



How to report?



Whistleblowing channels:

- a. **Whistleblowing Hotline: 010 550 1098 (via Whatsapp - Voice Note or text)**
- b. **Whistleblowing Email: Whistle.vmc@gmail.com**
- c. **HR Department: iskandar@visionmissioncleaning.com**

Please carefully read our Anti-Fraud, Corruption & Whistleblowing Policy **before** submitting your report via the 3 whistleblowing channels provided.

When you report a concern, you can expect that your report will be treated seriously, fairly and promptly. You may expect updates during and upon completion of our investigation, unless we take the view that disclosure may impede investigation.

FREQUENTLY ASKED QUESTIONS (FAQ)

What is Whistleblowing?

It is an act of voluntary disclosure/reporting to the Management of any improper conduct (misconduct or criminal offence or malpractices) committed or about to be committed by an employee of the company for further action.

Who is Whistleblower?

Any employee (or group of employees) of **Vision Mission Cleaning** or vendors, contractors or customers who makes a disclosure against an employee of the company about an actual, suspected or anticipated improper conduct within the company.

What is the objective of Vision Mission Cleaning's Whistleblowing Policy?

This policy is to provide an avenue for all employees of **Vision Mission Cleaning** and its vendors, contractors or customers to disclose any improper conduct involving an employee of **Vision Mission Cleaning** in accordance with the procedures provided for under this policy and to provide protection for company's employees and vendors, contractors or customers who report such allegations.

What information should a whistleblower provide to Vision Mission Cleaning?

The following information is required by **Vision Mission Cleaning** in order to expedite communication, investigation, deliberation and decision-making:

1. Details of the person(s) involved;
2. Details of the allegation:
 - a. Nature of the allegation;
 - b. Where and when the alleged misconduct / wrongdoing took place;
3. Other relevant information; and
4. Any supporting evidence if available.

What happens after the whistle-blower submits the complaint to the Whistleblowing channel?

Your report will be attended to and investigation will begin accordingly. You may expect follow-up emails if more information is needed to proceed with the investigation.



Can a whistle-blower later decide to withdraw his / her report or complaint?

Yes, a whistle-blower may withdraw his / her report or complaint.

Does a whistle-blower need to make known his / her identity?

Yes because a whistleblower will need to be contacted for further queries. However, a whistleblower anonymity is guaranteed from being known by unauthorized parties.

What is the protection that is granted to the whistleblower?

A whistle-blower will be protected under **Vision Mission Cleaning** Whistleblowing Policy as per following:

- Protection of confidentiality of identity, to the extent reasonably practicable.
- Protected against any adverse or detrimental actions.

What is the possibility that a whistle-blower's identity is leaked during an investigation?

There is no possibility that a whistle-blower's identity is leaked during an investigation.

Under the Vision Mission Cleaning Whistleblowing Policy, the nature of the complaint and the identity of the whistle-blower will be protected, as far as reasonably practicable unless the whistle-blower conducts himself / herself in a manner which may result in the revocation of the said protection.

Can the protection initially accorded be revoked? If yes, under what circumstances can it be revoked?

Yes. The protection to the whistleblower can be revoked under the following circumstances, among others:

- The Whistleblower participated in the improper conduct.
- The Whistleblower willfully discloses a false statement.
- The disclosure is made with malicious intent.
- The disclosure is frivolous or vexatious.
- The disclosure is made solely or substantially with the motive of avoiding dismissal or other disciplinary action.



I know that I will not be terminated if I file a whistleblowing report in good faith, but I am worried that I will be ostracized by colleagues for betraying my unit. Is my concern legitimate?

Vision Mission Cleaning policy prohibits any form of retaliation against you for whistleblowing in good faith. That includes social retaliation.

If I file a whistleblower report, am I immune from punishment of any kind by the company?

You will be protected from retaliation for your report, but if you yourself have broken the law or company policies, you may be disciplined for that misconduct. Whistleblower status will not give you general license to violate company policies.