Wisdom · Integrity · Excellence	**TAYLOR'S EDUCATION GROUP** **WHISTLEBLOWER POLICY**	Doc. Ref. Effective Date Revision Date	: TEG-WBP-001 : September 2014 : April 2024

Table of Contents

1. **POLICY STATEMENT** 2
2. **PURPOSE OF POLICY** 2
3. **STAKEHOLDERS** 2
4. **SCOPE OF POLICY** 2
5. **ACTING IN GOOD FAITH** 2
6. **PROTECTION TO WHISTLEBLOWER** 3
7. **REPORTING PROCEDURES** 3
   - **7.1 REPORT PROCESS BY WHISTLEBLOWER** 3
     - **7.1.1 REPORTING VIA PHONE** 3
     - **7.1.2 REPORTING VIA WEB** 4
   - **7.2 HANDLING PROCESS** 4
   - **7.3 FOLLOW UP PROCESS** 5
8. **REPORTING PROCEDURES FOR TAYLOR'S SCHOOLS** 5
   - **8.1 REPORTING PROCESS FOR TAYLOR'S SCHOOLS** 6
9. **DOCUMENT RESPONSIBILITIES** 6
10. **APPROVAL DETAILS** 6

1. POLICY STATEMENT

Taylor's Education Group (Taylor's) is committed to promoting and maintaining high standards of integrity, transparency, and accountability as well as good corporate governance in the workplace. Taylor's encourages its employees, students, and other stakeholders to report or raise concerns about any suspected wrongdoing.

Allegations of wrongdoing will undergo investigation, and Taylor's is committed to safeguarding any individual who reports such allegations in good faith from facing retaliation. In line with this, the whistleblower process is detailed in section 7.

2. PURPOSE OF POLICY

- To encourage all Taylor's stakeholders to disclose or report any suspected wrongdoing.
- To provide an avenue for reporting and investigating disclosure.
- To provide protection for whistleblowers from retaliation and to safeguard such person's confidentiality.

3. STAKEHOLDERS

The stakeholders may fall under any of the following categories:

- All units of Taylor's Education Group (including universities, colleges, schools, and all local and overseas business units.)
- Employees (including academic, administrative, contract, and part-time staff.)
- Students and Parents.
- Vendors (including suppliers, service providers, contractors, consultants, and agencies.)
- Official visitors.
- Any other person having an association with Taylor's.

4. SCOPE OF POLICY

Wrongdoing means any improper conduct which may constitute a disciplinary and/or criminal offence. For example:

- Fraud.
- Misappropriation of fund/assets.
- Criminal breach of trust.
- Bribery and corrupt practice.
- Misuse of confidential document/information.
- Falsification, dishonesty, and fraud regarding financial records/matters
- Violation of government laws, regulations, or public policies.
- Misconduct
- Grievance
- Environment and Safety Matters

5. ACTING IN GOOD FAITH

Anyone making a disclosure concerning any wrongdoing must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a wrongdoing. Any allegations that are made in bad faith may be subject to appropriate actions, including legal action, where applicable.

6. PROTECTION TO WHISTLEBLOWER

Taylor's will take all reasonable steps to safeguard the identity of the party who discloses a wrongdoing in good faith. This will be achieved through robust routing, reporting and investigation practices that are intentional in protecting the person from any retaliation for making the disclosure.

Item 7.1 and 7.2 in the policy document entail more details on how the whistle blowers shall be protected.

7. REPORTING PROCEDURES
(Applicable to TESB, TUSB, TMSB, TEPL, TASB, THSB, EUSB, BUV)

Reports of wrongdoing can be submitted through Taylor's **official external third-party platform,** internally called **Speak Up Safely.** The report can be made via web (hosted outside Taylor's domain) or toll-free number (Malaysia: 1800-81- 0815, Singapore: 800 492 2777, Vietnam: 024 4458 3323).

TAYLOR'S

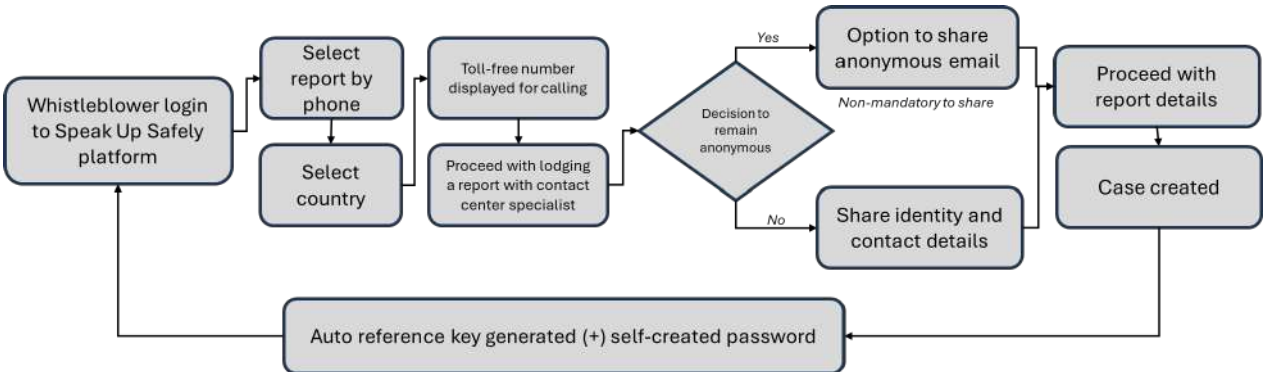
Click on Taylor's logo to access the **Speak Up Safely** website.

7.1 Reporting Process by Whistleblower
(Applicable to TESB, TUSB, TMSB, TEPL, TASB, THSB, EUSB, BUV)

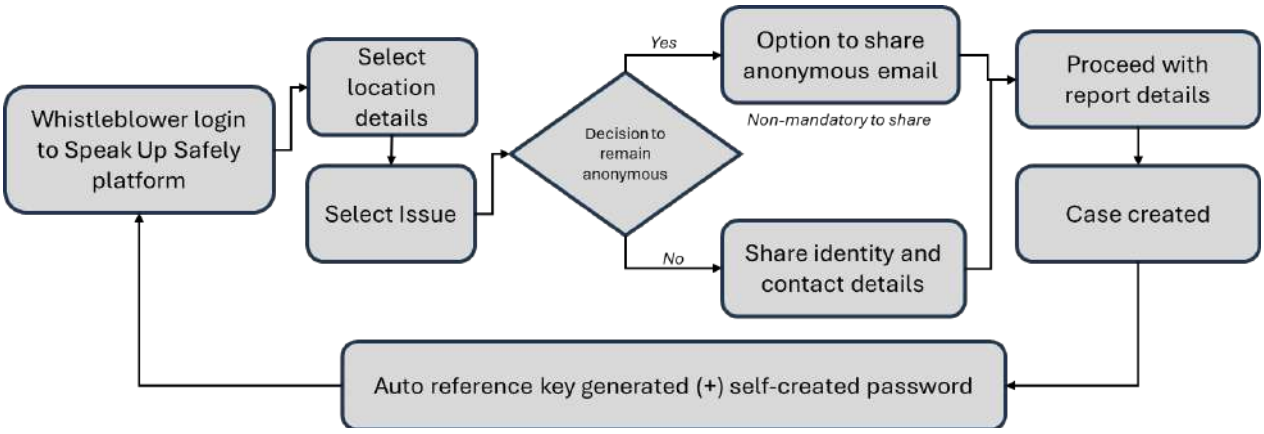
To safeguard the privacy and security of whistleblower, they are given the option to remain anonymous. However, should the whistleblower opt to share their identity, they have the freedom to do so by providing their name, contact details, and preferred time for communication.

When a report is made, the reporter is not required to share any details about themselves. Once the report is lodged and submitted, an auto-generated reference key will be created. The reporter is required to do create a password and for any future follow ups, they will be required to use the combination of reference key and password.

7.1.1 Reporting via Phone



7.1.2 Reporting via web

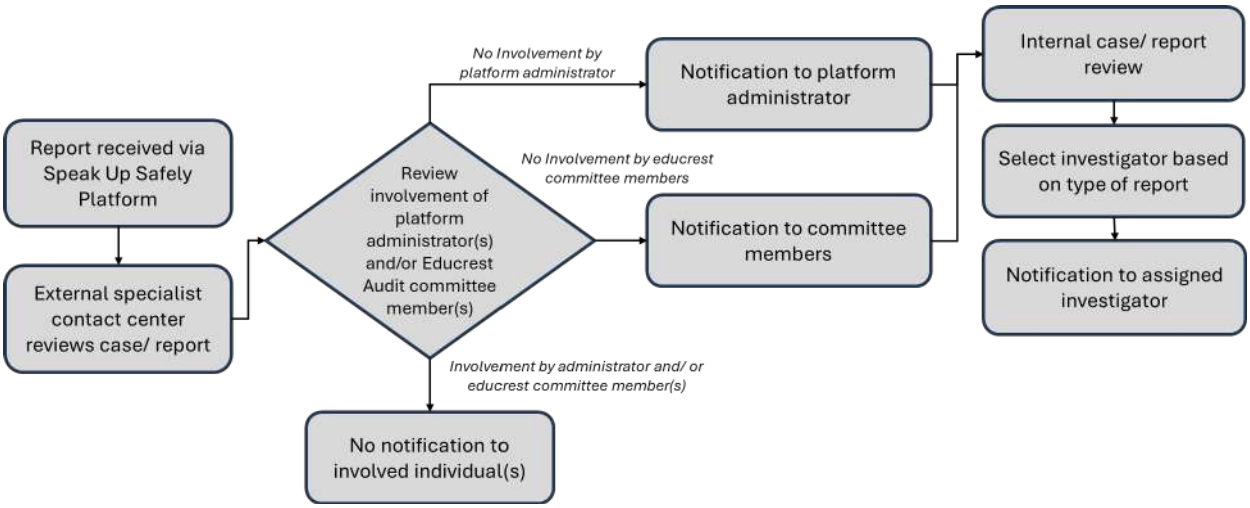


When reporting, the whistleblower will be required to disclose pertinent details related to the matter. The details could include;

- Person(s) engaged
- Where the incident happened
- When the incident happened
- How long has the incident been happening
- How did you become aware of the incident
- Supporting documents

7.2 Report Handling Process

All disclosures, including the identity of the whistleblower, will be treated with strict confidentiality. All reports will be received by the contact center specialist first and assigned accordingly through a comprehensive routing.



The current platform administrators are SVP Internal Audit and Chief People Officer (CPO).

The assigned investigator will be decided by the Educrest audit committee members, SVP Internal Audit and CPO (in cases involving employee and workplace matters). If the administrators and/or any member(s) of the Educrest audit committee are mentioned as individuals involved in the report, they will be excluded from the decision-making process of the investigation.

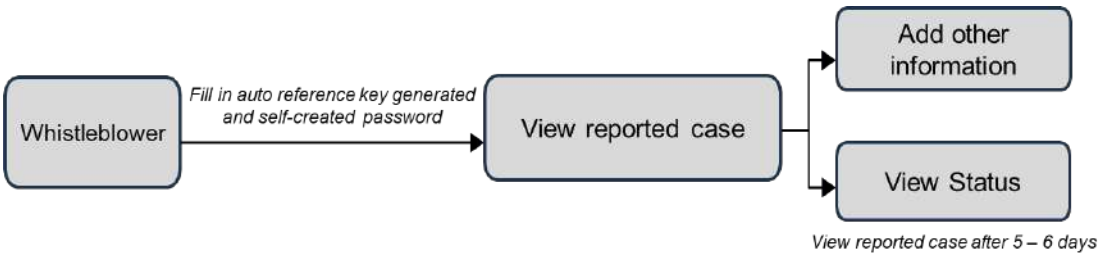
If the reporter opts not to disclose their identity, all communications will be conducted via the platform and/or through any anonymous email address provided during the reporting process.

If the reporter chooses to share contact details, the investigator may utilize those details to contact the whistleblower for further information or to facilitate the investigation process.

7.3 Follow Up Process
(Applicable to TESB, TUSB, TMSB, TEPL, TASB, THSB, EUSB, BUV):

Upon completion of report, whistleblowers may follow up by utilizing the unique auto-generated reference key, generated upon report submission, along with the self-created password by whistleblower to provide supplementary information or to review the outcome of their disclosure.

The status of the report will be updated within 5 – 6 days to allow the whistleblower to track progress, and they may be contacted via Speak Up Safely Platform for any necessary clarifications or additional information.

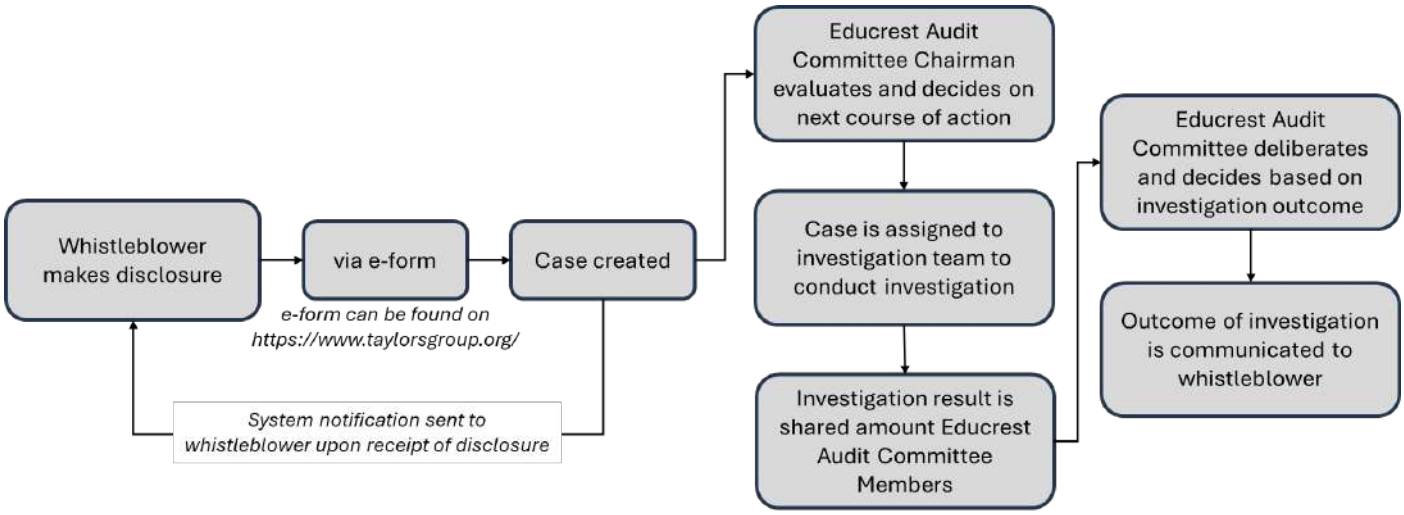


Taylor's reserves the right to amend the procedures contained in this document from time to time.

8. REPORTING PROCEDURES
(For Taylor's Schools)

Taylor's Schools has a customized approach to enable whistleblowers to report wrongdoing. Taylor's Schools will not utilize Speak Up Safely Platform. They will use a web form hosted on the Taylor's Schools website for reporting incidents covered under the whistleblowing policy.

8.1 Reporting Process (For Taylor's Schools)



e-form link: HERE

Taylor's reserves the right to amend the procedures contained in this document from time to time.

9. DOCUMENT RESPONSIBILITIES

Policy Owner: Chairman of Educrest Audit Committee

10. APPROVAL DETAILS

Approving Authority: Educrest Audit Committee