



## **GFM Services Berhad Whistle-blower Policy**

The GFM Whistle-blower policy and supporting guidelines provides details on the reporting and handling of any improper conduct such as unethical, unlawful or undesirable conduct. It is the policy of GFM to ensure that an open working environment is maintained for the legitimate reporting by all GFM directors, employees or contractors, of any unlawful or improper conduct, without fear of reprisal. The policy applies to all directors, employees and contractors of GFM and its subsidiaries.

GFM maintains an open working environment, which includes a safe and easily accessible procedure for all GFM personnel to report actual or suspected improper conduct, without fear of retribution.

Raising questions and concerns reinforces GFM's commitment to act ethically in every business situation. Importantly, early detection of potential issues also allows GFM to address concerns before they become larger problems, and to take corrective action if necessary. Above all, GFM is committed to maintaining a culture where all GFM personnel are comfortable asking questions, speaking up and working toward solutions.

GFM will:

- Encourage GFM personnel to come forward and report instances of improper conduct;
- Protect individuals that report actual or suspected improper conduct in good faith from any form of retribution, even if the report made proves to be unfounded;
- Treat reports of actual or suspected improper conduct seriously;
- Investigate all reports promptly, thoroughly and consistently with applicable law;
- Take appropriate corrective or disciplinary action for Policy violations;
- Treat the identity of the whistle-blower as confidential unless you indicate (or the law requires) otherwise;
- Provide for disclosure to be made anonymously however this may affect the ability to investigate the matter properly;
- Keep investigations confidential to the extent possible;

Not tolerate any acts of retaliation (including adverse impact on employment) against anyone who makes a report in good faith of possible improper conduct, or who participates in an investigation of possible wrongdoing.

GFM personnel must not harass or discriminate against anyone who raises a concern in good faith under this policy or who participates in an investigation. Such harassment or discrimination is serious misconduct, and may result in disciplinary action, including termination of employment.

### **Reporting procedure**

Any GFM employees that wish to report improper conduct under this policy is encouraged to first speak to their immediate manager.

If the whistle-blower has a concern about reporting to their immediate manager for any reason, they may report to the Chairman of the Board, the Head of Corporate Resources, Chief Financial Officer or directly through the GFM Whistle-blower Hotline, telephone number **012-7790733** or email at **ethics.hotline@gfmservices.com.my**.