

## GUIDELINE ON RAISING CONCERNS

Process	Person- In-Charge (PIC)	Description
<pre> graph TD     Report([Report]) --&gt; Investigate[Investigate]     Investigate --&gt; GetUpdates[Get Updates]     GetUpdates --&gt; Close([Close])             </pre>	<p><b>Whistleblower:</b></p> <p><b>MRL:</b></p> <p><b>Whistleblower:</b></p>	<p>The whistleblower may report to the following channels:</p> <ol style="list-style-type: none"> <li>a) CEO</li> <li>b) the Chairman of the BRAGC</li> <li>c) any members of the Board of Directors</li> <li>d) via email to <a href="mailto:whistle@mrl.com.my">whistle@mrl.com.my</a></li> <li>e) MACC reporting channel at <a href="https://www.sprm.gov.my/en">https://www.sprm.gov.my/en</a></li> </ol> <p>MRL will investigate or refer the report to MACC and notify the whistleblower accordingly.</p> <p>Whistleblower may be contacted for further information and will be informed on the investigation status.</p>
<pre> graph TD     Receive([Receive]) --&gt; Valid{Valid?}     Valid -- No --&gt; TakeAction1[Take Action]     TakeAction1 --&gt; Close1([Close])     Valid -- Yes --&gt; Consolidate[Consolidate]     Consolidate --&gt; Raise[Raise to BRAGC]     Raise --&gt; Appoint[Appoint a Committee]     Appoint --&gt; Investigate1[Investigate]     Investigate1 --&gt; Guilty{Guilty?}     Guilty -- Yes --&gt; TakeAction2[Take Action]     TakeAction2 --&gt; Inform[Inform]     Inform --&gt; Close2([Close])     Guilty -- No --&gt; Inform     Inform --&gt; Close2             </pre>	<p><b>Governance:</b></p> <p><b>IGU:</b></p> <p><b>BRAGC:</b></p> <p><b>Committee:</b></p> <p><b>BRAGC:</b></p> <p><b>CEO:</b></p> <p><b>Governance:</b></p>	<p>Upon receiving the report, initial assessment to validate the report will be done by Governance.</p> <p>The consolidated reports will be raised to BRAGC.</p> <p>BRAGC will appoint a Committee/ IGU/ external party to investigate</p> <p>Committee or any other party appointed will investigate and prepare a report with recommendations to BRAGC.</p> <p>The final decisions will be made by BRAGC should further action should be taken by the Management or to refer to MACC if it involves any violation of laws.</p> <p>CEO shall ensure that Management shall carry out the decisions of the Board.</p> <p>Management shall institute the appropriate controls to prevent the re-occurring of the same or other misconduct, or wrongdoings.</p> <p>The whistleblower will be informed on the investigation and status.</p>

**Definitions:**

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| 1. CEO   | Chief Executive Officer                 |
| 2. IGU   | Integrity and Governance Unit           |
| 3. BRAGC | Board of Risk, Audit and Governance     |
| 4. MACC  | Committee Malaysian Anti-Corruption     |
| 5. MRL   | Commission Malaysia Rail Link Sdn. Bhd. |