially by designated personnel”*

