

**CLASSIFICATION**

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**REFERENCE ID**

TEC\_IA\_PP\_Whistleblowing Policy

مجلس التوازن الاقتصادي  
TAWAZUN ECONOMIC COUNCIL



تأسس عام 1992 EST.

# Whistleblowing Policy

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Public

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TAWAZUN

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## CONTENTS

<b>1. Leadership Message</b>	<b>3</b>
Purpose	3
Definitions	3
Risk Evaluation	3
<b>2. TAWAZUN GOOD CONDUCT COMMITTEE</b>	<b>4</b>
<b>3. Guidelines to the Whistleblowing Policy Statement</b>	<b>4</b>
Reporting Procedures	4
Whistleblowing Hotline	4
Web-Based Reporting	4
Confidentiality and Anonymity	4
Whistleblower Protection	4
Investigation of Reported Breaches	5
Corrective Action	5
Investigation Feedback	5
<b>4. Annexures</b>	<b>6</b>
Annexure 1. Whistleblower Process Flowcharts / Identify Appropriate Reporting Channel	6
Annexure 2. Investigate Complaint	7
Annexure 3. Course of Action and Feedback of Investigation	8

## 1. LEADERSHIP MESSAGE

- 1.1 Tawazun Economic Council with all of its Subsidiaries, '**The Group**', is an organization with strong values. We are governed by the values of Integrity, Commitments, and Competence. Our Code of Ethics policy contains general guidelines for conducting business with the highest standards of principles.
- 1.2 The Group is committed to an environment where open and honest communications are the norm, not the exception. We want everyone to feel comfortable in approaching their supervisor or management in instances where they believe violations of policies or standards might occur or have occurred.

### Purpose

- 1.3 The purpose of this policy is to:
  - Encourage colleagues to report any Fraud or Unethical Matters of which they are aware or become aware of;
  - Provide colleagues with a confidential means for reporting any Fraud or Unethical Matters;
  - Protect individuals who report Fraud or Unethical Matters in good faith; and
  - Improve the communication and transparency processes associated with the Whistleblowing Policy.
- 1.4 This policy is not designed to question financial, commercial or other business decisions taken by The Group, nor should it be used to reconsider any other matters which have already been addressed under other policy or procedures.

### Definitions

- 1.5 **Fraud** is defined as a dishonest, unethical, irregular or illegal act or practice, and is characterized by deliberate intent at concealment of a matter of fact, whether by words, conduct or false representation, which may result in a financial or non-financial loss to The Group. This includes fraudulent accounting or financial reporting practices.
- 1.6 **TEL** means Tawazun Ethics Line. TEL is a hotline, which allows one to anonymously submit reports relating to misconduct, fraud, violations of the Code of Ethics, or The Group's and its Subsidiaries' relevant policies.
- 1.7 **The Group** means Tawazun and all of its Subsidiaries.
- 1.8 **Unethical Matters** are intentional or unintentional acts or practices, which are unethical, disreputable, unfair or otherwise do not conform to The Group's objective standards of professional or social behavior.
- 1.9 **Whistleblower** is a person who reports Fraud or Unethical Matters occurring within The Group, as well as among minority shareholders and those who conduct business with The Group. This includes but is not limited to third party agents and representatives, including consultants, contractors, suppliers, vendors, subcontractors and agents.
- 1.10 **Whistleblowing** is the process of reporting Fraud or Unethical Matters within The Group.

### Risk Evaluation

- 1.11 Failure to comply with this policy may expose The Group to a number of risks which include but are not limited to:
  - Failure to identify and stop any Fraud which may result in substantial loss to the company;
  - Potential adverse publicity, image, and reputational damage arising from Fraud or Unethical Matters;
  - Failure to recover stolen or misappropriated assets;
  - Potential legal risks; and
  - Failure to comply with The Group Fraud Control Policy and Code of Ethics Policy.

## 2. TAWAZUN GOOD CONDUCT COMMITTEE

- 2.1 The Committee shall consist of four (4) members, comprising of two permanent members and two members assigned by The Group CEO on case-by-case basis.
- Head of Internal Audit Permanent Member
  - Representative of Legal Affairs Permanent Member
  - Member
  - A peer Member of same or higher grade than the party involved

## 3. GUIDELINES TO THE WHISTLEBLOWING POLICY STATEMENT

- 3.1 Any employee, consultant, board member, or third party who is aware or becomes aware of unethical or inappropriate acts, events, behavior or practices, as well as any potential breach of The Group's policies, procedures and rules and regulations ('the breach') is responsible for, and required to, report the act in accordance with The Group's policy.
- 3.2 In cases where an employee reports such matters directly to his/her line management, the line management is obliged to report the event immediately in accordance with the policy. The line management should not investigate the event in any independent manner other than in accordance with the Group's policies and procedures.

### Reporting Procedures

- 3.3 Any employee, consultant, board member or third party may report concerns, complaints or breaches to Tawazun Good Conduct Committee through the **Tawazun Ethics Line (TEL)** channels (see below) or alternatively, report the matter to the Head of Internal Audit, either in person or in writing.

### Whistleblowing Hotline

- 3.4 TEL is a resource for hotline reporting via telephone. It is a confidential service made available for everyone to discuss and report potential breaches or inappropriate or unethical conduct. The Whistleblowing hotline can be accessed 24 hours a day, seven days a week and callers may leave a voice-recorded message.
- 3.5 Individuals who call the Whistleblowing hotline need not identify themselves. Callers will be treated respectfully and their concerns will be heard seriously. The Group Whistleblowing Hotline (TEL) telephone number is:
- 02 635 TELL (02-635-8355)**

### Web-Based Reporting

- 3.6 Reports of potential breaches, inappropriate or unethical conduct can also be made by visiting the TEL link on either the Tawazun external website, internal portal, or directly by visiting the site, at: <https://ethicsline.tawazun.ae>

### Confidentiality and Anonymity

- 3.7 All reported breaches will be treated on a confidential and anonymous basis. There might be instances that require external investigation by the relevant government authorities, but rest assured that the identity of the reporting person will be kept confidential and protected to the maximum extent possible. Only those with a need to know will be involved in, or know of, the investigation.
- 3.8 Due to the nature of the investigation, or where it may be required by law or regulation, it may be necessary to disclose the identity of the Whistleblower. This may occur in connection with legal proceedings and to adhere to the law of the land.

### Whistleblower Protection

- 3.9 Any report of breach may be made by an employee without fear of harassment, demotion, dismissal, disciplinary action, remedial action, suspension, threats or any method of discrimination or retaliation by the company.
- 3.10 If a Whistleblower acts genuinely and in good faith when reporting what (s)he reasonably believes to be a Fraud or Unethical Matter, (s)he will not be at risk of losing their job, nor will they suffer any form of detrimental action as a result of their reporting - even if it is not substantiated in subsequent investigation.

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- 3.11 However, any false or malicious allegations may lead to appropriate disciplinary and legal action, up to and including termination of employment.
- 3.12 The Group shall not penalize and shall not tolerate any reprisals by Management or any other person directly or indirectly against anyone who acts in good faith, or who makes an allegation which was not substantiated in a subsequent investigation.
- 3.13 Any act of reprisals or victimization against the Whistleblower will result in disciplinary action, including termination of employment.
- 3.14 Persons who believe they are being penalized in any way for Whistleblowing or who believe that there has been a cover up of the alleged Fraud or Unethical Matter reported, or who do not consider that they have had a satisfactory response should write to the Tawazun Good Conduct Committee immediately with the facts.
- 3.15 So as not to jeopardize the investigation of the alleged Fraud or Unethical Matter, the Whistleblower is required to keep reported information, the nature of the matter reported, and the identity of those involved strictly confidential.
- 3.16 Whereas internal disclosure is encouraged at all times, a colleague may be of the view that there is an exceptionally serious issue which warrants reporting to an external body. This act of disclosure must be made in good faith and not for the purposes of personal gain.

### Investigation of Reported Breaches

- 3.17 All reports made will be reviewed and investigated by the delegated personnel assigned by Tawazun Good Conduct Committee and must be thoroughly investigated and appropriately managed in a timely manner.
- 3.18 The investigation of Fraud cases and corrective actions relating to any of The Group's employees will be conducted in accordance with the provisions of TEC HR Policy and any subsequent amendments.
- 3.19 Please refer to the Fraud Control Policy for details on the applicable procedures.

### Corrective Action

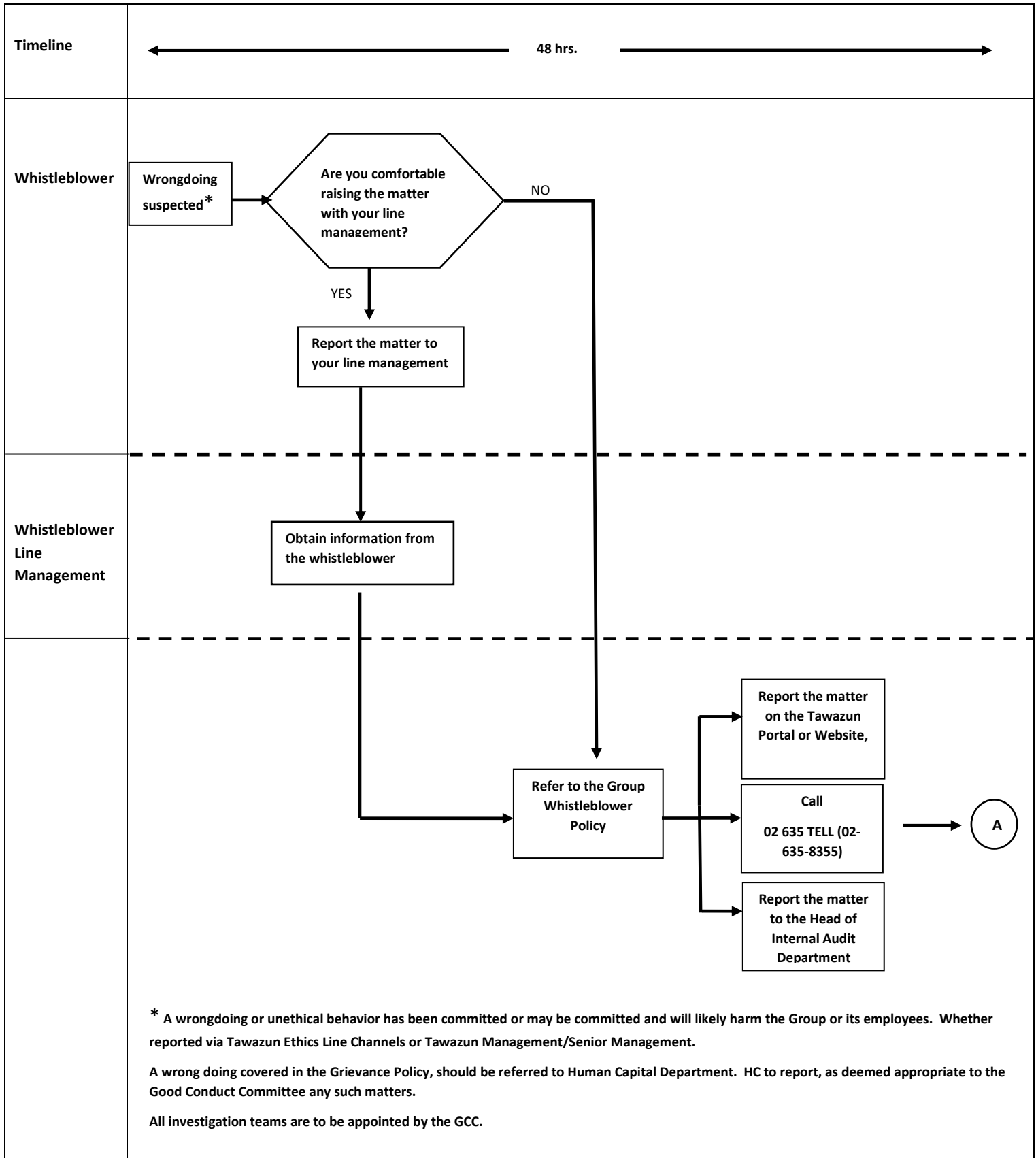
- 3.20 Upon completion of the investigation, relevant supervising stakeholders will determine whether corrective action is warranted. Corrective action will be determined based on the facts and circumstances of the breach and results of the investigation. Corrective action may include, but is not limited to:
- Disciplinary action;
  - Dismissal;
  - Recovery of assets;
  - Filing an insurance claim; and
  - Initiation of legal proceedings.
- 3.21 All corrective action will be agreed on by Tawazun Good Conduct Committee and forwarded to the Relevant Body (BOD / AC / GS / Group CEO) for final input and directions.

### Investigation Feedback

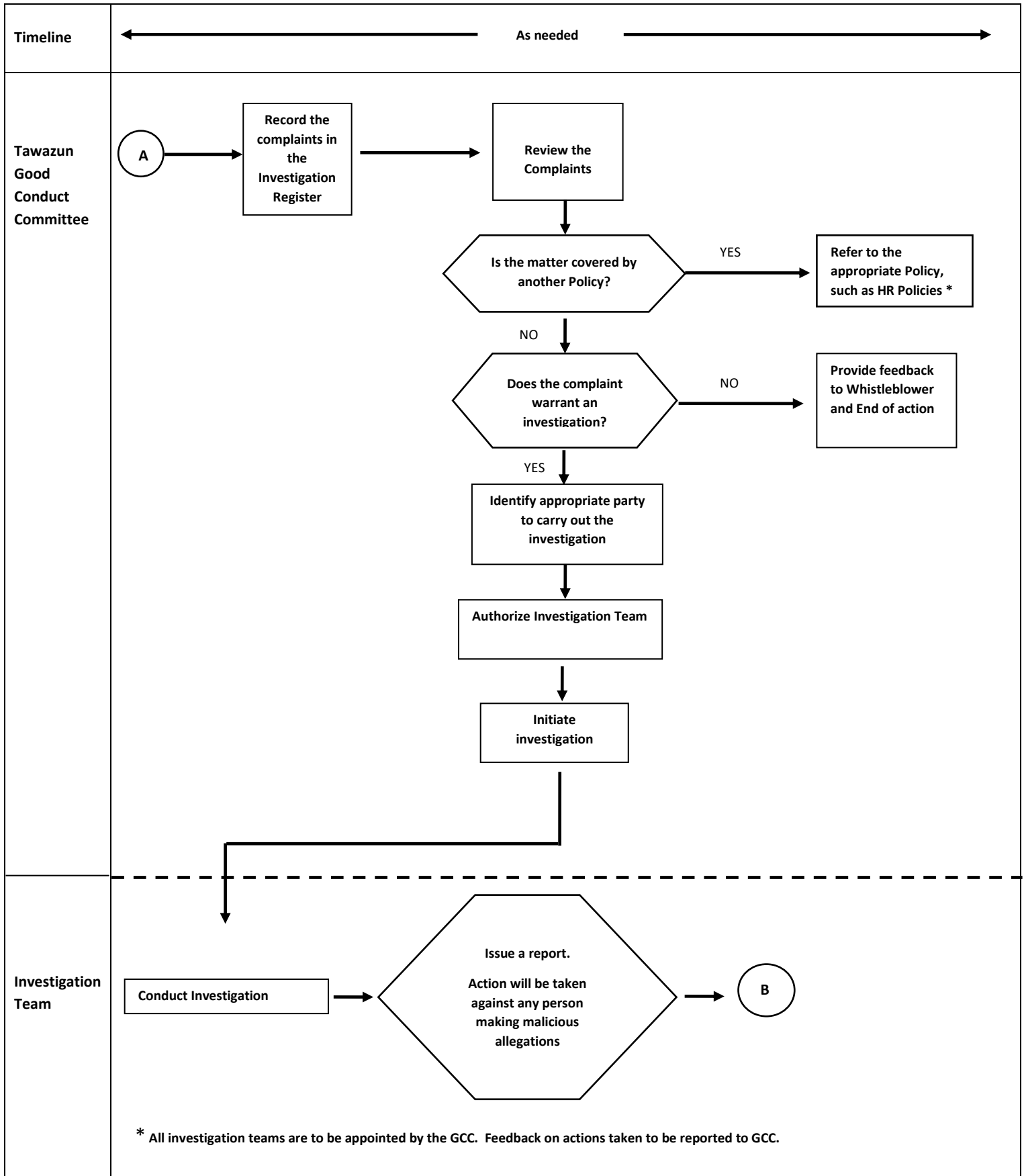
- 3.22 All reported concerns will be investigated by **Tawazun Good Conduct Committee**. After submitting the report, you can anonymously communicate using the relevant case reference number via email to [tel@tawazun.ae](mailto:tel@tawazun.ae). Concerns that are substantiated will be followed by corrective, preventive actions, and lessons learned.

4. ANNEXURES

Annexure 1. Whistleblower Process Flowcharts / Identify Appropriate Reporting Channel



**Annexure 2. Investigate Complaint**



**Annexure 3.Course of Action and Feedback of Investigation**

