How to use the TAQA Group Ethics & Compliance Helpline
What would you like to do?

- Report a Concern?
- Ask a question?
- Make a disclosure?
- Check status?

Please click on one of the above to proceed
To get started visit Helpline.taqa.com
HOW TO REPORT A CONCERN?

Click on GET STARTED under Report a Concern or Grievance
HOW TO REPORT A CONCERN?

2. Click on acknowledgment and Click on GET STARTED WITH YOUR REPORT.
HOW TO REPORT A CONCERN?

1. Choose a category
2. Tell us what happened
3. Review your report
4. Done

Choose a Category

Choose a category: HR grievance or Ethics & Compliance

Then click on
Tell us what happened
**HOW TO REPORT A CONCERN?**

**Human Capital**
- Compensation & Benefits
- Workplace Conditions
- Scope of Work
- Leaves/Working Hours
- Terms of Employment
- Promotions
- Interpersonal Issues
- Entitlements
- Mismanagement
- Training & Development
- Workplace Equity
- Performance Appraisal Process

**Ethics & Compliance**
- Violations of Laws
- Corruption
- Conflicts of Interest
- Bribery/Kickbacks
- Data Protection
- Abuse of Authority
- Unethical Practices or Treatment
- Confidentiality
- Unethical Behavior

**Overlap**
- Institutional Equity (Fairness)
- Bullying and Harassment

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**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**
- Training & Development
- Workplace Equity
- Performance Appraisal Process

**Ethics & Compliance matters related to breaches of the Code of Conduct or applicable laws or regulations**
- Corruption
- Conflicts of Interest
- Bribery/Kickbacks
- Data Protection
- Abuse of Authority
- Unethical Practices or Treatment
- Confidentiality
- Unethical Behavior
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
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
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.
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.
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.
Review Your Report
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.
Click on CREATE A PASSWORD AND SUBMIT REPORT
To get started visit Helpline.taqa.com
1 Click on the link under ‘Need to make a Disclosure?’
Make a Disclosure?

2. Click on NEW DISCLOSURE
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
Make a Disclosure?
Approval Request

1 Approval Request
Click on ‘Approval Request’
Choose ‘Approval Request’ type from the drop-down menu.
Upload supporting documents for approval request and click SAVE.
Make a Disclosure?
Conflicts of Interest

1. Conflicts of Interest

Click on ‘Conflicts of Interest’
Conflicts of Interest Type

Choose ‘Conflicts of Interest’ type from the drop-down menu and click SAVE
Make a Disclosure?
Conlicts of Interest

Answer all the questions required then click **SAVE**
Make a Disclosure?
Trading of Securities

1. Trading of Securities

Click on ‘Trading of Securities’
Trading Securities Type

Choose ‘Trading of Securities’ type from the drop-down menu and click SAVE.
3 Answer all the requested information then click SAVE
To get started visit Helpline.taqa.com
Check Status

Type in your access number and password which you created when you raised a concern or asked a question.
Click on **CHECK STATUS**
To get started visit Helpline.taqa.com
1. Click on 

**ASK A QUESTION**
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.
Anonymous towards the organization

If you choose this option, you will remain anonymous towards TAQA.
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.
Choose Your Relationship to the Organization and Click NEXT
Ask a Question?

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.
Questions?

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