

# REPORT IMPROPER ACTIVITIES

We Help Make Things Better

## PURPOSE

Pos Malaysia Group's Whistleblower Policy outlines the Company's commitment to ensure that anyone is able to raise concerns regarding any illegal conduct or malpractice without being subjected to victimization, harassment or discriminatory treatment, and to have such concerns properly investigated.

The Whistleblower Policy applies to Pos Malaysia Berhad and all its subsidiary companies. All employees and directors are encouraged to confidently and professionally disclose any wrongdoings that may impact the Company. This policy also applies to members of the public, where relevant. However, please do not misuse this opportunity as an avenue to seek revenge or as a retaliation channel.

## REQUIRED

Your complaint should be submitted together with the following information :

- Details of complainant
- Type of activity / conduct
- Details of suspected personnel 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 evidences 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: The Whistleblower Protection Act 2010

### HOW TO REPORT?

1. Complaints or reports under this policy can be made through the telephone call, e-mail or mail.
2. Disclosure of information by the Whistleblower can be made to one or more of the following persons within the company:
  - Head, Internal Audit
  - Group Chief Executive Officer
  - Board Audit Committee Chairman
  - Senior Independent Director
3. Any complaints and concerns regarding the Head Internal Audit can be channelled directly to the Board Audit Committee Chairman.
4. Any complaints and concerns regarding the Group Chief Executive Officer can be channelled directly to the Board Audit Committee Chairman and / or Senior Independent Director.
5. Any complaints and concerns regarding any member of the Board of Directors of the company can be channelled directly to the Board Audit Committee Chairman and/or Senior Independent Director.

## COMPLAINT TYPES

A Whistleblower's complaint is information relating to improper conduct of any staff or directors of Pos Malaysia Berhad Group of Companies.

Improper conduct, among others include :

- Abuse of Authority
- Asset Misappropriation
- Breach of legal obligation
- Breach of company's policy
- Corruption / bribery
- Conflict of interest
- Improper conduct by any employee
- Fraudulent Statements
- Misuse of Company Information
- Misuse of Company properties
- Negligence
- Non-Disclosure of Internal or External Audit Process
- Theft
- Damage / Potential damage to the environment
- Harassment / Bullying
- Impersonation of officials
- Money laundering
- Procurement fraud / suspicious dealings
- Dishonesty
- Anyone action of a discriminating nature that has had a direct / indirect effect on the person(s) involved
- Disposing letters
- Other criminal offences

**ALL INFORMATION  
RECEIVED FROM  
THE WHISTLEBLOWER  
WILL BE TREATED  
WITH UTMOST  
CONFIDENTIALITY**

## Do The Right Thing, Report All Wrongdoings

Report in person mail or e-mail to :

**INTERNAL AUDIT DEPARTMENT**

Level 5, Pos Malaysia Headquarters

Dayabumi Complex, 50670 Kuala Lumpur

**03-2267 2050**

**wb@pos.com.my**