

# **CODE OF ETHICS**



***POWERING THE NATION***

# MESSAGE

*I*n striving to become one of the leading corporations in energy and related businesses globally, we must operate with high ethical standards and uncompromising integrity. Our practices must be in accordance with Company's policies and procedures, our business decisions in compliance with laws and regulations and our behavior a reflection of our shared values. It is for this very reason that this Code of Ethics was prepared.

I encourage every employee to read this Code and understand the role of ethics in upholding the company's integrity and reputation. Our challenge is to minimise unethical conduct and violations of laws and regulations that could result in disciplinary action, lawsuits, fines and imprisonment.

Ethics and compliance will help us do things right the first time every time. Let us share the responsibility in upholding this Code.

Thank you.



**Dato' Sri Che Khalib Mohamad Noh**  
President/Chief Executive Officer

# FOREWORD

*T*his Code applies to all employees at all levels. The standards defined are to be used as reference and general guidelines and are not intended to supersede any Company procedures, rules or regulations, or any applicable legal or regulatory requirements such as those imposed by the Local, State or Federal Government.

The Code is prepared in English and Bahasa Malaysia. In the event of a conflict, the English version shall prevail.

Please keep this handbook and refer to it whenever you have any question about an ethical situation, appropriate conduct, or legal compliance. The Code is also posted on the Human Resources site on the Intranet.

If you have any queries, please seek advice from your Supervisor/Head of Department or contact 03-22965566 ext. 6595 for assistance.

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# GLOSSARY

## **Family**

- Shall include the employee’s parents, siblings, spouse(s) and children, including step-children and adopted children.

## **Company**

- Shall mean Tenaga Nasional Berhad (TNB) and Subsidiaries of TNB.

# SHARED VALUES

Employees shall internalize the Company's Shared Values and demonstrate a culture of excellence while performing their duties. The Values are as follows:

## **Integrity**

- Adhere to all set rules, regulations and guidelines
- Perform to our best ability with very high standards whilst continuously improving the quality of our services
- Adopt an open and honest attitude in all aspects
- Deliver products and services to customers as pledged
- Have pride in contributing towards TNB's success

## **Customer Focus**

- Deliver high quality products and services at par with premier international corporate bodies
- Provide best possible services to customers
- Realise that customer support is important to TNB
- Understand customers needs and to fulfill to the best of our capability
- Retain customers loyalty by continuously monitoring their needs

## **Business Excellence**

- Show our commitment to operate competitively
- Strive to acquire the relevant knowledge and skills
- Conduct our businesses in a timely and effective manner
- Build and practice team spirit
- Be sensitive towards TNB financial performance
- Benchmark ourselves against market leaders in our effort for continuous improvement

## **Caring**

- Conduct our business with TNB's interests in mind
- Acknowledge employees contribution and be sensitive to their needs
- Assist employees to develop their potentials
- Serve our customers and fellow employees in the same way we would like to be treated
- Always be sensitive to the needs of the society and the environment
- Undertake social obligations without jeopardising TNB's interest



## **1.0 EMPLOYEE CONDUCT**

Employees shall use the following standards as guidelines so that non-compliance with the Company's disciplinary procedures can be avoided.

### **1.1 Respect for Individuals**

Employees shall treat each individual with respect by way of recognising every individual's role, treating each individual with dignity, listening to other individual's ideas and opinions and also recognising each individual's contribution to the Company.

### **1.2 Fitness and Attendance**

Employees shall keep themselves physically fit for work and always be punctual. Availability and alertness ensures the Company's productivity.

### **1.3 Personal Appearance**

Personal appearance is a reflection of the Company's image. Therefore, employees must be well groomed and in proper working attire at all times.

### **1.4 Fraud**

Fraud is the use of deception with the intention of obtaining an advantage, avoiding an obligation, or causing loss to another party. Engaging in fraudulent activities is a crime and violates TNB Fraud Policy Statement.

### **1.5 Alcohol, Illegal Drugs or Substance**

The manufacture, possession, distribution, dispensation, sale or use of alcohol, illegal drugs or other controlled substances by

employees on or within the Company's premises or property is prohibited, except in the case of individual use of legally obtained prescription drugs.

## **1.6 Immoral Activities**

In ensuring that the Company's image is not tarnished, all employees shall not engage in immoral behavior/activities. Immoral activities shall include sending obscene materials via any electronic media or short messaging system (SMS) through the hand phone.

## **1.7 Harassment in the Workplace**

Abusive, harassing or offensive conduct used or displayed at work or during any business dealings is unacceptable, whether verbal, physical or visual. Harassment behavior would include derogatory comments based on gender, religion, racial or ethnic characteristics and unwelcome sexual advances.

## **1.8 Criminal Activities**

Employees shall not be involved in any form of criminal activities, such as illegal gambling, the use of weapons and violence at workplace. The Company's property, facilities, resources and services shall not be used by employees for purposes of financing or facilitating criminal activities.

## **2.0 CONFLICTS OF INTEREST**

Employees are expected to act in the best interest of the Company. A conflict of interest arises when an employee faces a choice between what is in his or her personal interest and/or political interest against the interest of the Company.

### **2.1 Bribery and Other Improper Payments**

Employees of the Company shall not, whether directly or indirectly, offer, give, solicit, or accept any gratification including money, privileges, special benefits, gifts or other items of value, or grant or receive any kind of special or favored treatment, services for the purposes of inducing, obtaining, retaining or directing any business dealings, except in the situation below:-

- a) Gifts such as merchandise or products, as well as personal services or favors, shall not be accepted unless the type and amount are reasonable and customary under the circumstances and do not have the effect of influencing or inducing the recipient's judgment.
- b) Participation in business entertainments such as lunches, dinners, theatres, sporting events and the like in the course of work are acceptable if such entertainments foster good business relations, do not become a regular feature and are not lavish.

### **2.2 Involvement of Employees In Company's Business Dealings**

Employees, who have vested interest in businesses that have dealings with the Company, whether directly or indirectly, and/or are involved in any decision-making process regarding the said dealings in the course of their duties, shall declare to the Management and thereafter abstain from any involvement in the business dealings.

### **2.3 Involvement of Employee's Family In Company's Business Dealings**

Employees, whose family has vested interest in businesses that have dealings with the Company, whether directly or indirectly, shall declare to the Management and thereafter abstain from any involvement in the business dealings.

### **2.4 Other Employment**

Employees shall not hold other employments or undertake other jobs or freelance work without written consent from the Management.

### **2.5 Political Activities**

Employees who wish to be involved in political activities beyond being an ordinary member, must obtain approval from their Heads of Department and use their off duty time, or annual leave entitlement for such purposes.

Prior to accepting any portfolio in any political parties, approval must be obtained from the Vice President of Human Resources. Employees who wish to stand for State and/ or Federal election are required to resign from the Company.

## **3.0 BUSINESS RELATIONS**

### **3.1 Corporate Identity**

Employees who intend to use the Company's name, logo and colors when communicating with customers/ shareholders/ stakeholders or giving presentations to public audiences, must do so in compliance with the Corporate Identity Manual issued by the Corporate Communications Department.

Employees shall not:

- Modify Company's logo.
- Use other logos, symbols, designs or emblems in place of the Company's logo.
- Use the Company's logo for any other purposes except for the Company's business.

### **3.2 Media and Public Releases of Information**

Employees should immediately channel inquiries from the media to the authorised persons as per the list issued by Corporate Communications Department.

### **3.3 Customer Relations**

Employees shall provide superior customer service and treat customers professionally, respectfully, fairly, courteously and responding promptly to their needs.

### **3.4 Competitor Relations**

Employees are not to discuss with a competitor or its representatives regarding the following:

- Prices.
- Bids.
- Terms or conditions of agreements.
- Production, sales capacity or volume.
- Costs, profits or profit margins.
- Market share.
- Project or service offerings.
- Customer or supplier classifications.
- Distribution methods.

### **3.5 International Business**

Employees assigned to work overseas, shall:

- Be sensitive to and observe the local customs.
- Respect the Government of the day.
- Abide by the laws of the country.
- Keep abreast with political and business environment.
- Use good judgment in business dealings.
- Report the development of the Company's business regularly.
- Report situations that may endanger lives, Company's business, assets and resources.
- Not be involved in illegal activities including boycotting, bribery or picketing, anti-government activities and relationships and/or actions that may cause potential conflicts of interest.

## **4.0 PROCUREMENT AND VENDOR RELATIONS**

Employees who are involved in the Company's procurement activities shall abide by the Procurement Code of Conduct. The Code provides guidelines on acceptable business behavior and a secure communication channel to report on any unethical behavior and the implications of non-compliance to the Code.

## **5.0 COMPANY DOCUMENTS AND RECORDS**

Employees shall ensure that the Company's documents and records are maintained and controlled such that they are accurate, up-to-date, legible, readily identifiable and retrievable. Such controls are contained in the TNB Quality Manual and the respective Divisional Quality Manuals.

## **6.0 SAFEGUARDING COMPANY ASSETS AND RESOURCES**

Employees shall use the Company's assets and resources with care and ensure its proper maintenance. The Company's assets and resources shall include installations, materials, equipment, tools, computers, property, proprietary information and funds.

An Inventory of the Company's assets must be maintained, updated regularly and kept safe and secure.

Employees must not:

- Reproduce protected materials for personal use.
- Make personal use of any Company's asset (including computers and other office resources, equipment, tools and machinery) that creates any additional costs for the Company, interferes with work or violates any Company policies.

- Allow Company's property to be used for illegal activities.
- Use Company's property or information for personal gain.

## **6.1 Information Systems**

Every employee is responsible for preventing unauthorised access to the Company's information systems. Employees shall not modify, relocate, install, or reconfigure Company's technology except under the guidance of their appropriate IT representatives and are bound by the ICT Security Policy and ICT Codes of Practice.

## **6.2 Intellectual Property**

It is the Company's policy not to infringe upon the intellectual property rights of others. When using the name, trademarks, logos or printed materials of another company, employees must do so in accordance with the applicable law.

## **6.3 Confidential and Privileged Information**

Employees are expected to protect the Company's and third-party confidential and privileged information from unlawful disclosure, and to ensure that such information is handled properly throughout the organization.

Confidential and privileged information can only be used by relevant parties for business purposes only and must be handled discreetly. Assisting third parties to gain access to such information is prohibited. Should any release of such information become necessary, the relevant authorised personnel/ department shall be consulted and their approval obtained.

Employees shall not misuse privileged company information or any form of information based on their knowledge from the job, for personal and third party gain.



## **7.0 OCCUPATIONAL SAFETY AND HEALTH**

Employees share with the employer the responsibility for safety. Employees are urged to create and maintain a safe working environment to prevent workplace injuries and shall use all devices provided for their protection. It is the responsibility of employees to ensure that the protective devices are in good working condition and shall report unsafe equipment and tools, hazardous conditions and accidents.

All employees are responsible for their own safety, the safety of fellow workers and the general public, and shall comply with the Occupational Safety and Health Act, safety rules issued by the Company and the requirements of the TNB Safety Excellence Management System (SEMS). In case of any doubt, employees shall seek clarification from their supervisors before starting work.

### **7.1 Entry and Work in Restricted Areas**

Only employees with authorisation and competency certifications are allowed to enter the Company's restricted areas. All work to be done must be authorised with written Permit-To-Work (PTW) Certificate. Any intrusions by unauthorised persons, including members of the public must be reported to the supervisor.

## **8.0 LAWS AND REGULATIONS**

Employees are required to fully comply with laws and regulations applicable to the Company's business activities. Violations of the Company's legal and regulatory requirements should be reported promptly to the supervisor.

Employees must:

- Be familiar, understand and comply with the laws, rules and regulations that affect their job.
- Ask for clarification if unsure of the impact of the laws, rules and regulations prior to acting.

## **9.0 WHISTLE-BLOWERS**

A whistle-blower is someone who tells a person of authority in the Company about a wrong-doing, misconduct or violation of a law or regulation that is happening in the company.

The Company has established a Whistle-Blower Procedure that provides an anonymous, secure and confidential communication channel for employees to raise genuine concerns or report any misconduct or wrong-doings.