



Dagang NeXchange Berhad
197001000738 (10039-P)

Whistleblowing

Framework and Policy

The Whistleblowing Framework and Policy has been approved for adoption in accordance with Board Resolution passed at the Board Meeting held on 29 May 2020.

Tan Sri Abd Rahman Mamat
Chairman / Independent Non-Executive Director

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Abbreviations

In this manual, the following abbreviations shall have the following meaning unless otherwise stated:

Abbreviation	Definition
AC	Audit Committee
BOD	Board of Directors
DAL	Discretionary Authority Limit
DNeX	Dagang NeXchange Berhad
EDC	Executive Deputy Chairman
GCEO	Group Chief Executive Officer
GMD	Group Managing Director
WB Committee	Whistleblowing Committee

Revision Record

Document Title:	Whistleblowing Framework & Policy			
Ref No:	DNeX/ WB			
Originator:	DNeX Group Human Resource and Administration Division			
Applicable To:	Dagang NeXchange Berhad (“DNeX”) and its subsidiaries (collectively known as “DNeX Group” or “Group”).			
Version No:	Document	Effective Date:	Reason for amendment	Approver
1	DNeX Berhad Whistle Blower Policy	July 2015		Board, DNeX
2	Genaxis Group Whistleblowing Policy	11.03.2020	Review, enhancement and consolidation of single framework and policy for DNeX Group	Board, IAC
2	DNeX Berhad Whistleblowing Framework and Policy	01.06.2020		Board, DNeX
2.1	DNeX Berhad Whistleblowing Framework and Policy	26.08.2020	Revision to item 3.2.1, 3.2.2, 3.2.6, 3.3.1 and 3.4.3 to provide mandate to Chairman of Whistleblowing Committee, hence expedite complaint screening, preliminary action and investigation process.	Board, DNeX

1.0 Whistleblowing Policy

In line with good corporate governance practices, the Board of Director (“BOD”) and Management of Dagang NeXchange Berhad (“DNeX”) and its subsidiary companies (collectively known as the “DNeX Group” or “Group”) encourage its employees to commit to the highest possible standards of ethical, moral, and legal conduct. Consistent with this commitment, the policy aims to support good management practices and sound corporate governance practices within DNeX Group.

This policy aims to provide a structured mechanism for its employees and any parties (“reporting individual”) to rise or report suspected and/ or known misconduct, wrongdoings, corruption and instances of fraud, waste, and/ or abuse involving the resources of the Group. It provides reassurance that they will be protected from reprisals or victimisation for whistleblowing in good faith.

For the purpose of this policy, the wrongful activities or wrongdoings refers to any potential violations or concerns relating to any laws, rules, regulations, acts, ethics, integrity and business conduct, including any violations or concerns relating to malpractice, illegal, immoral, embezzlement and fraudulent activities which will affect the business and image of DNeX Group.

The BOD of DNeX has a stewardship responsibility to communicate the requirements of this policy and to guide DNeX Group in dealing with concerns arising from wrongful activities or wrongdoings.

The Policy of the BOD is:

1. To encourage active and moral obligation to report wrongdoings

All employees and any parties are required to report any ongoing or suspected wrongful activities or wrongdoings at the earliest possible stage through the proper channel of reporting so that immediate action can be taken.

2. To use internal disclosure to report wrongdoings

As far as reasonable, internal disclosure is encouraged and used to avoid public crisis.

3. To protect the whistleblower

Where the disclosure is made in good faith, the whistleblower will be protected against victimisation or other adverse treatment.

4. To ensure appropriate and fair disciplinary actions

All actions taken against the alleged wrongdoers would be fair and without prejudice.

5. To require that an effective whistleblowing framework and policy be established and maintained by DNeX. Whistleblowing framework and policy must be sufficient to:

- Establish formal and robust whistleblowing framework and policy;
- Prohibit legal sanctions for retaliatory action taken against the whistleblower;
- Establish timely feedback, response and remedial and/ or corrective action;
- Ensure that this policy is properly communicated to all employees;
- Establish procedures to maintain records confidentiality and retention; and
- Embed integrity, transparency and accountability within the business.

Tan Sri Abdul Rahman Mamat

Chairman / Independent Non-Executive Director

Dated: 29 May 2020

2.0 Whistleblowing Framework and Policy

2.1 Definition

The word whistleblowing in the context of this Whistleblowing Framework and Policy (“WB Framework & Policy”) refers to a situation where a person (internal or external) raising or reporting concerns at an early stage about an ongoing or suspected wrongful activities or wrongdoing within DNeX Berhad (“DNeX”) and its subsidiary companies (collectively known as the “DNeX Group” or “Group”).

The person who raises or reports concern(s) of wrongful activities or wrongdoings within DNeX Group is referred as “whistleblower”.

For the purpose of this WB Framework & Policy, the wrongful activities or wrongdoings refers to any potential violations or concerns relating to any laws, rules, regulations, acts, ethics, integrity and business conduct, including any violations or concerns relating to malpractice, illegal, immoral, embezzlement and fraudulent activities which will affect the business and image of DNeX Group.

2.2 Objective

To provide an avenue and a structured mechanism for a person to raise or report concerns at an early stage about an ongoing or suspected wrongful activities or wrongdoing within DNeX Group, and to protect the values of integrity, transparency and accountability in where DNeX Group conducts its business and affairs.

2.3 Principles

The WB Framework & Policy is based on several key principles such as following:

- 2.3.1 To establish a formal and written WB Framework & Policy to provide a transparent method of addressing issues relating to whistleblower, such as answering standard questions, providing information and offering explanations.
- 2.3.2 To apply as a control measure to alert DNeX Group Management to take the necessary remedial and/ or corrective actions before a problem became a crisis.

- 2.3.3 To communicate to all employees and others on what WB Framework & Policy is and the key processes.
- 2.3.4 To encourage and enable employees and others to be able to report irregularities in good faith within DNeX Group prior to seeking resolution outside DNeX Group and without having to fear that their action may have adverse consequences.
- 2.3.5 To provide timely feedback and response.
- 2.3.6 To verify the report incidents in the appropriate manner, and if the reports are confirmed, all necessary steps to identify appropriate remedies will be taken promptly.
- 2.3.7 To ensure effective implementation of this WB Framework & Policy. This will enhance DNeX's accountability in preserving its integrity and will be able to stand up to public scrutiny. This in turn enhances and builds credibility of our stakeholders.

2.4 Administration

- 2.4.1 The BOD, through the Whistleblowing Committee ("WB Committee"), shall exercise the oversight function over the administration of the WB Framework & Policy.
- 2.4.2 The Audit Committee ("AC") shall assume the role of the WB Committee, and the Committee is comprised of the same members as the AC's.
- 2.4.3 The Management of DNeX will adopt the WB Framework & Policy.
- 2.4.4 The administration of the WB Framework & Policy is to be carried out by the EDC/ GCEO/ GMD of DNeX.
- 2.4.5 The EDC/ GCEO/ GMD shall propose to the Management any necessary amendments to the WB Framework & Policy for adoption before the presentation to the BOD for approval.

2.5 Application

- 2.5.1 This WB Framework & Policy is intended to complement the existing internal controls system and channels of communication and reporting lines within DNeX Group.
- 2.5.2 The WB Framework & Policy applies to all employees and others who want to report any wrongful activities or wrongdoings in good faith. The policy aims to provide an avenue to raise concerns and receive feedback on any action taken.
- 2.5.3 This policy is intended to cover additional concerns that is retaliation, discrimination and victimisation which fall outside the scope of DNeX's existing procedures.
- 2.5.4 The detailed roles and responsibilities of parties involve in the application of the WB Framework & Policy is set out in **Appendix A: Roles and Responsibilities**.

2.6 Circulation and Annual Review

- 2.6.1 The WB Framework & Policy is made available to public on DNeX's website at www.dnex.com.my/whistleblow
- 2.6.2 As for internal circulation within DNeX Group, the WB Framework & Policy is made available via circulation of memo/ email. It is deemed to be considered that all employees of DNeX Group are aware, has read and understand the content of WB Framework & Policy.
- 2.6.3 The WB Framework & Policy will be reviewed on annual basis by the Human Resource and Administration Division and Risk and Compliance Management Department to ensure that the WB Framework & Policy is in accordance with DNeX's business environment and the relevant standards, act and law.
- 2.6.4 The amendments will be updated on DNeX's website and circulation of memo/ email accordingly.

2.7 Who can Whistleblow

- 2.7.1 Once the WB Framework & Policy are fully implemented, any of the following people can make a disclosure:
- a. Employee of DNeX Group. This refers to any person who is in the employment of the Group, but not limited to executives and non-executives, permanent, contract and temporary employment;
 - b. Board members and Management;
 - c. Former employees;
 - d. Financiers;
 - e. Customers;
 - f. Shareholders;
 - g. Vendors for DNeX Group which includes agents, contractors, suppliers, advisors, consultants, and so forth;
 - h. Internal and external auditors; and
 - i. Any member of the public.
- 2.7.2 No employees or Directors may use their position to prevent an individual to report any ongoing and suspected wrongful activities or wrongdoings.

2.8 What to Whistleblow

- 2.8.1 A qualified disclosure may be made if it relates to one or more of the following wrongful activities or wrongdoings by any employees or service providers in the conduct of DNeX Group's business or affairs that is being, has been, or is likely to be, committed:
- a. Failure to comply with legal obligations;
 - b. Criminal offence;
 - c. Criminal breach of trust;
 - d. Bribery and corruption;
 - e. Unofficial payoffs;
 - f. Fraud;
 - g. Collusion and money laundering;
 - h. Improperly discriminatory;
 - i. Misuse or abuse of DNeX Group's funds or assets or assets misappropriation;
 - j. Gross mismanagement within DNeX Group;
 - k. Gross negligent;
 - l. Serious financial irregularity or financial fraudulent within DNeX;
 - m. Breach of DNeX Group's Standard Operating Procedures;
 - n. Breach of DNeX Group's Discretionary Authority Limit;

- o. Repeated ill treatment of a client/ customer/ supplier despite a complaint being made;
- p. Activities, which otherwise amount to serious improper conduct, including DNeX's Code of Conduct;
- q. Actions which endanger the health or safety of employees or the public and the environment;
- r. Actions which endanger National and public interest;
- s. Illegal or unlawful conduct or failure to comply with the provisions of the Government Laws and Regulations where the wrongdoer, knowingly, disregards or does not comply with such provisions;
- t. Sexual harassment;
- u. Knowingly directing or advising a person to commit any of the above wrongdoings; and
- v. Any action which is intended to conceal any of the above.

The above list is not exhaustive and there will be instances where whistleblower(s) would need to exercise judgement.

- 2.8.2 A whistleblower will not be expected to prove the truth of an allegation but he or she should be able to demonstrate that there are sufficient grounds to have a reasonable belief that something is wrong, and the report is not for personal gain. Malicious allegation will be treated as gross misconduct and if proven may lead to dismissal of employment.
- 2.8.3 If an individual is unsure whether a particular act or omission constitutes a wrongful activity or wrongdoing under WB Framework & Policy, he or she is encouraged to seek advice or guidance from the Chairman of the WB Committee for more clarification.

2.9 When to Whistleblow

- 2.9.1 A whistleblower should immediately come forward with any information that he or she, in good faith, reasonably believes discloses a wrongful activity or wrongdoing is likely to happen, is being committed or has been committed.
- 2.9.2 However, he or she is not expected to first obtain substantial evidence of proof beyond reasonable doubt when making a disclosure. If he or she knows as a matter of fact that there are serious risks that a wrongful activity or wrongdoing is going to take place, such bona fide concerns should be raised immediately where the whistleblower is able to show the reasons for concern.

2.10 Education Process

- 2.10.1 Training and awareness on whistleblowing key processes and updates will be communicated via continuous training and awareness programmes, and via circulation of memo/ email.

2.11 Confidentiality

- 2.11.1 The WB Framework & Policy is intended to safeguard the safety of the whistleblower's identity, and therefore undertakes to treat all whistleblowing reports as confidential.
- 2.11.2 All reports of violation or suspected violation will be kept as confidential to the extent possible, consistent with the need to conduct adequate investigation, unless otherwise required by law. Every effort will be made to protect the whistleblower's identity.
- 2.11.3 The WB Framework & Policy provides assurances that the reporting mechanism for whistleblowing is set up in a structured and systematic manner to safeguard the information and the identity of the whistleblower. By setting up the necessary system to safeguard the confidentiality, the interests of the whistleblower are protected from possible harm through retribution by those who stand to benefit the reported misconduct.
- 2.11.4 The perception and the reality of safety of the information and the whistleblower identify are crucial to provide courage and confidence for individuals to speak up or report any sensitive issues that they believe in good faith that could have negative repercussion to DNeX Group.
- 2.11.5 Approaches for confidential advice to outside parties, such as lawyers, unions, enforcement agencies or other external safe channels are acceptable, but that the WB Framework & Policy is designed to prevent any unnecessary public disclosure of concerns.

2.12 Whistleblower Protection

- 2.12.1 Upon making a disclosure in good faith, based on reasonable grounds and in accordance with the procedures pursuant to this WB Framework & Policy, the whistleblower's identity will be protected and kept confidential unless otherwise required by law or for purposes of any proceedings by or against DNeX Group.

However, DNeX Group will honour the request of the whistleblower if he or she request to maintain his/ her identify confidential.

If situation arises where the report launched by the whistleblower cannot be preceded without revealing the identity of the whistleblower, the Chairman of the WB Committee will discuss with the whistleblower to determine the best available options taking into consideration the request of the whistleblower and to safeguard the interest of DNeX Group.

- 2.12.2 Where a whistleblower makes a report under this policy in good faith, reasonably believed to be true; the whistleblower will be protected from harassment or victimisation within DNeX Group, dismissal, disciplinary procedures or any other form of retaliatory action should the disclosure turns out to be inaccurate or false. Retaliation includes harassment and adverse employment consequence.
- 2.12.3 DNeX Group will not tolerate punishment or unfair treatment when concerns are raised in good faith. A whistleblower who reports a contravention, or a concern will be given protection and shall in no way be put at a disadvantage as a result of his/ her report.
- 2.12.4 Any employee who shows the act of retaliation against the whistleblower who has reported a violation in good faith will be subjected to disciplinary action by DNeX Group in accordance with the Code of Conduct of DNeX which includes termination of employment.

2.13 Safeguard against Abuse of Policy

- 2.13.1 Reporting under this policy, however, would not immunise or shield a whistleblowing against action following from his/ her intentional misconduct, which includes wilfully making allegations through the whistleblowing mechanism that the whistleblower knows to be false or makes with the intent to misinform or tarnish the reputation or others or due to personal gain.
- 2.13.2 Where a whistleblower makes a report not in good faith or reasonably believed not to be true, the whistleblower will not be protected and will be subjected to Disciplinary Action by DNeX Group in accordance with the Code of Conduct of DNeX.
- 2.13.3 Malicious rising of unfounded allegations is a disciplinary offence and will be subjected to disciplinary action by DNeX Group in accordance with the Code of Conduct of DNeX.

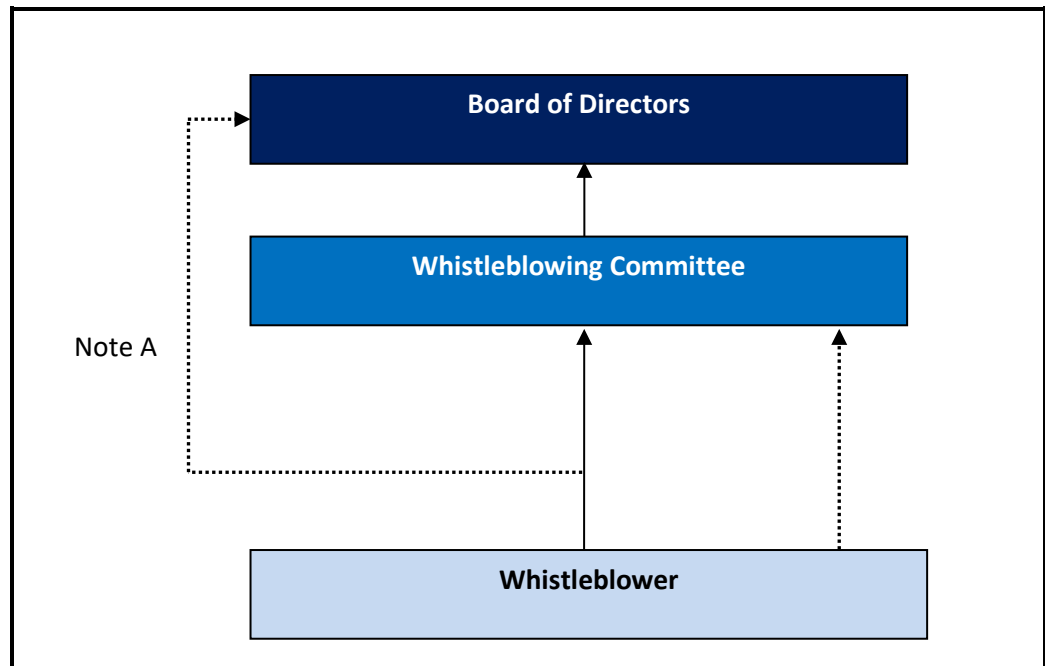
3.0 Reporting Process and Procedures

3.1 Procedures for Raising a Complaint

- 3.1.1 When an individual is of the opinion that a specific concern falls within the scope of this WB Framework & Policy and cannot be solved through DNeX Group's existing internal written procedures/ control systems, he or she can choose to make a report orally or in writing and submit it to Chairman of the WB Committee. If he or she decides to raise a matter orally, the respective employee will be requested to make a written statement subsequently. The format of the report to be used by the whistleblower is provided in **Appendix B: Whistleblower Report Form**.
- 3.1.2 In deciding whether or not an employee has acted reasonably, all circumstances will be taken into consideration but in particular:
- a. The identity of the person to whom the disclosure is made;
 - b. The seriousness of the relevant "wrongful activity" or "wrongdoing" and the impact to DNeX Group, such as reputation and financial;
 - c. whether the "wrongful activity" or "wrongdoing" is continuing or is likely to occur in the future;

- d. whether the disclosure is made in breach of a duty of confidentiality owed by the employer to any other person;
 - e. any action the employee or other person might be reasonably be expected due to previous unfavourable disclosure; and
 - f. whether the complaints rose has taken into consideration the existing internal controls.
- 3.1.3 The Whistleblowing Channel is a confidential platform which offers employees and others the possibility to report concerns in confidence without any party in DNeX Group knowing about the complaint initially.
- 3.1.4 When the whistleblower choose to put in writing in the event he or she feels the issues or concerns are sufficiently serious, the whistleblower can either email their complaint letter to the Chairman of the WB Committee at whistle@dnex.com.my or mail the letter by marking "Private and Confidential" to the following address:
- To: Chairman of the Whistleblowing Committee
c/o: Dagang NeXchange Berhad
Dagang Net Tower, Block 10 (A&B) Corporate Park,
Star Central, Lingkaran Cyberpoint Timur, Cyber 12,
63000 Cyberjaya, Selangor.
- 3.1.5 The envelope and email will be opened by the Chairman of the WB Committee and the whistleblower will be responded in accordance with the response timing as included in **Appendix C: Response Timing** to confirm receipt of the complaint letter. A respond letter will be sent to the address as specified by the whistleblower in the complaint letter, or his/ her email.

3.1.6 The whistleblowing reporting structure is as follows:



Note A: If the whistleblower's disclosure implicates the Whistleblowing Committee members, the Chairman of the WB Committee will report directly to the BOD.

- 3.1.7 The whistleblower is encouraged to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified.
- 3.1.8 The whistleblower is encouraged to disclose his/ her particulars including, name, designation, current address and contact numbers to speed up the follow-up and investigation process.
- 3.1.9 The whistleblower should inform the Chairman of the WB Committee of all details of his/ her concerns as reasonably possible, including other details deemed to be useful to facilitate screening and action to be carried out under paragraph 3.2 and 3.3, if required.
- 3.1.10 The whistleblower may be asked to provide further clarifications and information from time to time, for example, if an investigation is conducted.
- 3.1.11 In respect of the whistleblower that reports a suspected violation in good faith and is not engaged in questionable conduct, DNeX Group will

attempt to keep its discussions and actions confidential to the greatest extent possible.

- 3.1.12 However, there may be circumstances where the whistleblower may be needed as a witness. Should this be the case, the Chairman of the WB Committee will discuss the matter with the whistleblower at the earliest opportunity as specified in paragraph 2.12.1. In addition, in the course of investigation, Chairman of the WB Committee may need to share information with others on a “need to know” basis subject to the approval from the WB Committee/ BOD of DNeX.

3.2 Screening

- 3.2.1 The Chairman of Whistleblowing Committee will screen and assess the whistleblower’s disclosure to determine whether it is related to a wrongful activities or wrongdoings specified in paragraph 2.8.1 or excluded from the scope of the WB Framework & Policy.
- 3.2.2 Initial enquiries will be made via telephone communication or emails with the whistleblower to decide on how to deal with any concerns raised and determine whether further interview is required, and the form that it should take. Some concerns may be resolved without the need of an interview process. Hence, the Chairman of WB Committee will categorize the complaint as per item 3.2.4.
- 3.2.3 If an interview is required, the Chief People Officer will meet with the whistleblower to obtain further information, clarification and documents which may be useful to support the alleged wrongdoings.
- 3.2.4 Upon completion of the initial enquiry and interview process, the complaints will be categorised into the following four (4) categories:
- | | | |
|------------|---|---------------------------|
| Category A | : | Extreme rated cases |
| Category B | : | High rated cases |
| Category C | : | Medium rated cases |
| Category D | : | Personal grievances cases |
- 3.2.5 The detailed description of the complaints categories is stipulated in **Appendix D: Complaint Categories Description.**
- 3.2.6 Upon completion of the screening process, the Chief People Officer will prepare a report for complaints under category A, B, C and D which will include general recommendations to the Chairman of WB Committee.

3.2.7 Following table shows the frequency of whistleblowing reporting to the WB Committee:

Reporting	Contents
Communication within 7 days	Category A rated cases
Communication within one month	Category B & C rated cases

Risk and Compliance Management Department on quarterly basis shall update the WB Committee and the Board on any complaints received.

3.2.8 In the event there is an urgent attention required due to the seriousness of the allegation i.e. for Category A type of complaints, the WB Committee or Board members will be updated through verbal communication by the Chief People Officer to determine the appropriate action. The screening process will be completed on an urgent basis if the complaint on the alleged wrongful activities or wrongdoings can cause irreparable harm to DNeX Group's reputation or its financial position.

3.2.9 The individuals complaining under the personal grievances (Category D) types of complaints will be directed to Chief People Officer for further action.

3.2.10 If the whistleblower's disclosure implicates the EDC/ GCEO/ GMD and WB Committee members, the Chief People Officer/ will prepare a report which includes general recommendations for the BOD consideration.

3.2.11 If the whistleblower's disclosure implicates Chief People Officer, Risk and Compliance Management Department will prepare a report which includes general recommendations for the WB Committee and BOD consideration.

3.3 Preliminary Action

3.3.1 The Chairman of WB Committee will communicate with other WB Committee in a timeframe, reasonable in the circumstances via email or by a conduct of any mode of meeting on the further action to be taken. The WB Committee will make decisions including but not limited to any of the following:

- a. Directing investigation by the internal expertise, Chairman of the WB Committee or any subject matter experts;

- b. Suspending the alleged wrongdoer or any other implicated persons from work in accordance with the Code of Conduct of DNeX to facilitate any fact-finding or to avoid any whistleblower's exposure to a threat or harm;
 - c. Referral to the police or any other appropriate enforcement authority;
 - d. Referral to BOD for decision.
 - e. Rejection of the whistleblower's disclosure.
- 3.3.2 If the case is referred to the BOD for decision, the BOD, together with the general recommendations made by the WB Committee, will make decisions including but not limited to any of the following:
- a. Directing investigation by the internal expertise or any subject matter experts; or
 - b. Suspending the alleged wrongdoer or any other implicated persons from work in accordance with the Code of Conduct of DNeX to facilitate any fact-finding or to avoid any whistleblower's exposure to a threat or harm, or
 - c. Referral to the police or any other appropriate enforcement authority.
- 3.3.3 All decisions made by the WB Committee/ BOD and reasons of action thereof shall be minuted in the minutes of meetings of the WB Committee/ BOD.
- 3.3.4 Subject to legal constraints, the whistleblower will be notified of the status of his/ her whistleblower's disclosure based on the preliminary action taken by the WB Committee/ BOD as far as reasonably practicable, in good time.
- The status will be updated by the Chairman of the WB Committee upon approval from the WB Committee/ BOD.
- 3.3.5 The alleged wrongdoer will also be informed of the allegations and given an opportunity to answer the allegations at the upcoming investigation or appeal his/ her case. The rights of person are specified under ***Paragraph 4.0 – Rights of Person Implicated.***

3.4 Investigation

- 3.4.1 The investigation would be carried out under the terms of strict confidentiality, by not informing the subject of the whistleblower's disclosure complaint until (or if) it becomes necessary to do so.
- 3.4.2 The whistleblower and the alleged wrongdoer are expected to give his/her full cooperation in any investigation or any other process carried out pursuant to this WB Framework & Policy and/ or the disciplinary action in accordance with the Code of Conduct of DNeX. The amount of contact between the whistleblower, the alleged wrongdoer and the investigating party will depend on the nature of the issue and the clarity of the information provided. Further information may be sought from or provided to whistleblower and the alleged wrongdoer.
- 3.4.3 The investigation will be carried out internally and/ or by external party and the directive of the investigation could be from the WB Committee/ BOD. The Whistleblower or any person who is involved in the investigation process, shall not disseminate to third parties information regarding the Wrongdoing or any part thereof, including the status or outcome of an investigation into it, except: -
- a. to those who are authorised under this Policy;
 - b. by lodging a report with an enforcement agency in accordance with the Whistleblower Protection Act 2010 or any other prevailing law;
 - c. if required by law; and
 - d. on a strictly confidential basis to a professionally qualified lawyer for the purpose of obtaining legal advice.
- 3.4.4 As far as possible, all investigations will be completed within 30 working days. However, complex investigation that requires longer period will be notified to the WB Committee/ BOD.
- 3.4.5 In the event the whistleblower is implicated or discovered to be or have been involved in any wrongful activities or wrongdoing, he or she may also be investigated so as to complete the fact-finding process in accordance with this Framework & Policy and/ or the disciplinary action of Code of Conduct of DNeX.
- 3.4.6 If the alleged wrongdoer or any other implicated persons has/ have, or is/ are found to have:
- committed a wrongdoing; or

- taken serious risks which would likely cause a wrongdoing to be committed

based on the investigation directed by the WB Committee/ BOD, the action to be taken against that alleged wrongdoer or any other implicated persons will be subjected to Disciplinary Action in accordance with the Code of Conduct of DNeX, which may include formal warning or reprimand, demotion, suspension or termination of employment or services with DNeX Group.

- 3.4.7 The BOD, with the recommendation from the WB Committee, will have the final decision on the appropriate measures to be taken including, on whether to pursue any legal actions against alleged wrongdoer or any other implicated persons. The WB Committee of DNeX will seek guidance from legal expert when considered necessary.
- 3.4.8 In circumstances where immediate decision is required, any WB Committee, with the recommendation of the Chairman of the WB Committee, will make the decision on the appropriate measures to be taken, on whether to pursue any legal actions against alleged wrongdoer or any other implicated persons. The report will be presented subsequently to the WB Committee/ BOD for approval and final decision.
- 3.4.9 In the event the implicated personnel is the EDC/ GCEO/ GMD or the WB Committee member, the BOD, based on the investigation report, will have the final decision on the appropriate measures to be taken including, on whether to pursue any legal actions against alleged wrongdoer or any other implicated persons.
- 3.4.10 All decisions made by the BOD and reasons of action thereof shall be minuted in the minutes of meetings of the BOD.

3.5 Reporting of Outcome

- 3.5.1 Subject to any legal constraint, the whistleblower, and if applicable, the alleged wrongdoer will be notified in writing of the decision of the WB Committee/ BOD, on whether any wrongful activities or wrongdoings specified under paragraph 2.8.1 have occurred or not and the alleged wrongdoer is guilty or not, in good time, and the basis thereof.
- 3.5.2 The notification letter would be signed by Chairman of the WB Committee of DNeX.

- 3.5.3 If the whistleblower is unhappy/ dissatisfied with the outcome of the investigation, the whistleblower may submit another detailed report explaining why this is the case and the whistleblower's concern will be investigated again if there is good reason to do so to the Chairman of the WB Committee/ WB Committee.
- 3.5.4 A summary of case reported by Whistleblower will be prepared by Chief People Office upon receiving of necessary documents or evidences, stating the nature of complaints received the results thereof, action taken and recommendation for reporting to the WB Committee. The follow-up action on opened cases and the unresolved complaints will be updated to the WB Committee on a monthly basis.
- 3.5.5 Board Executive Summary Report will be provided to the WB Committee/ BOD on a quarterly reporting basis.
- 3.5.6 The procedures listed above in Paragraph 3.0 have been briefly summarised in a procedures flowchart for whistleblowing and provided in **Appendix E: Reporting Process and Procedures Flowchart for Whistleblowing**.

4.0 Rights of Person Implicated

- 4.1 DNeX Group employees or other persons who are implicated of wrong doings/ alleged wrongdoers will be notified in good time of the allegation made against them provided that this notification does not impede the progress of the procedures for establishing the circumstances of the case.
- 4.2 All alleged wrongdoers will be given the opportunity to put forward their comments during the investigation in keeping with the principle respect for the "right to have a fair hearing", as interpreted by the law.
- 4.3 All alleged wrongdoers have the duty to attend and assist the investigation process.

5.0 External Disclosure

- 5.1 If the procedures under the WB Framework & Policy have been exhausted, or the whistleblower is still not satisfied with the DNeX Group's response and reasonably believes that the information disclosed, and any allegation contained in it, are substantially true, he or she is at liberty to take the matter further by

raising it with the relevant governmental, regulatory authorities and enforcement agencies in Malaysia or in the country concerned. External disclosure may further be made in case of an important and urgent public interest or required by the law.

- 5.2 Whilst the whistleblower(s) is able to report issues externally, the whistleblower must be aware that there is a difference between reporting internally through the letter or email, and externally. To report internally, the whistleblower must be suspicious that there is malpractice whereas to report externally, the whistleblower must have reasonable belief that malpractice has or is taking place and some evidence to support the report, and he/ she believes that the framework will not adequately be dealt with the matter. External disclosures must be made in good faith, in the belief that allegations are substantially true and there should be no motive for personal gain.
- 5.3 The instrument of external reporting should in reasonable opinion of the whistleblower is in balance with the relevant matter and there should not be a less potentially damaging option available.
- 5.4 The whistleblower should minimise the possible impact of his/ her actions to DNeX Group and to the people involved. The external party who considers disclosing information to, should be a party which will be able to effectively organise action against the alleged contravention.
- 5.5 An employee who makes an external complaint in good faith to any the relevant governmental, regulatory authorities and enforcement agencies in Malaysia or in the country concerned after exhausting DNeX Group's existing internal procedure will be protected against victimisation or other adverse treatment.

6.0 Time Limits and Retention of Records

- 6.1 Time limits should be allocated for each stage of the procedure. If the time limits pass without any satisfactory action being taken, the concerns should be raised to the next level.
- 6.2 The Chief People Officer will retain for a minimum period of seven (7) years all records relating to any whistleblower case(s) and its related investigation report, if any.
- 6.3 All records will be maintained in good condition to protect evidence and avoid legal repercussions at dedicated place as allocated by the Chairman of the WB.
- 6.4 All records will be treated as confidential and only designated personnel as assigned by the Chairman of the WB Committee will have the accessibility of the records.

7.0 Privacy

- 7.1 DNeX Group is committed to protect the privacy of the persons involved to the fullest extent possible and in accordance with applicable laws. Any personal data obtained through or as part of this WB Framework & Policy, will only be used for the purposes explained in this WB Framework & Policy and will only be provided to those who have a need to know these data for these purposes or to comply with the law or an important public interest.

APPENDIX A: ROLES AND RESPONSIBILITIES

Role	Responsibilities
BOD	<ul style="list-style-type: none"> ▪ Issue policy and communicating the requirements of the policy; ▪ Maintain oversight of any major issue arising from the policy and or other enquires into the conduct of WB Framework & Policy; and ▪ Final decision on the investigation matters. <p><i>(The BOD may delegate some of the above responsibilities to any BOD committees as deemed appropriate).</i></p>
Whistleblowing Committee	<ul style="list-style-type: none"> ▪ Act as a support to the BOD; ▪ Review preliminary reports and establish whether there are any grounds for further action; ▪ For issues that require immediate attention, make decision on the corrective or remedial actions, or (as the case may be) disciplinary actions or to pursue any legal actions, to be taken; when required; ▪ Provide recommendation of matters to be investigated when required; ▪ Be accessible to persons who wish to discuss any matter raised in or in connection with a report; ▪ Review and report to the BOD the results of the investigations and recommendations for corrective or remedial actions, or (as the case may be) disciplinary actions or to pursue any legal actions, to be taken; and ▪ Timely submission of Board Executive Summary reports on a quarterly basis to the BOD.

Role	Responsibilities
EDC/ GCEO/ GMD	<ul style="list-style-type: none"> ▪ Administer and monitor the implementation and compliance of WB Framework & Policy; and ▪ Ensure that the corrective or remedial actions recommended by the WB Committee/ BOD are promptly executed.
Management (Head of Departments)	<ul style="list-style-type: none"> ▪ Maintain awareness on the latest development and trends of WB Framework & Policy; and ▪ Provide continuous education process.
Chief People Officer	<ul style="list-style-type: none"> ▪ Ensure that documents related to reports are retained in a safe, secure and proper manner; ▪ Timely submission of whistleblowing report with a summary of cases received from whistleblower upon obtaining necessary documents & evidences. ▪ Timely update to the Risk and Compliance Management Department on the case status, of follow-up action and unresolved complaints.
Whistleblower	<ul style="list-style-type: none"> ▪ The make a report orally or in writing and submit it to the Chairman of the WB; ▪ To assist in the information/ evidence gathering stage; ▪ To assist in the investigation/ domestic inquiry stage if required; and ▪ To appear as a witness if required.

Role	Responsibilities
Risk and Compliance Management Department	<ul style="list-style-type: none"> ▪ Promptly receive, record (if the disclosure is made orally), and refer to the WB Committee, a report and any matter arising there from or in connection therewith; ▪ Maintain the registry for all complaints received; ▪ Attend, in confidence, to inquiries about this policy and provide informal advice to persons who are considering making a disclosure under this policy; ▪ Report to the WB Committee and BOD on quarterly basis the status of cases; and ▪ Lead the WB case investigation and coordinate with the relevant departments.

APPENDIX B: WHISTLEBLOWER REPORT FORM

Dagang NeXchange Berhad Whistleblower Report Form	Ref. No: DNeX-WB-01
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No.	Questionnaires	Remark
1.	Personal Information	
a)	Your name	:
b)	Your preferred phone number	:
c)	Your preferred e-mail address	:
d)	Best time and method for communication with you	: Time: Method: Phone/ E-mail/ Physical
2.	Report of Contravention	
a)	What is the concern you want to report/ nature of the wrongdoing	:
b)	Do you have a serious suspicion or are you sure	: Serious suspicion/ I am sure
c)	Date of the wrongdoing occur or may occur	:
d)	Where did it occur/ time and place of its occurrence	:
e)	Who are, in your opinion, the persons involved/ the identity of the alleged wrongdoer	:
f)	What is, in your opinion, the potential damage (financially or otherwise) to DNeX Group or other interested parties	:
g)	Do you think it will happen again	: Yes, when and why/ No, why

3. Personal Action

- a) How did you become aware of the :
situation

- b) Do you know of any other person(s) who : Yes / No
are aware of the situation, not being
personally involved

- c) Do you have any evidence, which can : Yes / No
be handed over e.g. documentary
evidence?

4. Additional Information :

APPENDIX C: RESPONSE TIMING

Reporting process and procedures		Response Timing		
		Category A	Category B	Category C
1	<p>Raising a complaint</p> <p>Acknowledgement of receipt of complaint via letter or email</p>	Within 3 working days	Within 5 working days	Within 5 working days
2	Screening	Completed within 15 working days after completion of process 1	Completed within 20 working days after completion of process 1	Completed within 30 working days after completion of process 1
3	Preliminary Action	Decision made by the WB Committee/ BOD within 10 working days after completion of process 2	Decision made by the WB Committee within 10 working days after completion of process 2	Decision made by the WB Committee within 15 working days after completion of process 2
	Status update to the whistleblower	Within 5 working days after decision made by the WB Committee/ BOD	Within 5 working days after decision made by the WB Committee	Within 5 working days after decision made by the WB Committee
4	Investigation	Completed within 2 months after completion of process 3. However, complex investigation that requires longer period will be notified to the WB Committee/ BOD	Completed within 2 months after completion of process 3. However, complex investigation that requires longer period will be notified to the WB Committee	Completed within 2 months after completion of process 3. However, complex investigation that requires longer period will be notified to the WB Committee

APPENDIX D: COMPLAINTS CATEGORIES DESCRIPTION

Category	Complaints rating	Description
A	Extreme	<ul style="list-style-type: none"> ▪ The complaints if not addressed immediately, could result in (but not limited to): <ul style="list-style-type: none"> – material financial losses to DNeX Group; – negative public image that could disrupt the business operations for a long period of time or result in long term/ permanent damage to the business reputation; – adverse local and/ or international media coverage; – closure of business operations; – adverse impact to the share price; and – issues could result in serious reprimand and/ or material penalty from authority. ▪ Sustained significant adverse impact that would require <u>hard work</u> from Management to manage the issue. ▪ Complaints against the Board members, WB Committee, EDC/ GCEO/ GMD, Head of Company and/ or respective Head of Division.
B	High	<ul style="list-style-type: none"> ▪ The complaints if not addressed within the reasonable period of time, could result in (but not limited to): <ul style="list-style-type: none"> – material financial losses to individual Company within DNeX Group; – negative public image that could disrupt the business operations for a certain period of time or result in temporary damage to the business’s reputation; – negative local media coverage; – temporary closure of business operations; and – issues could result in issuances of warning letters from the authority. ▪ Sustained negative impact that would require <u>some work/ planning</u> from Management to manage the issue. ▪ The issue is ongoing.
C	Medium	<ul style="list-style-type: none"> ▪ The complaints if not addressed within the reasonable period of time, could result in (but not limited to): <ul style="list-style-type: none"> – minimal financial losses;

Category	Complaints rating	Description
		<ul style="list-style-type: none"> - unfavorable information that could disrupt the business routine; - intra-industry knowledge; and - issues could result in issuances of verbal warning from the authority. <ul style="list-style-type: none"> ▪ Impact can be absorbed/ managed with <u>minimum management effort</u>. ▪ Issues can be resolved without the need to have an investigation.
D	Personal grievances	<ul style="list-style-type: none"> ▪ Personal grievances concerning an individual's terms and conditions of employment, or other aspects of the working relationship, complaints of bullying, or disciplinary matters. ▪ The complainant will be advised to direct the abovementioned issues to Chief People Officer.

The above list is not conclusive and may require the WB Committee/ BOD to exercise judgement to decide on the seriousness of the complaints.

APPENDIX E: REPORTING PROCESS AND PROCEDURES FLOWCHART FOR WHISTLEBLOWING

