

Presentation on survey findings

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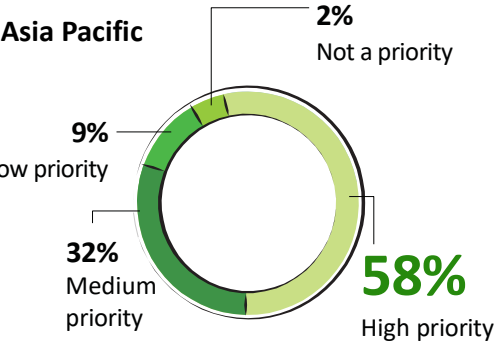


Setting the scene

Key highlights



How much priority does your organisation place on whistleblowing?



Malaysia

58% of respondents stated that whistleblowing is a high priority in their organisation.

What are the top three purposes of the whistleblowing program within your organisation?

- Asia Pacific**
- 71%** Improve culture of ethics and integrity
 - 66%** Detect fraud and other misconduct
 - 59%** Encourage a positive and transparent working environment
 - 56%** Mandated by legal/regulatory/group requirements
 - 19%** Mitigate reputational risks arising from workplace conduct
 - 12%** Part of Environment, Social and Governance (ESG) initiatives

- Malaysia**
- 67%** Improve culture of ethics and integrity
 - 67%** Detect fraud and other misconduct
 - 60%** Encourage a positive and transparent working environment
 - 58%** Mandated by legal/regulatory/group requirements
 - 13%** Mitigate reputational risks arising from workplace conduct
 - 18%** Part of Environment, Social and Governance (ESG) initiatives

Setting the scene

Key highlights



Who has overall responsibility for the whistleblowing program for your organisation?

Asia Pacific



Malaysia



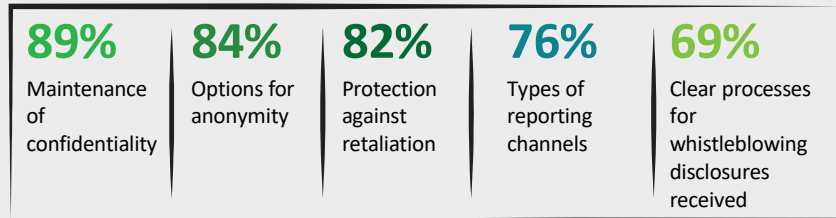
Policies and practice

Key highlights

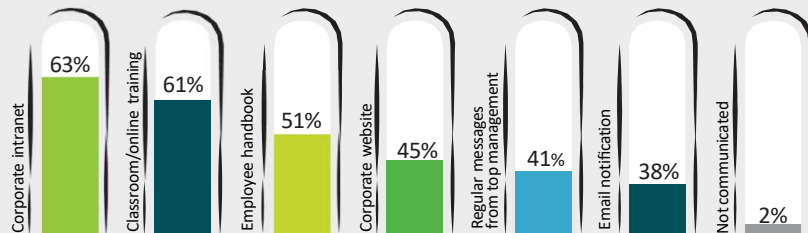
Does your organisation have a whistleblowing policy?

96%
said yes

Does your whistleblowing policy include the following:



How are employees made aware of your whistleblowing policies and/or available channels for reporting?



What reporting channels are currently available for whistleblowers to lodge a report?

	Asia Pacific		Malaysia	
	Employees	External parties	Employees	External parties
Email	88%	60%	93%	85%
Dedicated phone lines/hotlines	70%	45%	61%	49%
Web-based platform	49%	33%	39%	44%
Direct contact with a designated employee	48%	27%	61%	41%
Post	38%	26%	44%	37%
No reporting channels	-	25%	-	7%

Policies and practice

Key highlights

How are whistleblowing disclosures and follow up actions being managed and monitored?

Asia Pacific		Malaysia
26%	Our external whistleblowing services provider provides a case management system	22%
25%	There is no formal tracker	29%
25%	We use Excel or similar software	34%
17%	We use an off-the-shelf case management system	7%



Are there targeted timelines in responding to the whistleblower (i.e., informing them of the status of the case)?

Asia Pacific		Malaysia
45%	No, we notify the whistleblower once the assessment of the disclosure has been completed regardless of timeframe	29%
21%	Yes, within a week from the date the disclosure was submitted	17%
13%	Yes, within 24 hours from the time the disclosure was submitted	24%
12%	No, we do not notify the whistleblower	22%
8%	Yes, within the timeline(s) required by external agencies (e.g., regulator)	7%

Measuring and reporting

Key highlights

Asia Pacific

30% of respondents indicated that their organisations did not measure the effectiveness of their whistleblowing program.

Out of the **70%** that measured effectiveness, **30%** relied solely on the number of reports received to measure effectiveness.

11% stated that no information is reported to the board and **61%** provided only summary information internally.

67% did not disclose any statistics to the public.



Malaysia

29% of respondents indicated that their organisations did not measure the effectiveness of their whistleblowing program.

Out of the **69%** that measured effectiveness, **32%** relied solely on the number of reports received to measure effectiveness.

15% stated that no information is reported to the board and **73%** provided only summary information internally

63% did not disclose any statistics to the public.

Navigating obstacles and challenges

What are the top three challenges with your organisation's whistleblowing program?

Asia Pacific Malaysia Asia Pacific Malaysia



60% **80%**
Concerns by employees over independence of reporting process



58% **53%**
Lack of employee awareness of the whistleblowing program



42% **56%**
Fear of retaliation against employees



16% **24%**
Data security (e.g., confidential data leakage, cross border data transfer)



23% **13%**
Inadequate whistleblowing resources to implement the program and review disclosures



15% **13%**
Challenges in managing whistleblowing across multiple jurisdictions



12% **7%**
Lack of whistleblowing resources in dealing with multiple languages



6% **7%**
Other

