



1. INTRODUCTION

Malaysia Convention & Exhibition Bureau (MyCEB) was established in 2009 by Ministry of Tourism, Arts and Culture Malaysia (MOTAC) to further strengthen Malaysia's business tourism brand and position for the international business events market.

A Company Limited by Guarantee (CLBG), MyCEB aim to promote, bid and bringing in international Business Events (Meetings, Incentives, Conferences and Exhibitions) into Malaysia. With goal to strengthen Malaysia's position as preferred Business Events destination so as attracting and increasing the number of international events to choose Malaysia as a host. At the same time, MyCEB also acts as a catalyst for the development of national products and industries.

Other than providing support to international and development of national level business events industry in Malaysia, MyCEB's range of services includes bid support, marketing and promotion, delegates boosting and logistical support. This is one of the efforts to further strengthen Malaysia's image as a destination for organizing international business and sports events in the region as well as contributing to sustainable socioeconomic development.

2. BACKGROUND

This Whistleblower Policy address the commitment of Malaysia Convention & Exhibition Bureau (MyCEB) to integrity and in promoting a culture of honesty, ethical behaviour and good corporate governance within MyCEB, where employees are able to raise concerns regarding suspected fraud, corruption. Illegal conduct, wrongdoing or any form of malpractice without subject to victimisation, harassment or discriminatory treatment, and to have such concerns properly investigated. This Whistleblower Policy sets out the mechanism and framework by which employees and any members of the public can confidently, and anonymously if they wish, voice concerns/complaints in a responsible manner without fear of discriminatory treatment.

MyCEB encourages its employees to make any disclosures openly and honestly and at an early stage without the person requiring actual evidence of such activity. All disclosures made under this Whistleblower policy will be dealt with in a confidential manner irrespective of the Whistleblower's desire for anonymity.

3. PURPOSE

This policy was developed to:

- I. To provide an avenue which is secured and confidential for MyCEB Employees and members of the public to disclose any misconduct/ wrongdoing by any MyCEB Employees without fear of being subject of detrimental action.
- II. To promote ethical behaviour and integrity by encouraging MyCEB Employees to act in accordance with the organisation's values and ethical standards and prevent any improper conduct.
- III. To act as an early detection mechanism for issues such as fraud, harrassment, discrimination or safety violation.

4. APPLICATION AND SCOPE OF THE POLICY

This Whistleblower Policy applies to MyCEB, all employees (whether full-time, probationary, part-time or contract) and members of the public to disclose any Improper Conduct performed by MyCEB Employees.

The following shall constitute "Improper Conduct" under this Whistleblower Policy:

- Suspected or actual incidents of fraud, corruption, forgery, criminal breach of trust, abetting or intending to commit criminal offence.
- A suspected or actual breach of the Company's policies, practices, procedures or other rules of conduct.
- Suspected or actual misleading or deceptive conduct of any kind, including conduct or representations which amount to improper or misleading accounting and financial reporting practices.
- An act or omission which creates a substantial or specific danger to the lives, health or safety of MyCEB's employees, the public or the environment.

- Auditing matters, including non-disclosure or any subversion of the internal or external audit process.
- Breach of confidentiality obligations.
- Knowingly directing, advising a person to commit or concealing information relating to Improper Conduct.

(further details of Improper Conduct are provided in **APPENDIX 1**).

5. DISCLOSURE OF IMPROPER CONDUCT

- I. Disclosure of information on Improper Conduct should initially and promptly be made by MyCEB Employee or external party by completing the Whistleblower Report Form as per **APPENDIX 2** of this Policy with supporting evidence and/or documents to substantiate their disclosure of improper conduct and should be sent to the email address: integrity@myceb.com.my
(Z:\Public\Whistleblower)
- II. Alternatively, complaints or reports can be made using the form and may be submitted in sealed envelope marked “**Integrity Officer, MyCEB**” and must be marked as “**Confidential**” addressed to Integrity Officer, Corporate Affairs Division, Malaysia Convention & Exhibition Bureau, Level 9, Menara Z10, Jalan Alamanda 2, Presint 1, 62000 Putrajaya.
- III. Any disclosure must be made in good faith and supported by reasonable grounds and reliable information with supporting evidence/ documents as an allegation of Improper Conduct may result in serious personal repercussions.
- IV. Anonymous reports are not encouraged due to the inherent difficulty in conducting follow-up inquiry to verify or gather information for investigative purposes.

6. PROTECTION UNDER THIS POLICY

- I. Any MyCEB Employee and any member of the public who make a complaint in good faith shall be protected against being victimised, demotion, suspension,

intimidation or harassment, discrimination, including being unfairly dismissed or penalised by MyCEB.

- II. Making a complaint does not shield the employee from the consequences of being involved in any improper conduct or unlawful activity alleged in a complaint.
- III. Any MyCEB Employee making allegations or disclosure that proves to have been made without good faith may be subject to disciplinary/ legal action by MyCEB.

7. INVESTIGATION PROCEDURES

- I. Chief Executive Officer (CEO)/ Head of Integrity Unit (HIU)/ Integrity Officer (IO) shall establish an Investigation Committee to conduct further investigations into the alleged misconduct by MyCEB Employee before determining whether disciplinary action or charges can be taken against the employee in question.
- II. The Chief Executive Officer should appoint a Chairman, Committee Members and Secretariat to empower the Investigation Committee to conduct further investigation into the complaints/ reports received. The committees may consist of Head of Secretarial & Legal (HSL), Head of Human Resource & Administration (HHRA) or Head of Finance (HF)/ Head of Integrity Unit (HIU), based on relation to their respective fields, in the case of a report relating to:
 - a) a breach of any law/ criminal related offence
 - b) a breach of Employees Code of Conduct
 - c) a breach of MyCEB's Policies and SOP's
- III. In conducting an investigation, the Investigation Committee must take the following actions:
 - a) Record information related to the complaint/ report of improper conduct, including time, date, location of the incident, the involved employee and detailed information on the alleged misconduct.
 - b) Identify evidence and testimonies through documentary evidence and statements from the employees. Statements given by the employees must be voluntary and provided in good faith. In this regard, statements can be obtained from employees who are alleged to have committed the misconduct.

- c) If any information is needed from external parties such as contractors, companies, consultants or individuals, MyCEB must obtain this information in writing.
- d) The number of members of the Investigation Committee to be appointed is based on the requirements of the investigations.
- e) The investigative method to be used is subject to suitability depending on the type of misconduct involved and in consideration of the provisions stated in this guideline.
- f) If the alleged misconduct involves criminal elements, then a report shall be made to the relevant authorities (RMP and MACC).
- g) For misconduct involves the loss of Public Fund or Public Assets, the relevant provisions in the *Arahan Perbendaharaan (AP)* dan *Pekeliling Perbendaharaan (PP)* that are in force must be complied with.
- h) The investigation must be conducted and completed as soon as possible to avoid unreasonable delays that could affect MyCEB's right to act against the employee.

8. FINDINGS OF INVESTIGATION

- I. Upon the conclusion of an investigation, the report shall be reviewed by the HIU. The HIU shall determine the validity of the allegation. In cases involving a violation of the Employees Code of Conduct and MyCEB's Policies/ SOP's, the HIU will propose/ recommend further actions to be taken by the HHRA and subsequently shall then conduct their internal process and recommend further action to the CEO/ Board of Directors.
- II. Any findings related to the needs of the improvement of SOP's and policies, which contributed to the to the act of Improper Conduct, Integrity Unit (IU) will recommend the respective departments to improve their policy/ SOP or develop new policy/ SOP as well as to propose/ implement preventive and corrective measures.
- III. The HIU must submit the investigative reports together with all relevant findings/ evidence to the CEO/ Board of Directors.

9. COMPLIANCE

Failure or refusal of MyCEB staff to comply with this policy can be considered as breach of order and may be subject to disciplinary action under the Public Officers (Conduct and Discipline) Regulations 1993 or the Statutory Bodies (Discipline and Surcharge) Act 2000 (Act 605) or OACP Policy MyCEB (2023) / Employee Handbook MyCEB. Violations of this Policy by third parties will be reported to the Malaysian Treasury, the Malaysian Anti-Corruption Commission (MACC), the Companies Commission of Malaysia (SSM) or any relevant Regulatory Body for further action.

10. QUESTIONS AND REPORTING

Any inquiries or reporting of Improper Conduct performed by any MyCEB employee and Director, can be submitted through the following channels:

Integrity Officer,
Malaysia Convention & Exhibition Bureau (MyCEB)
Aras 9, Menara Z10
Jalan Alamanda 2, Presint 1
62000 Putrajaya
Email: integrity@myceb.com.my

11. EFFECTIVE DATE

The implementation of the Whistleblower Policy is effective from the date this policy is issued.

****End of Document****

LIST OF COMPLAINTS UNDER WHISTLEBLOWER POLICY

A Whistleblower complaint is information relating to improper conduct on any employees, consultant or service providers engaged by MyCEB. Improper conduct includes:

- A criminal offence
- Breaching a legal obligation
- Behaviour involving danger to the health or safety of any individual.
- Damage or potential damage to the environment
- Unlawful discrimination
- Substance abuse
- Harassment or bullying
- Misuse of company information
- Workers compensation fraud
- Corruption, involving
- Conflict of interest in purchasing or sales schemes etc.
- Bribery involving kickbacks, bid rigging etc.
- Illegal Gratuities
- Blackmail
- Asset Misappropriation, involving
- Theft of cash on hand, from deposits
- Fraudulent Disbursement including billing schemes, personal purchases, payroll schemes, ghost employees, commission schemes, cheque tampering, false voids and refunds
- Fraudulent Statements, involving
- Financial including over or under statement of assets or revenue, fictitious revenue, false time records, concealing liabilities, improper asset valuations.
- Non Financial including employee credentials, internal or external documents, compliance statements.
- Any other detrimental wrongdoings



WHISTLEBLOWER REPORT FORM

Please provide the following details for any suspected serious misconduct or any breach or suspected breach of law or regulation that may adversely impact MyCEB and submit directly to the Head of Integrity Unit/ Integrity Officer. Please note that you may be called upon to assist in the investigation, if required.

WHISTLEBLOWER'S INFORMATION <i>(This section may be left blank if the reporter wishes to remain anonymous)</i>			
NAME			
DESIGNATION			
COMPANY/DEPARTMENT			
CONTACT NUMBERS			
E-MAIL ADDRESS			
SUSPECT'S INFORMATION			
NAME			
DESIGNATION			
COMPANY/DEPARTMENT			
CONTACT NUMBERS (IF KNOWN)			
E-MAIL ADDRESS (IF KNOWN)			
WITNESS(ES) INFORMATION (if any)			
NAME		NAME	
DESIGNATION		DESIGNATION	
COMPANY/ DEPARTMENT		COMPANY/ DEPARTMENT	
CONTACT NUMBERS		CONTACT NUMBERS	
EMAIL ADDRESS		EMAIL ADDRESS	
ALLEGATION NO		ALLEGATION NO	