



**PERSATUAN PENGGUNA-PENGGUNA PULAU PINANG
CONSUMERS' ASSOCIATION OF PENANG (CAP)**

WHISTLEBLOWING AND PROTECTION POLICY

Purpose

This policy is to ensure the functioning of Persatuan Pengguna-Pengguna Pulau Pinang (Consumers' Association of Penang - CAP) with accountability and transparency by staff informing and reporting about suspected wrongdoings, which would affect the integrity and reputation of the organisation. (Refer to CAP Policy on Corruption and Fraud)

Principles

- CAP staff should be facilitated to inform and report about wrongdoings in relation to corruption and fraud.
- The policy provides protection to the whistleblower against victimisation related to the informing of the above-mentioned wrongdoings.
- The procedure to inform about the above-mentioned wrongdoings can be through a report attributed to the complainant or through anonymous communication.

Process

- On receiving the information about a wrongdoing an investigation will be conducted to find out and verify the issues mentioned.
- An investigation team will be determined by the senior management upon receipt of such information. If senior management is involved, the Executive Committee of the Council or designated Council Members will conduct the investigation. If a Council Member is involved, the Council will investigate and external persons can be included in the team.
- The report of the investigation will be submitted to the Council along with the recommendations for appropriate action.

Policy adopted on 10 August 2020.