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**STANDARD OPERATING PROCEDURE (SOP)  
PUBLIC SECTOR HOME FINANCING BOARD**

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DEPARTMENT	INTEGRITY & COMPLIANCE DEPARTMENT
TITLE	HANDLING OF WHISTLEBLOWER REPORT SOP
REFERENCE NO.	PPD/4/ICD SOP/V2.1(2)
VERSION	2.1
EFFECTIVE DATE	19 MAY 2025
APPROVED BY	NAZHALINA DATO' NAZRI (HEAD OF DIVISION)
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 <b>LPPSA</b> <small>LEMBAGA PEMBIAYAAN PERUMAHAN SEKTOR AWAM</small>	<b>PUBLIC SECTOR HOME FINANCING BOARD (LPPSA)</b>	<b>RESTRICTED</b>
	<b>PROCEDURE OF HANDLING WHISTLEBLOWER REPORT SOP</b>	<b>PPD/4/ICD SOP/V2.1(2)</b>

## RECORD OF THE MAIN AMENDMENTS

DATE	NO. OF VERSION	AMENDED BY	DETAIL OF AMENDMENTS
22/3/2021	1.0	-	Initial Version
10/10/2022	2.0	Muhammad Rejabhad Kamarolzaman	<ol style="list-style-type: none"> <li>1. To include Data Flow Matrix in Appendix 6.1 in line with LPPSA PDP Implementation Plan.</li> <li>2. Update of Objective.</li> <li>3. Change Integrity Department to Integrity and Compliance Department</li> <li>4. Change from Guidelines on Reporting Under Whistle Blower Policy to Procedure of Handling Whistleblower Report</li> <li>5. Add Whistleblower roles</li> <li>6. Update process flowchart</li> <li>7. Remove I.C number and address in the Whistleblower form</li> </ol>
21/3/2025	2.1	Muhammad Rejabhad bin Kamarolzaman	<ol style="list-style-type: none"> <li>1. Update the reference number from "RMCD/4/ID SOP/V2.0 (2)" to "PPD/4/ICD SOP/V2.1 (2)".</li> <li>2. Update the scope</li> <li>3. Update the terms and definition for Employee, Improper Conduct, Whistleblower,</li> <li>4. Added new Definition of "Reliable Source"</li> <li>5. Update the roles of whistleblower</li> <li>6. Revision of Process 20 description – remove the function of Board meeting as all cases will be convened at Whistleblower Committee.</li> <li>7. Update Appendix 2 - Whistleblower Form</li> <li>8. Update Appendix 3 – List of improper conduct</li> </ol>


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## REVIEW OF RECORDS

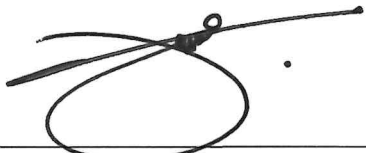
NO. OF VERSION	REVIEWED BY	DATE
1.0	Jamilah Hanafi	22 Mar 2021
2.0	Mohd Zahari Mohd Alias	10 Oct 2022
2.1	Mohd Zahari Mohd Alias	28 Mar 2025

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## 1.0 OBJECTIVE

The objectives of the SOP are to achieve the following:-

1. Serve as a reference guide on the key roles and internal operating procedures to fulfil its overall functions.
2. Provide staff with a clear understanding of roles and responsibilities to discharge their duties/ tasks effectively in a uniform and consistent manner.
3. Provide personal data protection referencing to the internal processes.
4. Provide the necessary support, processing procedures on handling whistleblower report and for staff to continuously render high quality effort and to meet company's objective.
5. Whistleblower Policy of LPPSA provides an avenue for all employees of LPPSA and members of the public to disclose any improper conduct in accordance with the procedures, terms and conditions provided under the Guidelines on Reporting under Whistleblower Policy and accord them with protection under the policy.


## 2.0 SCOPE

This SOP is used by all employees of LPPSA and members of the public who have official dealings with LPPSA to disclose any improper conduct committed or about to be committed by officers and staff of LPPSA.

This SOP is to be read together with LPPSA Act, Public Sector Home Financing Board (Conduct and Discipline) Regulations 2023, *Pekeliling Pembiayaan Perumahan LPPSA* and any other relevant document such as but not limited to LPPSA SOP's and current Anti-Corruption Policy.

## 3.0 TERMS AND DEFINITION

NO.	TERMS	DEFINITION
1.	<b>Employee</b>	A person who is employed on a permanent, temporary or contractual basis by LPPSA and is paid emolument by LPPSA.
2.	<b>Improper conduct</b>	Generally, means any suspected or actual conduct which if proved constitutes a criminal offence or any conduct that constitutes wrongdoing listed in <b>Appendix-3</b> .
3.	<b>Respective authorities or other enforcement agencies</b>	Refers to any enforcement agency enforcing any law under which the offence is disclosed e.g. Malaysian Anti-Corruption Commission (MACC)

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NO.	TERMS	DEFINITION
		for offences under MACC Act, Royal Malaysia Police (RMP) for offences falls under its purview).
4.	<b>Whistleblower</b>	Refers to a person, whether <b>internal or external</b> , who makes a report of improper conduct under this procedure
5.	<b>Reliable Source</b>	Refers to a media report or any other report, document, or communication channel-other than a whistleblower-that provides credible, specific, and verifiable information regarding suspected or actual improper conduct.


#### 4.0 ABBREVIATION

NO.	ACRONYMS	PHRASE
1.	<b>ARIC</b>	Audit Risk and Integrity Committee
2.	<b>Board</b>	LPPSA's Board
3.	<b>WB</b>	Whistleblower
4.	<b>ICD</b>	Integrity & Compliance Department


#### 5.0 WORK PROCESS

##### 5.1. Description of Work Process


NO.	WORK PROCESS	POSITION	DESCRIPTION OF WORK PROCESS	REFERENCE
1.	Submit/ Report allegation on improper conduct	Whistleblower	1. Submit/ report allegation on improper conduct to ICD via written or verbally.	
2.	Receive the allegation on improper conduct	Integrity Unit	1. Receive the verbal or written allegation from the Whistleblower or from reliable sources Allegations received from reliable sources shall be documented by ICD in written format and proceed to Process 4.  2. If in written format, ICD shall identify whether it	<ul style="list-style-type: none"> <li>• WB Form.</li> <li>• Email</li> <li>• Letter</li> <li>• Appendix 3-List of Improper Conduct</li> </ul>

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NO.	WORK PROCESS	POSITION	DESCRIPTION OF WORK PROCESS	REFERENCE
			<p>was submitted anonymously.</p> <p>a) If yes, proceed to Process 4.</p> <p>b) If no, proceed to Process 5.</p> <p>3. If in verbal format, proceed to Process 3.</p>	
3.	Advise WB to lodge official report	Integrity U it	<p>1. Advise the WB to lodge an official report by completing the WB Form.</p> <p>2. ICD shall not take any further action until the WB submits a written report using the WB Form.</p> <p>The process ends here.</p>	Appendix 2 – Whistleblower Form A
4.	Register in WB Report Register	Integrity U nit	<p>1. Register the allegation received in written format in the WB Report Register.</p> <p>Proceed to Process 6.</p>	
5.	Acknowledge the WB Form and register in the WB Report Register	Integrity Unit	<p>1. Acknowledge the receipt of the forms within five (5) working days via email and register the report in the WB Report Register.</p>	
6.	Classify the WB Report	Integrity Unit	<p>1. The report can be classified as:</p> <p>a) Other department matters; or</p> <p>b) Improper conduct.</p> <p>2. If not related to improper conduct, proceed to Process 7.</p>	

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NO.	WORK PROCESS	POSITION	DESCRIPTION OF WORK PROCESS	REFERENCE
			3. For related to improper conduct matter, proceed to Process 10.	
7.	Obtain WB's consent	Integrity Unit	1. Obtain consent from WB before submitting to HR or another department. a) If not consented or no response from WB within thirty (30) days, proceed to Process 8. b) If consented, proceed to Process 9.	
8.	Update status in WB Report Register	Integrity Unit	1. Change the status CLOSE and update the WB Report Register.  The Whistleblower shall be notified on the status of the report.	WB Report Register
9.	Update status and submit report to the respective department	Integrity Unit	1. forward to the relevant department after obtaining WB consent. Change the status CLOSE and update the WB Report Register.  The Whistleblower shall be notified on the status of the report.	
10.	Conduct Preliminary Verification	Integrity Unit	1. For improper conduct related matters, ICD shall prepare preliminary verification report and ensure the details required in the form is fully provided. a) If report completed, proceed to Process 13. b) If the information is incomplete, proceed to Process 11.	

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NO.	WORK PROCESS	POSITION	DESCRIPTION OF WORK PROCESS	REFERENCE
11.	Seek information from WB	Integrity Unit	1. Seek WB to assist and provide complete/ additional information.  a) If the additional information provided is insufficient, proceed to Process 12. b) If the additional information provided is sufficient, proceed to Process 13.	
12.	Update WB Report Register Status	Integrity Unit	1. If the additional information provided is insufficient after thirty (30) days from the date of inquiry, the status of the WB report shall be CLOSE.  ICD shall notify the WB and update the WB Report Register.  The process ends here.	
13.	Review WB Report and call for WB Committee Meeting	Integrity Unit	1. Upon receiving WB Report Form and Preliminary Verification Report, ICD shall arrange to convene the WB Committee Meeting within fourteen (14) days.  2. Submit Preliminary Report/ Verification Report to WB Committee.	
14.	Receive and review Preliminary/ Verification Report	WB Committee	1. If there is reasonable ground, proceed to Process 18.  2. If there is no reasonable ground, proceed to Process 15.	

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NO.	WORK PROCESS	POSITION	DESCRIPTION OF WORK PROCESS	REFERENCE
15.	Classified as "No Further Action"	WB Committee	<ol style="list-style-type: none"> <li>1. In cases where there is no proof of improper conduct, matters complained are not related to any other departments or matters complained does not reveal any offences under any legislation, the WB Committee may decide to close the matter and instruct the WB Secretariat to notify the WB of the decision.</li> <li>2.</li> </ol>	
16.	Receive extract decision from LeSec	Integrity Unit	<ol style="list-style-type: none"> <li>1. Receive extract decision from LeSec.</li> <li>2. Notify WB that the disclosure is not substantiated and the matter is closed</li> <li>3.</li> </ol>	
17.	Update WB Report Register	Integrity Unit	<ol style="list-style-type: none"> <li>1. Update the WB Report Register.</li> </ol> <p>The process ends here.</p>	
18.	Provide decision to approve or required for further action.	WB Committee	<ol style="list-style-type: none"> <li>1. If the report is reasonable, WB Committee to make decision whether it is approved or required for further information, <ol style="list-style-type: none"> <li>a) If no further information required, proceed to Process 20.</li> <li>b) If further information is required, proceed to Process 19.</li> </ol> </li> </ol>	
19.	Conduct verification and prepare Verification Report	Integrity Unit	<ol style="list-style-type: none"> <li>1. In cases where instruction is given to obtain further information to confirm allegation, ICD shall take actions as stipulated in the SOP for</li> </ol>	

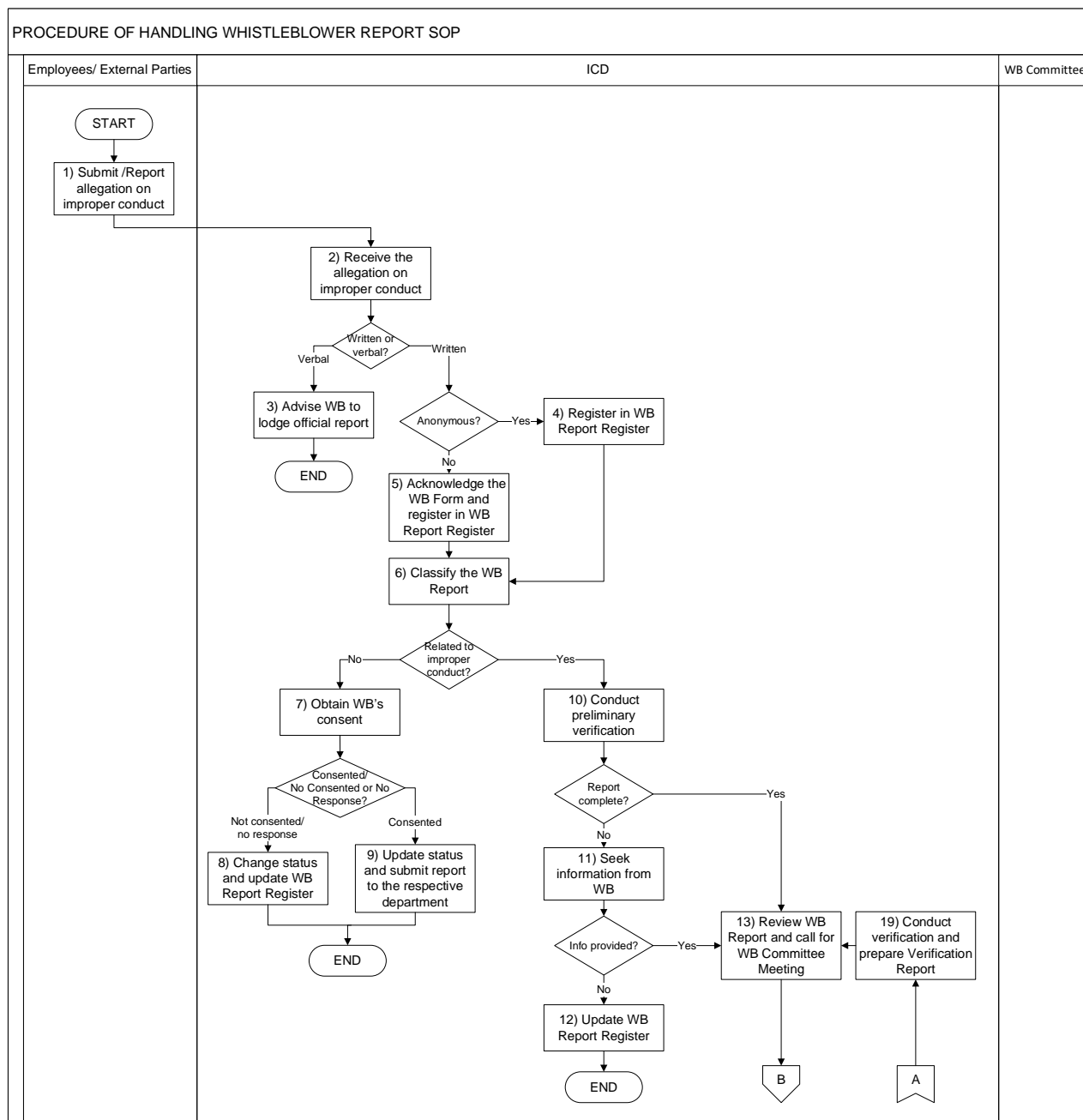
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NO.	WORK PROCESS	POSITION	DESCRIPTION OF WORK PROCESS	REFERENCE
			Process of Obtaining Further Information to Confirm Allegation SOP.  Return to Process 13.	
<b>20.</b>	Provide further decision for the allegation	WB Committee	1. Make decision for further action as stipulated in Appendix 6.2 (item 6.2.3.2 Roles of Whistleblower Committee).	
<b>21.</b>	Notification to Board/ ARIC/WB and Update of Whistleblower Report Register.	Integrity Unit	1. Notify the Whistleblower, Board/ARIC on the disclosure received, decision made by WB Committee and action taken regarding the said disclosure.	

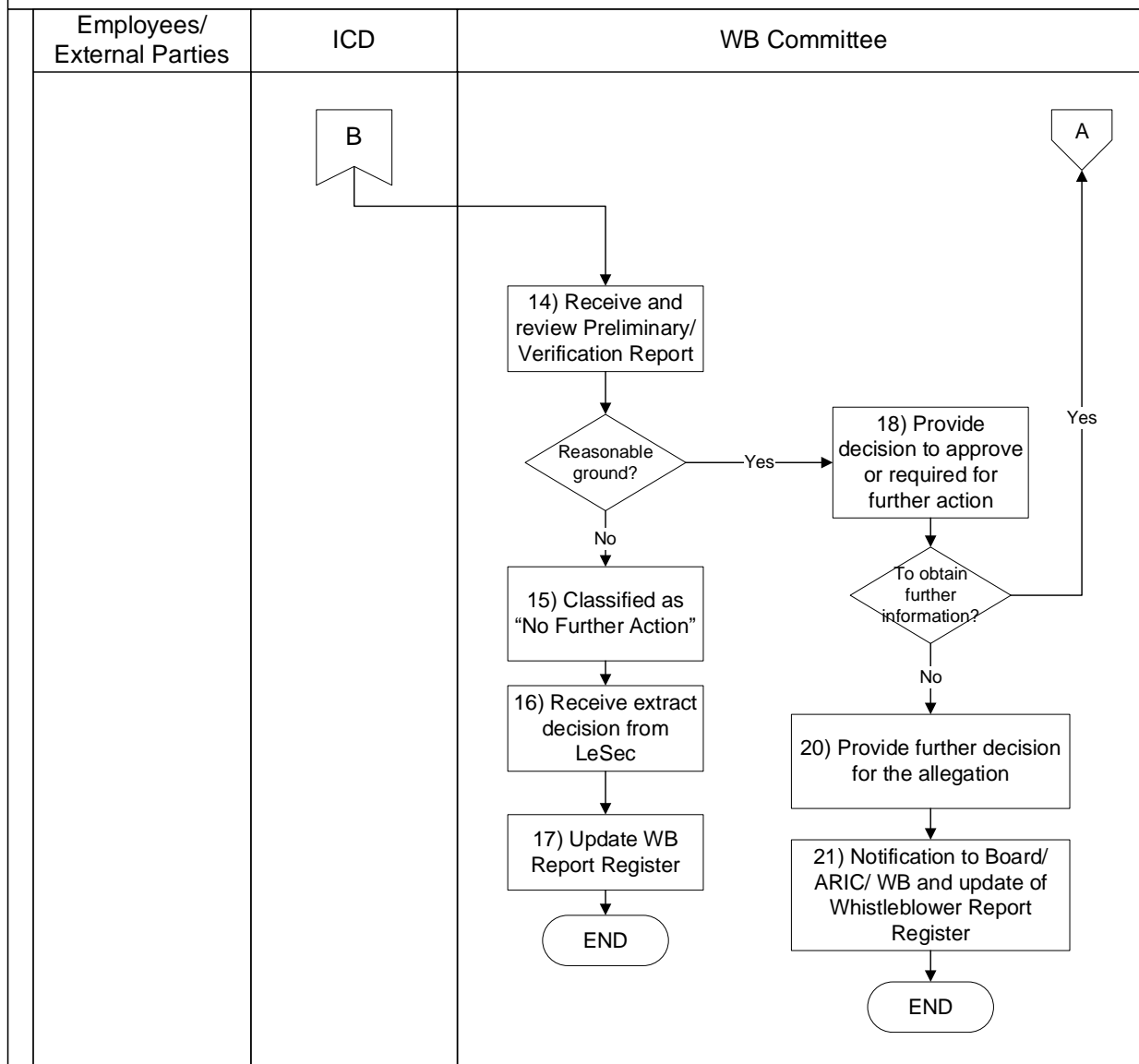
## 5.2. Process Measurement


- 5.2.1. The WB Form must be acknowledged within five (5) working days via email and register the report in the WB Report Register.
- 5.2.2. The WB Committee Meeting shall be convened within fourteen (14) days upon receiving complete Preliminary and Verification Report.
- 5.2.3. Any decision made by the WB Committee must be recorded in writing for transparency.

### 5.3. Flowchart



**PROCEDURE OF HANDLING WHISTLEBLOWER REPORT SOP**




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## 6.0 APPENDIX

### 6.1. Data Flow Matrix

<b>Data User</b>	<b>Personal Data Received by Data User</b>	<b>Transaction (Process)</b>	<b>Medium of Information Transmitted Out</b>	<b>Data Receiver</b>	<b>Personal Data Shared to Data Receiver</b>	<b>Risk of Data Leakage for Data User</b>	<b>Mitigation Plan for Data Leakage</b>
Integrity & Compliance Department	1. Name (complainant, alleged person) 2. Phone No. (complainant) Email (complainant)	Handling of complaint received (integrity related or non-integrity related)	Email, Hardcopy	HR/ Departments in Operations/ other departments/ Complaint Committee	1. Name (complainant, alleged person) 2. Phone No. (complainant) Email (complainant)	Personal information received is shared to the relevant department/ WB Committee, however risk is perceived to be low.	1. Personal information received is only handled by ICD's personnel and liaise directly to person in charge.  2. The rights of Whistleblowers are protected under the Anti-Corruption Policy for disclosure made under the said policy.

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## **6.2. Appendix 1 - Roles and Responsibilities**

All protected disclosure received shall be handled by the Whistleblower Secretariat. The process of handling protected disclosures are as follows:

### **6.2.1. Whistleblower**

#### **6.2.1.1. Roles of the Whistleblower**

- a. to report actual or suspected incident of improper conduct to the Whistleblower channel or directly to ICD in good faith;
- b. to make their disclosures in writing and to provide sufficient details which include the following:
  - i. the type or description of improper conduct;
  - ii. the date and location of the incident;
  - iii. the identity of the perpetrator of the offence;
  - iv. witness information (if any);
  - v. evidence and/or supporting documents; and
  - vi. other details that are considered useful to facilitate the inspection and the action to be performed.
- c. obliged to protect reported concerned;
- d. shall not disclose or discuss any reported feedback or case with other employees; and
- e. shall assist the ICD by providing additional information when required.


### **6.2.2. Whistleblower Secretariat**

#### **6.2.2.1. Composition of Whistleblower Secretariat**

Whistleblower Secretariat shall consist of officers from the Integrity and Compliance Department (ICD) and an officer from the Legal and Secretarial Department.

#### **6.2.2.2. Roles of the Whistleblower Secretariat**

- a. Manage disclosure against any employees or departments of LPPSA

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- i. Receive and assess protected disclosure and obtain further information if required;
  - ii. Notify Chairman of Whistleblower Committee and get his instruction to convene Whistleblower Committee Meeting;
  - iii. Convene Whistleblower Committee Meeting as instructed by Chairman of Whistleblower Committee;
  - iv. Table protected disclosure in Whistleblower Committee meeting for decision on action to be taken; and
  - v. Record minutes of the meeting;
- b. Manage disclosure against any member of Whistleblower Committee or LPPSA Board
- i. Receive protected disclosure;
  - ii. Notify Chairman of LPPSA Board; and
  - iii. Act as instructed by Chairman of LPPSA Board.
- c. Act as decided and instructed by Whistleblower Committee or Chairman of LPPSA Board; and
- d. Notify the Whistleblower of the action taken.


### **6.2.3 Whistleblower Committee**

#### **6.2.3.1 Composition of Whistleblower Committee**

Whistleblower Committee shall consist of members of ARIC. Chairman of ARIC shall be the Chairman of Whistleblower Committee.

#### **6.2.3.2 Roles of Whistleblower Committee**

- a. Whistleblower Committee shall consider and decide necessary action to be taken on the protected disclosure. Whistleblower Committee may decide as follows:
- i. obtain further information to confirm allegation;
  - ii. refer to Human Resource Department to initiate disciplinary proceeding;
  - iii. refer to other departments if the disclosure is related to the functions of the departments;
  - iv. advise Whistleblower to report to other agencies if protected disclosure reveals offences under other legislations enforced by other agencies;

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- v. no further action in cases where there are no basis of improper conduct, matters complained is not related to any other departments or matters complained does not reveal any offences under any legislation; and
- vi. any other action deemed fit.

- a) Act as instructed by Chairman of LPPSA Board regarding the disclosure against any member of Whistleblower Committee or any member of LPPSA Board.


## **6.2.4 Meetings**

- a. The meeting of the Committee shall be held at such times and places as the Chairman of the Committee may determine.
- b. The quorum shall consist of three (3) members including the Chairman.
- c. In the absence of the Chairman of the Committee, the Alternate Chairman would be appointed among any member of the Committee.
- d. The Committee may invite any person to attend any of the meetings of the Committee for the purpose of advising the Committee on any matter under discussion, but such person shall not be entitled to vote at the meeting.
- e. A resolution in writing signed by all members shall be valid and effectual as if it had been passed at a meeting of the Committee.

## **6.2.5 Chairman of LPPSA Board**

### **6.2.5.1 Roles of Chairman of LPPSA Board**

- a. Chairman of LPPSA Board may decide to refer the disclosure against any member of Whistleblower Committee or any member of LPPSA Board to Chairman of Whistleblower Committee and give instruction to convene Whistleblower Committee meeting to decide necessary action to be taken without the presence of the member who is the subject matter of the disclosure; and
- b. The Chairman of LPPSA Board may decide to refer the disclosure against the Chairman of Whistleblower Committee to any member of the Whistleblower Committee to convene a Whistleblower Committee

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meeting to decide necessary action to be taken without the presence of Chairman of Whistleblower Committee.


### 6.3. Appendix 2 - Whistleblower Form

Protection: Identity of Whistleblower and disclosure made shall be kept confidential unless required by law or for the purpose of any proceedings instituted by or against LPPSA

<b>Details of person(s) alleged</b>  a. Name b. Department	
<b>Details of Disclosure</b>  a. Date, time and place of improper conduct b. The alleged improper conduct c. Witness information (if any) d. Evidence and/ or supporting documents e. Other relevant information related to the alleged improper conduct	
<b>Contact information of Whistleblower</b>  a. Telephone No. b. Email address  (This information is required for follow-up if additional details are needed by the ICD.)	

Please send to:

1. Head of Integrity & Compliance Department, Lembaga Pembiayaan Perumahan Sektor Awam, Aras 1, No. 9, Kompleks Kementerian Kewangan, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62592 Putrajaya; or


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2. Email to [integriti@lppsa.gov.my](mailto:integriti@lppsa.gov.my).


#### 6.4. Appendix 3- List of Improper Conduct

Act of improper conduct covered under the procedure includes actual or suspected:

1. Bribery and Corruption including any offenses under the **Malaysian Anti-Corruption Commission (MACC) Act**.
2. Theft, pilferage, misappropriation/embezzlement or attempt of the same of the LPPSA's money or property.
3. Fraud, dishonesty, cheating, falsification or attempt of the same in connection with the LPPSA's business, money or property.
4. Soliciting/accepting/giving bribes, abuse of power and other corruption offences.
5. Non-compliance to procedure.
6. Violation of Public Sector Home Financing Board (Conduct and Discipline) Regulations 2023.
7. Participating in unauthorized financial transactions.
8. Breach of fiduciary relationship.
9. Conflict of interest.
10. Misuse of LPPSA's property.
11. Spreading malicious rumours about the LPPSA.
12. Gross negligence and neglect of duty.
13. Unauthorized disclosure of LPPSA's confidential information, including commercial or manufacturing secret, calculators on designs.
14. All forms of harassment including but not confined to unwelcome verbal or physical advances and sexually, racially or otherwise derogatory or discriminatory statements or remarks.

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15. Commission of any subversive act.
16. Commission of any act that brings disrepute, embarrassment or affects the legitimate interest of the LPPSA or ruins the image of the LPPSA.
17. Habitual breach of any LPPSA's order or any law applicable to the establishment of rules made thereunder.
18. Conduct which is likely to cause injury or endanger the life or safety of another person within the LPPSA's premise.
19. Misrepresentation of the LPPSA to others.
20. Obstructing, inciting or wilfully slowing down other employees from work.
21. Violation of the terms and conditions of employment.
22. All other conduct that may be improper to the detriment of LPPSA.

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#### 6.5. Appendix 4- Whistleblower Report Register

No	Receive Date	Case Number	WB Report Completed? (Yes/No)	WB Report Classification	WB Report Submitted to Secretariat? (Yes/No)	Status
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						