

FAQs

What is Whistleblowing?

A: Whistleblowing is the disclosure of improper conduct within the workplace, which can take on the form of, amongst others; fraud, bribery, corruption, illegal, unethical mismanagement or other wrongdoing.

Who can become a Whistleblower?

A: Each employee of TRXC Group, its business associates and concerned members of the public can become a Whistleblower.

How to lodge a complaint?

A: TRXC has established two channels to lodge complaints namely via email and PO box. Both mode of reporting are only accessible to members of the Ethics and Integrity Committee and Chairman of Audit, Risk and Integrity Committee of the Board. Please refer to the [Reporting Channels](#) for more details.

What is considered as 'Improper Conduct'?

A: Please refer to the [Improper Conducts](#) for instances of malpractice within the scope of Whistleblowing Policy.

Will the Whistleblower be protected?

A: Yes, a Whistleblower who lodge a report of improper conduct, shall be protected under this policy unless specifically prohibited by any written law and shall not be at risk from any form of retribution, pursuant to the Whistleblower Protection Act 2010.

Will the identity of the Whistleblower kept confidential?

A: Yes, all confidential information, including the Whistleblower's identity, obtained by EIC in relation to any alleged improper conduct and/or detrimental action shall be kept confidential by TRXC.

What happens after lodging a complaint?

A: The Ethics and Integrity Committee (chaired by the Chairman of the Audit, Risk and Integrity Committee of the Board) will probe the complaint and present the findings to Audit, Risk and Integrity Committee of the Board.

Will the Whistleblower be involved during investigation?

A: The investigation will be conducted independently to obtain factual information. Therefore, the Whistleblower will not participate in whatever manner during the investigation other than to provide further inputs or clarification.

Can I use reporting channels other than the designated reporting channels to lodge my complaint?

A: It is mandatory for all complaints to be lodged by Whistleblowers using the designated reporting channels. TRXC cannot guarantee the protection of confidentiality of complainant's identity if complaints were lodged using the non-official whistleblowing channels.

Can I make multiple complaints and still get protected?

A: Yes, Whistleblowers may lodge multiple complaints in confidence so long as they were made in good faith.

Is there a constraint regarding the type of incident or complaint I can report on?

A: TRXC has prepared a list of incidents that are deemed as improper conduct to which Whistleblowers are encouraged to report on. However, the list is by no means exhaustive. Hence, Whistleblowers may want to indicate the new incident, not yet described in the prepared list, for better reflection of the malpractice when submitting their complaints.

Who will receive my complaint?

A: The Ethics and Integrity Committee members (EIC) and the Chairman of Audit, Risk and Integrity Committee of the Board (ARMIC) are the designated recipients of the complaints lodged via the whistleblowing reporting channels.

Why I should report using the formalized whistleblowing channels?

A: The whistleblowing channels were established with specific security protocols to provide confidentiality to Whistleblowers and the sensitive information being reported.

Will my complaint be shared with authorities?

A: The sharing of information related to a complaint with relevant authorities will be contingent upon the nature of the grievances. Law enforcement will

receive the information if it concerns illegal or criminal offences or if the law requires such matter to be reported.

Will the alleged individual be notified of my complaint?

A: No.

Can I cancel or edit my complaint?

A: No cancellation or edition is allowed once the complaint is lodged.

What is the consequences of a false complaint?

A: The information pertaining to a complaint must be factual and not speculative in nature. Any false complaint made with bad intention and with fabricated evidence is a criminal offence.

Can I submit a complaint written in Malay language?

A: Yes.

Will the Whistleblower be informed of the status of his/her complaint?

A: The whistleblower shall be informed of the status of the investigation as far as reasonably practicable.