

Please provide as much information as possible to facilitate investigations. Responses are mandatory for questions marked (*)

PART 1: YOUR DETAILS

- 1 Type of submission
(Grievance selection is marked by default. Submission is restricted to grievance only)
- Enquiry
 Grievance

- 2 Do you wish to remain anonymous? *
- Yes
 No

- 3 Please provide your details.

Please provide your contact number or email address so that we can communicate with you for any further information required and to provide updates on the status of your grievance. If you wish to remain anonymous, you may choose to leave your name blank or use a pseudonym.

Name :
Contact No* :
Email* :
Address :

Your preferred method of contact* :

- Email Telephone call Whatsapp
 Letter Online meeting (Webex/Teams)

- 4 What is your relation to TNB? *
- Employee/ Director
 Ex-employee/ ex-Director
 Contractor
 Supplier (Manufacturer)
 Supplier (Distributor/Trader)
 Professional Services Provider (Consultant / IT Service Provider etc.)
 Sub-contractor
 No relationship - Public
 Others: _____
- 5 Which of these choices describes you best *
- I was a victim
 I was a witness
 I came across something of concern
 Others: _____

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PART 2: GRIEVANCES DETAILS

- 6 Who is the alleged party in the grievance? *
- TNB
 - TNB's Contractor
 - TNB's Supplier
 - TNB's Professional Service Provider (Consultant/ IT Service Provider/ etc.)
 - Others: _____
- 7 Please indicate which TNB division/department/subsidiary is involved in the grievance with the alleged party? *
- Retail
 - Distribution Network
 - Grid
 - Generation
 - Procurement & Supply Chain
 - ICT
 - TGBS (Tenaga Global Business Solutions)
 - New Energy Division
 - Other TNB corporate departments
(HR/Finance/ Sustainability/Strategy & ventures/Regulatory & Stake Holder Management)
 - TNB Subsidiaries : _____
- 8 Please provide details of the alleged party.
If multiple individuals or companies are involved, kindly include the information as an attachment.
- Full name* :
Company Position :
Company Department :
Company Name* :
Company address :
- 9 How are you connected to the alleged party?
- Employee
 - Ex-employee
 - Customer
 - Business competitor
 - Vendor/Contractor/Supplier /Agent/Sub-contractor
 - No relationship - Public
 - Others: _____

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10 Please select a category that most closely describes your grievance. *

- Fraudulent practices
- Bribery & corruption
- Employee/Company conduct (Harassment/ Discrimination)
- Labour rights & practices
- Health, safety & environment
- Criminal offences
- Operational non-compliance

11 Please select a sub-category that most closely describe your grievance*

11.1 Fraudulent practices

- Fraud
- False claims
- Money laundering
- Intellectual property copyright infringement
- Misrepresentation (including suppression of information)
- Misuse of confidential information

11.2 Bribery & corruption

- Bribery
- Collusion
- Criminal breach of trust
- Theft
- Conflict of interest-Procurement related
- Conflict of interest-close family or relations
- Abuse of Power
- Extortion

11.3 Company/employee conduct

- Physical harassment
- Verbal harassment
- Sexual harassment
- Discrimination

11.4 Labour rights & practices

- Forced labour/ Slavery
- Child labour
- Hiring of undocumented workers
- Human trafficking
- Other unfair labour practices: _____

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- 11.5 Health, safety & environment
- Occupational Health & Safety incidents (not involving injury/death)
 - Occupational Health & Safety incidents (Injury/death)
 - Environmental safeguard
 - Environmental crimes eg. Illegal dumping/ environmental pollution etc
- 11.6 Criminal offences
- Vandalism of TNB assets Others: _____
- 11.7 Operational non-compliance
- Inappropriate processing/ unprofessional management
 - Non-compliance to contract terms
 - Non-compliance to TNB procurement policies
 - Non-compliance to TNB's SOPs & guidelines
- 11.8 If you have selected operational non-compliance, which of the following options is most closely related to your grievance?
- Payment (> payment term of 30 days)
 - Vendor registration
 - Vendor pre-qualification
 - Vendor performance (quality/ timeliness)
 - Vendor development
 - Contract (Supply of works & services)
 - Contract (Supply of material)
 - Purchase Order (Job rotation/ Job rejection)
 - Purchase Order (Supply of material)
 - Logistics
 - Warehouse operations
 - Product testing & acceptance
 - Procurement (tender/ quotation/ direct negotiation)
 - Others: _____
- 11.9 If selection in 11.8 is Contract/ Purchase Order /Procurement , which of the following categories is related ?
- Cable & accessories
 - Overhead lines & accessories
 - Substation
 - Civil works
 - Secondary equipment & metering
 - Professional Services & IT
 - Generation
 - Others: _____

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12 Premise of event/situation/concern occurrence *

- TNB premises : _____
- Vendor premises : _____
- Work site : _____
- Others : _____

13 Please provide the location of event/situation/concern occurrence. *

- Country : _____
- State : _____ City/Town : _____

14 When did the event/situation/concern occur? *

Date: _____

15 Is the issue still ongoing? *

- Yes
- No
- Unsure

16 Description of your grievance. *

Please provide as much detail as possible on the issue you are reporting, including names, date, time, location, additional information related to above questions and other relevant information.

GRIEVANCE FORM

Email: Grievance-PSC@tnb.com.my

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Description of your grievance. (...continuation from previous page)

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17 Attachments *

Please list out the supporting documents you have enclosed below:

PART 3: DECLARATION*

18 I declare that this grievance report is made in good faith. The information provided is based on my observations and knowledge, and I believe it to be accurate. I understand the importance of honesty in this process and the impact of false information on the investigation.

Signature

Date :

GRIEVANCE FORM

Email: Grievance-PSC@tnb.com.my

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