

Key Highlights of the Whistleblowing Program:

1. Whistleblowing

- Whistleblowing is raising concerns in the interest of the organization.
- Whistleblowing is the reporting of suspected unethical business practice, conduct of employees, management, board of directors and any other stakeholder to the authorities.

2. Purpose of the Whistleblowing Program

- Encourage stakeholders (employees, vendors, customers, etc.) to report instance(s) of misconduct confidentially
- Ensure protection from harassment, intimidation, or reprisal for whistleblowers
- Promote a culture of transparency, accountability, and integrity
- Support stakeholders in reporting unethical or improper conduct.
- Prevent financial and reputational damage to the organization.

3. Difference between “Complaint” and “Whistleblowing”

- Whistleblowing can be broadly defined as ‘raising a concern’. Such concern may be raised by any stakeholder (Employee, Customer, Vendor, Etc.) in the larger interest of the organization whereas a **complaint** is lodged to raise a grievance of a staff related matters or other acts which **does not** comes under the definition of whistleblowing.

4. Who Can Be a Whistleblower?

- Current, former, or temporary employees, shareholders, directors, vendors, contractors, customers, or general public.

5. What to Report

- Financial malpractices (fraud, corruption, bribery, theft, embezzlement).
- Non-compliance with legal or regulatory obligations.
- Health and safety violations.
- Criminal activities or unethical behavior.
- Corporate governance breaches, insider abuse, or undisclosed transactions.
- Sexual or physical abuse, coercion, or misleading actions.

6. Reporting Requirements

- Include details such as:
 - i- Seriousness and credibility of the issue.

- ii- Names of involved individuals.
- iii- Records for investigation.
- iv- Impact on the organization (financial, reputational, etc.).
- v- Option to report anonymously or with identity disclosed.

7. Reporting Modes

- **Email:** Send email at whistleblow@albaraka.com.pk;
- **Mail:** Write directly to the Chief Internal Auditor

Chief Internal Auditor - Internal Audit Function
Masroor Hussain Rao

Al Baraka Bank (Pakistan) Limited 4th Floor,
Plot No. 162, Bangalore Town,
Main Shahra-e-Faisal,
Karachi, Pakistan

- **Website:** Visit the page by clicking
<https://www.albaraka.com.pk/page/our-contact/>;

Or visit Albaraka Bank Pakistan's website:
<https://www.albaraka.com.pk/> and click "Contact Us"

8. Confidentiality

- All the whistles will be treated confidentially.
- Identity will only be disclosed if legally required.

9. Anonymous Reporting

- Anonymous reports are accepted but may limit investigation efficiency.

10. False Allegations

- False reports made maliciously or with personal grudges may result in disciplinary action.
- No action will be taken against whistleblowers who report in good faith, even if unconfirmed.

11. Protection

- Whistleblowers are protected from retaliation if:
 - i. Reports are made in good faith.
 - ii. Allegations are substantially true.
 - iii. No personal or financial gain is sought.

iv. Retaliation against whistleblowers is strictly prohibited.

12. Ethical Standards

- Whistleblowers are encouraged to uphold ethical standards and ensure accuracy before reporting.