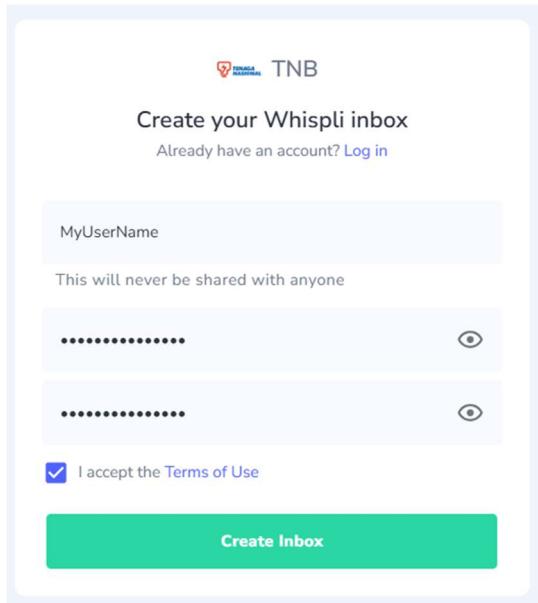


HOW TO SUBMIT A REPORT & FOLLOW UP ON YOUR CASE USING WHISPLI INBOX

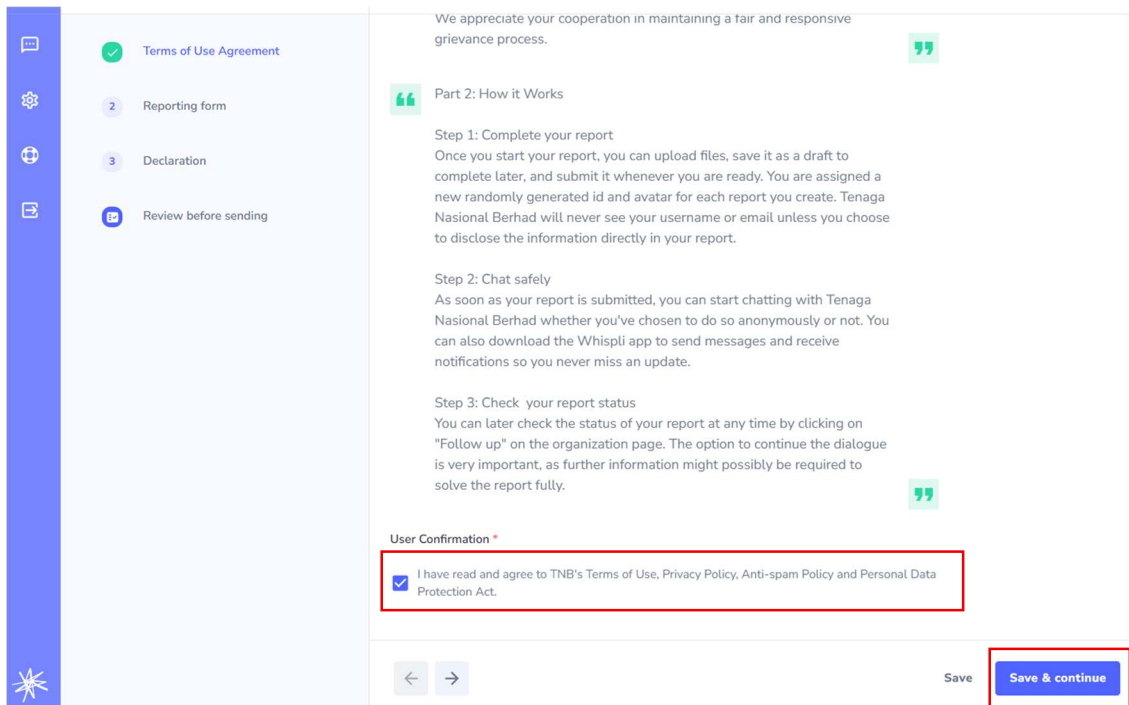
Step 1: Create User Inbox

Your username and password will allow you to log in later to check the status of your report or to submit a new grievance.



The screenshot shows a registration form for a Whispli inbox. At the top, it features the TNB logo and the text 'Create your Whispli inbox' with a link to 'Log in' for existing users. The form includes a text input field for 'MyUserName', a note stating 'This will never be shared with anyone', and two password input fields with toggle icons for visibility. A checkbox is checked, indicating 'I accept the Terms of Use'. A prominent green button at the bottom is labeled 'Create Inbox'.

Step 2: Read and agree to Terms of Use, then click 'Save & Continue'



This screenshot displays the 'Terms of Use Agreement' step within a reporting interface. A left-hand navigation menu shows four steps: 'Terms of Use Agreement' (completed), 'Reporting form', 'Declaration', and 'Review before sending'. The main content area contains introductory text, a section titled 'Part 2: How it Works' with three sub-steps: 'Step 1: Complete your report', 'Step 2: Chat safely', and 'Step 3: Check your report status'. Below this is a 'User Confirmation' section with a checked checkbox and the text: 'I have read and agree to TNB's Terms of Use, Privacy Policy, Anti-spam Policy and Personal Data Protection Act.' At the bottom, there are navigation arrows, a 'Save' label, and a blue 'Save & continue' button, both of which are highlighted with red boxes.

Step 3: Complete the Grievance Form and upload the required evidence, then click 'Save & Continue'

Note: The section number on the left will turn green when all required fields are completed. If it is red, please check and complete any missing information

The screenshot shows a web interface for a reporting form. On the left is a vertical navigation bar with four items: 'Terms of Use Agreement' (green checkmark), '2 Reporting form' (red border), '3 Declaration' (grey), and 'Review before sending' (blue icon). The main content area is titled 'Type of submission *' and has three radio button options: 'Grievance', 'Enquiry', and 'Suggestion'. Below this is a section 'Do you wish to remain anonymous? *' with two radio button options: 'Yes, I would like to remain anonymous.' and 'No, I'm comfortable sharing my details.'. The next section is 'What is your relation to TNB? *' with ten radio button options: 'Employee/Director', 'Former Employee/ Former Director', 'Contractor', 'Supplier (Manufacturer)', 'Supplier (Distributor/ Trader)', 'Professional Services Provider (Consultant/ IT Service Provider etc.)', 'Sub-Contractor', 'No Relationship i.e. Public', and 'Other (Relationship to TNB)'. At the bottom right, there is a 'Save' label and a blue 'Save & continue' button, both highlighted with a red border.

Step 4: Agree to pledge, then click 'Save & Continue'

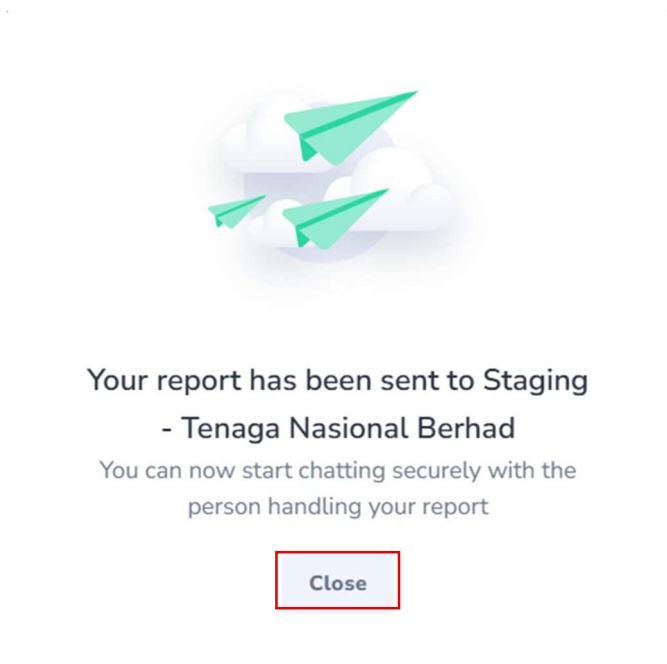
The screenshot shows the same reporting form interface as in Step 3, but now the 'Declaration' step is highlighted with a green checkmark in the navigation bar. The main content area contains a declaration statement: 'I declare under penalty of perjury that this report is made in good faith. The information provided is based on my observations and knowledge, and I believe it to be accurate and true. I understand the importance of honesty in this process and the consequences of providing false information.' Below this is a section 'Declaration confirmation *' with a single checkbox option: 'I agree and confirm that I have read and understood the declaration statement.', which is checked and highlighted with a red border. At the bottom right, there is a 'Save' label and a blue 'Save & continue' button, both highlighted with a red border.

Step 5: Review your form contents, then click 'Submit Report'

Note: The 'Submit Report' button will only be enabled once all mandatory questions in the form are completed. If the button remains disabled, look for any incomplete sections indicated by a red icon in the navigation pane. Click on the indicated section to navigate to it and complete the required information.

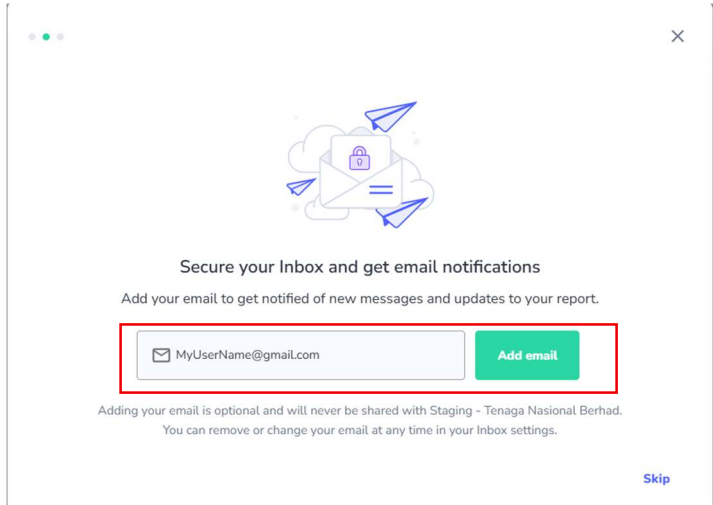
The screenshot shows a web interface for a grievance platform. On the left is a vertical navigation pane with a blue background and white icons. It contains a list of steps: 'Terms of Use Agreement', 'Reporting form', 'Declaration', and 'Review before sending'. The 'Review before sending' step is highlighted with a blue background and a white icon, and a red box is drawn around this entire list. The main content area is titled 'Terms of Use Agreement' and shows '1 / 1 questions answered'. It contains text instructions for users, including a reminder to report only UNETHICAL VENDOR CONDUCT or UNETHICAL SUPPLY CHAIN PRACTICES, and a 'Submit Report' button at the bottom right, which is also highlighted with a red box.

Step 6: A confirmation window will appear once your submission is successful. Close the window to proceed.

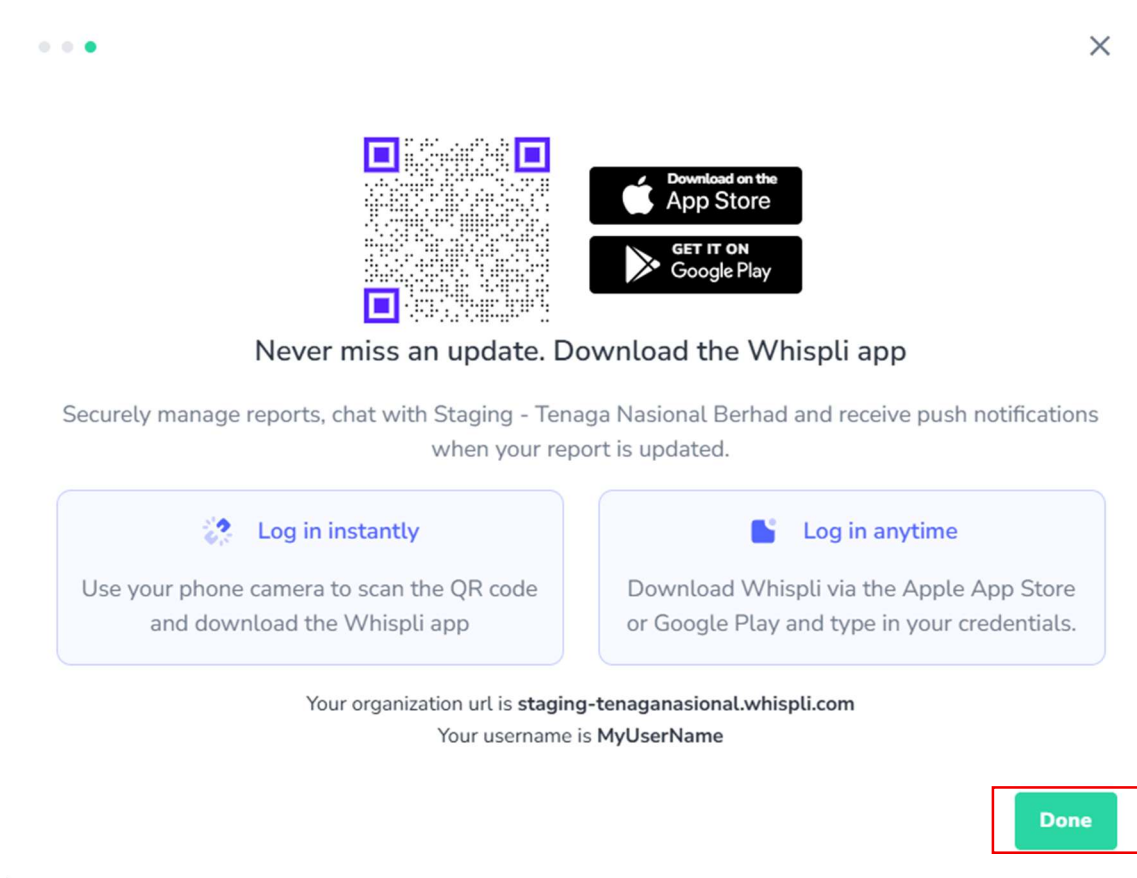


Step 7: A Whispli welcome window will appear. Click 'Next', enter your email address, and then click 'Add Email'

Important: This email will be used for password recovery. If you do not provide an email address, you will not be able to recover access to your Whispli inbox. Do not skip this step.



Step 8: (Optional) Scan the QR code to download the Whispli app on your phone, then click 'Done'



Step 9: To follow up on a report or submit a new one, log in using your Whispli Inbox username and password

All your submitted reports (if you have more than one case) will be listed in the left panel of the chat window. Each report will appear as a separate chat. Please note that this is not a live chat—responses may not be immediate. This feature allows two-way communication between you and TNB’s Grievance Officer, including the exchange of supporting documents and files.

To create a new report, click the “+ New” button at the top left

Log in to your inbox

Enter your account credentials
Don't have an account? [Sign up](#)

Username or email

Password

Log in

Forgot your password?

OR

Enter your access code

Enter the 6-character access code provided when you submitted your report as a guest, by phone, or in person.

Log in

Conversations **+ New**

P&SC - Grievance/ Enquiry/ Suggestion EXTERNAL FORM (DRAFT)
Burgandy Car

Click +New to make a new report

Messages in this conversation are secure and confidential
To protect your identity, an avatar has been randomly generated for this conversation

7 minutes ago
P&SC - Grievance/ Enquir...
Hello, I would like to follow up regarding my co...
Your report

Thursday, 28th May

Thank you for your submission.
Your report will be reviewed in line with our established procedures. Once the assessment begins, you will receive updates via your Whispli Safe Inbox. Please check your Inbox regularly for our communications. To avoid being locked out of your Inbox, we recommend adding a password recovery email in Whispli. This is important because passwords must be reset every three months as part of TNB's cybersecurity measures to protect the information you have shared. Your recovery email will be securely stored by Whispli and will not be accessible to TNB.

28th May, 2026, 2:02pm

Hello, I would like to follow up regarding my complaint. I have attached additional evidence on my case

GrievanceCompletionDocumentICT...
28 May 2026 at 02:11 pm GMT+8

28th May, 2026, 2:11pm


Start Typing... **Enter your message here**

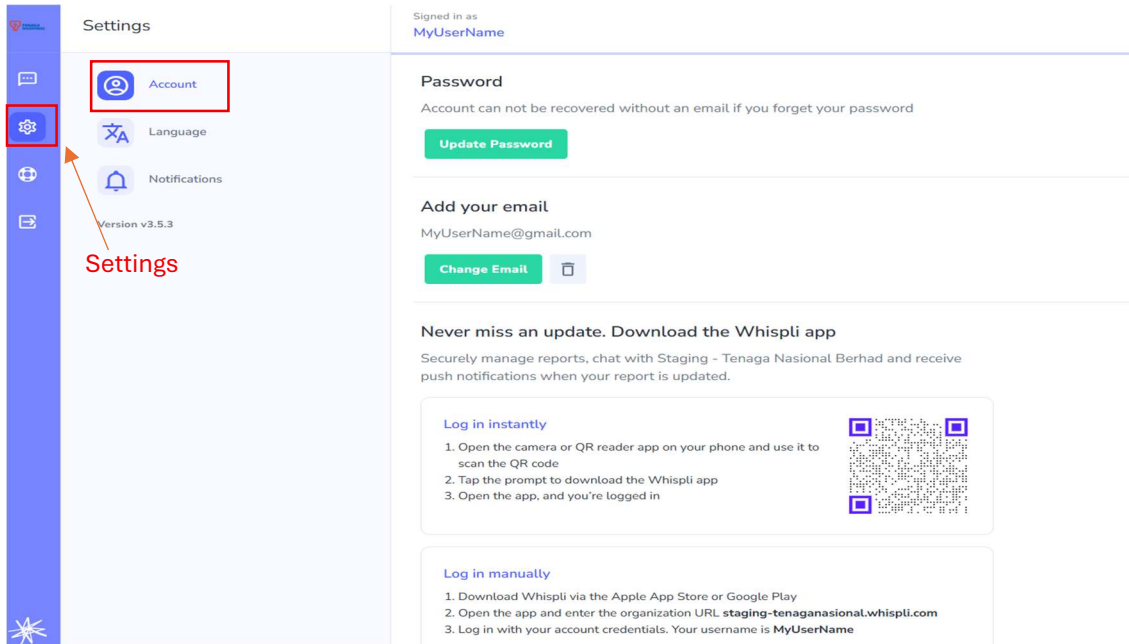
Click this icon to post message

Click this icon to upload file

Step 10: Email and password updates

You may change your password or update your email address via the Settings section.

Note: Additional Whispli help and guides are available in the Help section'  (located below the Settings icon).



The screenshot displays the Whispli Settings interface. On the left, a vertical sidebar contains icons for Account, Language, Notifications, and Version v3.5.3. The 'Account' option is highlighted with a red box, and a red arrow points to the 'Settings' icon in the sidebar. The main content area is titled 'Settings' and shows the user is signed in as 'MyUserName'. It features sections for 'Password' (with an 'Update Password' button), 'Add your email' (with a 'Change Email' button and a trash icon), and 'Never miss an update. Download the Whispli app'. The app download section includes a QR code and instructions for logging in instantly and manually.

-----End of document-----