

## **SPEAKUP SJ – FREQUENTLY ASKED QUESTIONS (FAQ)**

### **A. General Information**

1. What is SpeakUP SJ?

SpeakUP SJ is Surbana Jurong’s whistleblowing platform that allows employees and third parties to report concerns about misconduct or unethical behaviour in a confidential and secure manner.

2. What should I do if I have a concern?

If you have concerns about any form of misconduct or unethical behaviour, you should report them through SpeakUP SJ. This platform allows you to submit your concerns anonymously or with your identity disclosed.

3. Who can make a report?

Any employee, contractor, supplier, or third-party associated with the company can make a report through SpeakUP SJ.

4. What can I report?

SpeakUP SJ is designed for reporting issues such as fraud, corruption, harassment, discrimination, environmental violations, safety breaches, or other unethical behavior.

5. When should I report a misconduct?

You should report misconduct as soon as you become aware of it. Delayed reporting may allow unethical behaviour to continue or escalate.

6. When can I contact SpeakUP SJ?

SpeakUP SJ is available 24/7. For immediate threats, please contact local emergency services.

7. Where can I find the policy on whistleblowing?

The whistleblowing policy is available on the SpeakUP SJ platform and the company’s intranet under the compliance section. You can also request a copy from Group Compliance.

### **B. Using SpeakUP SJ**

1. How can I make a report via SpeakUP SJ?

Use SpeakUP SJ for anonymous and confidential reporting.

1. Go to the main page of SJ company website and click on ‘SpeakUP SJ.’ ([www.surbanajurong.com](http://www.surbanajurong.com)) or go the dedicated SpeakUP SJ page in the intranet.
2. Create a safe inbox for anonymous communication with a Case Manager. *Please note that in some countries, local laws require you to provide your name and details. This information will be requested after your Case Manager reviews your report.*
3. Fill out and submit the online report.

4. Follow up on your report using your Report ID and password.

2. What types of concerns should I report through SpeakUP SJ?

SpeakUP SJ is designed for reporting issues such as fraud, corruption, harassment, discrimination, environmental violations, safety breaches, or other unethical behavior. However, personal grievances, such as disputes over salary, promotions, or interpersonal conflicts, can also be reported if they cannot be resolved through normal People and Culture processes. We encourage employees to first attempt resolution through internal channels before using SpeakUP SJ for personal grievances.

3. Can I submit supporting documents or evidence with my report?

Yes, you can attach relevant documents or evidence when making your report to support the investigation.

4. What should I do if I accidentally submit inaccurate information in my report?

If you realize you have submitted inaccurate information, you can log back into the SpeakUP SJ platform using the unique username and password when you lodged your report. From there, you can chat with the assigned case manager and provide the correct or updated information.

5. How do I know my report has been received?

You will know your report has been received when you get an acknowledgement message in the chatbox. This message is sent immediately after you click the submit button, confirming that your report has been successfully lodged.

6. Can I follow up on the progress of my report?

Yes, you can follow up by logging back into the SpeakUP SJ platform using the unique username and password provided when you lodged the report. Once you logged in, you can chat directly with the assigned case manager to check on the progress or provide additional information.

### **C. Confidentiality and Anonymity**

1. Can my identity be traced if I use SpeakUP SJ anonymously?

No, if you choose to remain anonymous, your IP address is deleted. The platform ensures that your identity cannot be traced. All communication will be through secure channels that protect your anonymity.

2. Will my identify and report be kept confidential?

Yes, SpeakUP SJ maintains strict confidentiality. Only authorized personnel will have access to the report, and your identity will be protected unless you consent to sharing it, it is necessary for the investigation or required by law.

3. What if the person I reported finds out I made the report?

The company has strict policies in place to protect whistleblowers from retaliation. If someone retaliates against you, it should be reported immediately. Retaliation is a serious offense and will result in disciplinary action.

#### **D. Reporting Process and Outcomes**

##### 1. What happens to my report?

An independent Case Manager will handle your report and may request more information. Once submitted, your report is reviewed by an independent case manager. The case manager will assess the information and initiate an investigation if necessary. Based on the findings, corrective actions will be taken.

##### 2. What happens to my query?

We will review your question and contact you via the anonymous safe inbox if needed. If necessary, we may ask for more details or turn your question into a report. Check your safe inbox for updates or further questions.

##### 3. When will I receive a response to my report?

Reports are acknowledged within five business days. Response times vary based on the complexity of the report. You may receive updates throughout the investigation process, but some cases may take longer to resolve. You will be informed if further action is required.

##### 4. Will I receive feedback on the outcome of my report?

In most cases, you will be informed of the general outcome of the investigation. However, due to confidentiality, detailed information may not be shared.

#### **E. Concerns about Reporting**

##### 1. Could I get into trouble for reporting suspected misconduct?

No, the company prohibits any form of retaliation against whistleblowers who report misconduct. If you believe you are being targeted for making a report, inform the Whistleblower Protection Officer or Group Compliance immediately.

##### 2. Will I be a whistleblower when I make a report?

Yes, by making a report about misconduct, you will be considered a whistleblower, which means you are protected under the company's whistleblowing policy and anti-retaliation measures.

##### 3. What should I do if I feel threatened after making a report?

If you feel threatened or believe you are facing retaliation after submitting a report, contact the Whistleblower Protection Officer or Group Compliance immediately. The company is committed to protecting whistleblowers.

##### 4. Can I get into trouble for making a false incident report?

All reports must be based on a reasonable belief that reportable misconduct has occurred. Reports should not be made if they are known, or reasonably ought to be known, to be untrue or misleading at the time of reporting, or if they are made primarily with the intent to vex, harass, annoy, or harm an employee or any other person.

Any False Incident Reports will be investigated by Group Compliance. Employees found to have intentionally made false incident reports will be subject to a formal inquiry and potentially a disciplinary process, which may lead to termination of employment.

5. What types of concerns should I not report through SpeakUP SJ?

While SpeakUP SJ is available for reporting a wide range of concerns, including personal grievances, we encourage you to resolve issues like salary disputes, performance evaluations, or interpersonal conflicts through normal operations channels first. These matters are often more effectively addressed internally without requiring a formal investigation. SpeakUP SJ should be used for concerns that cannot be resolved through regular processes or involve more serious misconduct, such as fraud, harassment, or legal violations.