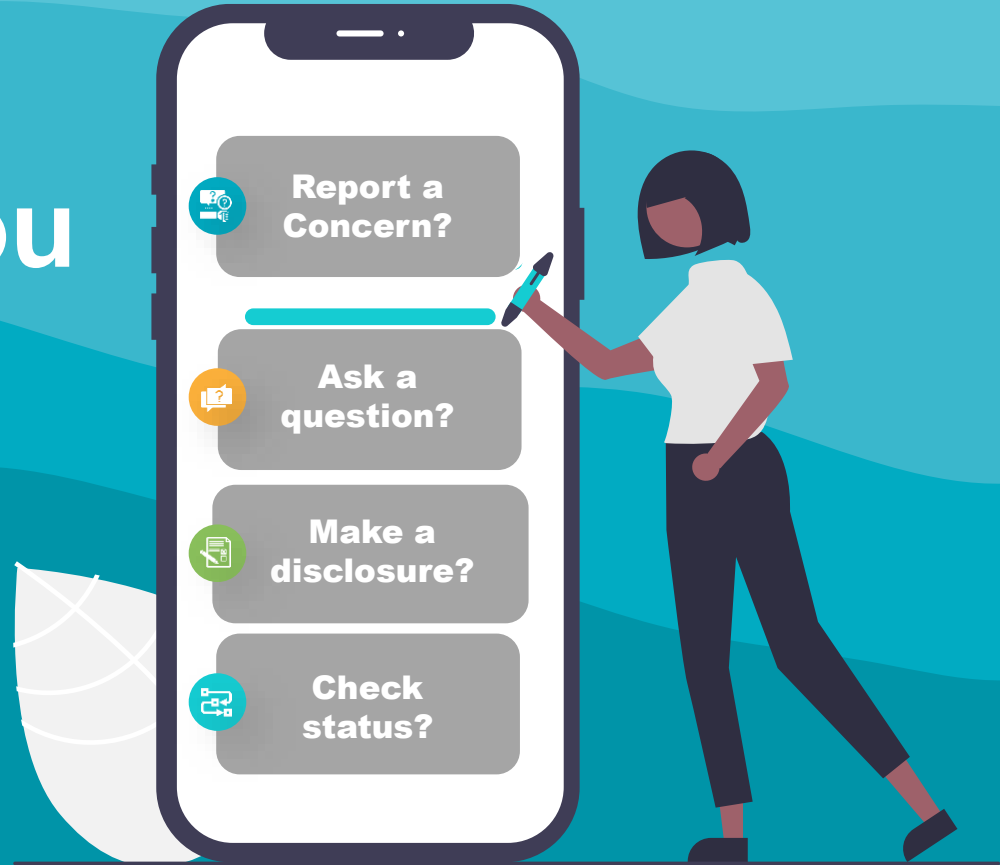


How to use the **TAQA Group Ethics & Compliance Helpline**



What would you like to do?

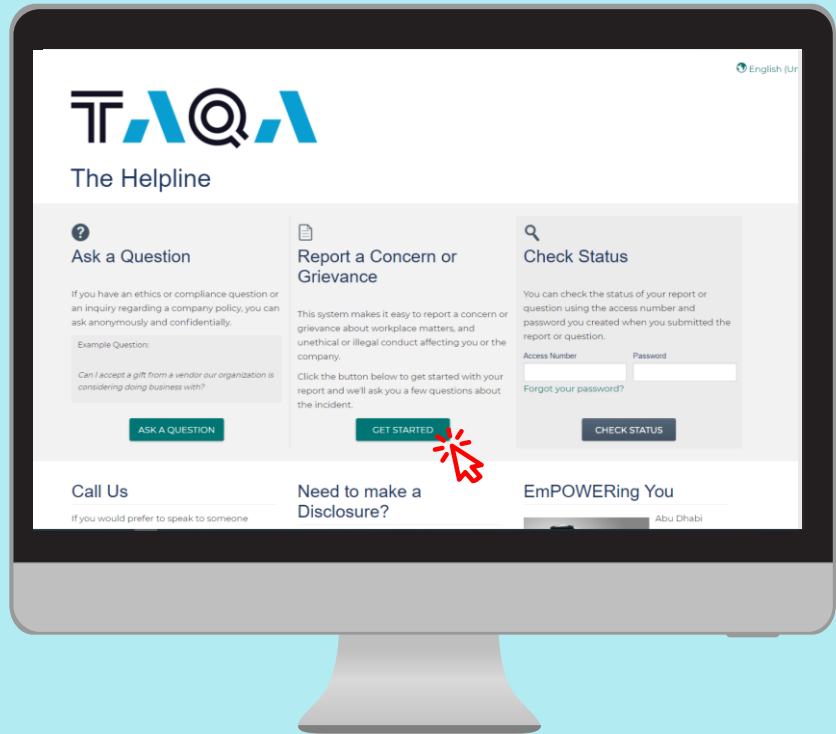


Please click on one of the above to proceed

To get started visit
[Helpline.taqa.com](https://helpline.taqa.com)



HOW TO REPORT A CONCERN?



1

Click on
GET STARTED
under
Report a Concern or Grievance



Previous



Home



Report a Concern



Make a disclosure



Ask a question



Check status

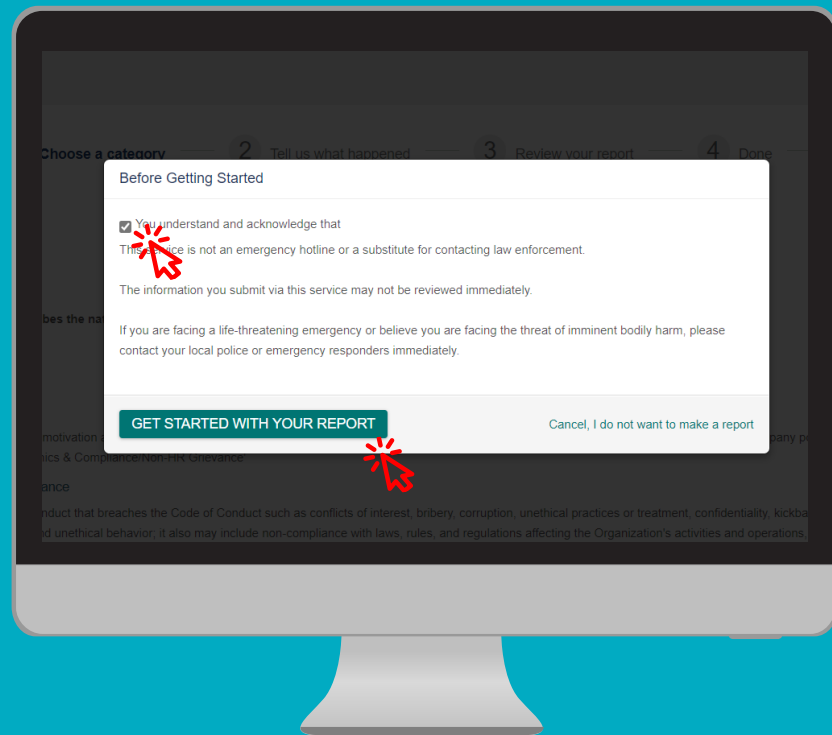
Next



HOW TO REPORT A CONCERN?

2 Click on acknowledgment and Click on

GET STARTED WITH YOUR REPORT



Previous



Home



Report a Concern



Make a disclosure



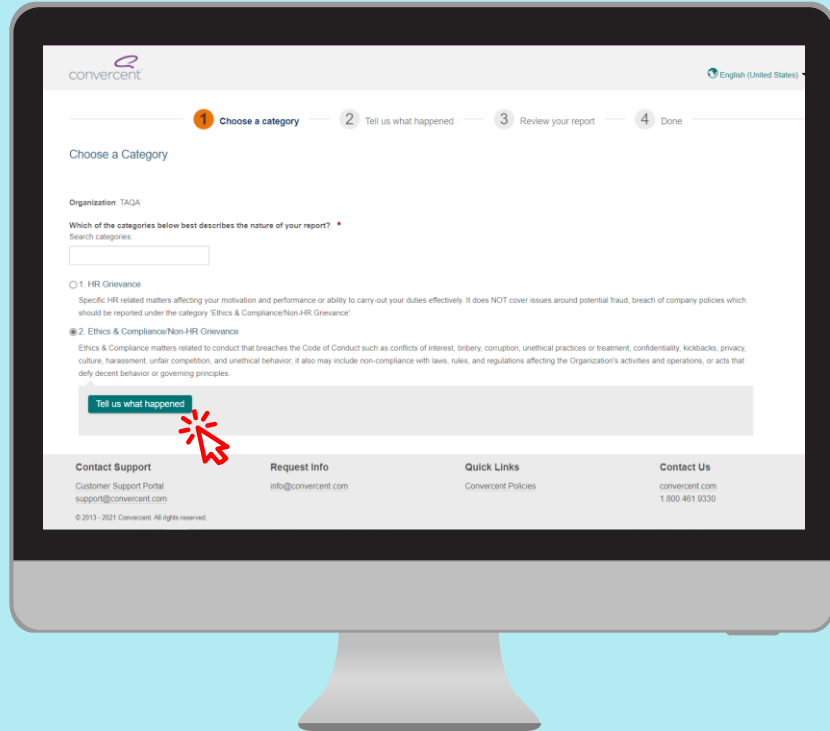
Ask a question



Check status

Next





3 Choose a Category

HR grievance

or

Ethics & Compliance

Then click on
Tell us what happened



Previous



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Report a Concern



Make a disclosure



Ask a question



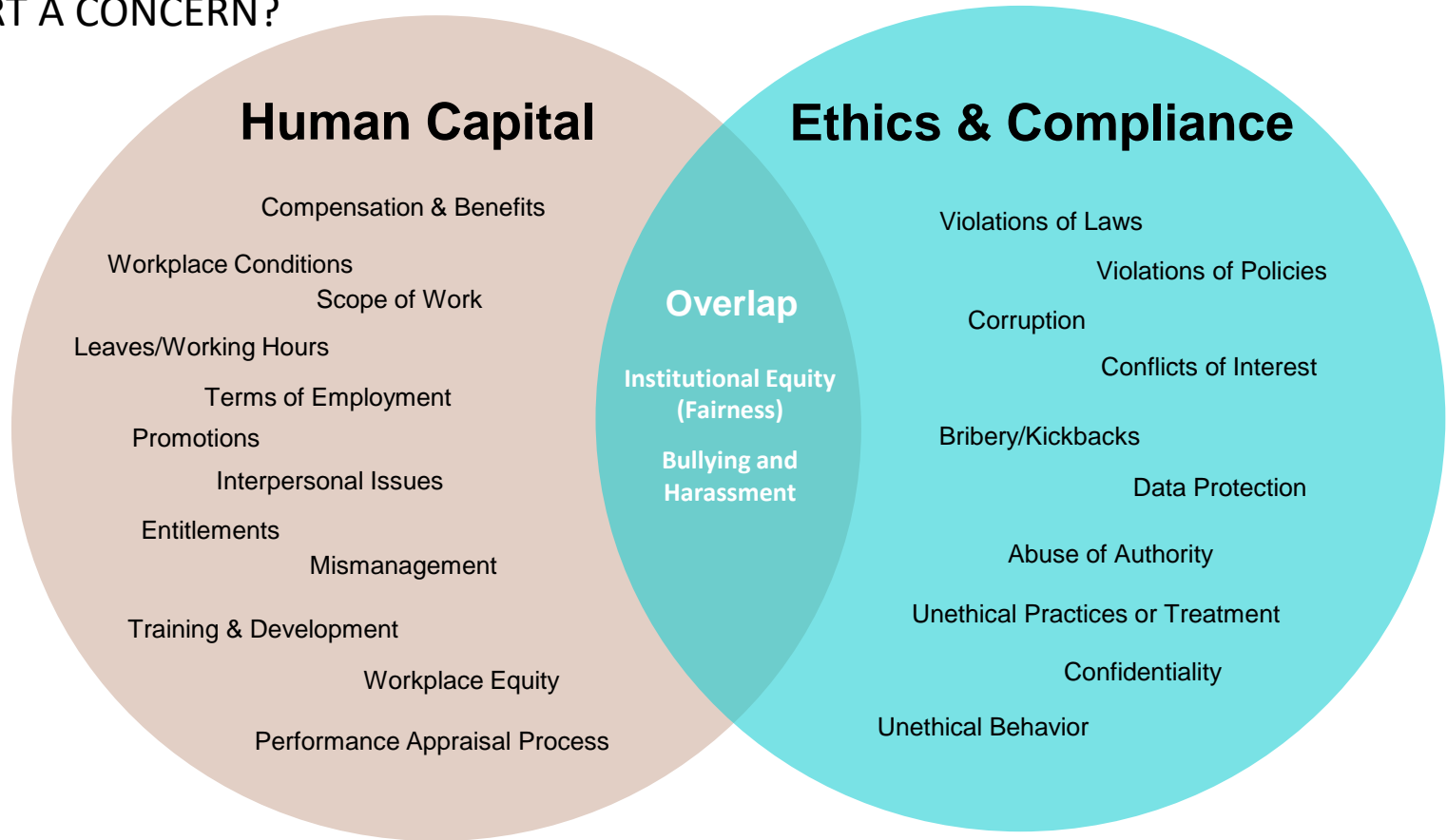
Check status

Next



HOW TO REPORT A CONCERN?

How do I know
if my concern
is HC or E&C?



Specific HR related matters affecting motivation and performance or ability to carry-out one's duties effectively

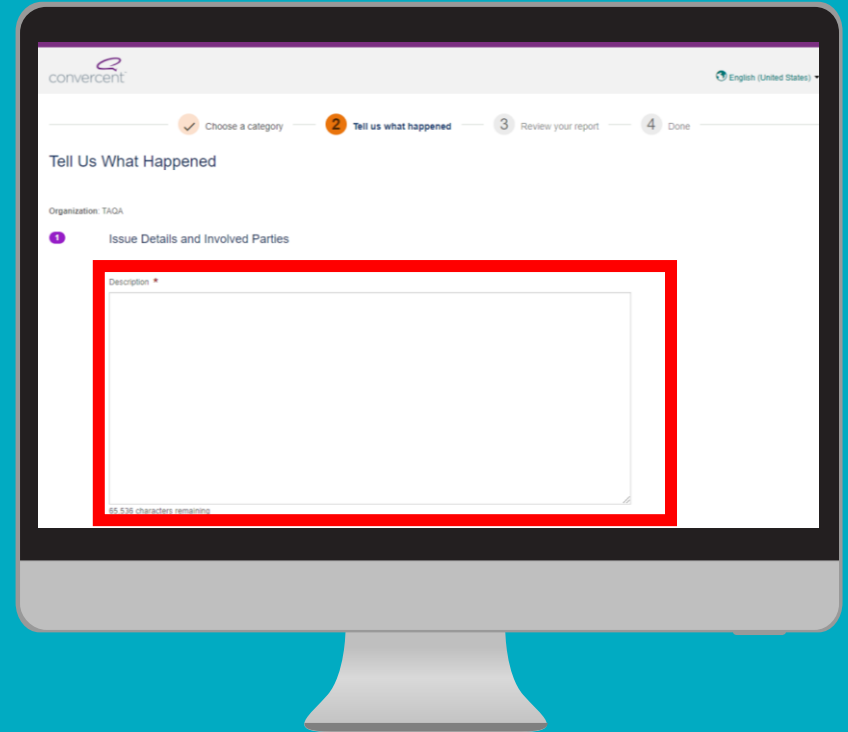
Ethics & Compliance matters related to breaches of the Code of Conduct or applicable laws or regulations

4 Tell Us What Happened

Provide as much detail as possible.

Example:

- Specific time and place;
- Involved individuals;
- Witnesses;
- Specific examples; and
- Other relevant details and background



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Home



Report a Concern



Make a disclosure



Ask a question



Check status

Next



5 Options

There are three ways to report a concern:

1

By sharing your name and contact information

2

By not disclosing your identity to TAQA

3

By being completely anonymous



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Report a Concern



Make a disclosure



Ask a question



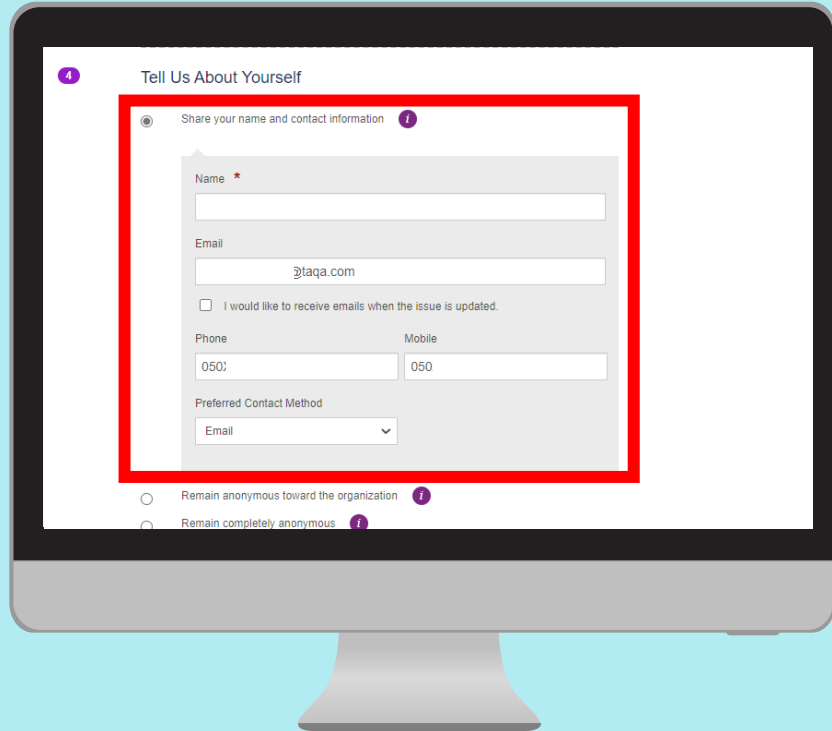
Check status

Next



Share your name and contact information

If you choose to share your name and contact information, please ensure that you provide us with the correct information and your preferred contact method.



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Report a Concern



Make a disclosure



Ask a question



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Next



Remain anonymous towards the organization

If you choose to remain anonymous, we recommend that you select the option '**Remain anonymous toward the organization**', as we would be able to communicate with you through the helpline without revealing your identity.

4 Tell Us About Yourself

☐ Share your name and contact information

☒ Remain anonymous toward the organization

Name *

Email

☐ I would like to receive emails when the issue is updated.

Phone Mobile

Preferred Contact Method

Email

☐ Remain completely anonymous



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Report a Concern



Make a disclosure



Ask a question



Check status

Next



4 Tell Us About Yourself

☐ Share your name and contact information

☐ Remain anonymous toward the organization

☒ Remain completely anonymous

☒ I would like to receive emails when the issue is updated.

Email Address *

Note: Your email address will not be shared with your organization or Convercent staff. It will only be used by the system to send you emails. We recommend that you do not use your work email address.

Your Relationship to the Organization: *

Remain completely anonymous

If you decide to **‘Remain completely anonymous’**, you will have an option to share your email where you will be updated incase of any changes to your issue while remaining completely anonymous.



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Report a Concern



Make a disclosure



Ask a question

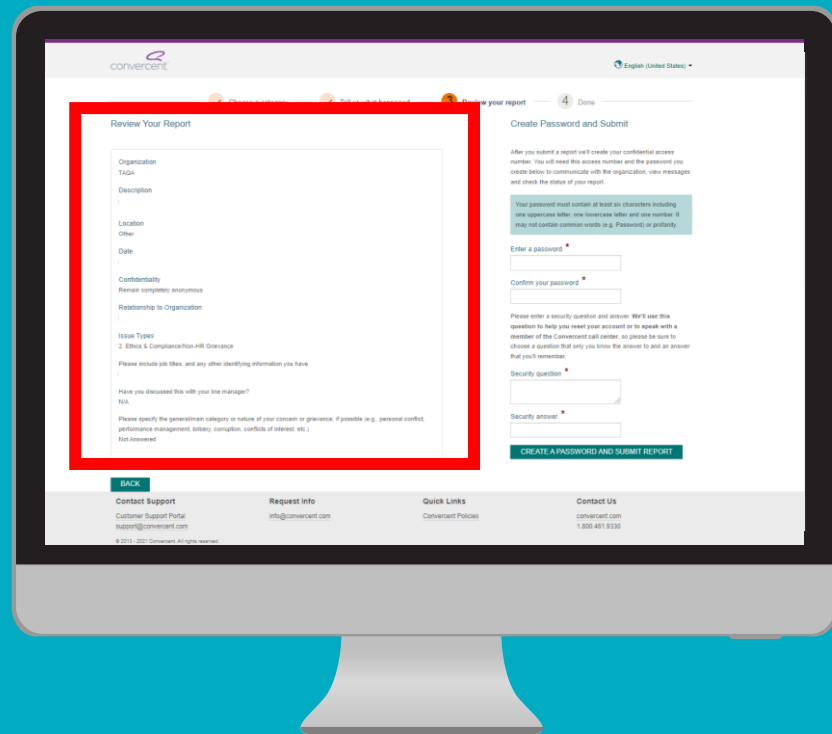


Check status

Next



8 Review Your Report



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Report a Concern



Make a disclosure



Ask a question



Check status

Next



HOW TO REPORT A CONCERN?

convercent

English (United States)

Choose a category ✓ Tell us what happened ✓ Review your report 3 Create password and submit

Review Your Report

Organization
Topic
Description
Location
Date
Confidentiality
Relationship to Organization
Issue Types
Please include job title, and any other identifying information you have

Create Password and Submit

After you submit a report we'll create your confidential access number. You will need this access number and the password you create below to communicate with the organization, view messages and check the status of your report.

Your password must contain at least six characters including one uppercase letter, one lowercase letter and one number. It may not contain common words (e.g. Password), or profanity.

Enter a password *

Confirm your password *

Please enter a security question and answer. We'll use this question to help you reset your account or to speak with a member of the Convercent call center, so please be sure to choose a question that only you know the answer to and an answer that you'll remember.

Security question *

Security answer *

CREATE A PASSWORD AND SUBMIT REPORT

BACK

Contact Support
Customer Support Portal
support@convercent.com

Request Info
info@convercent.com

Quick Links
Convercent Policies

Contact Us
convercent.com
1.800.451.6330

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9 Create a password

The system will create a confidential access number. You will need this access number and the password you create to communicate with the organization, view messages, and check the status of your report.



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Report a Concern



Make a disclosure



Ask a question



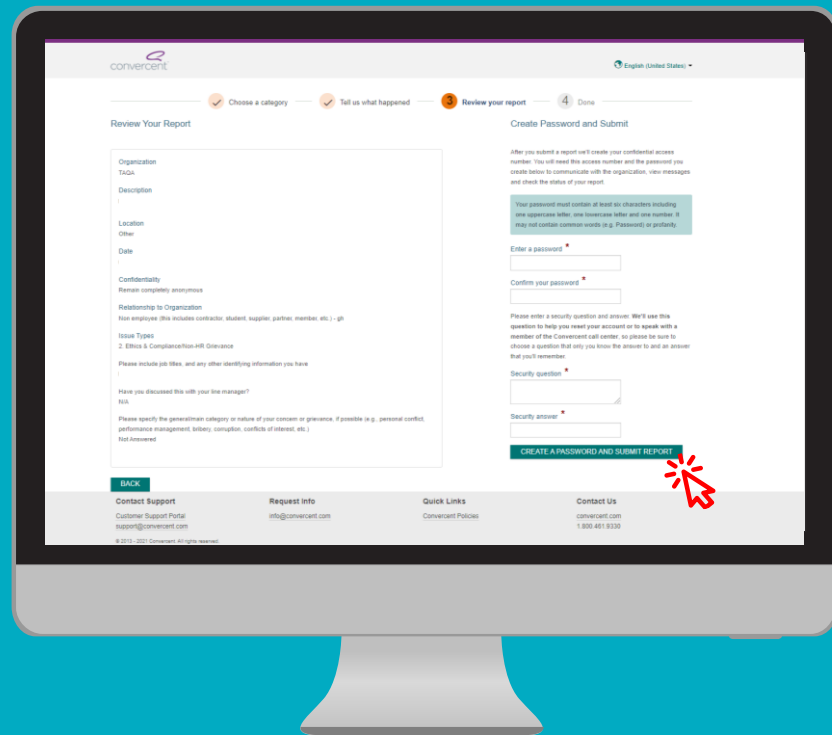
Check status

Next



10

Click on CREATE A PASSWORD AND SUBMIT REPORT



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Report a Concern



Make a disclosure



Ask a question



Check status

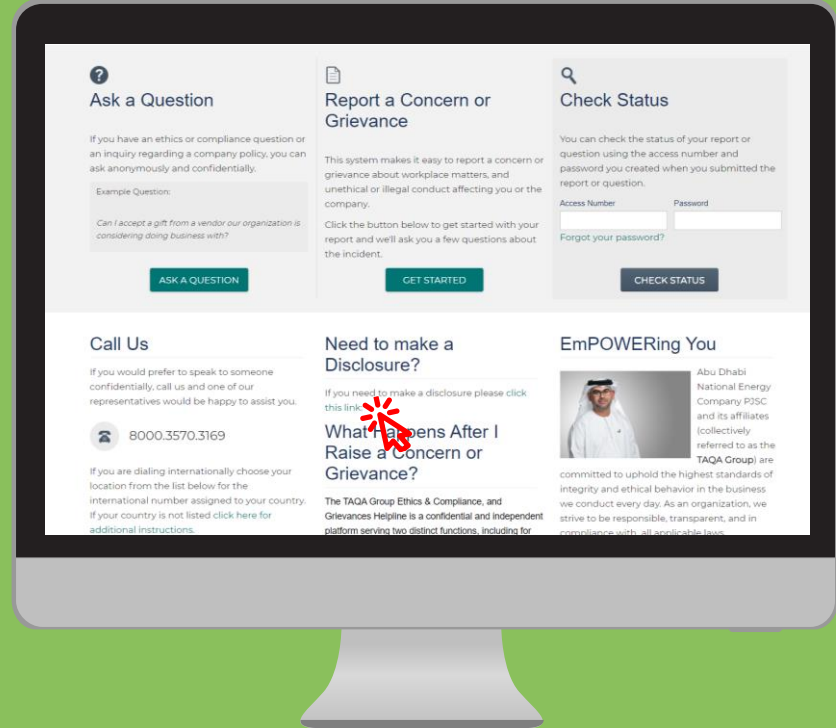
Next



To get started visit
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1 Click on the link under 'Need to make a Disclosure?'



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Report a Concern



Make a disclosure



Ask a question

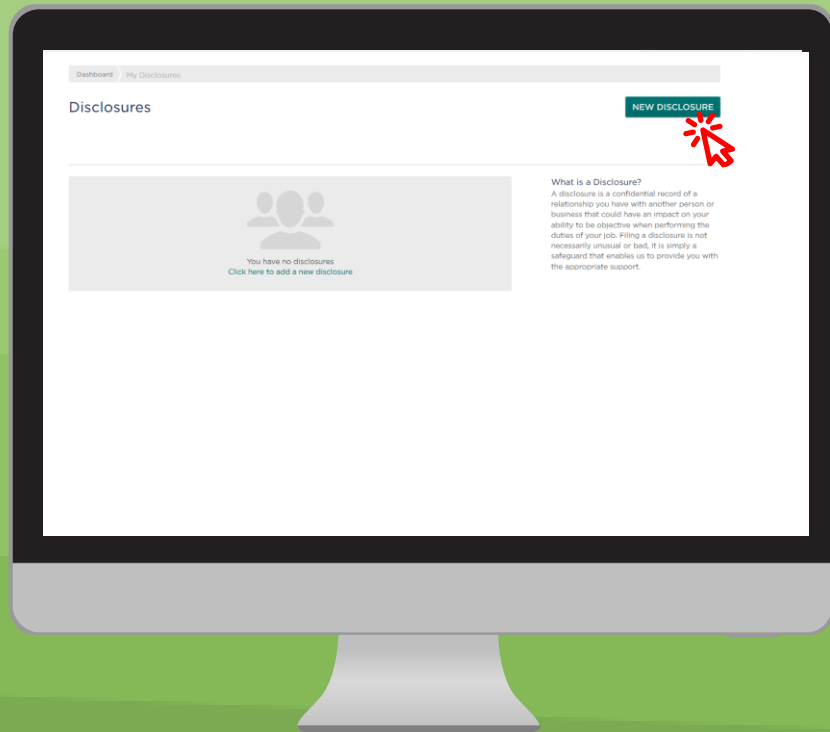


Check status

Next



Make a Disclosure?



2 Click on
NEW DISCLOSURE



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Report a Concern



Make a disclosure



Ask a question



Check status

Next



Make a Disclosure?

3 Select a Category by clicking on:

Approval Request

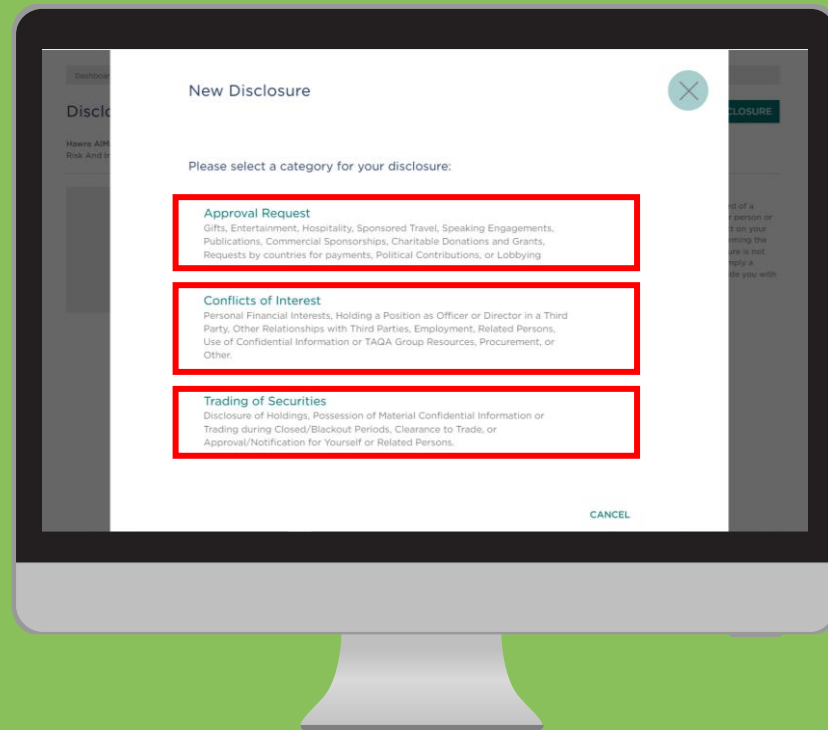
or

Conflicts of Interest

or

Trading of Securities

Click on one of the above to get the respective guidance



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Ask a question



Check status

Next

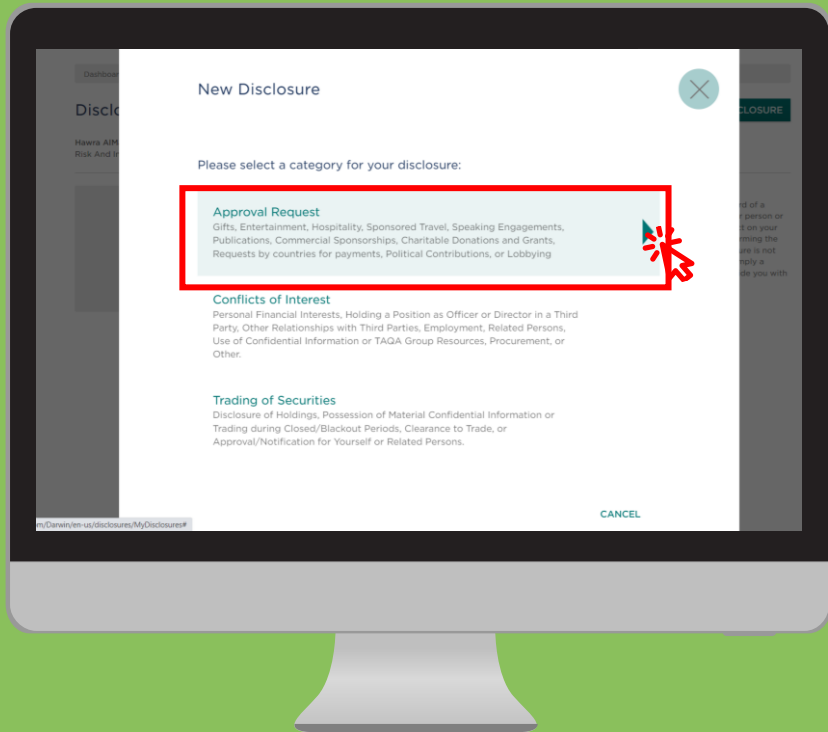


Make a Disclosure? Approval Request

1

Approval Request

Click on 'Approval Request'



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Home



Report a Concern



Make a disclosure



Ask a question



Check status

Next



2 Approval Request Category

Choose 'Approval Request' type from the drop-down menu

New Disclosure

Approval Request

Select which category your Approval Request falls into: *

Choose...

Sponsorship, Entertainment, Sponsored Travel, Speaking Engagement, Publication

Commercial Sponsorships, Charitable Donations and Grants, Requests by countries for payments, Political Contributions and Lobbying

Please upload any relevant attachments in support of your disclosure:

Drag and drop attachments here or

CLICK TO UPLOAD

BACK CANCEL SAVE



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Report a Concern



Make a disclosure



Ask a question

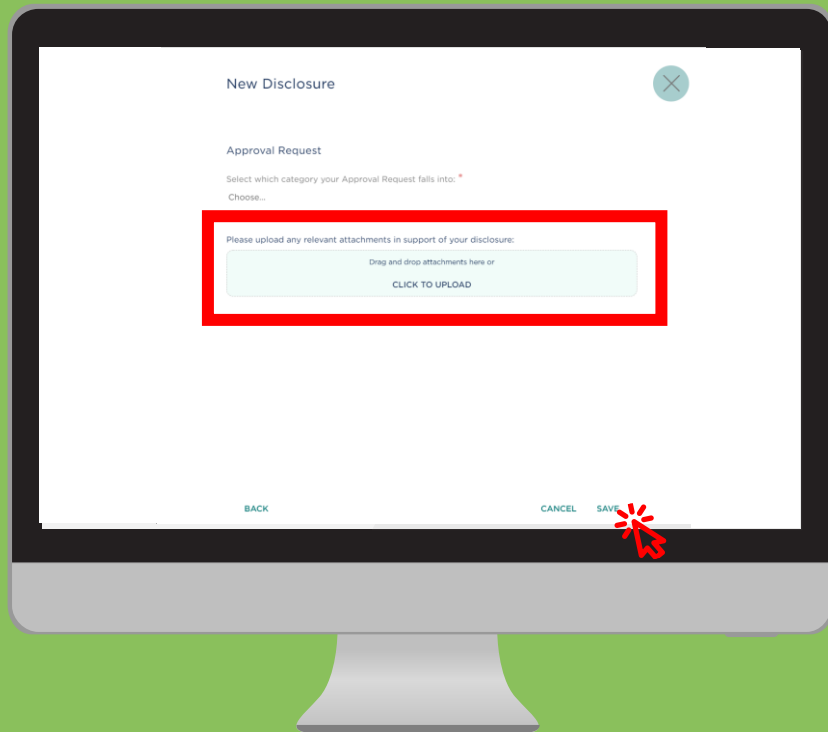


Check status

Next



3 Upload supporting documents for approval request and click **SAVE**



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Report a Concern



Make a disclosure



Ask a question



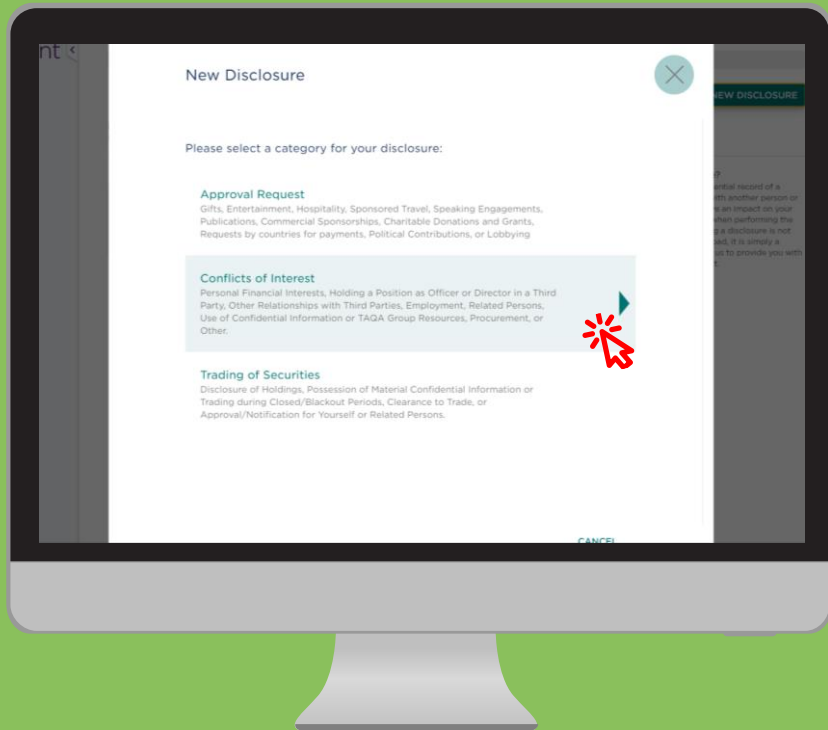
Check status

Next



Make a Disclosure?

Conflicts of Interest



1 Conflicts of Interest

Click on 'Conflicts of Interest'



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Report a Concern



Make a disclosure



Ask a question



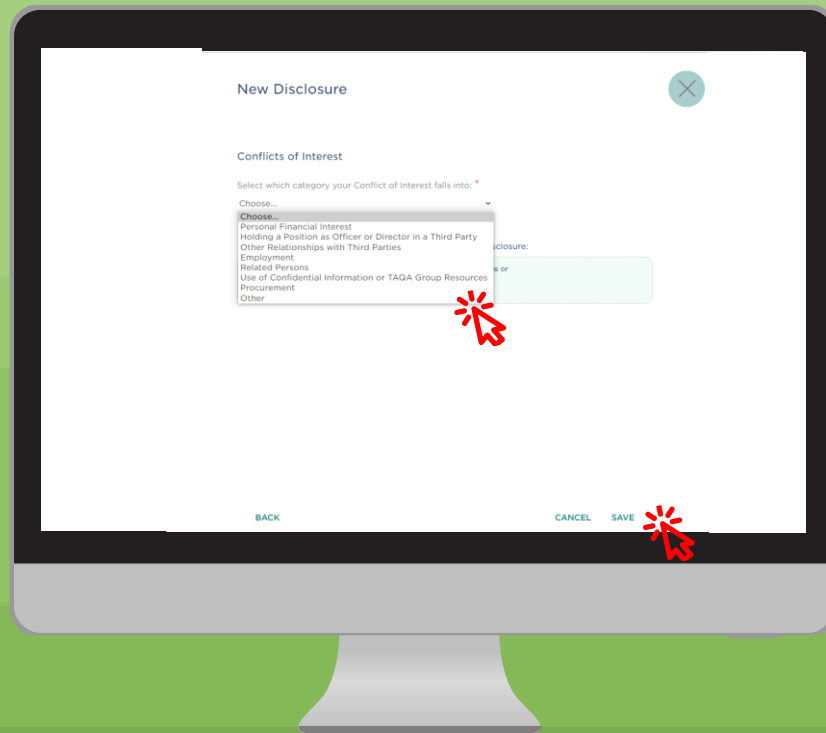
Check status

Next



2 Conflicts of Interest Type

Choose 'Conflicts of Interest' type from the drop-down menu and click **SAVE**



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Report a Concern



Make a disclosure



Ask a question



Check status

Next



Make a Disclosure? Conflicts of Interest

New Disclosure

Conflicts of Interest

Select which category your Conflict of Interest falls into: *

Use of Confidential Information or TAQA Group Resources ▼

Do you plan to use any TAQA Group Confidential Information or resources (IT equipment, information, personnel, time, etc.) for activities that are not related to TAQA Group? *

Choose... ▼

Please explain in detail the reason for your disclosure describing the perceived, actual, or potential conflict. *

Please upload any relevant attachments in support of your disclosure:

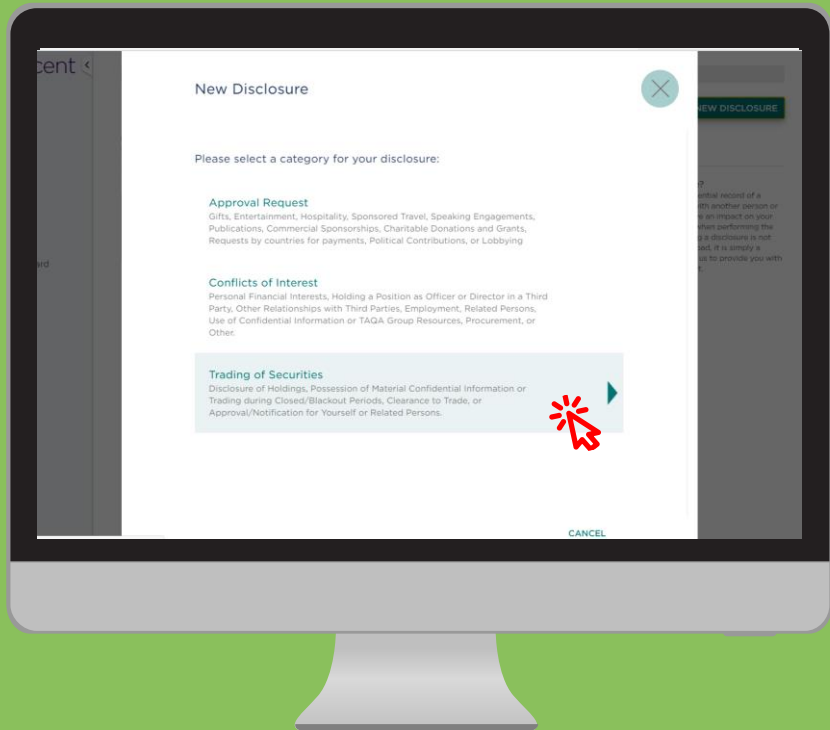
Drag and drop attachments here or

CLICK TO UPLOAD

BACK CANCEL SAVE

3 Answer all the questions required then click **SAVE**

Make a Disclosure? Trading of Securities



1 Trading of Securities

Click on 'Trading of Securities'



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Home



Report a Concern



Make a disclosure



Ask a question



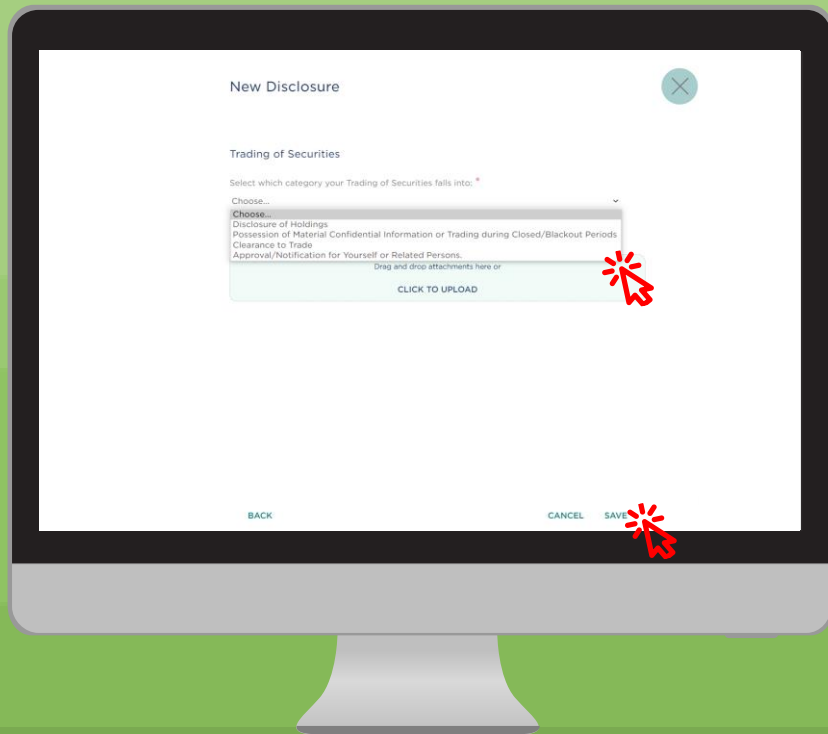
Check status

Next



2 Trading Securities Type

Choose 'Trading of Securities' type from the drop-down menu and click **SAVE**



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Report a Concern



Make a disclosure



Ask a question

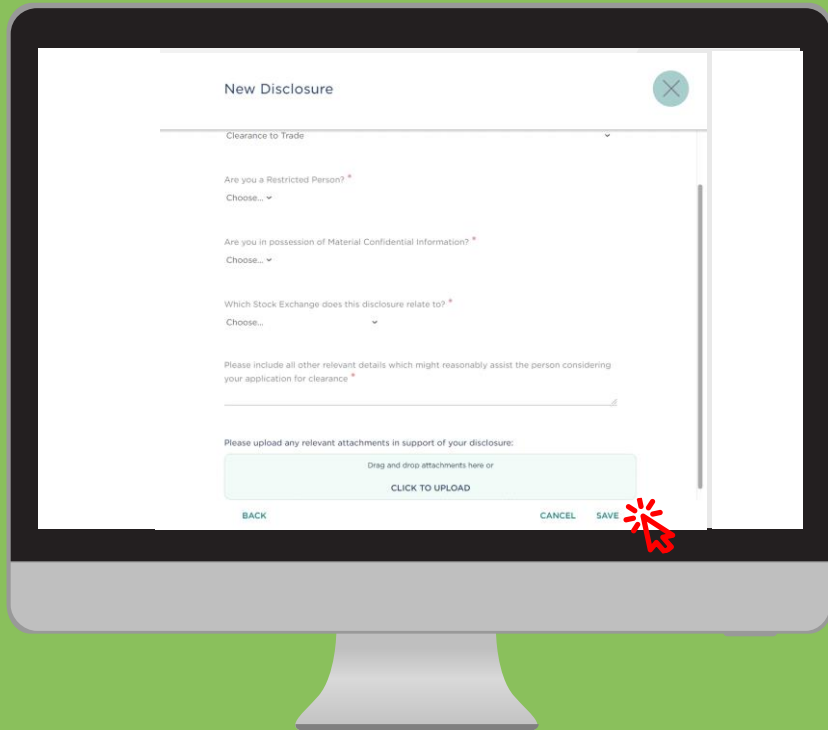


Check status

Next



Make a Disclosure? Trading of Securities



New Disclosure

Clearance to Trade

Are you a Restricted Person? *

Choose...

Are you in possession of Material Confidential information? *

Choose...

Which Stock Exchange does this disclosure relate to? *

Choose...

Please include all other relevant details which might reasonably assist the person considering your application for clearance *

Please upload any relevant attachments in support of your disclosure:

Drag and drop attachments here or
CLICK TO UPLOAD

BACK CANCEL SAVE

3 Answer all the
requested
information
then click
SAVE



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Home



Report a Concern



Make a disclosure



Ask a question



Check status

Next

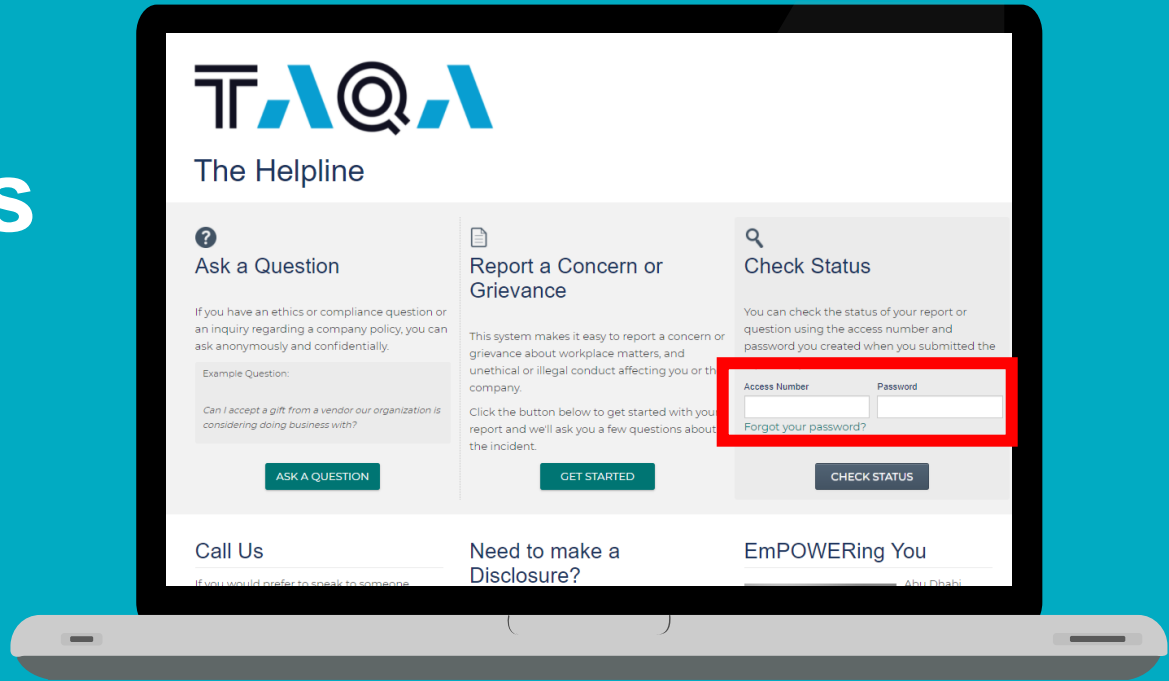


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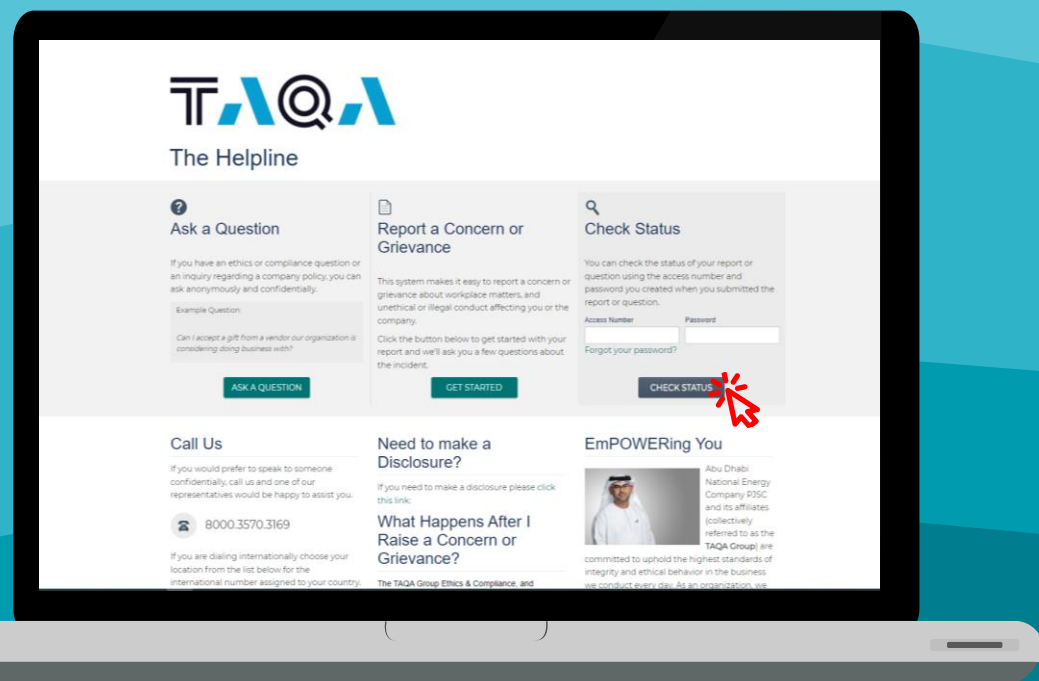
1 Check Status

Type in your access number and password which you created when you raised a concern or asked a question.



2

Click on CHECK STATUS



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Home



Report a Concern



Make a disclosure



Ask a question



Check status

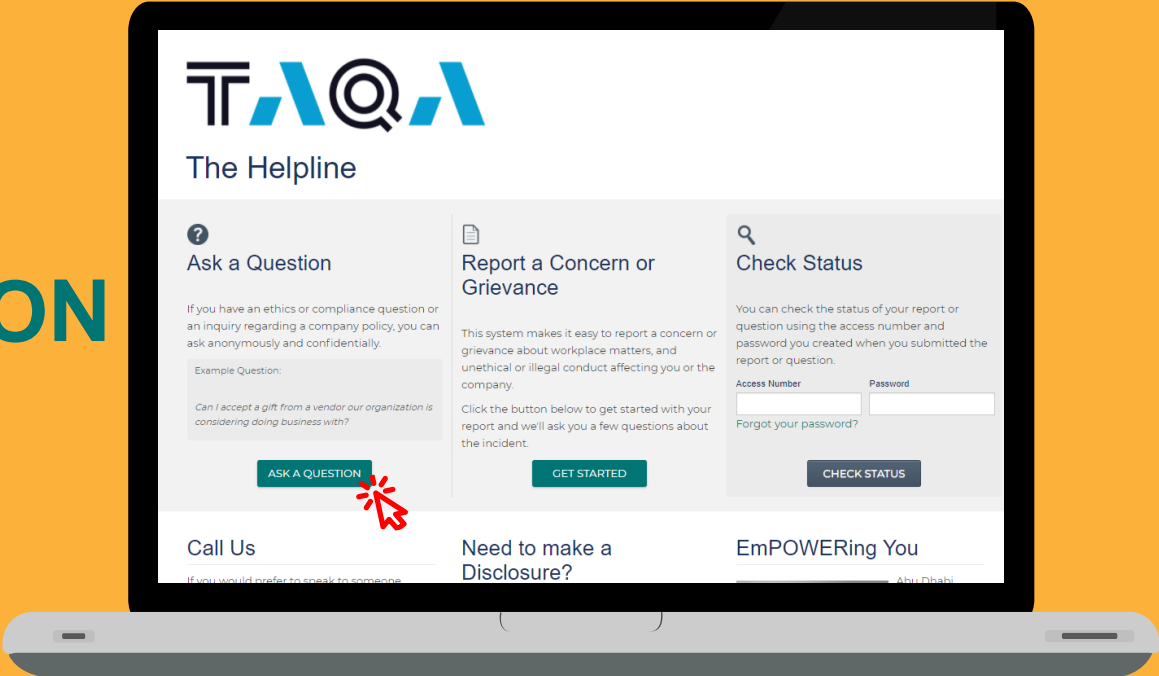
Next



To get started visit
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1 Click on ASK A QUESTION



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Report a Concern



Make a disclosure



Ask a question

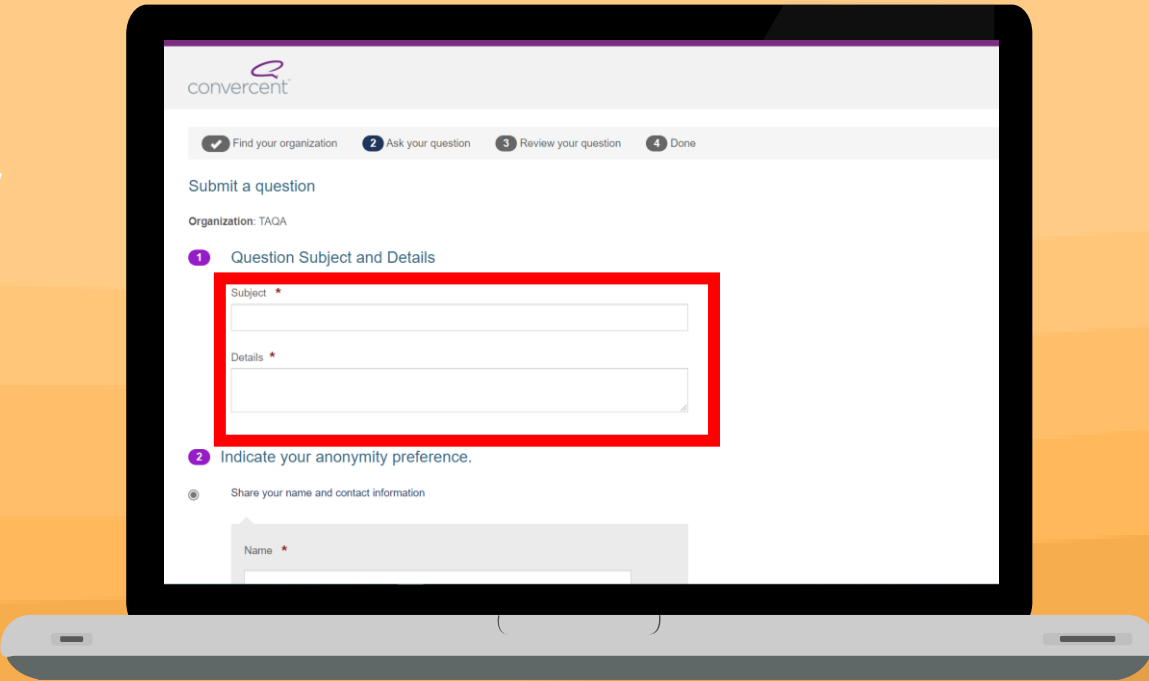


Check status

Next



2 Type in your Question Subject and Details



3 Indicate your anonymity preference

If you choose to share your name and contact details, ensure that you provide us with the correct information.

2 Indicate your anonymity preference.

Share your name and contact information

Name *

Email *

Phone

Mobile

Preferred Contact Method

Email

☐ Remain anonymous toward the organization

☐ Remain completely anonymous

Your Relationship to the Organization:

☐ I am currently an employee



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Report a Concern



Make a disclosure



Ask a question



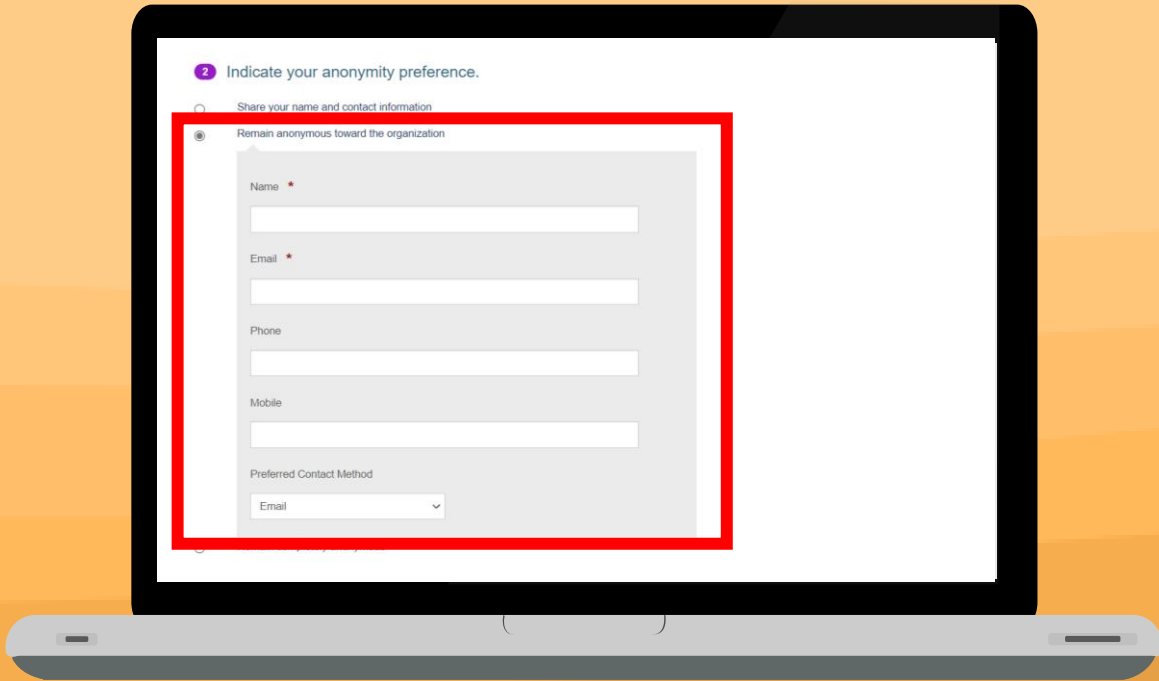
Check status

Next



4 Anonymous towards the organization

If you choose this option, you will remain anonymous towards TAQA.



5 Remain completely anonymous

If you choose this option, you will remain completely anonymous. Any communication with the Ethics & Compliance Office would have to be through the Helpline portal.

2 Indicate your anonymity preference.

- ☐ Share your name and contact information
- ☐ Remain anonymous toward the organization
- ☒ Remain completely anonymous

Your Relationship to the Organization:

- ☒ I am currently an employee
- ☐ I am a former employee
- ☐ Non employee (this includes contractor, student, supplier, partner, member, etc.)

Next



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Report a Concern



Make a disclosure



Ask a question

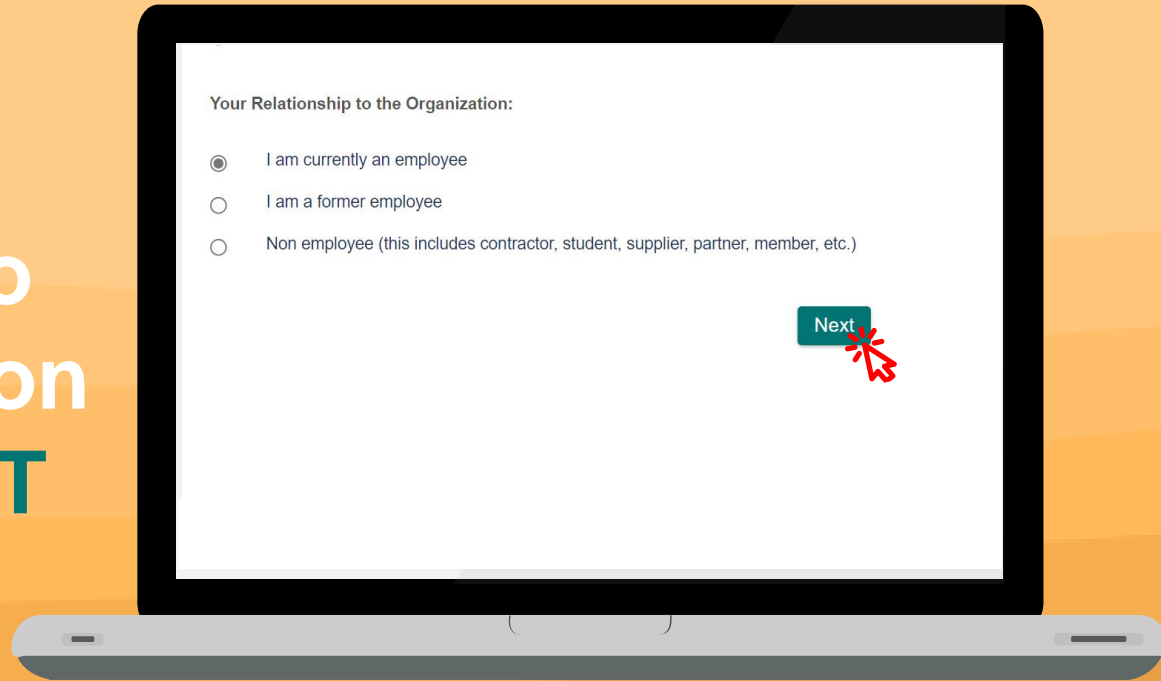


Check status

Next



6 Choose Your Relationship to the Organization and Click **NEXT**



Your Relationship to the Organization:

- ☒ I am currently an employee
- ☐ I am a former employee
- ☐ Non employee (this includes contractor, student, supplier, partner, member, etc.)

Next



Previous



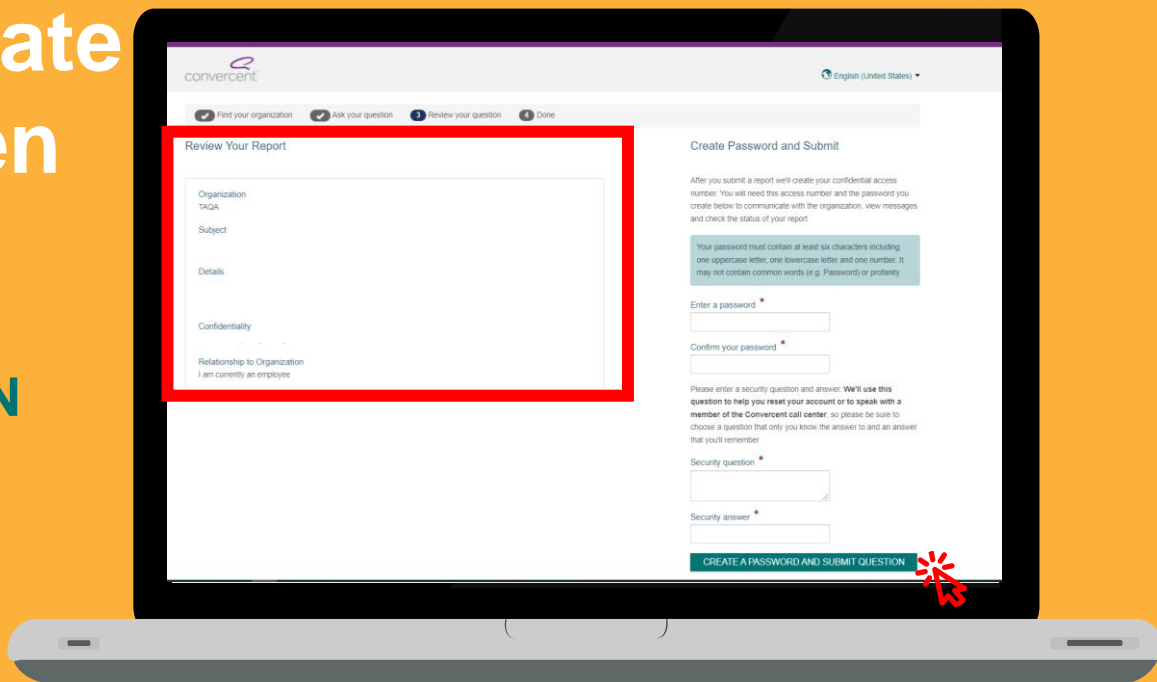
Next



Ask a Question?

7 Review Your Report and Create a Password then Click On **CREATE A PASSWORD AND SUBMIT QUESTION**

You will need this access number and the password you create to communicate with the organization, view messages and check the status of your report.



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Report a Concern



Make a disclosure



Ask a question



Check status

Next



Questions?

Please reach out to the Ethics & Compliance Office through the Helpline or in person if you have any questions or concerns.



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Report a Concern



Make a disclosure



Ask a question



Check status

Next

