



# PLUS MALAYSIA BERHAD **ANTI-BRIBERY AND CORRUPTION (ABAC) GUIDE**

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**WE ARE HERE FOR YOU**

# PMB'S POSITION ON BRIBERY AND CORRUPTION

The Board of Directors of PLUS Malaysia Berhad\* (“PMB”), holds a **zero-tolerance position against all forms of bribery and corruption in line with PMB’s Corporate Value of Transparency and Open Communications.**

This means that all Personnel\*\*, business associates and parties engaged with PMB should embrace PMB’s integrity motto **“Pilih Integriti, Tiada Toleransi”**:

In principle:

-  1. PMB has a zero-tolerance position against all forms of bribery and corruption.
-  2. We are committed to dealing with business associates and government officials in a fair, transparent and ethical manner.
-  3. We prohibit any receiving, giving or promising of facilitation payments.
-  4. We do not entertain support letters and requests for special privileges.
-  5. We shall conduct due diligence on PMB Personnel, business associates, projects and major business activities, in particular where there is significant exposure to bribery and corruption risk.
-  6. We shall declare conflicts of interest on a scheduled basis and where actual, potential or perceived conflicts arises.
-  7. We adopt a “No Gifts” policy, subject to certain limited exceptions.
-  8. We prohibit offering or accepting hospitality subject to certain limited exceptions.
-  9. We allow charitable donations and sponsorships for legitimate reasons. We do not make political donations.
-  10. We strongly encourage reporting (whistleblowing) of real or suspected cases of bribery and corruption without fear of retaliation or reprisal.

\*Refers to PLUS Malaysia Berhad and its related, associated or affiliated companies, including entities within the PLUS Group of Companies such as Projek Lebuhraya Usahasama Berhad, Lebuhraya Pantai Timur 2 Sdn. Bhd., Teras Teknologi Sdn. Bhd, Teras Control Systems Sdn. Bhd., Terra PLUS Sdn. Bhd. and Zoom Interactive Sdn. Bhd

\*\*Refers to PMB Board of Directors (executive and non-executive) and its employees (permanent and on contract)

## PILLARS IN THE DEVELOPMENT OF THE ABAC GUIDE

This Anti-Bribery and Corruption Guide (“ABAC Guide”) is developed to provide an overview of the key principles outlined in PMB’s Anti-Bribery and Corruption (“ABAC”) policies and procedures (“ABAC Manual”) which is in line with the applicable laws and regulations in Malaysia. The ABAC Manual is prepared in line with the requirements set forth in:

- The Guidelines on Adequate Procedures issued on 10 December 2018 by the Prime Minister’s Office pursuant to Section 17A (5) of the Malaysian Anti-Corruption Commission Act 2009 (“MACC Act”). These guidelines contain guidance on the five (5) TRUST principles which forms the basis of our ABAC activities. PMB’s Management is committed to perform the following in order to ensure our ABAC principles are in line with the guidelines issued:
  - 1. Top Level Commitment**  
Ensure tone from the top from the Board and Top Management\*\* to spearhead PMB’s efforts to strengthen integrity.
  - 2. Risk Assessment**  
Ensure that key bribery risks are identified, a robust rating criteria is in place, action plans to implement controls are formulated and there is a structured mechanism for reporting.
  - 3. Undertake Control Measures**  
Ensure adequate controls formulated and implemented within the organisation.
  - 4. Systematic Review, Monitoring and Enforcement**  
Ensure review and monitoring mechanisms in place so that integrity practices are relevant, applied and effective to prevent, detect and respond to bribery related matters.
  - 5. Training and Communication**  
Ensure regular training, communication and strong awareness programme created on integrity matters to build a strong integrity culture and continuous compliance.
- MACC Act Section 17A Adequate Procedures Best Practice Handbook issued by National Centre for Governance, Integrity and Anti-Corruption (“GIACC”).
- Guideline for the Management of Integrity and Governance Unit issued by Malaysian Anti-Corruption Commission (“MACC”).
- The Anti-Bribery Management System ISO: 37001:2016 (“ISO 37001”).
- PMB Integrity Framework that provides a systematic method of planning and designing integrity-related activities which aims to prevent and detect any form of bribery and corruption for all business operations of PMB.

If you have any questions or concerns, please consult Governance, Integrity and Sustainability (“GIS”) of PMB. Refer to last page of this ABAC Guide for the contact details of GIS.

*\*\*Top Management refers to PMB’s Managing Director and C-Suite personnel.*

# WHO DOES THIS GUIDE APPLY TO?



### ALL PMB PERSONNEL

- This ABAC Guide applies to both PMB Board of Directors (executive and non-executive) and its employees (permanent and on contract) (“Personnel”), regardless of their position or role.
- All Personnel must comply with the ABAC Guide, PMB’s policies and procedures and all applicable laws in the course of employment.
- Head of Functions (“HODs”)/Head of Business Units (“Managers”) are responsible to communicate and ensure compliance to this ABAC Guide within their respective business functions/units.



### PMB’S BUSINESS ASSOCIATES

- This ABAC Guide applies to PMB’s business associates, which includes vendors, contractors, sub-contractors, consultants, agents, representatives, tenants and other intermediaries who are performing work or services, for and on behalf of PMB.
- All Personnel, regardless of their position or role, are responsible to communicate this ABAC Guide to their business associates.



### ALL PARTIES ENGAGING WITH PMB

- This ABAC Guide applies to all parties that are currently engaged with PMB or have intentions to engage with PMB in the future.
- PMB will use its influence in good faith to require the parties to understand and implement policies and procedures similar to that of PMB’s.

# WHAT ARE THE RESPONSIBILITIES OF THE GIS FUNCTION?



## CENTRAL COORDINATOR FOR ABAC MATTERS

GIS is established to act as a central coordinator for PMB to prevent fraud, corruption, and other prohibited practices as well as to establish integrity-related policies and procedures within PMB.

GIS is positioned independently from other Business Functions it supervises and has a direct reporting line to Board Governance, Risk & Sustainability Committee (“BGRSC”) through the Chief Governance and Risk Officer (“CGRO”) and has an indirect reporting line to the Managing Director (“MD”).

GIS shall ensure continuous integrity culture be embedded throughout the organisation by conducting regular training to all PMB personnel and developing communication to be disseminated to personnel, business associates, and third parties.

In ensuring applicability and relevancy of information in this ABAC Guide, it will be reviewed upon changes to the requirements, laws and regulations e.g. issuance of new guideline from the MACC and based on Management directions.

PMB is committed for continuous improvement of its anti-bribery and management system. In this regard, PMB shall continually improve the suitability, adequacy, and effectiveness of anti-bribery related program.

# WHAT ARE MY RESPONSIBILITIES?



## READ AND DECLARE

All PMB Personnel and business associates and parties engaging with PMB must **read, understand, comply** and **declare** their acceptance and compliance with this ABAC Guide.

We also expect all parties that are engaging with PMB to read, understand and comply with this ABAC Guide.

No waivers or exceptions will be granted for practices that deviate from PMB’s ABAC principles.

PMB Top Management, HODs and Managers must demonstrate good tone from the top and communicate this ABAC Guide to their team members, business associates and any other parties they engage with.

PMB Top Management, HODs and Managers must show respect and maintain open, honest and constructive two-way communication with their team members. This means encouraging them to ask questions, make suggestions and report concerns or possible violations of PMB’s ABAC Guide.



## LEAD BY EXAMPLE

All PMB personnel and business associates are responsible to ensure PMB practices are at the highest level of integrity and ethics, complies fully with the applicable laws and regulatory requirements on anti-bribery and corruption.

We must also encourage our business associates and other parties to report any concerns or possible violations of PMB’s ABAC policies and procedures via the whistleblowing channels.



## UNDERSTAND THE CONSEQUENCES

Failure for PMB Personnel to comply with this ABAC Guide and PMB's ABAC policies, including failure to make integrity declarations and non-completion of trainings relating to anti-bribery and corruption, will result in disciplinary action, up to and including termination of employment or dismissal.

Since PMB's ABAC principles are based on legal requirements, violating them could subject PMB and its Personnel to penalties including fines, imprisonment and other criminal or civil sanctions. Refer to offense section in principle 1, Anti-bribery and Corruption for more details.

These violations may also result in high costs, personal reputational damage or loss of professional accreditation and severely damage the reputation of PMB.

Failure for business associates to comply with this ABAC Guide may result in the termination of the business relationship with PMB.



## ADDITIONAL POLICIES

Information in this ABAC Guide is derived from PMB's policies and procedures, and should be read together with the following:

- PMB Integrity Framework\*
- PMB's ABAC Manual\*\*
- PMB's Employee Handbook\*\*
- PMB's Employees' Code of Conduct\*\*
- PMB's Business Partners Code of Conduct\*\*\*
- PMB Whistleblowing Policy\*\*\*

**The following documents are only available for reference to PMB Personnel:**

*\*Available in integrity portal at <https://pmbgrp.sharepoint.com/sites/integrity>*

*\*\*Available on PLUS Intranet Portal at <https://pmbgrp.sharepoint.com/sites/plusintranetportal>*

**The following documents are applicable to PMB Personnel, and third parties engaged with PMB:**

*\*\*\*Available on PLUS corporate website at <https://www.plus.com.my>*

*This ABAC Guide is also available on PLUS corporate website at <https://www.plus.com.my>*

# 1. ANTI-BRIBERY AND CORRUPTION

## OUR PRINCIPLE

PMB has a **zero-tolerance position on all forms of bribery and corruption.**

## WHAT IS BRIBERY AND CORRUPTION?

In line with Malaysian Anti-Corruption Commission Act 2009 (“**MACCA**”) and the Guidelines of Adequate Procedures by the Prime Minister’s Office, PMB has developed and implemented a comprehensive set of measures to combat bribery and corruption of all forms related to PMB’s operations.

## BRIBERY

Under the MACCA, “**gratification**” or what most people call “**bribery**” means offering, giving, receiving or soliciting something of value (for example money or information) in an attempt to illicitly influence the decisions or actions of a person with a position of trust within an organisation.

## CORRUPTION

According to Transparency International\*, “**corruption**” means the abuse of entrusted power for personal gain.

However, corruption has a broader definition than bribery. This Guide therefore refers to “**bribery and corruption**” as a standard term to cover all types of gratification.

## DEALING WITH DIFFICULT SITUATIONS

Dealing with situations that may potentially involve bribery and corruption can be difficult. If you are not sure whether an act may be considered as a bribe, then **ask yourself these following questions:**

1. Is this a **bribe**? Are you being **pressured** to provide something that you are not comfortable with?
2. Is this **legal**? Are there any laws/regulations/company policies that addresses this situation?
3. Will your act have a **negative impact** on PMB’s reputation/business?
4. How would you **feel** if your decision(s) were highlighted in the media?

## OFFENSES

Engaging in bribery and corruption is illegal according to both local and international legislation. You must be aware that under the MACCA, if you participate in bribery and corruption, you may be subject to:

1. **Imprisonment up to 20 years; and**
2. **A fine of not less than ten times the sum or value of the relevant bribe (gratification) or RM1,000,000.00, whichever is higher (no upper limit).**

*\*Transparency International is an independent, non-governmental and organisation which is committed to fight against corruption. For more information on Transparency International, please visit <https://www.transparency.org/>.*

# 1. ANTI-BRIBERY AND CORRUPTION



- ✓ Read, understand, comply to this ABAC Guide.
- ✓ Communicate the ABAC guidelines to team members, business associates and any other third parties engage with PMB.
- ✓ Attend mandatory anti-bribery and corruption training and sign an Integrity Pledge as required.
- ✓ Communicate PMB's stance and the importance of spotting red flags\* to your team members and any external party you are engaging with.
- ✓ Report any non-compliance of the ABAC Guide, suspicious transactions and any other indicators of bribery and corruption to GIS or through the whistleblowing channels.
- ✓ Seek GIS's advice and guidance if there is a lack of clarity about the required action for certain situations.
- ✓ Always protect the integrity and security of information in the tenders and price-sensitive information.



- ✗ Participate in any illegal or illicit acts of bribery or corruption.
- ✗ Misuse your position or PMB's name for your personal benefit, or to the detriment of the company.
- ✗ Fail to report any real or suspected incidents of bribery and corruption.
- ✗ Conceal, alter, destroy or otherwise modify any information on incidents of bribery and corruption.
- ✗ Collude with business associates and third parties in making false claims relating to work orders/ projects/ products and services.

*\*Red flags are indications or evidence of possible violations of this ABAC Guide such as unusual or suspicious transactions, unexplained invoices, incomplete information and receiving of gifts and hospitality*

# 1. ANTI-BRIBERY AND CORRUPTION

## SCENARIOS



1.

**Q** You are currently working on a vendor selection exercise. During the tender consideration process, you are approached by one of the vendors who offers you RM10,000 in exchange for prioritising their bid. Is this right?

**A** *No. The vendor is violating PMB's ABAC policies, which prohibits all forms of bribery and corruption in the course of PMB's business operations. You must report the vendor immediately to GIS, with your HOD/Manager copied in your report or you may report the misconduct to the Whistleblowing channels.*

2.

**Q** Your car broke down on the highway and PLUSRonda towed your car to the nearest toll plaza. They also recommended you to a mechanic. At the toll plaza, the mechanic was already waiting for you. While you were there, you found out that the mechanic has been paying PLUSRonda in exchange for recommending them. What do you do?

**A** *The mechanic is engaging in bribery to win business by ensuring the PLUSRonda staff prioritise his workshop over other panel mechanics. This is a clear violation of PMB's ABAC Guide and you should report the case through the designated whistleblowing channels which are available to the public on PMB corporate website.*

3.

**Q** PMB is planning on developing a new site on the highway but has not opened the bidding process. You have been put in charge to lead the project team and have been offered cash payments from a contractor in exchange for providing tender information. Is this allowed?

**A** *No. This is against PMB's principle on zero tolerance for bribery and corruption. You must refuse the offer and report the matter to GIS immediately, with your HOD/Manager copied in your report.*

*If you accept cash in exchange for leaking information, you will be committing bribery. You may be subject to disciplinary action, up to and including termination of employment or dismissal.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

# 1. ANTI-BRIBERY AND CORRUPTION

## SCENARIOS



4.

**Q** As PMB's contractor, you submit an invoice for 500 metres of guardrail replacement, when in fact you had only replaced 300 metres. You then inform the Section Manager ("SM") that you are unable to replace the remaining 200 metres guardrail because you are short staffed and promised to deliver the remaining in the next 2 weeks. To compensate the SM for any 'inconvenience', you pay the SM 5% of the invoice value personally in cash in return for his approval of the invoice. Is this allowed?

**A** *The SM should only accept the invoice for work actually done. Additionally, the cash payment is in fact a bribe which is against PMB's ABAC policies. Your contract with PMB will be terminated as well as the SM's employment. In addition, both you and the SM may be charged with corruption under the MACCA.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 2. DEALING WITH BUSINESS ASSOCIATES

### OUR PRINCIPLE

We are committed to conducting our business in a fair and transparent and ethical manner.

### PMB'S BUSINESS ASSOCIATES

Business associates includes:

- Vendors
- Contractors
- Sub-contractors
- Consultants
- Agents
- Representative
- Tenants
- Other intermediaries who are performing work or services, for and on behalf of PMB.

Business Associates are responsible to communicate the ABAC Guide with their team members.

### OUR SUCCESS DEPENDS ON BUILDING PRODUCTIVE RELATIONSHIPS

In order to ensure PMB's operations remain free of bribery and corruption, we are committed in establishing mutually beneficial relationships with business associates, who apply either similar or higher standards of ethics and integrity.

This means that we expect all our business associates to adhere to our stance on bribery and corruption.

## 2. DEALING WITH BUSINESS ASSOCIATES



### Do's

you SHOULD

- ✓ Communicate the ABAC Guide with your business associates and ensure these principles are considered during onboarding and their performance evaluation.
- ✓ Identify and declare actual, potential and perceived conflict of interest.
- ✓ PMB Personnel shall seek conflict of interest declaration from Business Associates on a scheduled and ad-hoc basis.
- ✓ Encourage business associates to report any real or suspected incidents of bribery and corruption that they encounter to PMB via Whistleblowing channels or authorities.
- ✓ Ensure that business associates understand and agree with the commitment to not to use any form of bribery and corruption when dealing with PMB. It shall be done via execution of relevant documentations such as Letter of Appointment ("LOA"), Vendor Letter of declaration ("VLOD") and Sub-License Agreement ("SLA").
- ✓ Be aware of PMB's Information Security Policy. This means that you should get approval based on the classification of the information, before sharing during a discussion or meeting with business associates.
- ✓ Conduct the necessary due diligence on business associates prior to engagement and periodically thereafter.
- ✓ Business associates to co-operate and provide to PMB any necessary information during the due diligence process which PMB conducts.



### Don'ts

you SHOULD NOT

- ✗ Engage with business associates who refuse to adhere to PMB's ABAC policies.
- ✗ Misuse your position or PMB's name for your personal benefit or to the detriment of the company.
- ✗ Receive/offer gifts or hospitality from/to any party engaging with PMB during sensitive time periods (i.e. during tenders or contract negotiations).
- ✗ Fail to report any real or suspected incidents of bribery and corruption via the whistleblowing channels.
- ✗ Directly or indirectly demand or accept any form of corrupt payments, in cash or in kind for a specific favour or provide improper advantage to business associates.

## 2. DEALING WITH BUSINESS ASSOCIATES

### SCENARIOS



1.

**Q** You are conducting an inspection at PMB's Rest and Service Area ("RSA") and discovered that a stall operator's temporary permit has expired. The stall operator offered to pay you a small sum of money to allow him to operate his stall without a valid permit until the next inspection. You accept the payment, is this right?

**A** *No. You are violating PMB's ABAC policies, which prohibits all forms of bribery and corruption in the course of PMB's business operations. You will be subject to disciplinary action for your misconduct and your employment may be terminated.*

2.

**Q** During PMB's annual statutory financial audit, you are in charge of preparing PMB's financial statements to be submitted to the external auditor for their review and verification. The external auditor then discovered a number of discrepancies, including unexplained transactions. You then offered a sum of money to the external auditor to turn a blind eye and to not report it. Is this right?

**A** *No. This is a clear violation of PMB's zero tolerance stance on bribery and corruption. Your offer of money to the external auditor is a bribe. You will be subject to disciplinary action and your employment may be terminated.*

3.

**Q** You are evaluating a PMB maintenance contractor's performance prior to the expiry of the contract. During the latest round of evaluation, you request for the contractor to pay you a certain fee in order to ensure that their contract is renewed. Can you do this?

**A** *No. You are abusing your position of power over the contractor's contract renewal in order to obtain bribes. This is a clear violation of PMB's zero tolerance stance on bribery and corruption. You may be subject to disciplinary action for your misconduct and your employment may be terminated.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

### 3. DEALING WITH GOVERNMENT OFFICIALS

#### OUR PRINCIPLE

We are committed to conduct our business with government officials in a fair, transparent and ethical manner.

We do not allow the giving or receiving, directly or indirectly, of any gifts or hospitality (except with limited exceptions), kickbacks or gratuities to government officials.

#### WHO ARE GOVERNMENT OFFICIALS?

‘Government official’ includes a person who works for or is an agent of a government-owned or government-controlled entity. This includes elected and appointed officers or employees of national, municipal or local governments (including individuals holding legislative, administrative and judicial positions), officials of political parties and candidates for political offices, employees of government or state-controlled companies and Government-Linked Companies (“GLCs”).

According to this definition, PMB Personnel are also considered as government officials to any parties engaging with PMB.

#### APPLYING HIGHER STANDARDS OF INTEGRITY

Dealing with government officials require particular care and consideration. You must exercise more caution when working with government officials due to strict local and international laws that govern the interface between the private and public sectors. Offering a gift or hospitality to a government official is considered a “red flag”<sup>\*</sup> situation in certain countries, and could create grounds for prosecution as well as a negative perception of bribery and corruption.

<sup>\*</sup>Red flags here includes request for (i) unusual or suspicious payment, (ii) gifts and hospitality or (iii) “off-record” transactions.

<sup>\*\*</sup>Top Management refers to PMB’s Managing Director and C-Suite personnel.

In any circumstances where you are required to provide gift or hospitality to a government official, you must get prior approval from the Top Management<sup>\*\*</sup> and notify GIS. This shall be done through making a declaration via integrity portal.

#### GIVING GIFTS AND HOSPITALITY TO GOVERNMENT OFFICIALS

PMB practises a “No Gifts” Policy, which means that gifts can only be given or received within very limited exceptions. PMB also strictly prohibits the use of hospitality as a vehicle for bribery and corruption to influence the duties and decision making of any individual. Hospitality here includes meals, travel or transportation, accommodation, entertainment and recreation (leisure activities).

In the event where you are required to give a gift or offer hospitality to a government official, you must exercise proper care and judgement to ensure the gift or hospitality does not create a conflict of interest between you and the official, and is not perceived as being used for corruption.

For giving and receiving gifts and hospitality, please refer to section on **Managing Gifts or Hospitality.**

### 3. DEALING WITH GOVERNMENT OFFICIALS



- ✓ Deal with government officials in an open, transparent and professional manner.
- ✓ Keep detailed documentation of interactions with government officials.
- ✓ Obtain prior approval from the Top Management when hosting government officials and notify GIS.
- ✓ Be aware of any signs that you are being asked to engage in bribery or corruption.
- ✓ Report any gift and hospitality giving and/or receiving by government officials.



- ✗ Offer any illegal payments to government officials.
- ✗ Offer or receive gifts or hospitality to government officials in order to dishonestly influence decision making.
- ✗ Fail to report any real or suspected incidents of bribery and corruption to GIS or via the whistleblowing channels.
- ✗ Conceal, alter, destroy or modify any documentation (i.e. receipts, invoices) or other communication that relates to any gifts or hospitality provided to government officials.
- ✗ Offer facilitation payments, which are payments given to government officials to expedite or ensure routine actions, such as issuance of licenses, permits or visas.

### 3. DEALING WITH GOVERNMENT OFFICIALS

#### SCENARIOS



1.

**Q** You are working in a Section Office that is currently undergoing an inspection by a government agency. One day, you receive a phone call requesting the purchase of three iPads to be sent to the government agency's office. What do you do?

**A** *Government officials may pose particularly high bribery risks for PMB. In this scenario, the request for the iPads may be considered a bribe. Once you have received the request, you should not promise anything and immediately notify GIS with your HOD/Manager copied in your report. You may even use the available whistleblowing channels to lodge your report.*

2.

**Q** You are working in a Regional Office that is currently undergoing an inspection by a government agency. After the inspection, you receive a suggestion to set up a 'training session' at a top hotel in Kuala Terengganu over a weekend so that they can explain how PMB can improve their performance. Naturally PMB will be expected to oblige. What do you do now?

**A** *You are expected to politely reject the offer as it is a request for hospitality. If the government agency insists to conduct the training session, it shall be conducted at the within the Region Office locality during working hours. You should also be able to differentiate hospitality requests and joint working programmes with third parties.*

3.

**Q** You are a contractor for PMB, and part of your role is to obtain approvals from a regulator in order to complete your work with PMB. However, your work often falls short of the regulator's requirement. In order to obtain approvals and get paid by PMB, you take the government officials out for meals at four-star hotels and karaoke sessions. Is this allowed?

**A** *No. You are clearly bribing the government officials in order to obtain the necessary approvals despite your work not being up to standard. Your actions are illegal and a clear violation of PMB's ABAC Guide. As PMB's contractor (i.e. business associate), you are working on behalf of PMB. Your actions will not be tolerated and PMB will terminate your contract and blacklist you.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 4. DEALING WITH FACILITATION PAYMENTS

### OUR PRINCIPLE

We prohibit any receiving, giving and promising of facilitation payments.

### WHAT IS A FACILITATION PAYMENT?

A “**facilitation payment**” is a payment received or made to a decision maker or an administrative staff (in either public or private sectors) to speed up a process or secure licenses/permits.

Facilitation payments are illegal under the MACCA as it falls within the meaning of gratification or bribery.

### DEALING WITH FACILITATION PAYMENTS

Identifying the difference between a legitimate request for payment in exchange for a service, and an illegal request for a bribe can be difficult.

If you face this problem, **stop and ask yourself these questions:**

1. Am I able to obtain an **official receipt** for the payment?
2. Am I being **pressured** to make the payment?

If you are unable to obtain an official receipt, or feel pressured into making a payment, the officer or representative may be asking you for a facilitation payment.

### MANAGING FACILITATION PAYMENT REQUESTS

#### a) PMB Personnel:

If you receive requests for facilitation payment you must refuse to pay and immediately report the incident to either the **MACC** or the police. You must then immediately report the incident to GIS, with your HOD/Manager copied in your report.

If you are aware that a PMB Personnel has requested a facilitation payment from business associates, you should also report the matter directly to GIS or alternatively, through the whistleblowing channels.

#### b) Business Associates:

Business associates who receive request for facilitation payments from PMB Personnel, must decline to pay and report the issue via the Whistleblowing channels or email directly to GIS.



**Do's**  
you SHOULD

- ✓ Be aware of any signs that you are being asked for or being offered a facilitation payment.
- ✓ Communicate PMB's stance on facilitation payments to relevant parties you are engaging with.
- ✓ Ask for official receipts for all payments.
- ✓ Report the incident to GIS immediately and consult them for advice on the best course of action.



**Don'ts**  
you SHOULD NOT

- ✗ Accept or obtain, either directly or indirectly, facilitation payments from any person.
- ✗ Fail to report any real or suspected incidents of requests for facilitation payment.
- ✗ Offer any facilitation payments in order to secure or expedite administrative actions such as clearances, permits or licenses.

## 4. DEALING WITH FACILITATION PAYMENTS

### SCENARIOS



1.

**Q** A new section of the highway needs to be built. As PMB's representative, you approach the government official to process the request, who then requests you to pay him RM500 before providing the approval. To you, this appears to be a facilitation payment — what do you do?

**A** *Facilitation payments are illegal. If you are able to identify a request as a facilitation payment, you must refuse to pay the government official, and immediately report the incident to either the MACC or the police. You must then immediately report the incident to GIS, with your HOD/Manager copied in your report.*

*However, if you are unsure whether or not the request is a facilitation payment, you should get in touch with GIS for advice, using the contact details at the end of this Guide.*

2.

**Q** You are a contractor who has been hired by PMB to conduct maintenance on a section of the highway. In order to proceed with the work, you must obtain work permits from PMB. However, when you approach your PMB liaison to obtain your work permit, you are asked to pay a fee that was not mentioned previously. What do you do?

**A** *If the request is not part of a prior agreement between PMB and your company, or an official PMB process, it may be illegitimate and considered as a facilitation payment.*

*As PMB's contractor (i.e. business associate), if you receive a request for a facilitation payment, you should decline to pay and report the issue via the whistleblowing channel or directly to GIS.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 5. DEALING WITH SUPPORT LETTERS

### OUR PRINCIPLE

We do not entertain support letters and requests for special privileges.

We will also prevent external parties from using their position to influence PMB's decision-making for personal gain, including for their family and friends.

PMB also does not issue support letters.

### WHAT IS A SUPPORT LETTER?

A “**support letter**” is a request made by a prominent person (someone who uses his power to influence decision making) requesting for special privileges to be given to an individual, company or other organisation.

Support letters may also come in the form of letter, fax, email, telephone call, text messaging (SMS), WhatsApp conversations or other forms of electronic messaging, in person or by an indirect route, such as a secretary or aide.

### MANAGING SUPPORT LETTERS

#### a) PMB Personnel:

If you are unsure if the request you have received is a support letter, consult GIS.

If you receive support letters, you should not promise the requestor anything and immediately report the request to GIS for further action, with your HOD/Manager copied in your report.

If you are aware that a PMB Personnel has issued a support letter, you should also report the matter directly to GIS or alternatively, through the whistleblowing channels.

#### b) Business Associates:

If you aware of a business associates claim to receive a support letters from PMB, report the matter through the whistleblowing channels or contact GIS directly.



- ✓ Communicate PMB's principle on support letters to external parties.
- ✓ Immediately report any real or suspected support letters to GIS for their further action.
- ✓ Report anyone in PMB who has issued a support letter through the Whistleblowing channels or directly to GIS.



- ✗ Agree or promise to fulfil a request in a support letter.
- ✗ Allow any support letter to influence PMB's decision making.
- ✗ Issue a support letter of any kind.
- ✗ Fail to report any support letter to GIS or respond to a support letter without consulting GIS.
- ✗ Share and distribute the support letter without authorization.

## 5. DEALING WITH SUPPORT LETTERS

### SCENARIOS



1.

**Q** You are managing the development of a new rest stop area in the highway and you are in the process of selecting tenant for restaurant. One day, you get a SMS from an officer of a regulatory body asking preferential treatment for their employees' co-operation when selecting prospective tenant. How do you respond?

**A** *PMB should not entertain support requests in all forms (including text messages, phone calls and e-mails). The SMS from the regulator can be considered as a support request because the regulator is in a position of influence over PMB. You should not promise anything to the requestor and immediately report the request to GIS for their further action.*

2.

**Q** You are tasked by your immediate superior to manage the appointment and selection of petrol station vendors. One of the vendors offers a sum of money as a reward for his Company to be selected. The petrol station vendor has suggested that you send a letter to support his application. Can you do that?

**A** *No. As a PMB Personnel, we are prohibited from dealing with support letters and we do not issue support letters. The Personnel should not promise anything and proceed with the normal appointment and selection process. Concurrently, you should report the request to GIS for their further action.*

3.

**Q** A member of PMB's Top Management sends a letter to the owner of an F&B outlet requesting the appointment of a specific individual as a manager for the outlet. Upon conducting a check, it is revealed that the individual is the SM's son. The request was sent using PMB's official letterhead. The F&B outlet is currently bidding for a new outlet in a rest stop. Can the Top Management do this?

**A** *The Top Management appears to be using his position of authority to influence the F&B outlet owner's decision making when it comes to the appointment of a new manager, for the benefit of the Top Managements' family member. This is a support letter that is not allowed by PMB. As PMB's business associate, the outlet owner should report this request via the whistleblowing channels or directly to GIS.*

4.

**Q** You are an Operation Executive ("OE") working at one of the Section Office in Southern Region. You received a letter from the head of a political party of that region to support the request of a staff transfer from one region to another. Should you respond to the request? What should you do?

**A** *The letter that you have received is a support letter, which is sent by a prominent person or organisation and may influence the decision-making process. You should not agree or promise to fulfill the request and report the matter directly to GIS.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 6. CONDUCTING DUE DILIGENCE

### OUR PRINCIPLE

We shall conduct due diligence on PMB Personnel, business associates, projects and major business activities, in particular where there is significant exposure to bribery and corruption risk.

### WHAT ARE THE METHODS THAT CAN BE USED FOR DUE DILIGENCE?

Examples include deploying survey questionnaires, conducting web searches, reviewing external databases and screening tools/solutions (i.e. CTOS, RAMCI, Thomson Reuters). You can also engage third party due diligence service providers.

In certain areas, enhanced/additional due diligence may be required as a matter of legal responsibility, or as a key component of business strategy. Respective Business Functions may engage the Vendor Management Unit to generate the due diligence report.

The extensiveness of due diligence conducted will be based on a risk assessment of the activity, a guidance for risks assessments shall be included in the Divisional policies and procedures ("SOPs"). Personnel within the Business Function must be given sufficient guidance on when and how to conduct due diligence.

### WHY DO WE CONDUCT DUE DILIGENCE?

It is important for us to know who we are working with, be it Personnel, business associate or any party who is engaged to work for and on behalf of PMB.

Based on due diligence results, we may decide to either continue, decline, suspend or terminate relationships with Personnel, business associates or any other parties engaging with PMB to protect PMB from any legal, financial and reputation risk.

The due diligence process should be aimed at obtaining sufficient information in order to assess if there are bribery risks posed by these parties.

## 6. CONDUCTING DUE DILIGENCE

### WHEN AND WHO SHALL CONDUCT DUE DILIGENCE?

	WHEN	WHO
<b>Personnel</b>	<ul style="list-style-type: none"> <li>• Prior to onboarding new employees.</li> <li>• Promotion.</li> <li>• Transfers.</li> <li>• Incidences of misconduct.</li> </ul>	<ul style="list-style-type: none"> <li>• HR for employees (permanent and on contract).</li> <li>• Legal and Corporate Secretarial for Board of Directors.</li> </ul>
<b>Business Associates and other parties PMB engages with</b>	<ul style="list-style-type: none"> <li>• Registration of Vendor.</li> <li>• Prior to first time engagement.</li> <li>• Renewal of contracts.</li> <li>• Performance evaluations.</li> <li>• Incidents of misconduct.</li> <li>• Changes in circumstances.</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor Relationship Management (“VRM”) for Vendor registration.</li> <li>• Respective business functions engaging with third parties e.g.:                             <ul style="list-style-type: none"> <li>• Retail and Leasing Operations (“RLO”) for appointment of tenant, advertising company and promotional activities at Rest Service Areas (“RSAs) and Laybys.</li> <li>• Sourcing &amp; Contract Management (“SCM”) for appointment of Contractor.</li> <li>• Purchasing for appointment of Vendor/ Supplier.</li> <li>• Commercial Development (“CD”) for land and roadside development.</li> <li>• Marketing for collaboration and campaign program.</li> <li>• Customer Loyalty, Payments &amp; Big Data (“CLPD”) for PLUSMiles rewards program.</li> </ul> </li> </ul>
<b>Selected projects &amp; major business activities</b>	<ul style="list-style-type: none"> <li>• Prior to the commencement of a project.</li> <li>• As and when there are changes in the circumstances.</li> </ul>	<ul style="list-style-type: none"> <li>• Respective HODs/ Managers/ personnel leading the project.</li> </ul>
<b>Donation and Sponsorship activities</b>	<ul style="list-style-type: none"> <li>• Upon receiving donation and sponsorship request.</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Communications (“CCD”).</li> </ul>

## 6. CONDUCTING DUE DILIGENCE



### Do's you SHOULD

- ✓ Document and retain the results of the due diligence exercise for future reference and assessments.
- ✓ Conduct due diligence on business associates and third parties who are engage with PMB in a fair and transparent manner.
- ✓ Exercise professional judgement and diligence in evaluating the due diligence result.
- ✓ Conduct due diligence in order to determine the nature and extent of bribery risks relating, considerations include:
  - ✓ The legitimacy of the entity, such as: corporate registration documents, tax identification number, stock exchange listing information.
  - ✓ Necessary licenses, qualifications, experience and resources required.
  - ✓ Any history of bribery, fraud, dishonesty, or similar misconduct, or has been investigated, convicted, sanctioned, or debarred for bribery or similar criminal conduct.
  - ✓ The identity of shareholders and beneficial owner and senior management.



### Don'ts you SHOULD NOT

- ✗ Commit anything (i.e. funds, positions, contracts) without first conducting the proper due diligence.
- ✗ Bypass any of the due diligence guidelines/requirements.
- ✗ Conceal, alter, destroy or otherwise modify any relevant information that may raise suspicions and would require any additional investigations.

## 6. CONDUCTING DUE DILIGENCE

### SCENARIOS



1.

**Q** You are looking at contractors for a new maintenance job, and you shortlist several companies. For one of the most promising contractor, you notice the contractor did not meet one of the due diligence criteria/parameters. What should you do now?

**A** *The due diligence checks conducted are aimed at ensuring that any bribery and corruption risks by Business Associates are identified and mitigated. Following the completion of due diligence, you should highlight this to your HOD/Manger to decide whether or not to proceed or continue with the project, transaction or activity. If you are unsure, you should consult with GIS for advice.*

2.

**Q** You are in charge for the appointment and selection of a tenant for a vacant stall at RSA Seremban North Bound. One of the potential tenants approached you and requested for the due diligence exercise not to be implemented for his application (exemption). Can you do that?

**A** *PMB ABAC principle is that we shall conduct due diligence on business associates (including tenant) in situations where there is significant exposure to bribery and corruption risk.*

*In this situation, PMB Personnel who are in charge of the appointment and selection of the tenant should assess the risk exposure and conduct the due diligence exercise based on the parameters set.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 7. DECLARING CONFLICTS OF INTEREST

### OUR PRINCIPLE

We shall declare conflicts of interest on a scheduled basis and where actual, potential or perceived conflicts arises.

### WHAT IS CONFLICT OF INTEREST?

A “**conflict of interest**” arises in a situation where you are or may be in a position to take advantage of your role by using confidential information, assets or intellectual property for the benefit of yourself or a closely related person.

### WHO IS A CLOSELY RELATED PERSON?

A “**Closely Related Person**” is someone you are related to, have a personal friendship with, or anyone living in the same household as you. This is a broader term than ‘relative’ or ‘immediate family’. Based on the MACCA, ‘relative’ includes:

1. Spouse.
2. Siblings (brother(s)/sister(s)).
3. Spouse’s siblings.
4. Your direct line of ascendant (parent/grandparents) or descendant (children/ grandchildren) including your spouse’s and your spouse’s siblings.
5. Uncle, aunt or cousin.
6. Son-in-law or daughter-in-law.

### TYPES OF CONFLICT OF INTEREST

There are three (3) types of conflicts of interest:

#### 1. Actual conflict of interest

An actual conflict of interest is when you face a real, existing conflict. This would be the case if you can influence decisions that are to be made by PMB with respect to dealings with a business, enterprise or entity owned or partially owned by you, your family/household members, associates or friends.

#### 2. Potential conflict of interest

A potential conflict of interest is when you are in or could be in a situation that may result in a conflict, but this has not fully materialised.

#### 3. Perceived conflict of interest

A perceived conflict of interest is when you are in or could be in a situation that may appear to be a conflict, even if this is not the case.

If you are unsure whether you have either an actual, potential or perceived conflict of interest, you should consult GIS. Alternatively, if in doubt, you are advised to make a declaration via the integrity portal.

### WHEN DO WE DECLARE?

#### 1. PMB Personnel

PMB Personnel are required to make their declarations on the following circumstances:

- If they become aware of a conflict at any other time (an ad hoc declaration).
- Annual or bi-annual basis as required by the management.
- When taking up a new position in PMB.
- When participating in a procurement or tender exercise.

The declaration of conflict of interest by PMB Personnel shall be made via integrity portal available on the intranet portal.

#### 2. Business Associates

Business Associates are required to declare conflict of interest when they register to engage with PMB or when there is a change of circumstances.

#### 3. Other third parties

Third parties who seek for donation and sponsorship are expected to declare their conflict of interest.

## 7. DECLARING CONFLICTS OF INTEREST



### Do's you SHOULD

- ✓ Declare any actual, potential or perceived conflicts of interest to GIS via integrity portal.
- ✓ Regularly declare if you have conflicts of interest according to the scheduled declarations process.
- ✓ Declare conflicts of interest when taking up a new position (i.e. through promotions or job transfer).
- ✓ Declare conflict of interest when being asked to be part of a procurement tender exercise
- ✓ Seek conflicts of interest declarations from business associates you intend to deal with or have dealings with.
- ✓ Seek conflict of interest declaration from third parties seeking for donation and sponsorship from PMB.



### Don'ts you SHOULD NOT

- ✗ Conceal any actual, potential or perceive conflicts of interest that may put your integrity, credibility and decision making in question.
- ✗ Make decisions when there is an actual or potential conflict of interest between you and the other party (such as during contract negotiations or tender evaluation) without first making a disclosure.

## 7. DECLARING CONFLICTS OF INTEREST

### SCENARIOS



1.

**Q** During the course of a project, your team engages with a new contractor. However, you realise midway through the project that the contractor is your cousin. What do you do?

**A** *Your cousin falls under the category of your Closely Related Person. Working with your cousin could pose significant risks as your relationship could constitute a conflict of interest. Once you have identified a potential conflict of interest, you must declare the relationship to your immediate HOD/Manager via integrity portal, The HOD/Manager will then make a decision on the next course of action. The HOD/Manager may consult GIS when making their decision.*

2.

**Q** Your close family friend is working with a company that supplies PMB with PLUS Ronda vehicles. It is part of your job to purchase new vehicles. Your family friend asks for preferential treatment in renewing his firm's contract as a PMB supplier. What should you do?

**A** *If you entertain his request for preferential treatment, you may be implicated as having abused your position as a key decision maker (i.e. you have the power to influence the appointment of the vehicle supplier). Once you become aware of your family friend's bid to supply PMB with vehicles, you should declare your relationship with the supplier and abstain from making a decision to purchase vehicles without first consulting your HOD/Manager and discuss it with GIS.*

3.

**Q** You are PMB's hiring manager and have been assigned to recruit a new HOD. Your close friend asks you to include his resume in the shortlist of candidates and help him secure the job even though there are others who are better qualified. You agree and subsequently, he sends an expensive watch to your house as a gesture of appreciation. Is this right?

**A** *No. By agreeing to help your friend get the job, your decision making has been influenced by your relationship with him. Your friend's gift can also be perceived as a bribe. Once you have identified a potential conflict of interest, you must declare and report on the relationship to your immediate HOD/Manager, who will then record the details and make a decision on the next course of action. The HOD/Manager may consult GIS when making their decision.*

Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present

## 7. DECLARING CONFLICTS OF INTEREST

### SCENARIOS



4.

**Q** As a manager in Facilities Management unit, you are tasked to attend a technical evaluation meeting to procure a GPS system for PLUSRonda's vehicle fleet.

However, upon joining the technical evaluation, you noticed that your brother-in-law is attending the technical evaluation meeting on behalf of the Vendor's company. What should you do?

**A** *Your brother-in-law falls under the category of your Closely Related Person. PMB's principle when dealing with conflict of interest is we shall declare actual, potential or perceived conflict of interest on a scheduled basis and where actual, potential or perceived conflicts arise.*

*As a PMB personnel, you must declare the conflict via the integrity portal. Your superior will be able to decide the next course of action for your involvement.*

*For the Business Associates, he is required to declare their conflict of interest by filling in Conflict of Interest declaration form provided by Procurement team during the registration and onboarding stage.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 8. MANAGING GIFTS AND HOSPITALITY

### OUR PRINCIPLE: GIFTS

We adopt a “**No Gifts**” policy, subject to certain limited exceptions.

This means that PMB Personnel, including their family members\* are prohibited from directly or indirectly, giving and receiving gifts that may influence good judgement and decision making, subject to certain **limited exceptions**.

Under no circumstances may any Personnel and/or their relatives, accept gifts in the form of cash or cash equivalent such as credit cards, shopping vouchers, bitcoin or savings accounts.

The Personnel shall immediately inform HOD/Manager and declare the gifts via integrity portal on the action taken. If unsure, HOD/manager shall then consult with GIS for next course of action.

### GIVING GIFTS

Generally, Personnel including their family members\* are not allowed to give gifts to business associates and other parties engaging with PMB, with the exception of the Top Management\*\*.

### RECEIVING GIFTS

If you are offered or receive a gift from an external party, you are required to politely refuse or return the gift and inform the giver of PMB’s “No Gifts” Policy.

However, in circumstances where it is not possible to refuse or return a gift, or the refusal is likely to cause serious offence, you should record the gift received in the integrity declaration portal.

The HOD/Manager will be notified and make their decision. Refer to section accepting gift of this ABAC Guide.

The Company Secretary of PMB is responsible for managing the gift received by the Board of Directors.

### ACCEPTING GIFTS

If the HOD/Manager decides to accept the gift, he/she must determine the following treatment of the gift:

1. **Allow** Personnel to keep the gift;
2. **Display** the gift in public; or
3. **Share** the gift among Personnel.

### RETURNING GIFTS

If the HOD/Manager decides to return the gift, it must be accompanied with a polite notification of PMB’s “No Gifts” Policy. HOD/Manager may consult with GIS for advice.

### WHAT IF GIFTS ARE RECEIVED OFFSITE?

If you or your family members\* receive a gift off-site (e.g. your home) from a business associate or other parties engaged in business with PMB, you must refuse and report the incident to your HOD/Manager. If you are unable to refuse, you shall declare the gift received to GIS and HOD/Manager by declaring the gift received immediately via the integrity portal for their further action.

If you are unsure, you should consult GIS for advice or make a declaration.

*\*“Family members” here include your spouse(s), children (including step-children and adopted children), parents, step-parents, siblings, step-siblings, grandparents, grandchildren, in-laws, uncles, aunts, nieces, nephews, and first cousins, as well as other persons who are members of your household.*

*\*\*Top Management refers to PMB’s Managing Director and C-Suite personnel.*

## 8. MANAGING GIFTS AND HOSPITALITY

### LIMITED EXCEPTIONS FOR GIVING AND RECEIVING GIFTS

Although generally PMB practices a “No Gifts” Policy, you are allowed to give and receive gifts from business associates and other parties engaged with PMB provided they fall within the following limited exceptions:

- A gift is worth less than RM200 per item\*\*\*.
- A gift features company’s logo or brand (e.g. diaries, lanyards, pens, etc.).
- Gift that is part of a marketing or promotional campaign.
- The gift is exchanged at a company-to-company level (e.g. for official events or launches).
- The gift is a token of appreciation at an official function or public event (e.g. door gifts at conferences, open house).

- The gift is given as part of PMB’s Corporate Social Responsibility (“CSR”) programme.

### DECLARING GIFT GIVING AND RECEIVING

All circumstances of giving, receiving gifts, including decisions on accepting and returning gifts must be recorded in the integrity portal. The HOD/Manager will then make a decision based on guidance in page 29 of this ABAC Guide.

GIS will periodically review the information recorded for compliance.

For gift giving or receive amongst the PMB Personnel, declaration is not required.



- ✓ Communicate PMB’s “No Gifts” Policy to any business associates any parties engaging with PMB and request their understanding and adherence to this policy.
- ✓ Exercise good judgement when giving or receiving gifts so as to avoid tarnishing PMB’s reputation or creating a negative perception of bribery and corruption.
- ✓ Politely refuse or return any gift offers. This includes festive hampers, gifts delivered off-site, vouchers and discounts offered by business associates.
- ✓ Seek approval prior of giving and acceptance of gift.
- ✓ Record and report any gifts received from business associates and parties engaged with PMB.



- ✗ Offer or accept any gift of cash or cash equivalents including tickets, discounts, coupons and gift vouchers.
- ✗ Offer or accept gifts which do not fall within the limited exceptions, as stated in this section.
- ✗ Offer or accept any gifts that may create a sense of obligation, or comes with a direct/indirect suggestion, hint or expectation of special treatment or create a conflict of interest that would be perceived negatively.
- ✗ Accept gifts that are delivered off-site (i.e. your home) from business associates or any other parties engaged with PMB.

\*\*\*Please note that bundles of gifts (i.e. hampers) are considered as one item.

## 8. MANAGING GIFTS AND HOSPITALITY

### SCENARIOS



#### GIFTS

1.

**Q** You are a member of the PLUSRonda team, and you are helping a customer who is changing a tyre. In exchange for your help, the customer offers you RM50 as a gesture of appreciation. You try to refuse the money, but the customer forces you to take it before driving off. What do you do?

**A** *PMB maintains a “No Gifts” policy, which means that no PMB Personnel may receive gifts from business associates or parties engaging with PMB, especially cash and cash equivalents, that might compromise their good judgement.*

*In this scenario, if you are forced to accept a gift from the customer despite refusing, you must immediately inform your HOD/Manager and declare the receipt of gift via integrity portal. HOD/manager shall then consult with GIS for next course of action.*

2.

**Q** You have been invited to speak at a prestigious conference. At the end of the conference, the conference organiser gave you an envelope with RM500 as a gesture of appreciation. The honorarium (a payment for giving speech) was not agreed upon prior to the conference. What do you do?

**A** *The honorarium would constitute a form of gift and since it was not agreed upon prior to the event, it may violate PMB’s “No Gifts” policy. After the event, you must return the gift to the organiser and explain PMB’s “No Gifts” Policy. If it is not possible to return the gift, you must record the gift via integrity portal. The HOD/Manager will be notified and make decision.*

*GIS will be notified of the HOD/Manager decision’s based on their respective declaration made via the integrity portal*

3.

**Q** In conjunction with Hari Raya celebrations, you are tasked to monitor the traffic at toll booth. One of the customers approaches you with a pack of hamper consisting of perishable items. Can you accept the hamper given by the customer?

**A** *PMB maintains a “No Gifts” policy, which means that no PMB Personnel may receive gifts from business associates or third parties.*

*You should politely refuse the gift and mention that that the company practices a ‘No Gifts’ policy. If you are forced to accept a gift from the customer despite refusing, you must immediately inform your HOD/Manager and declare the receipt of gift via integrity portal.*

*The HOD/Manager will be notified and make decision either the gift shall be displayed in public or shared among team members. HOD/Manager may consult with GIS for advice.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 8. MANAGING GIFTS AND HOSPITALITY

### OUR PRINCIPLE: HOSPITALITY

We prohibit offering or accepting hospitality subject to certain limited exceptions.

### WHAT IS HOSPITALITY?

Generally, hospitality comes in many forms, consisting of **meals, travel or transportation, accommodation, entertainment and recreation (leisure activities)**.

Hospitality should not be offered or accepted frequently with the same party, or during specific time periods, such as during tender or contract negotiations.

### TRAVEL, TRANSPORTATION AND ACCOMODATION

**You are prohibited** from offering or accepting hospitality in the form of travel, transportation and accommodation.

Personnel travelling on PMB business shall be paid for by PMB unless otherwise specified in the relevant work or service contract and any waiver must be made after obtaining prior approval from the Top Management\*.

### ENTERTAINMENT AND RECREATION

You are allowed to offer or accept entertainment and recreation provided there is proper justification and prior approval from the Top Management\*.

Examples of entertainment and recreation include golf sessions and sporting events.

### MEALS

You are allowed to offer or accept meals from business associates and other parties engaged with PMB provided they fall within the following limited exceptions:

- **It is business-related** (i.e. only for those directly connected to the operations of the PMB).
- **It is not for spouses and other non-business guests.**
- The cost of the meal **does not exceed the thresholds below** which provides a guidance on what is deemed to be reasonable:

Job Grade/ Position	Per event: Malaysia	Per event: Overseas
Executive	Up to RM100 per head	Up to USD100 per head
HOD/ MD-2/ MD-3	Up to RM200 per head	Up to USD200 per head
Director/ MD/ C-Suite	Up to RM500 per head	Up to USD500 per head

**Regardless of thresholds**, you must seek prior approval from your HOD/Manager by prior to offering or accepting meals. This can be done through e-mail or text and must be declared through the integrity portal.

You should also refrain from giving and receiving meals from the same party frequently.

In terms of reimbursement of claims for meals, the most senior Personnel present during the meal must pay for and submit the claims for approval.

\*Top Management refers to PMB's Managing Director and C-Suite personnel

## 8. MANAGING GIFTS AND HOSPITALITY

### ATTENDING CORPORATE EVENT

PMB Personnel are permitted to attend other companies' corporate events of ceremonial nature such as commemoration, annual dinner, sporting and cultural event, open houses under the following conditions:

- a) The invitation to the event is made openly and officially to PMB, not on an individual basis.
- b) Prior approval from the HOD.

### DECLARING HOSPITALITY GIVING AND RECEIVING

All circumstances of giving, offering and accepting receiving hospitality, must be recorded in the integrity portal. The HOD/Manager will then make a decision based on threshold limit in page 33 of this ABAC Guide.

GIS will periodically review the information recorded for compliance.



- ✓ Seek approval prior of giving and acceptance of hospitality.
- ✓ Report any hospitality received from business associates and parties engaged with PMB to your HOD/Manager and record in the integrity portal.
- ✓ Giving and acceptance of hospitality should not be excessive, proportionate to the job level of the individuals involved, and must not have influence or bearing on the individuals' duties and decision making.



- ✗ Offer or seek for hospitality in the form of transportation, travelling arrangements and accommodation.
- ✗ Offer or accept entertainment and recreation provided there is proper justification and prior approval from the Top Management.
- ✗ Offer or accept meals from the same recipient or group of recipients frequently or during specific time periods.
- ✗ Offer or accept hospitality which do not fall within the limited exceptions, as stated in this section.
- ✗ Offer or accept hospitality during assessment or decision concerning an external party is involved, such as an audit, site inspection or a quality assessment.

## 8. MANAGING GIFTS AND HOSPITALITY

### SCENARIOS



#### HOSPITALITY

1.

**Q** During the Chinese New Year holidays, you receive a personal invitation to a supplier's open house. You decide to attend the event, and when you arrive, you are offered expensive drinks, cigars, and a red packet filled with RM1,000 in cash. Should you have accepted the hospitality?

**A** *While PMB Personnel are allowed to attend open houses and similar events, they are strongly discouraged from accepting personal invitations to unofficial events (i.e. a supplier's house warming party). This is to avoid any potential negative impression that you may be influenced by the supplier.*

*Hospitality events may be used as vehicles for bribery and corruption. You should only attend an open house if the invitation is made openly and you receive prior approval from the Top Management. Ultimately, you are required to exercise discretion and proper judgement when you receive such invitation.*

2.

**Q** You an executive, are at a conference. You are invited to join an evening meal for all the delegates, but the cost per head is RM300 which is beyond your limit. Can you attend?

**A** *You may accept this invitation but subject to prior approval from your HOD/Manager. Regardless of thresholds, you must seek prior approval from HOD/Manager prior to accepting meals.*

**You must declare the hospitality via integrity portal for record purposes.**

3.

**Q** You are working with a regulator who is responsible for providing you with approvals to set up billboards along the highway. During the inspection process, you offer to treat the regulators to golf sessions. Across a period of time, you continue to sponsor the regulators' golf sessions multiple times a month. Is this allowed?

**A** *Hospitality should not be given frequently to the same group of people over a period of time. By offering the regulators repeated golf sessions, your actions could be perceived as influencing their decision making. While PMB does allow hospitality for stakeholder engagement events, they must not appear as being used as vehicles for bribery and corruption.*

*Entertainment and recreation activities, such as golf games should only be allowed with proper justification and prior approval from the Top Management.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 9. CHARITABLE DONATIONS AND SPONSORSHIPS

### OUR PRINCIPLE

We only allow charitable donations and sponsorships for legitimate reasons and as permitted by existing laws and regulations.

However, these charitable donations and sponsorships may be misused or perceived as vehicles for bribery and corruption.

### POLITICAL DONATIONS

We do not make political donations (i.e. donations to politicians and political campaigns) and we do not allow PMB's resources to be used for this purpose.

### CATEGORY OF DONATION AND SPONSORSHIPS

There are three (3) categories of donation and sponsorships as follows:

Category	When Does This Happen	Method of Approval & Reporting	Example
Corporate CSR Projects, Donation and Sponsorships made under the name of PMB as a corporate body.	<ul style="list-style-type: none"> <li>PMB is invited to provide monetary or non-monetary sponsorships (e.g. sponsorship of mineral water bottles) for events or an organisation; OR</li> <li>CSR ("Corporate Social Responsibility") activities where PMB conducts engagement events with the public/community; OR</li> <li>Donation drive is made amongst PMB staff to collect funds for the purpose of donation to a third-party beneficiary (e.g. welfare homes/hospital) collection.</li> </ul>	<ul style="list-style-type: none"> <li>Prior approval must be sought either by the MD or PMB's Board of Directors, in accordance with the authority limit.</li> <li>The donation and/or sponsorships made must be reported to GIS by declaring via integrity portal.</li> </ul>	<ul style="list-style-type: none"> <li>An organisation sends a request for Sponsorships through CCD for a launching event.</li> <li>Business Region Manager ("BMR") at Central Region Office send a proposal to CCD for a request for sponsorship for program Ibadah Korban.</li> <li>Commercial Division send a request to CCD to organize a corporate social responsibility program at a welfare home.</li> </ul>

### WHAT IS ALLOWED?

Charitable donations and sponsorships can be made to legitimate organisations, such as those:

- Registered with Registrar of Society (ROS);
- Are in line with PMB's CSR programme; or
- Already approved by the PMB's Board of Directors.

No Charitable Donations and Sponsorships can be made to individuals, unless approved by either the MD or PMB's Board of Directors, in accordance with the authority limit.

All requests for charitable donations and sponsorships must be made through PMB's CCD.

## 9. CHARITABLE DONATIONS AND SPONSORSHIPS

Category	When Does This Happen	Method of Approval & Reporting	Example
Donation and Sponsorships made by Kelab PLUS and/or Section Office under the name of PMB as a corporate body or Kelab PLUS or Section Offices	<ul style="list-style-type: none"> <li>CSR Projects/ Donation made by Kelab PLUS and/or Section Office using funds collected amongst PMB Personnel (e.g. section personnel/ members of Kelab PLUS).</li> </ul>	<ul style="list-style-type: none"> <li>Prior approval by either the MD or PMB's Board of Directors is not required.</li> <li>The donation and/or sponsorships made does not have to be declared to GIS by via integrity portal.</li> <li>However, the donation and/or sponsorships needs to be informed/ reported to CCD and GIS.</li> </ul>	<ul style="list-style-type: none"> <li>You are an OE at Section C4, collected a sum of money to be donated from the Section to flood victims, who is also one of the CSA at Section C4. The donations are delivered by the Section C4's SM.</li> <li>During Ramadhan, you and your team are distributing necessities to the needy and customers that passed the Section Office and Toll Plaza.</li> </ul>
Individual Donation and sponsorships	<ul style="list-style-type: none"> <li>Donation and/or sponsorships made in a personal capacity without involving company's name.</li> </ul>	<ul style="list-style-type: none"> <li>Prior approval is not required.</li> <li>The donation and/or sponsorships made does not have to be declared to GIS by via integrity portal.</li> </ul>	<ul style="list-style-type: none"> <li>You donate to an orphanage or surau at your residential area.</li> <li>A colleague at your function just lost one of their family members. As a team, you give him a sum of money as a donation.</li> </ul>

### ENSURING LEGITIMACY OF BENEFICIARY FOR CORPORATE DONATION AND SPONSORSHIPS

CCD shall conduct due diligence checks to the organisation that request for donation and sponsorship. These checks should determine if the recipient of a Charitable Donation and/or Sponsorship is a legitimate organisation, and that the Charitable Donation or Sponsorship is not used as a cover for bribery and corruption.

## 9. CHARITABLE DONATIONS AND SPONSORSHIPS



### Do's you SHOULD

- ✓ Ensure that contributions are made through CCD.
- ✓ Ensure that contributions made based on guidelines and requirements set by PMB.
- ✓ Ensure that contributions are only made to legitimate organisations, such as those registered with the Registrar of Society (ROS), or are in line with PMB's CSR programme or those already approved by the PMB's Board of Directors.
- ✓ Ensure payments or requests for donations and sponsorships are accurately documented and reported to GIS by declaring via integrity portal.
- ✓ Avoid making cash donations whenever possible.
- ✓ Conduct due diligence on all parties who are requesting/receiving the charitable donations and sponsorship.
- ✓ Ensure Zakat payments are made directly to the entitled beneficiary.
- ✓ Obtain support from Section Office/ Headquarters/ Kelab PLUS before organising the activities.
- ✓ Comply with Health, Safety Security & Environment ("HSSE") policy for the face-to-face donations activity.
- ✓ PMB personnel organising donation activity/programme on behalf of Kelab PLUS and/or Section Office to provide report to CCD and GIS for record purposes.



### Don'ts you SHOULD NOT

- ✗ Accept charitable donations or provide sponsorship request made by parties engaging with PMB, during or after a contract negotiations/significant event.
- ✗ Contribute on behalf of PMB to political parties, party officials or candidates for political office.
- ✗ Make Zakat payments to any unidentified third-party account.
- ✗ Accept any offer for sponsorship that will influence decision making.
- ✗ Offer or request for donations and sponsorships with the intention to secure business deals or seek political gains.
- ✗ Make personal donations using Company's name and logo.
- ✗ Use of PMB facilities, equipment and resources by political parties for any political campaign or political party function is not permitted.

## 9. CHARITABLE DONATIONS AND SPONSORSHIPS

### SCENARIOS



1.

**Q** You work in a project team and have received a request from one of your corporate clients for a donation to a charitable foundation. After conducting a check, you find out that the foundation is a subsidiary of your client's company. Can PMB still make donation to the said foundation?

**A** *It is acceptable for PMB to donate to your client's foundation if the organisation goes through the required due diligence and it is determined that the donation would not be perceived or used as a vehicle for bribery and corruption. The request must also not come during a sensitive time, such as during tenders or contract negotiations.*

2.

**Q** You receive a request from a local politician requesting the use of PMB's infrastructure and F&B for their re-election campaign. What should you do?

**A** *PMB does not contribute cash or in-kind to political parties, party officials, or candidates for political office. Since the local politician is requesting the use of PMB resources for his re-election campaign, you should politely decline and inform them of PMB's position on political donations.*

3.

**Q** Your colleagues' resident is impacted by flood. Your team at the Section Office are planning to provide necessities and donate sum amount of money to your colleagues' and his/her neighbors who are impacted.

You started to collect for donation and will deliver the donation together with your other colleagues after office hour. Can you do that?

**A** *Yes. PMB does allow donation and/or sponsorships to be made under Section Office or Kelab PLUS.*

*However, the donation and/or sponsorships must be reported to CCD and GIS for record purposes.*

4.

**Q** One of the regulators runs an organisation that holds regular community events close to one of PMB's section offices. In conjunction with its annual Family Day event, the organisation sends you a request for sponsorship. What should you do?

**A** *PMB does allow sponsorships of events and community benefits, as long as the sponsorship is made officially, openly and does not appear as a vehicle for bribery and corruption. You must conduct the required due diligence check on the organisation prior to seeking approval for the sponsorship.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## 10. WHISTLEBLOWING

### OUR PRINCIPLE

We strongly encourage reporting (whistleblowing) of real or suspected cases of bribery and corruption without fear of retaliation or reprisal.

### SPEAK UP

We aim to develop a culture of openness, accountability and integrity, while enabling prompt action to be taken where necessary, in order to mitigate any potential financial or reputational damage arising from serious forms of misconduct.

We have formulated a Whistleblowing Policy, which provides channels for secure reporting of concerns about instances of bribery and corruption and other forms of misconduct, including abuse of power, misuse of company property, inappropriate behavior and non-compliance to PMB's procedures and code of conduct.

The Whistleblowing Policy is available for all third parties on our corporate website.

### WHISTLEBLOWING CHANNELS

The whistleblowing channels available include the following:

- a) Email to:
  - BoardChairman@plus.com.my for a direct message to the Board Chairman.
  - ChairmanGRSC@plus.com.my for a direct message to the Chairman of PMB Board Governance, Risk & Sustainability Committee ("Board GRSC").
- b) Corporate website link (<https://www.plus.com.my>)

You may lodge an anonymous report. However, you must also be aware that there must be sufficient evidence in order for PMB to conduct an investigation.

You are therefore encouraged to provide detailed, factual information to assist with the investigation, this includes:

- Who are the Persons involved?
- Nature of allegation (what and how?)
- Where and when the allegation took place?

We are committed in ensuring independence in the whistleblowing process. All disclosures are protected with confidentiality and the whistleblower's identity will be protected against retaliation in any form, provided that the report is done in good faith.



## Do's you SHOULD

- ✓ Report any real or suspected cases of bribery, corruption or misconduct through the designated Whistleblowing channels.
- ✓ Provide detailed, factual information to assist with the investigation (i.e. who, what, where, when, how).
- ✓ Provide your contact details when reporting through whistleblowing channels. While anonymous reporting is allowed, you are strongly encouraged to provide some form of contact details e.g. email, for the Whistleblowing Committee to update you on the investigation progress.
- ✓ Encourage business associates or any parties engaging with PMB to report any concerns through the whistleblowing channels.
- ✓ Ensure individual who makes a complaint in good faith will not suffer any form of retribution, victimisation or any other retaliatory actions by the Company.



## Don'ts you SHOULD NOT

- ✗ Report false, baseless, or malicious allegations.
- ✗ Fear retaliation or reprisal for reporting in good faith.

## 10. WHISTLEBLOWING

### SCENARIOS



1.

**Q** You discovered that your HOD is engaging in bribery. However, the HOD is your direct supervisor and can adversely impact your employment. What do you do?

**A** *PMB permits its Personnel, business associates and any parties engaging with PMB to make anonymous whistleblowing reports through the designated channels. If you do not feel comfortable disclosing your identity, you may make an anonymous report. However, you should also consider including a mechanism to contact you (i.e. email) in your report, so that you can receive updates on the case.*

*You must also be aware that there must be sufficient evidence in order for PMB to conduct an investigation, or the case may be closed.*

2.

**Q** You notice that your colleague has recently been driving a new and expensive car to the office. Later, you notice her taking photos of confidential tender information and sending them via Whatsapp. You suspect that she may be involved in bribery. What do you do?

**A** *Sharing confidential tender information is a direct violation of PMB's procurement policies. If you suspect that your colleague is receiving bribes from a potential vendor in exchange of the information, then she may have also violated PMB's ABAC Guide. As per PMB's Whistleblowing Policy, you should report the case through the available whistleblowing channels, with as much information and evidence as possible.*

*Kindly note that these scenarios have been designed purely for education and training purposes and do not make reference to or resemble any real incidents in the past or present*

## GOVERNANCE INTEGRITY AND SUSTAINABILITY



### How can we help you?

Describe your issue

You should always feel free to discuss questions regarding this ABAC Guide with your Manager, HOD, Human Resource Relations (“HRR”) or GIS.

However, should you require further clarification on this ABAC Guide or PMB’s ABAC policies and procedures (“ABAC Manual”), please contact GIS at [integrity@plus.com.my](mailto:integrity@plus.com.my) or direct contact with GIS team members.

PMB reserves the right to amend this ABAC Guide at any time