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| BINTULU PORT HOLDINGS BERHAD     | DOC NO     | IMS-BPHB-GIC-SOP-02 |
|                                  | REVISION   | 00                  |
| IMS STANDARD OPERATING PROCEDURE | ISSUE DATE | 1 January 2025      |

**WHISTLEBLOWER**

|   |                   |                            |
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**Revision Record**

| <b>Revision No.</b> | <b>Details of Revision</b> | <b>Date</b>    |
|---------------------|----------------------------|----------------|
| 00                  | Initial release            | 1 January 2025 |
|                     |                            |                |
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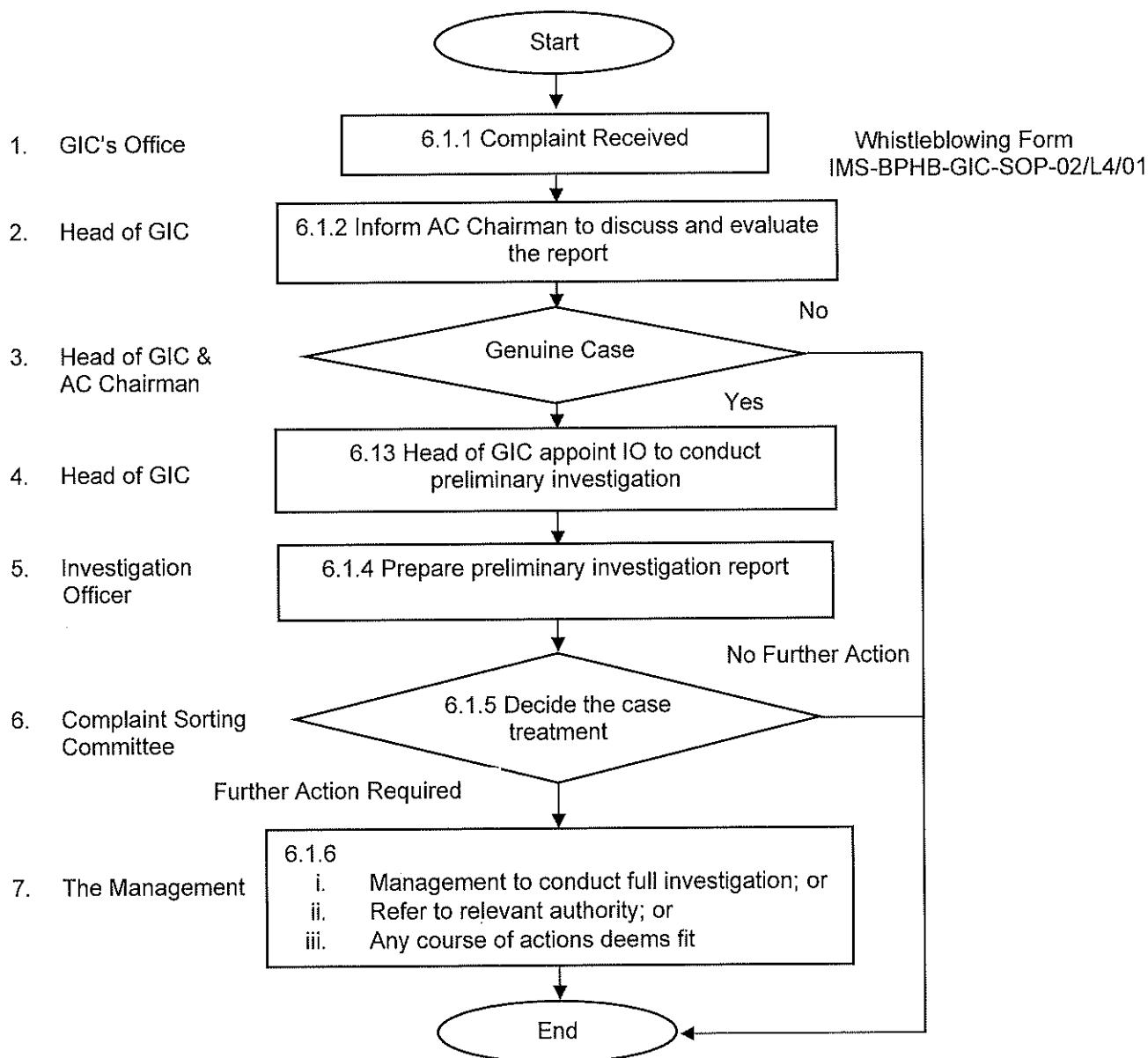
**a. Investigation Procedure for Report Against Employees**

**PROCEDURE FLOW CHART**

**RESPONSIBILITIES**

**OUTLINE**

**INTERFACE**



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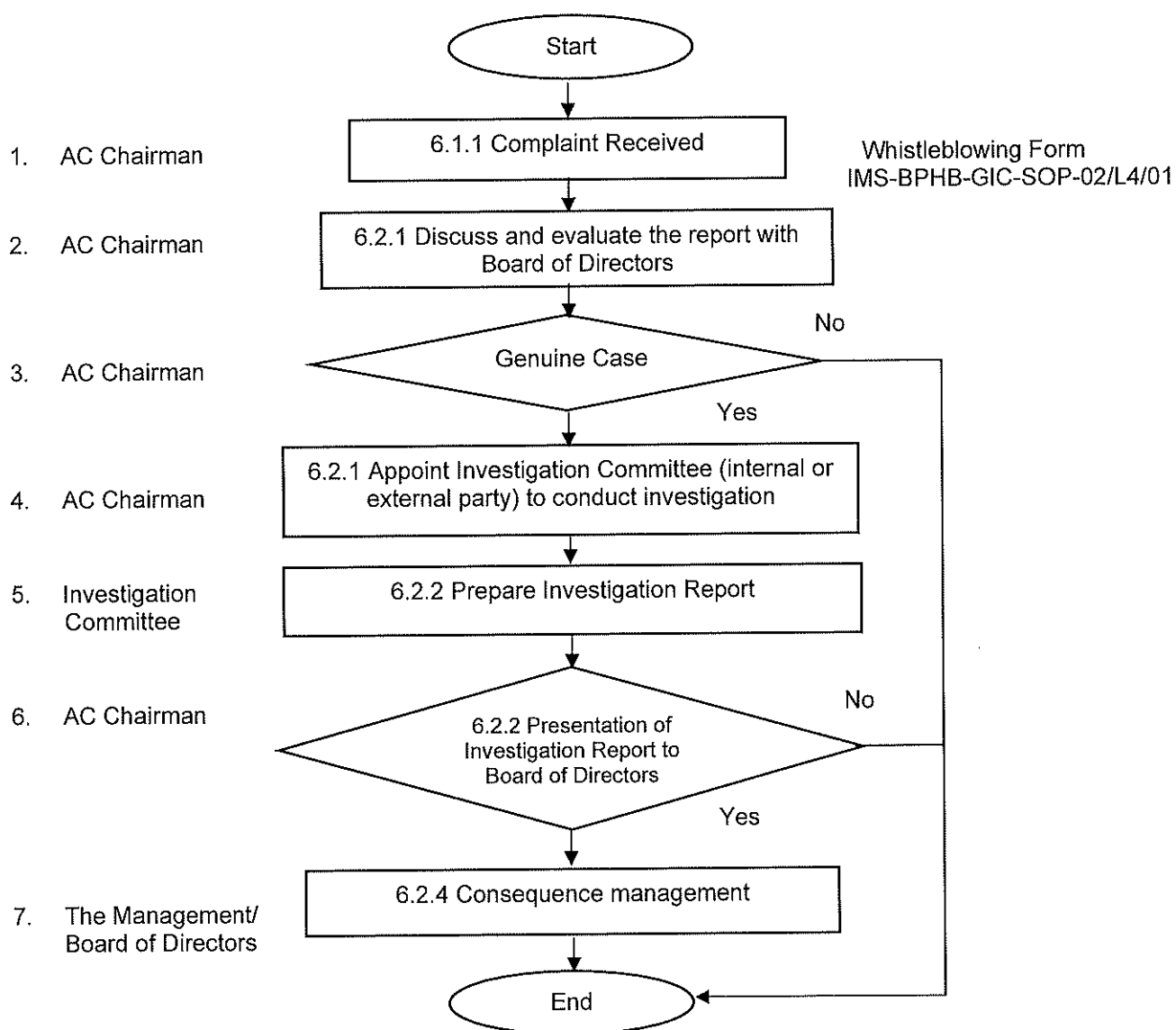
**b. Investigation Procedure for Report Against Head of GIC and the President/GCEO**

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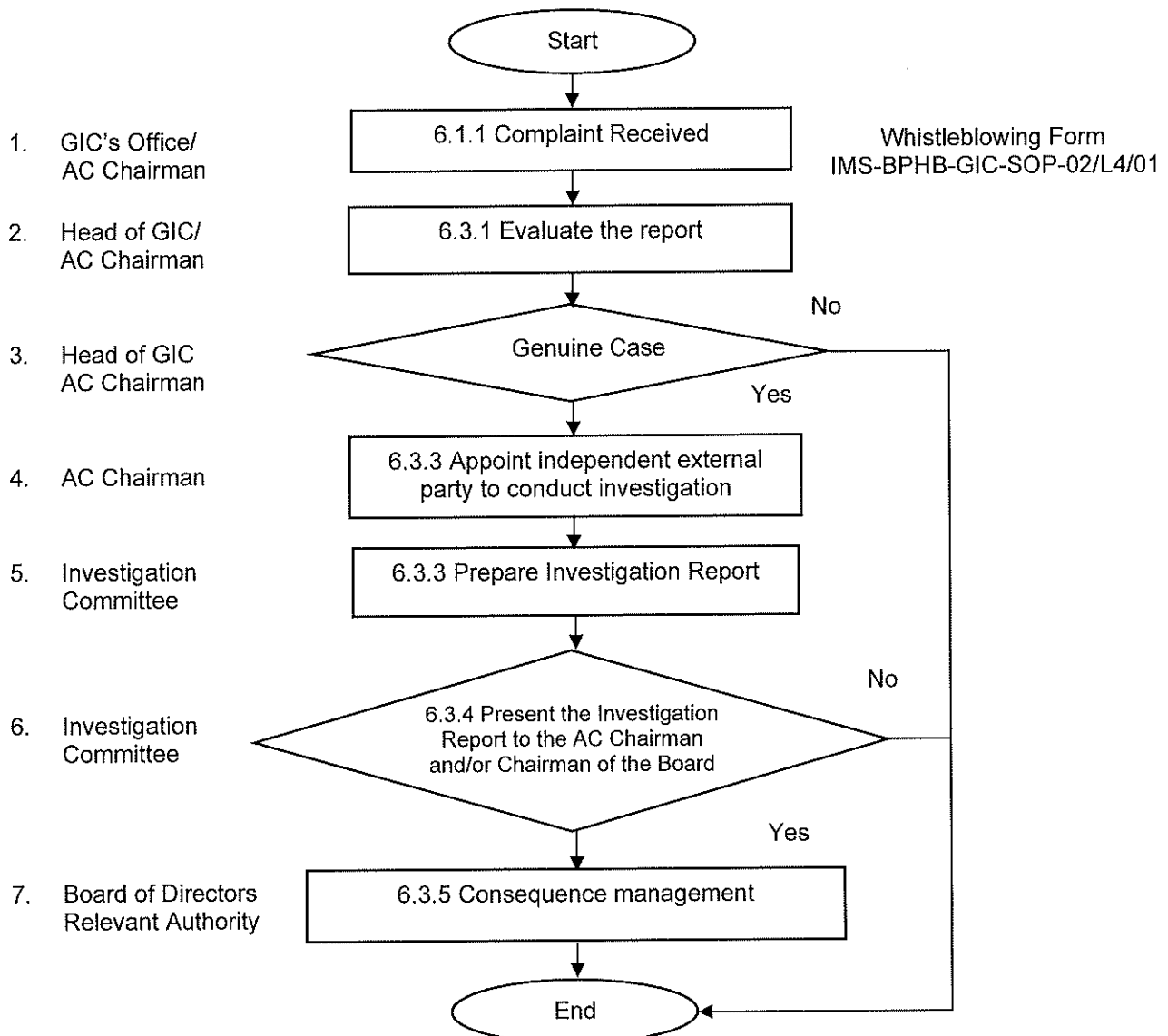
- c. Investigation Procedure for Report Against the Board of Directors Including the Chairman (Except the AC Chairman)

**PROCEDURE FLOW CHART**

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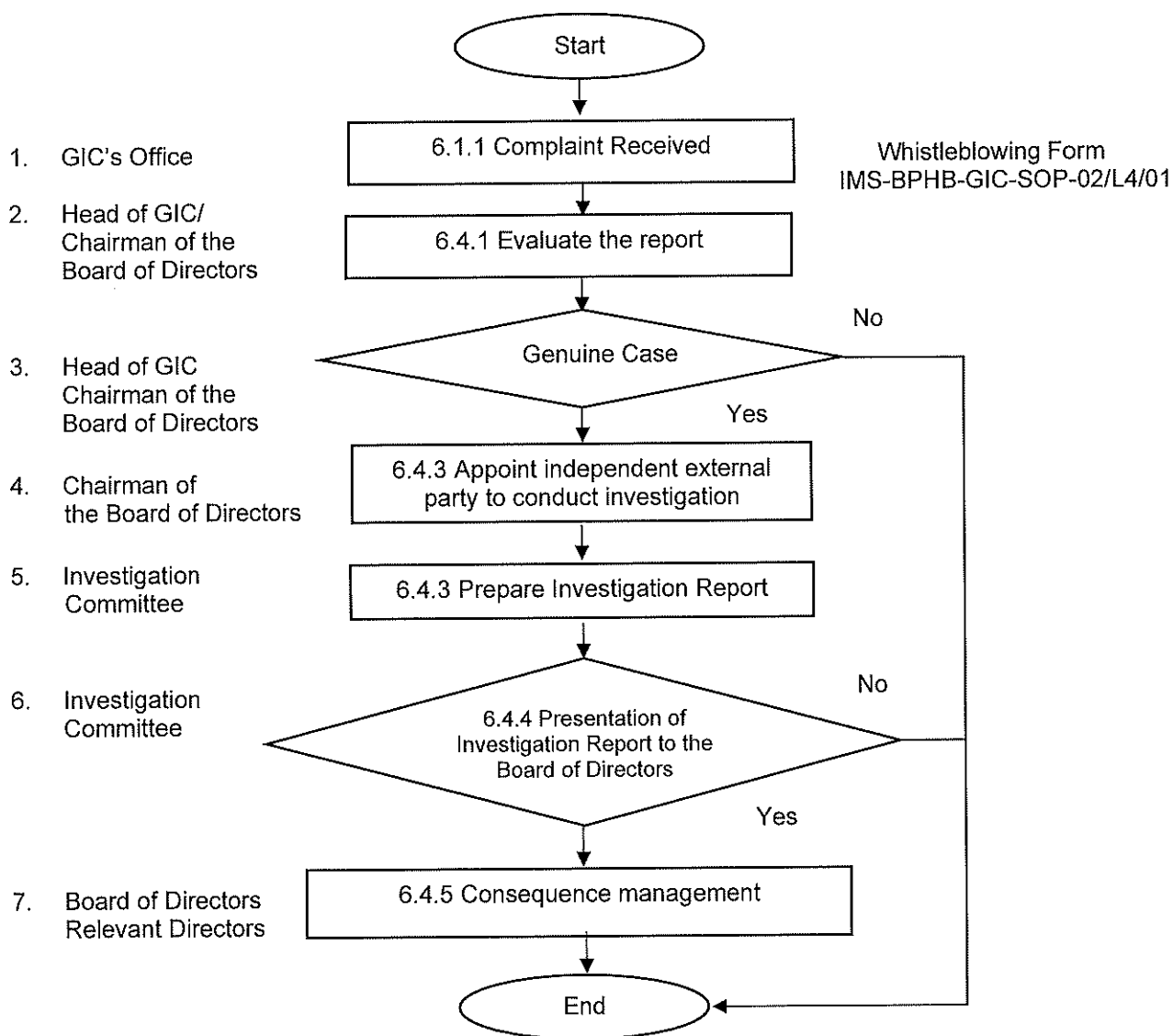
**d. Investigation Procedure for Report Against the AC Chairman**

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**1.0 OBJECTIVE**

- 1.1 To enhance the corporate governance and to foster an environment where integrity and ethical behavior are maintained and any improper conduct and/or wrongdoing in the BPHB Group shall be disclosed in a good faith.
- 1.2 To provide a confidential and effective avenue to report suspected violations of the law.
- 1.3 To protect individuals who report suspected violations from being subjected to detrimental action and retaliation in any form.
- 1.4 To provide guidelines on the investigation procedure.

**2.0 SCOPE**

- 2.1 This Whistleblower Standard Operating Procedure (hereinafter referred to as the Whistleblower SOP) is designed to facilitate employees and members of the public to disclose any improper conduct through the internal channel of BPHB Group which include but is not limited to, the following;
  - i. Breach of law (national or international) such as fraud, bribery and corruption.
  - ii. Breach of BPHB Group's Code of Conduct and Business Ethics (CoBE) and policies.
- 2.2 The Whistleblower SOP shall ensure that only genuine concerns either via whistleblower channel or any other means should be subjected to further investigation. Any disclosure which is found to be frivolous and vexatious shall not be entertained.
- 2.3 All complaints which are prima facie or fall under the Whistleblower SOP shall be logged in and to be investigated in accordance with the principle of natural justice.
- 2.4 Investigation shall focus on matters which may infringe the BPHB Group's principles/procedures/policies or may be detrimental to the interest, reputation and security of the BPHB Group.



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**3.0 DEFINITION**

|                               |  |
|-------------------------------|--|
| AC                            | Audit Committee of the BPHB Group.   |
| Complaint Sorting Committee   | A committee tasked with making decisions on reported complaints by evaluating the findings and determining the appropriate course of action.                                     |
| Disciplinary Offence          | Any action or omission which constitutes a breach of discipline in a public body or private body as provided by law or in a code of conduct, ethics, or contract.                |
| Domestic Inquiry              | To investigate allegations of misconduct or violations of company policies by an employee.   |
| Good Faith                    | Made without malice or personal benefit, and the employee has a reasonable basis to believe the report/incident/event is true.   |
| Improper Conduct              | Any conduct which, if proved, constitutes a disciplinary or a criminal offence.  |
| Investigation Committee (IC)  | A committee appointed to conduct investigations with the authority to address all matters seriously, confidentially, and promptly. The members remain independent and impartial. |
| Investigation Officer(s) (IO) | A person(s) appointed to conduct an investigation by taking, collecting, compiling, and recording the reports made by the genuine Whistleblower.                                 |
| MACC                          | Government agency in Malaysia that investigates and prosecutes corruption in the public and private sectors, called Malaysia Anti-Corruption Commission.                         |
| PDRM                          | The Royal Malaysian Police (Abbreviation: RMP; Malay: Polis Diraja Malaysia, PDRM).  |
| President/GCEO                | The person holding the office of President/Group Chief Executive Officer.  |
| Whistleblower                 | Any employee (or group of employees) of BPHB Group or members of the public, including vendors, contractors, or customers, making a disclosure about improper conduct.           |

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**4.0 REFERENCES**

- 4.1 Whistleblower Protection Act 2010
- 4.2 Malaysia Anti-Corruption Commission (MACC) Act 2009
- 4.3 ISO 37001 Anti-Bribery Management System (ABMS)
- 4.4 BPHB Whistleblower Policy
- 4.5 Bursa Malaysia Listing Requirement

**5.0 RELEVANT RECORDS**

- 5.1 Whistleblowing Form (IMS-BPHB-GIC-SOP-02/L4/01)

**6.0 PROCEDURE DETAILS**

The Whistleblowing involves exposing unethical, illegal, or harmful practices within an organization. The reporting process varies depending on the level of authority of the individuals involved, as outlined below.

- 6.1 Report against employees (Except the Head of GIC and the President/GCEO)
  - 6.1.1 Whistleblower reports shall be made through the whistleblower channel provided by Bintulu Port. (Please refer to Para 6.9.1)
  - 6.1.2 The Head of GIC will inform the AC Chairman to discuss and evaluate the report.
  - 6.1.3 If the report is deemed genuine, the Head of GIC will appoint an IO to conduct preliminary investigation.
  - 6.1.4 The IO will prepare Preliminary Investigation Report and present it to the Head of GIC. The report will consist of findings and recommendations from the IO.
  - 6.1.5 The Preliminary Investigation Report must be promptly communicated to the Complaint Sorting Committee so that any interim corrective measures (if applicable) can be taken immediately, provided the President/GCEO is not implicated. Otherwise, the Investigation Report will be communicated to the AC Chairman.

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**6.1.6 Complaint Sorting Committee may: -**

- i. Decide to close the case, no further action (NFA), in the event that findings clearly suggest there is no merits to the case; or
- ii. Instruct the management to conduct a full investigation by setting up an internal investigation team or obtaining an opinion from a third party in the event that there are merits to the allegation; or
- iii. Determine any course of action deemed appropriate, including initiating the Domestic Inquiry process, based on the circumstances of the matter reported and the fairness of the investigation; or
- iv. Refer to relevant authorities, such as PDRM or MACC, in the event the findings disclose a possible criminal offence for further action.

**6.2 Report against Head of GIC and the President/GCEO**

- 6.2.1 AC Chairman will discuss the report with the Board of Directors and evaluate it. If the case is deemed genuine, the AC Chairman may appoint an Investigation Committee to conduct full investigation, utilize suitable internal personnel or an external party to investigate the allegation.
- 6.2.2 For internal personnel, the Investigation Committee shall comprise one (1) Chairperson and two (2) members, all of whom must hold senior positions. One (1) of the members shall act as the Secretary of the panel. For external, the committee shall consist of a minimum of two (2) panel members: one (1) as the Chairperson and another as a member which have expertise with regard to the nature of the case. The Secretary of the panel shall be a BPHB Group staff member with an independent function, such as Head of Group Internal Audit.
- 6.2.3 The Investigation Committee shall prepare and present the Investigation Report to the AC Chairman. The AC Chairman shall refer the Investigation Report to the Board of Directors to determine the appropriate course of action based on the circumstances of the matter.

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| <p>6.2.4 In the event that findings disclose a possible criminal offense, the Board of Directors, in consultation with the Legal Advisor, may decide to refer the case to the relevant authorities, such as PDRM or MACC, for further action, if applicable.</p> <p>6.2.5 If the case does not involve a criminal offense, the Board may recommend for disciplinary action, which may include termination of service.</p> <p>6.3 Report against the Board of Directors including the Chairman (Except the AC Chairman)</p> <p>6.3.1 The AC Chairman, with the assistance of the Head of GIC, shall form an opinion on whether the case is a frivolous claim or if there is merit to it.</p> <p>6.3.2 The AC Chairman (or the Chairman of the Board, where applicable) may seek legal or any other professional advice pertaining to the report. Discretionarily, they shall determine the next course of action, whether to close the case or proceed by appointing an Investigation Committee to conduct a full investigation into the reported allegation.</p> <p>6.3.3 The Investigation Committee shall be appointed by the AC Chairman (or by the Chairman of the Board, where applicable) to conduct the full investigation. The committee shall consist of a minimum of two (2) panel members: one (1) as the Chairperson and another as a member which have expertise with regard to the nature of the case. The Secretary of the panel shall be a BPHB Group staff member with an independent function, such as Head of Group Internal Audit.</p> <p>6.3.4 The Investigation Committee shall prepare and present the Investigation Report to the AC Chairman and/or the Chairman of the Board, where applicable within a stipulated time agreed.</p> <p>6.3.5 In the event that findings disclose a possible criminal offense, the AC Chairman and/or the Chairman of the Board, in consultation with the Legal Advisor, may decide to refer the case to the relevant authorities, such as PDRM or MACC, for further action, if applicable.</p> |                   |                            |

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| <p>6.3.6 If the case does not involve criminal offense, the AC Chairman and/or the Chairman of the Board will make the necessary decision.</p> <p>6.4 Report against the AC Chairman</p> <p>6.4.1 The Chairman of the Board, with the assistance of the Head of GIC, shall form an opinion on whether the case is a frivolous claim or if there is merit to it.</p> <p>6.4.2 The Chairman of the Board may seek legal or any other professional advice pertaining to the report. Discretionarily, the Chairman shall determine the next course of action, whether to close the case or proceed by appointing an Investigation Committee to conduct a full investigation into the reported allegation.</p> <p>6.4.3 The Investigation Committee shall be appointed by the Chairman of the Board to conduct the full investigation. The committee shall consist of a minimum of two (2) panel members: one (1) as the Chairperson and another as a member which have expertise with regard to the nature of the case. The Secretary of the panel shall be a BPHB Group staff member with an independent function, such as Head of Group Legal Counsel or Head of Governance, Integrity and Compliance.</p> <p>6.4.4 In the event that findings disclose a possible criminal offense, Chairman of the Board and/or the Board of Directors, in consultation with the Legal Advisor, may decide to refer the case to the relevant authorities, such as PDRM or MACC, for further action, if applicable.</p> <p>6.4.5 If the case does not involve criminal offense, the Chairman of the Board will make the necessary decision.</p> <p>6.5 General Guideline on Whistleblowing</p> <p>6.5.1 Employees and members of the public are presumed to act in good faith when reporting any form of improper conduct.</p> <p>6.5.2 An employee who knowingly or recklessly makes statements or disclosures that are not in good faith may be subjected to disciplinary procedures, which may include termination.</p> |                   |                            |

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| <p>6.5.3 It is obligatory on the part of the Whistleblower to maintain the confidentiality of the case reported and not to disclose it to any parties so as not to jeopardize the investigation.</p> <p>6.6 Protection Accorded to Genuine Whistleblower</p> <p>A Whistleblower will be accorded with protection under the whistleblowing Policy provided that the disclosure is made in good faith. Such protection is accorded even if the investigation later reveals that the Whistleblower is mistaken as to the facts, rules and procedures involved.</p> <p>6.7 Types of Protection for Whistleblowers: -</p> <ul style="list-style-type: none"> <li>i. Identity of the Whistleblower will be kept confidential and shall not be exposed to anyone including during the court proceedings.</li> <li>ii. No civil, criminal, or disciplinary action will be taken against the informant for whistleblowing.</li> <li>iii. The Whistleblower shall be protected from any detrimental action in reprisal for making the disclosure.</li> <li>iv. Anyone who retaliates against the Whistleblower shall be subjected to disciplinary action, which may include termination of employment, demotion, or other form of legal actions.</li> </ul> <p>6.8 Revocation of Whistleblower Protection</p> <ul style="list-style-type: none"> <li>i. The Whistleblower participated in the improper conduct;</li> <li>ii. The Whistleblower willfully discloses a false statement;</li> <li>iii. The disclosure is frivolous or vexatious;</li> <li>iv. The disclosure is made with malicious intent; or</li> <li>v. The Whistleblower breaches his/her obligations of confidentiality.</li> </ul> |                   |                            |

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## 6.9 Reporting Allegation of Improper Conduct

### 6.9.1 Lodging a Complaint Report and Whistleblowing Channels

- i. All reports shall be made in a clear and understandable manner, preferably in writing, to ensure proper documentation and comprehension of the issues raised.
- ii. The complainant (i.e the employee/third party) may opt to disclose any act of improper conduct through any of the following reporting channels, in a strict confidential manner: -
  - a. Filling up the Whistleblowing Form for Report of Improper Conduct as provided in the Bintulu Port Holdings Website (IMS-SOP-GIC-02/L4/02);
  - b. Email to [whistle@bintuluport.com.my](mailto:whistle@bintuluport.com.my); (This email shall be received by Chairman of Audit Committee and Head of Governance, Integrity & Compliance)
  - c. By writing to Head of Governance, Integrity & Compliance, 12th Miles, Tanjung Kidurong Road, P.O. Box No, 996, 97008 Bintulu, Sarawak; or
  - d. Hotline at 086-291362 from Monday to Friday during office hours (8:00 am to 5:00 pm).
- iii. The Whistleblower also may report to any of following individuals depending on the persons who has been allegedly reported on the improper conduct as follow: -

| No. | Case involving:                               | Email to:  |
|-----|---|--|
| 1.  | President/Group Chief<br>Executive Officer    | Chairman of Audit Committee at<br><a href="mailto:chairofac@bintuluport.com.my">chairofac@bintuluport.com.my</a> |
| 2.  | Head of Governance, Integrity<br>& Compliance |  |
| 3.  | Board of Directors                            |  |
| 4.  | Chairman of Audit Committee                   | Chairman of the Board at:<br><a href="mailto:chairofbod@bintuluport.com.my">chairofbod@bintuluport.com.my</a>    |

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- iv. The Whistleblower shall be assigned with a report reference number. Further communications shall be conducted using the said reference number.

**6.10 Disclosure**

**i. Disclosure of Identity**

In order to enable the BPHB Group to accord the Whistleblower with the necessary protection under the Policy and also to obtain more details pertaining to the disclosure, the Whistleblower is required to disclose his/her personal details, which will be kept confidential, as follows: -

- a. Name;
- b. NRIC No.;
- c. Contact Details- Office Contact/ Mobile/ Home; and
- d. Email.

**ii. Content of Disclosure**

Any disclosure made herein should contain the following information:

- a. Details of the person(s) involved;
- b. Nature of the allegation;
- c. Where and when the alleged misconduct/wrongdoing took place;
- d. Any witness(es) available;
- e. Other relevant information; and
- f. Any supporting evidence if available.



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#### 6.11 Disclosure of Anonymous Whistleblower

Whistleblowers are encouraged to provide their name and contact details for confidentiality and protection. However, individuals who wish to report improper conduct may choose to remain **anonymous**. It's important to note that the anonymity of whistleblowers will be strictly maintained. Any misuse of the reporting channel will result in stern action. The BPHB Group reserves the right to investigate any anonymous disclosure after considering the following: -

- i. the seriousness of the case disclosed;
- ii. the credibility of the claim; and
- iii. the likelihood of confirming the disclosure from credible sources.

#### 6.12 Notification

Whether the case involves employees or directors, the decision by the President/GCEO and/or Chairman of the AC (or the Chairman of the Board, where applicable) to proceed with investigation or otherwise shall be made known to the Whistleblower and/or to the Management and/or to the Board of Directors wherever applicable and within the appropriate time.

#### 6.13 Confidentiality

All information, documents, records and reports relating to the investigation of an improper conduct shall be securely kept ensuring its confidentiality.

#### 6.14 Corrective Action

The Management shall carry out the decision of the President/GCEO and AC in relation to the findings of the investigation on the allegation against the accused. Where applicable, the Management shall institute appropriate controls to ensure earlier detection of similar violations and prevent further wrongdoings or damage to the BPHB Group. In the event where a Director is implicated, the Board shall take all necessary actions to contain the damage which may have been inflicted to the BPHB Group.

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**6.15 Disciplinary Action**

Any disciplinary action taken against an employee found guilty of the allegation must follow the disciplinary processes outlined in the Group Human Capital's guideline.

**7.0 CUSTODIAN**

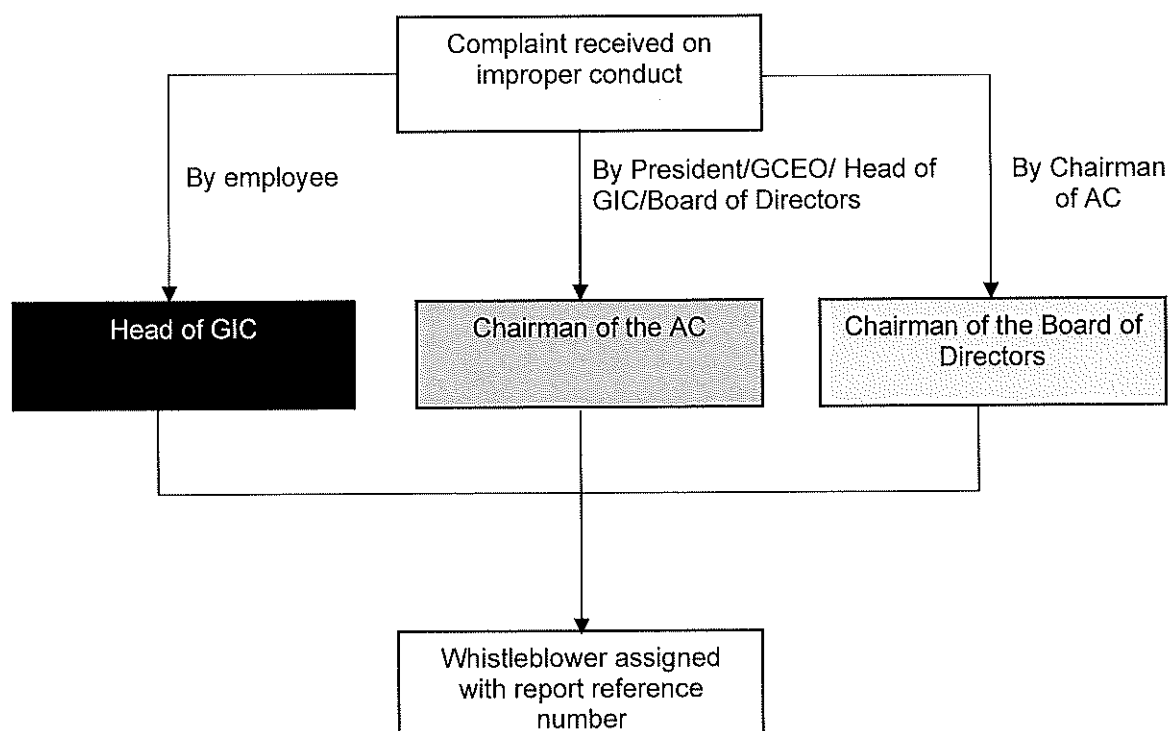
The custodian of this Whistleblower SOP is the Governance, Integrity & Compliance.

**8.0 RETENTION PERIOD OF THE DOCUMENT**

All reports in relation to this procedure shall be kept by the Governance, Integrity & Compliance for a period of seven (7) years.

**9.0 APPENDIX**

**Appendix I: Reporting Improper Conduct**



|  |            |                        |
|--|------------|------------------------|
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## WHISTLEBLOWER

| NO.                       | FORM/SUPPORTING DOCUMENT TITLE |
|---------------------------|--------------------------------|
| IMS-BPHB-GIC-SOP-02/L4/01 | Whistleblowing Form            |

### Revision Record

| Revision No | Detail of Revision | Date           |
|-------------|--------------------|----------------|
| 00          | Initial release    | 1 January 2025 |



IMS-BPHB-GIC-SOP-02/L4/01

**WHISTLEBLOWING FORM**  
**BINTULU PORT HOLDINGS BERHAD**

KINDLY PROVIDE THE FOLLOWING DETAILS AND SUBMIT DIRECTLY TO HEAD, GOVERNANCE, INTEGRITY & COMPLIANCE OF BINTULU PORT HOLDINGS BERHAD OR EMAIL TO: [whistle@bintuluport.com.my](mailto:whistle@bintuluport.com.my) OR CONTACT 086-291362

**PRIVATE & CONFIDENTIAL**

|                         |  |
|-------------------------|--|
| Report Reference Number |  |
| Date and Time           |  |

**A) PARTICULARS OF WHISTLEBLOWER**

|                 |        |  |        |  |      |  |
|-----------------|--------|--|--------|--|------|--|
| Name            |        |  |        |  |      |  |
| IC. No.         |        |  |        |  |      |  |
| Contact Numbers | Office |  | Mobile |  | Home |  |
| E-Mail Address  |        |  |        |  |      |  |

**B) PARTICULARS OF ALLEGED PERSON**

|                             |  |
|-----------------------------|--|
| Name                        |  |
| How Do You Know This Person |  |
| Any Other Details           |  |

**C) DETAILS OF IMPROPER CONDUCT / ALLEGATION**

Date :  
Time :  
Place :  
Type of Offences : e.g., Bribery/ Criminal Breach of Trust/ Misuse and Abuse Of Power/ Governance/ Misconduct/ False Claim/ Others (Please Specify)  
\_\_\_\_\_

If Money Involved, Can You Estimate the Amount  
RM \_\_\_\_\_

What improper conduct did you observe / witness? Please explain in detail. (You may use additional sheets if necessary)

|  |
|--|
|  |
|  |
|  |
|  |
|  |

Any supporting evidence: Yes / No  
(if any, please enclose it with this report for our further action)





**WHISTLEBLOWING FORM**  
**BINTULU PORT HOLDINGS BERHAD**

**D) DECLARATION BY WHISTLEBLOWER**

Pursuant to **WHISTLEBLOWER PROTECTION ACT 2010**, I declare the following:-

- I acknowledge and declare that all information provided in this Form is true, correct and complete to the best of my knowledge, information and belief;
- I am willing to assist in the investigation of improper conduct (if required);
- Prior to this report, I have not disclosed the subject matter of the complaint or any part thereof to any other person except to the following persons/authority: \_\_\_\_\_
- I shall notify any changes of my contact details to Head, Integrity & Compliance of Bintulu Port Holdings Berhad as soon as possible;
- I am aware that it is an offence to provide false information/allegation with intention to disgrace the employee or company's image and reputation and/or to misuse the mechanism of whistleblowers system and if I were to find liable for giving false information/ allegation, disciplinary action could be taken against me or any other employee involved in the same.

Signature :

Name :

Date :



**WHISTLEBLOWING FORM**  
**BINTULU PORT HOLDINGS BERHAD**

**FOR GOVERNANCE, INTEGRITY & COMPLIANCE OFFICE USE ONLY**

|   |  |
|---|--|
| Received by   |  |
| Date and Time received  |  |
| Appointed Officer Assigned for this report                            |  |
| Screening and assessment conducted on/by                              |  |
| Outcome of screening and assessment                                   |  |
| Investigation Required (Yes / No)<br>(If No, please state the reason) |  |
| Investigation Result  |  |
| Action Taken/ Conclusion  |  |
| Case Status (Active/Closed)   |  |
| Signed Off By   |  |

**COPIES FOR RETENTION:-**

Original Form – Head, Governance, Integrity & Compliance of Bintulu Port Holdings retention  
Duplicate Form – Whistleblowers retention