



PERKESO WHISTLEBLOWING POLICY

1. Policy Statement

- 1.1 PERKESO is committed in ensuring the highest standard of integrity, transparency and accountability in providing services to its interested parties. These values must be inculcated among the employees of PERKESO at every level inclusive Board Members in order to protect PERKESO's reputation and image.
- 1.2 This Whistleblowing Policy ("This Policy") provides a formal avenue to raise any allegation with sufficient basis about any undesirable or misconduct that would adversely affect PERKESO, and its interested parties.

2. Our Commitment

- 2.1 Any complaints or allegations received will be investigated seriously and transparently. A whistleblower will be accorded with protection of confidentiality of identity, to the extent reasonably practicable.

3. Scope

- 3.1 This Policy is applicable to all employees of PERKESO (inclusive Members of PERKESO Board), Insured Person, Employers, Vendors, Suppliers, Hospitals, Clinics, Dialysis Centre, Medical Doctors or any

other Companies or Individuals having dealings or arrangement with PERKESO.

3.2 This Policy covers any undesirable or misconduct of all the above parties committed or about to be committed, including but not limited to the following:

- a) Breach of any Act, Rules and Regulations administered by PERKESO or any Federal or State law;
- b) Any criminal offense under the Penal Code, Malaysian Anti-Corruption Commission Act, Anti-Money Laundering Act or any other Act or subsidiary legislation with criminal offense provision;
- c) Breach of PERKESO policies, manuals, directive, circulars, integrity pact, guidelines, standard operating procedure or processes;
- d) Any act that is likely to cause financial or reputational loss to PERKESO.
- e) Disclosure of classified information or any information that would tarnish PERKESO's reputation, to any third party or unauthorized party.
- f) Abuse of power;
- g) Conflict of Interest;
- h) Theft or embezzlement;
- i) Misuse of Company's Asset;

- j) Any act of misconduct by PERKESO employee;
- k) Abetting any parties to commit any of the above instances of improper conduct.

4. Reporting

4.1 Any concern or complaint must be raised through the following channel:

- a) PERKESO Whistleblowing Portal: <https://shoutout.perkeso.gov.my>
- b) Whistleblowing Hotline: +6019-3512051
- c) Email: shoutout@perkeso.gov.my
- d) Postal:

Head, Ethics & Compliance,
Internal Audit Department,
Social Security Organization,
12th Floor, Menara PERKESO,
281, Jalan Ampang, 50538 Kuala Lumpur.

4.2 All concerns or complaints raised will be classified as "**CONFIDENTIAL**". Whistleblower who raises any concern or complaint is required to disclose his/her identity. Any reporting without disclosing the Whistleblower's identity shall not be entertained.

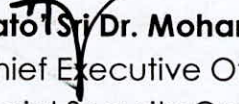
5. Notification

5.1 Notification on the investigation result to The Whistleblower or any party is at the discretion of PERKESO.

5.2 The Whistleblower or any concerned party is required not to disclose any identity including of his or her own identity or disclosing the details of the complaint or concerns as well as the results of the investigation conducted on the complaint or concerns to any person or party except to the appropriate authorities according to the existing legal provisions.

6. Commencement

6.1 This policy is effective immediately


Dato' Sri Dr. Mohammed Azman bin Dato' Aziz Mohammed
Chief Executive Officer
Social Security Organization
Date: 9th September 2020