

How to use the Masdar Ethics & Compliance Helpline



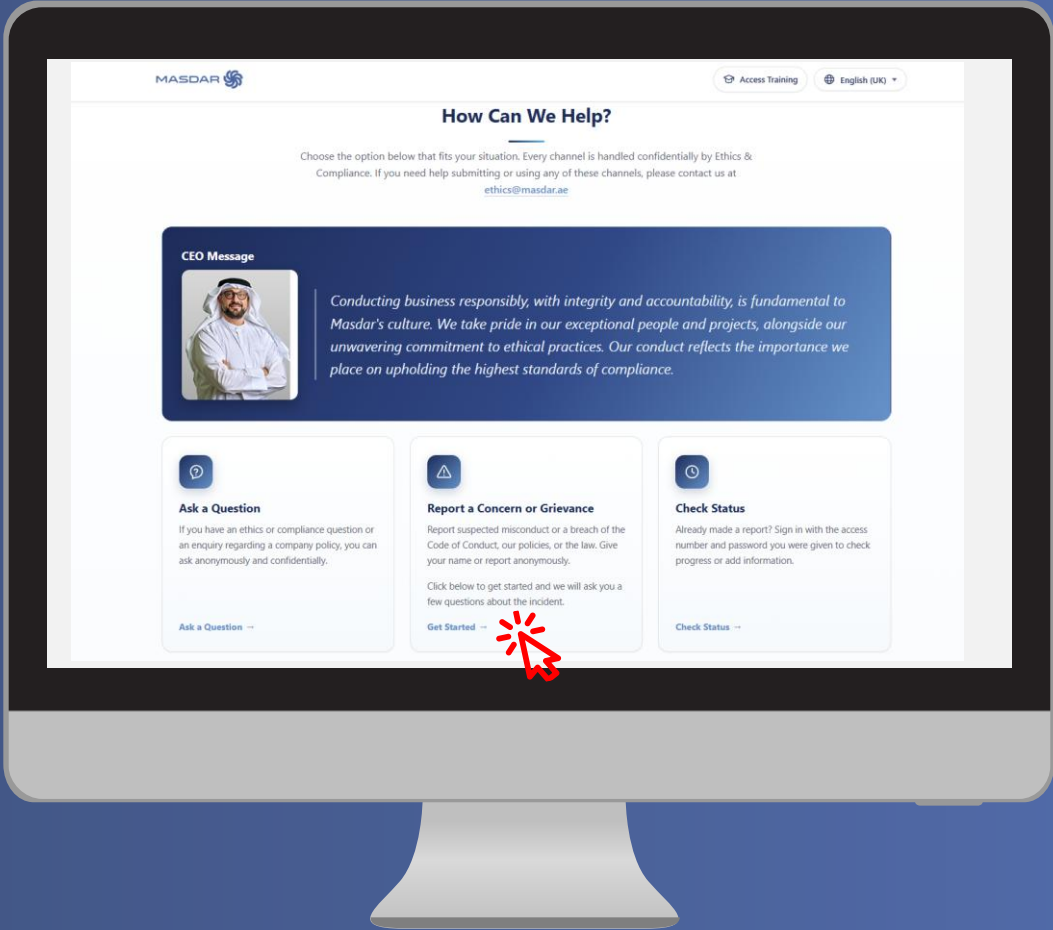
What would you like to do?



Please click on one of the above to proceed

To get started visit
helpline.masdar.ae





1

Click on
GET STARTED
under
Report a Concern or Grievance



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Home



Report a Concern



Make a disclosure



Ask a question

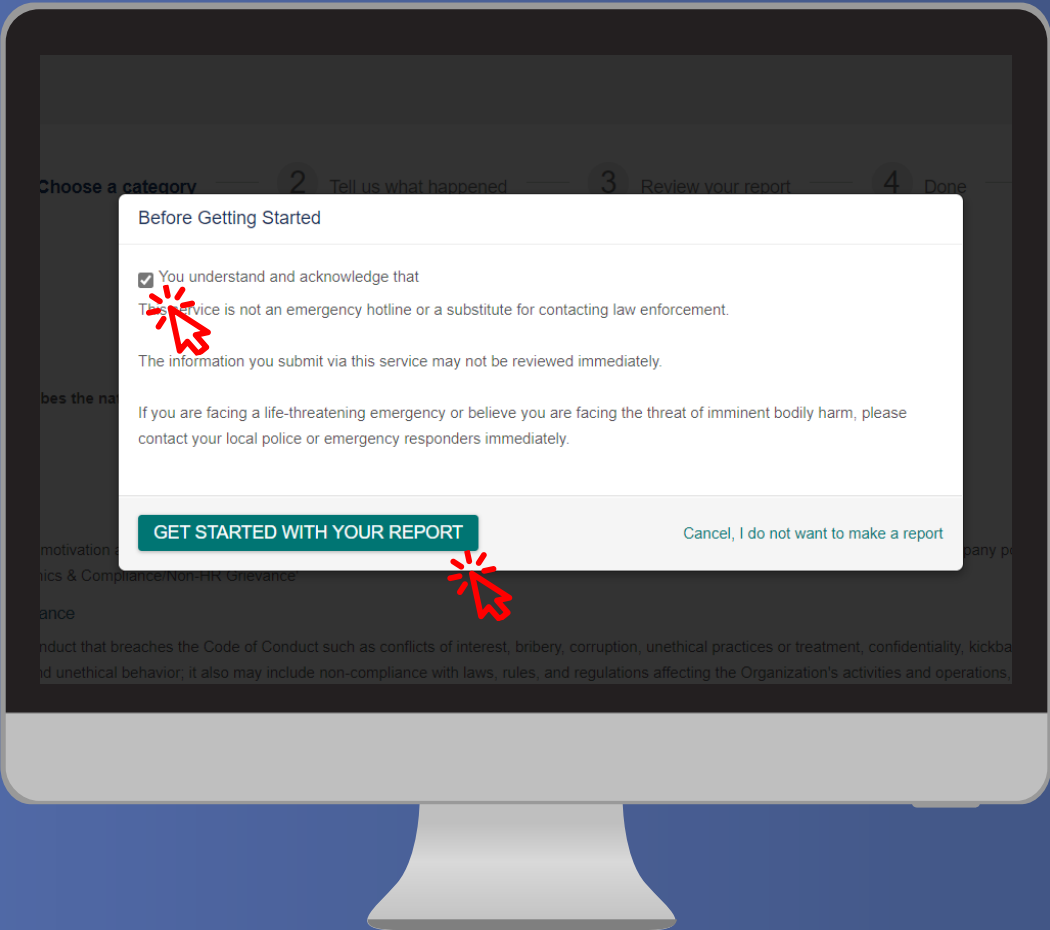


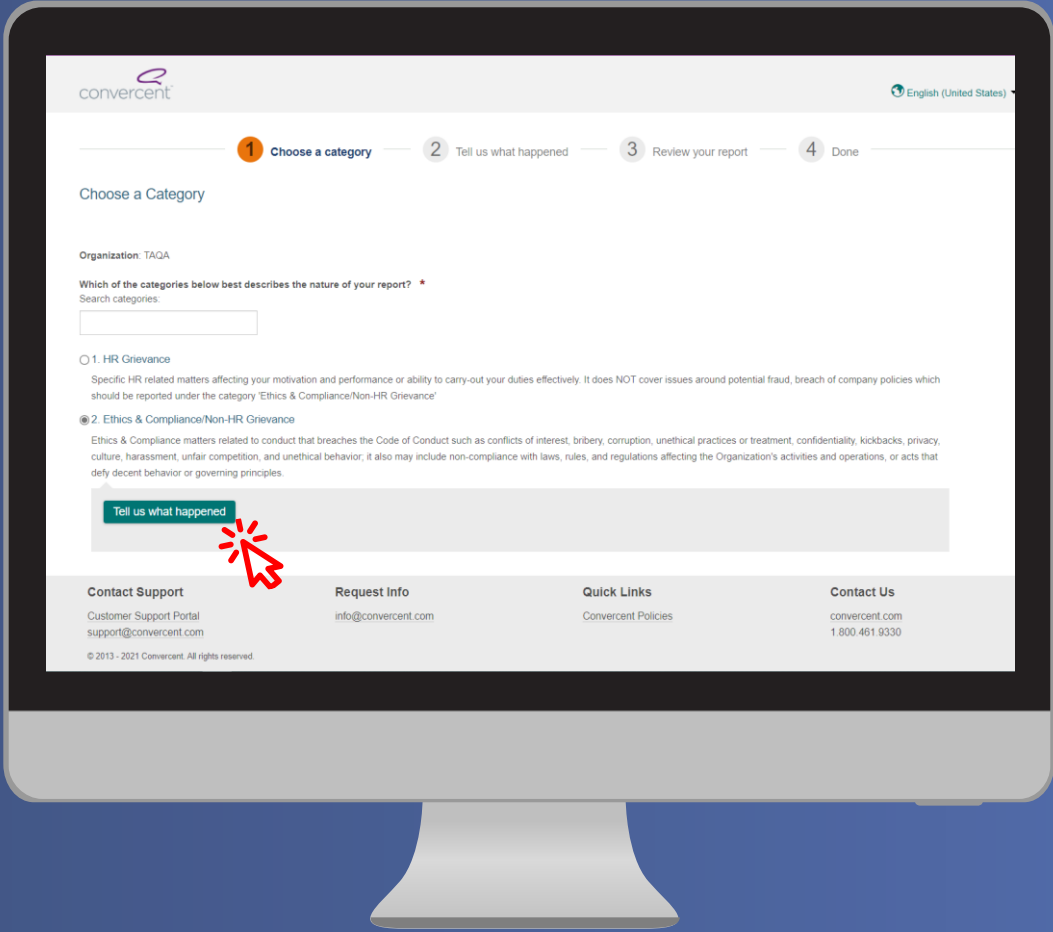
Check status

Next



2 Click on acknowledgment and Click on GET STARTED WITH YOUR REPORT



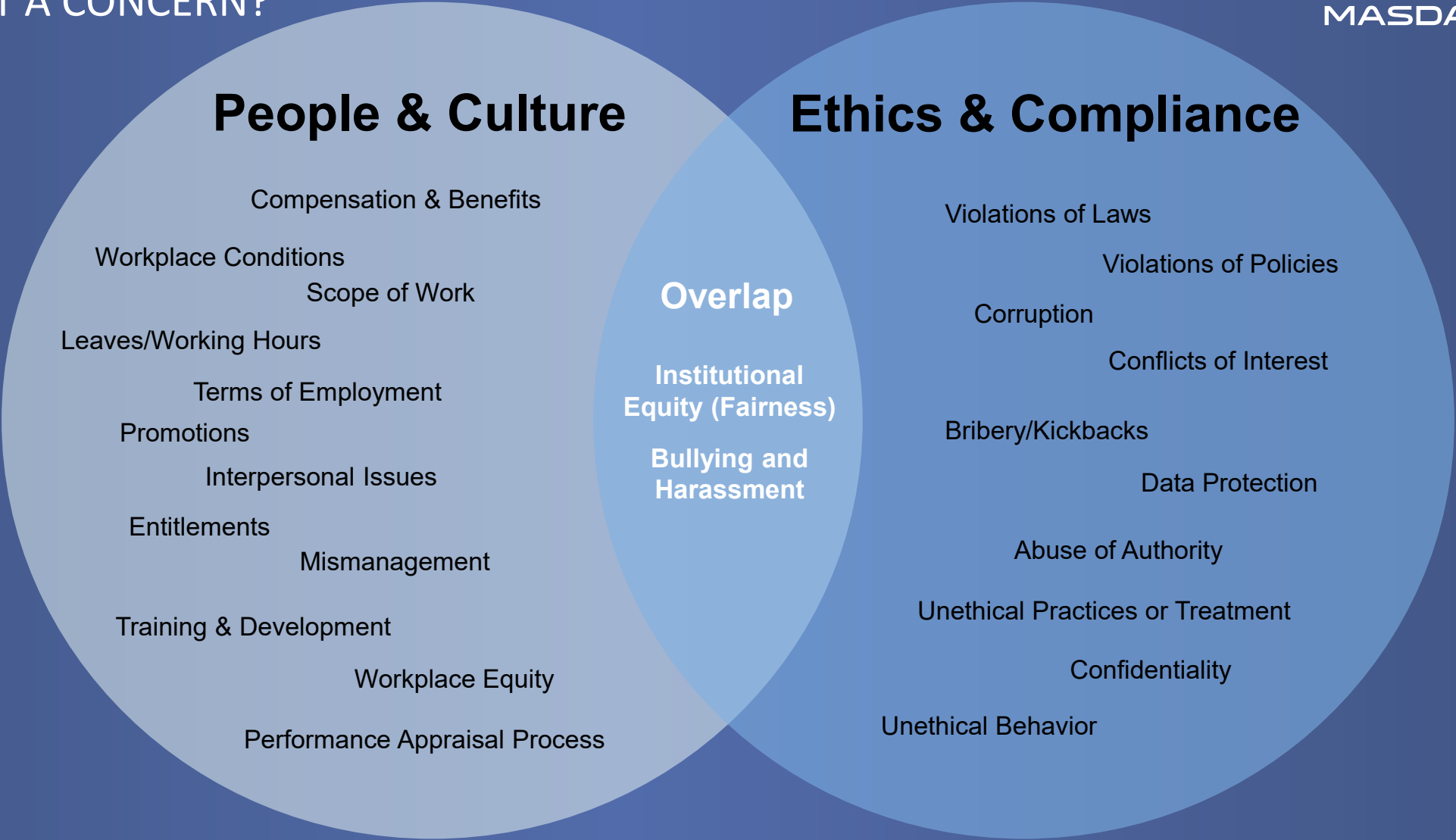


3 Choose a Category

HR grievance
or
Ethics & Compliance

Then click on
Tell us what happened

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



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

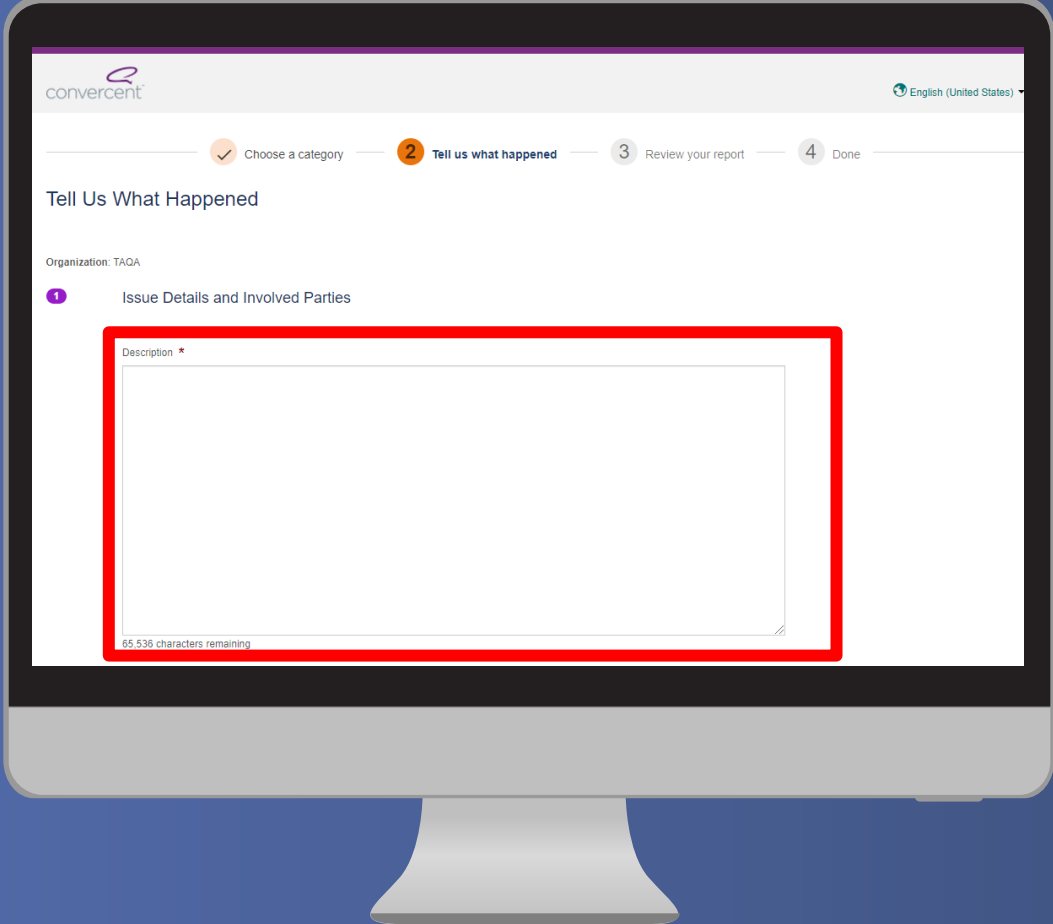
Ethics & Compliance matters related to breaches of the Code of Conduct or applicable laws or regulations

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



convercent

English (United States)

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

Tell Us What Happened

Organization: TAQA

1 Issue Details and Involved Parties

Description *

65,536 characters remaining



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5 Options

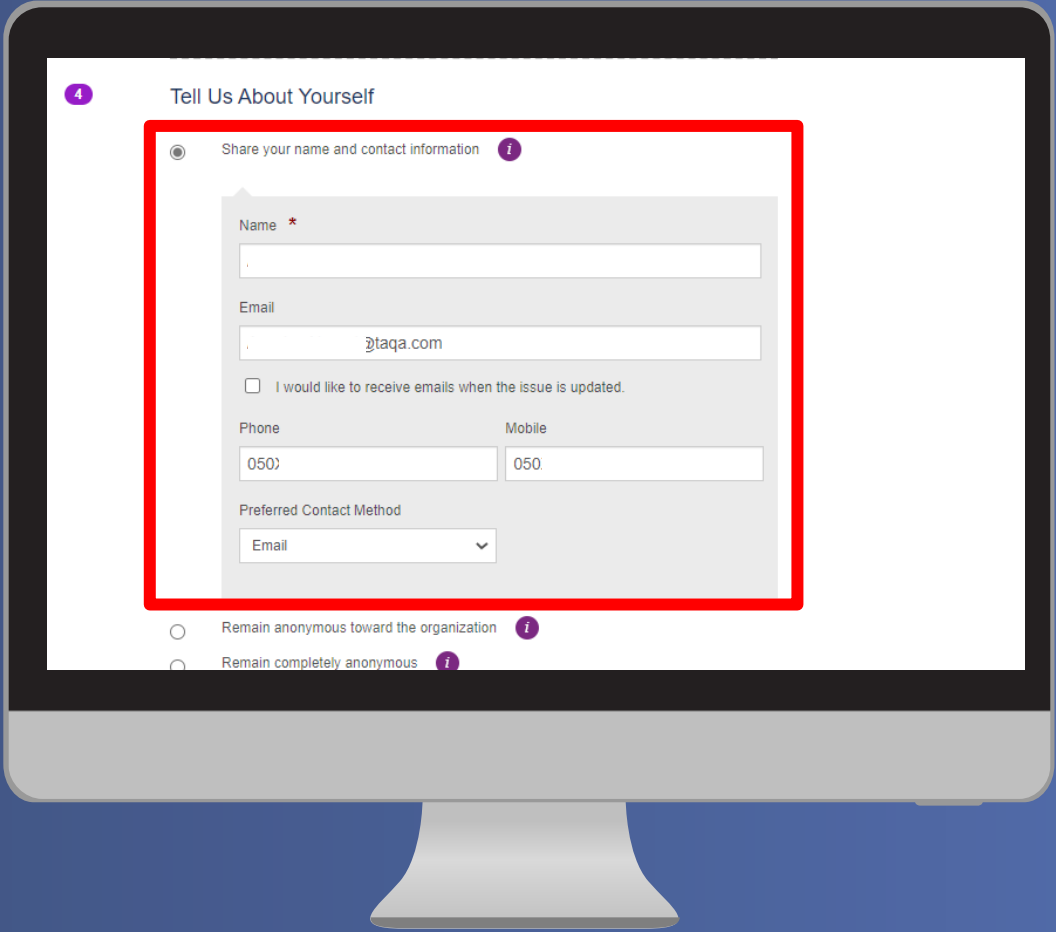
There are three ways to report a concern:



- 1 By sharing your name and contact information
- 2 By not disclosing your identity to Masdar
- 3 By being completely anonymous

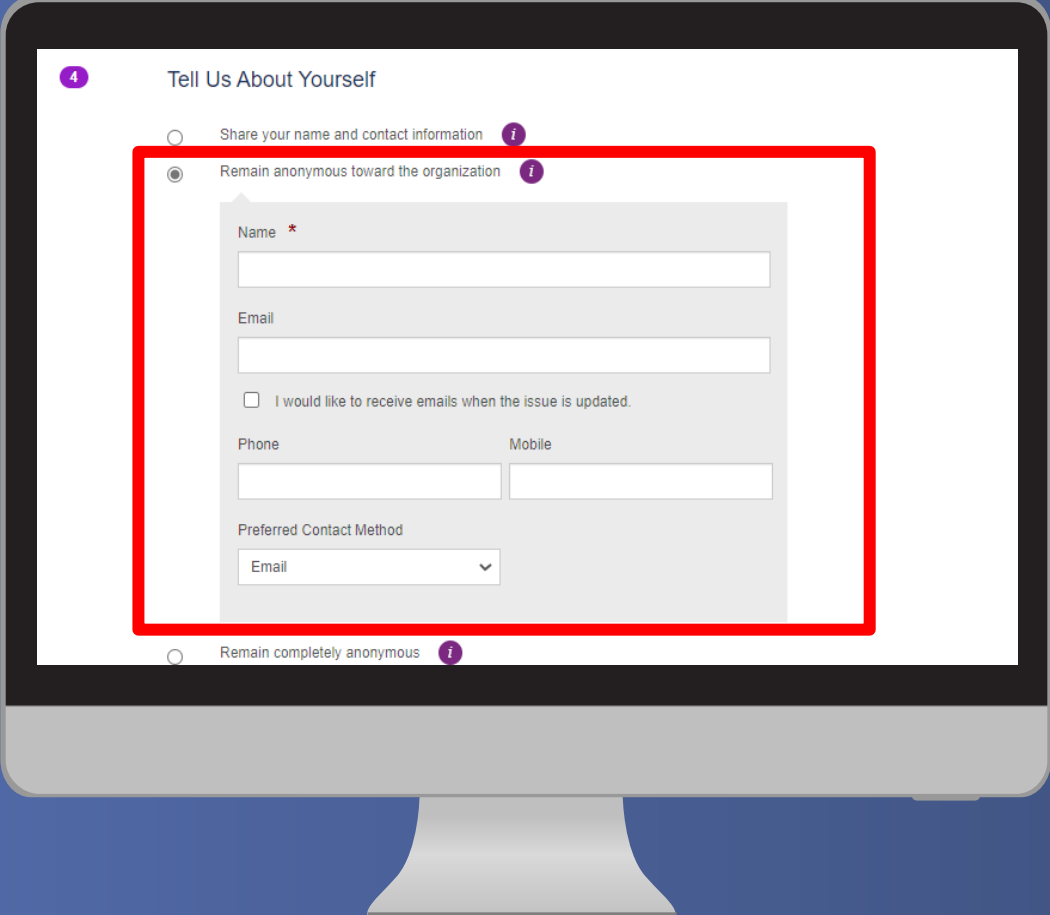
Share your name and contact information

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.



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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Tell Us About Yourself

☐ Share your name and contact information *i*

☐ Remain anonymous toward the organization *i*

☒ Remain completely anonymous *i*

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

Email Address ***

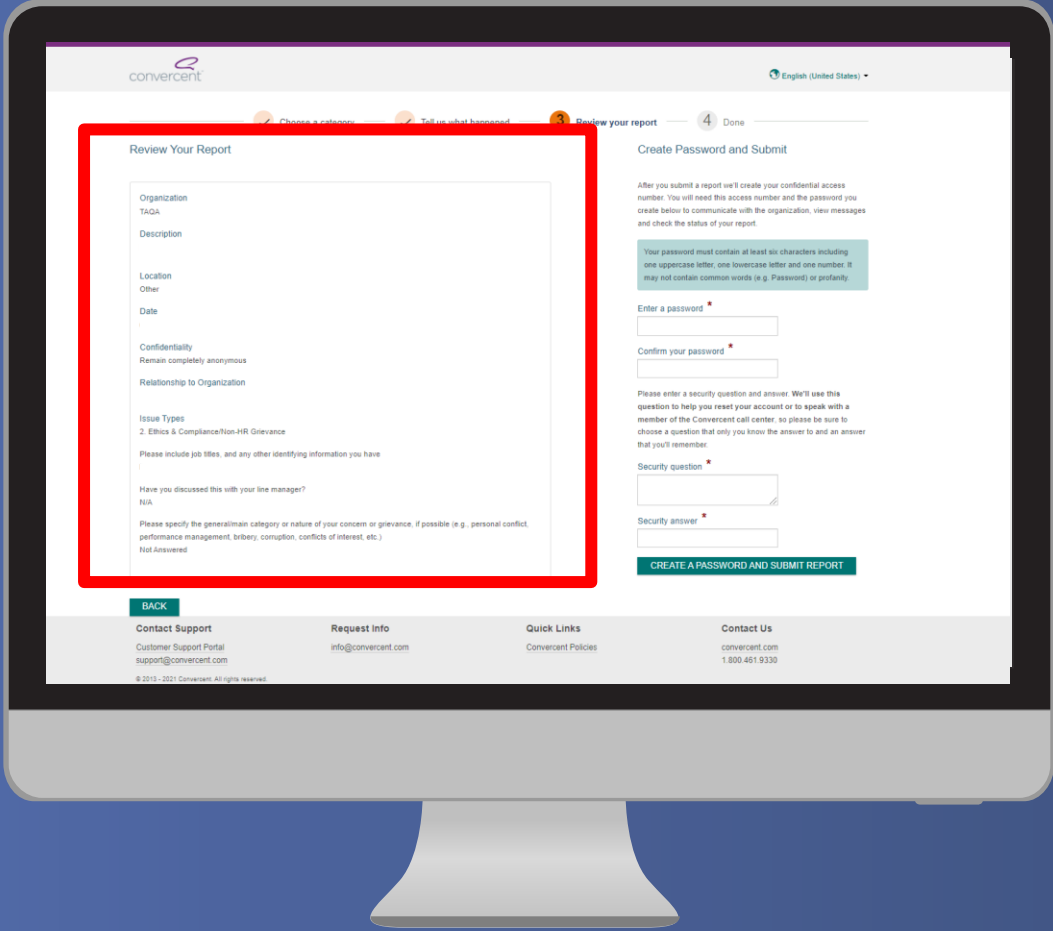
Note: Your email address will not be shared with your organization or Convercent staff, it will only be used by the system to send you emails. We recommend that you do not use your work email address.

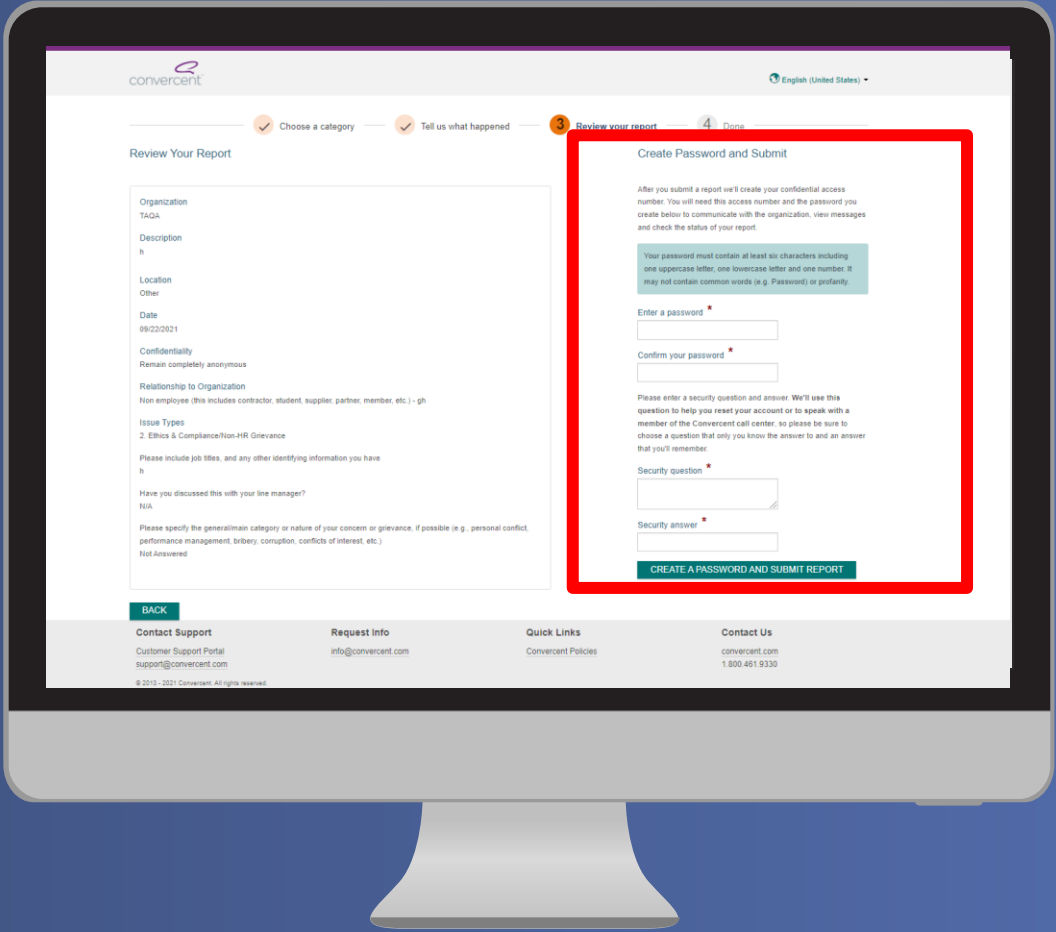
Your Relationship to the Organization: ***

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.

8 Review Your Report

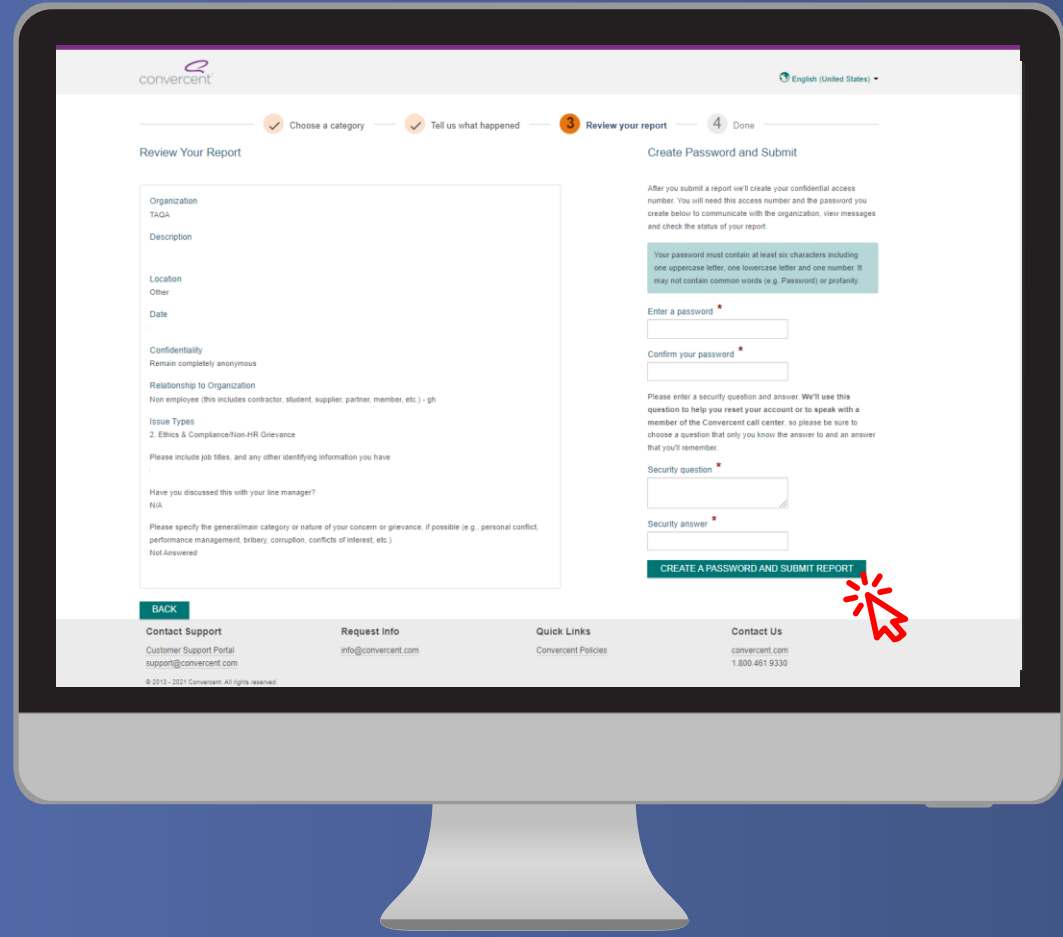




9 Create a password

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.

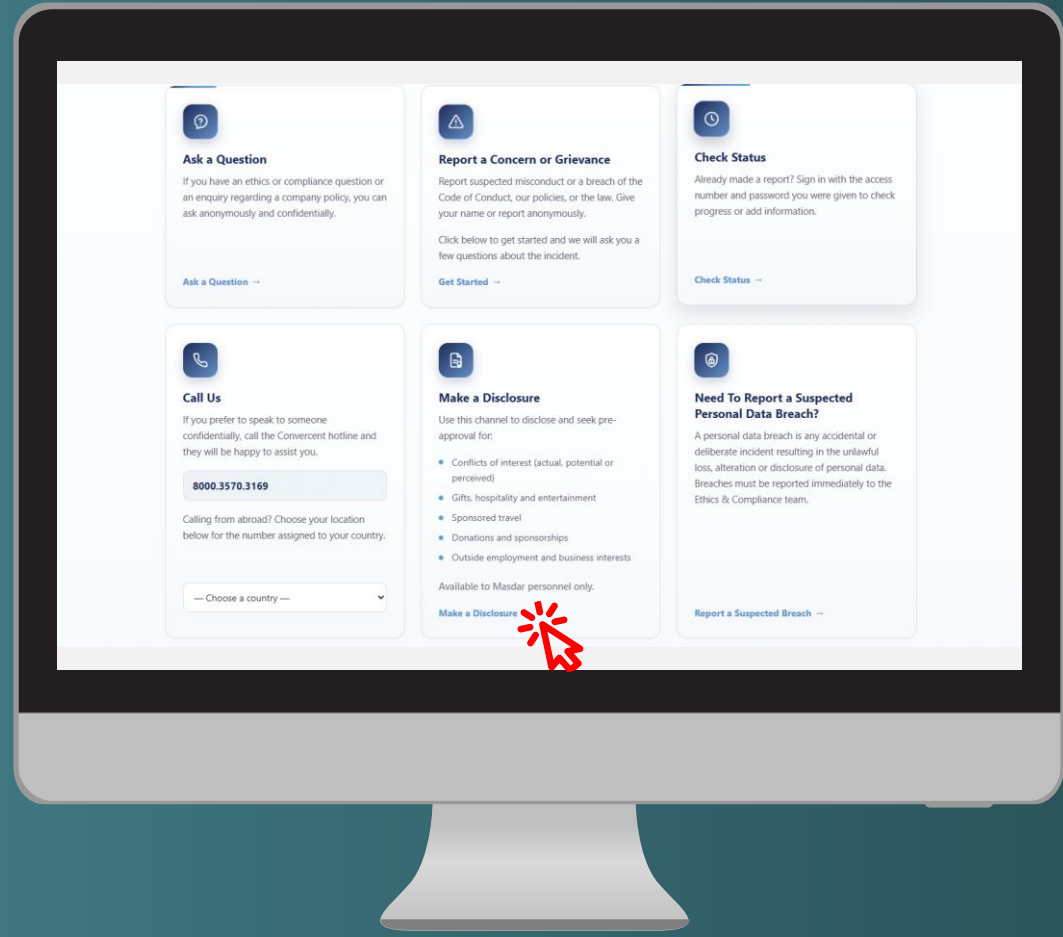
10
Click on
CREATE A
PASSWORD AND
SUBMIT REPORT

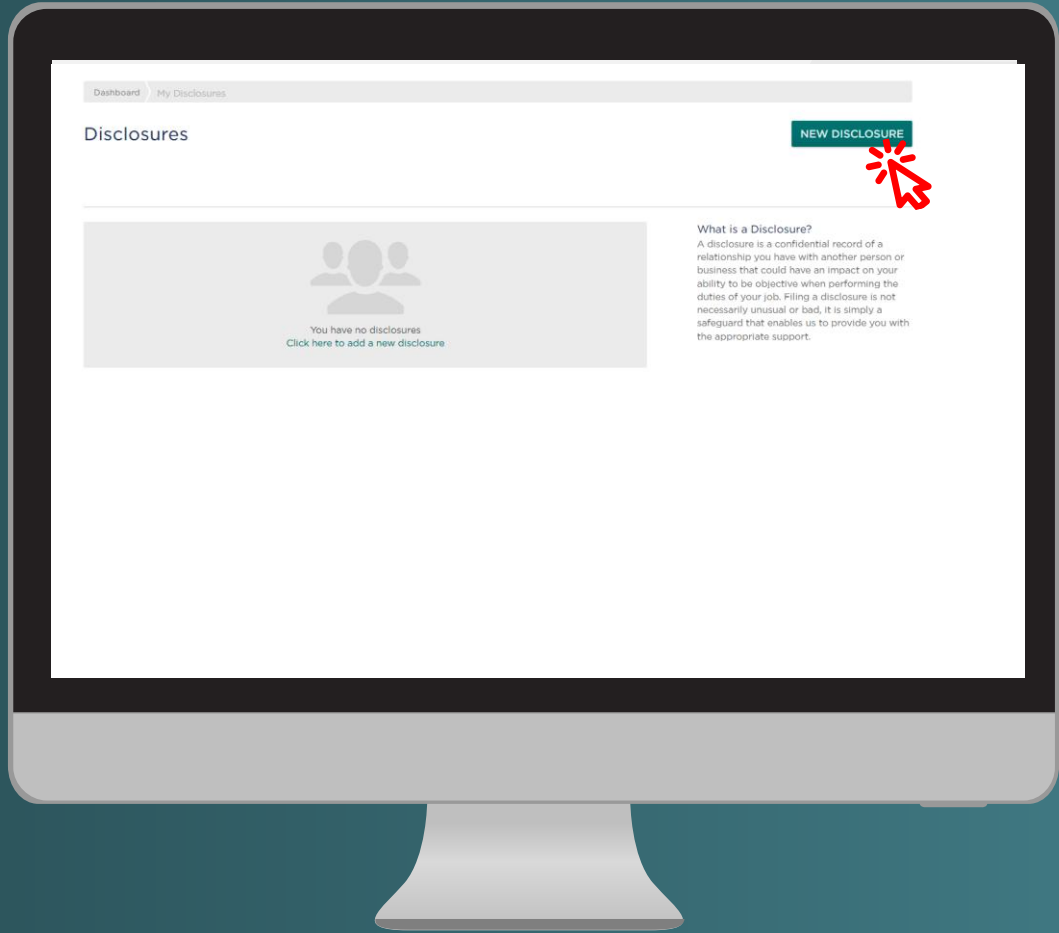


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1 Click on the link under ‘Make a Disclosure’





2 Click on
NEW DISCLOSURE

3 Select a Category by clicking on:

Approval Request

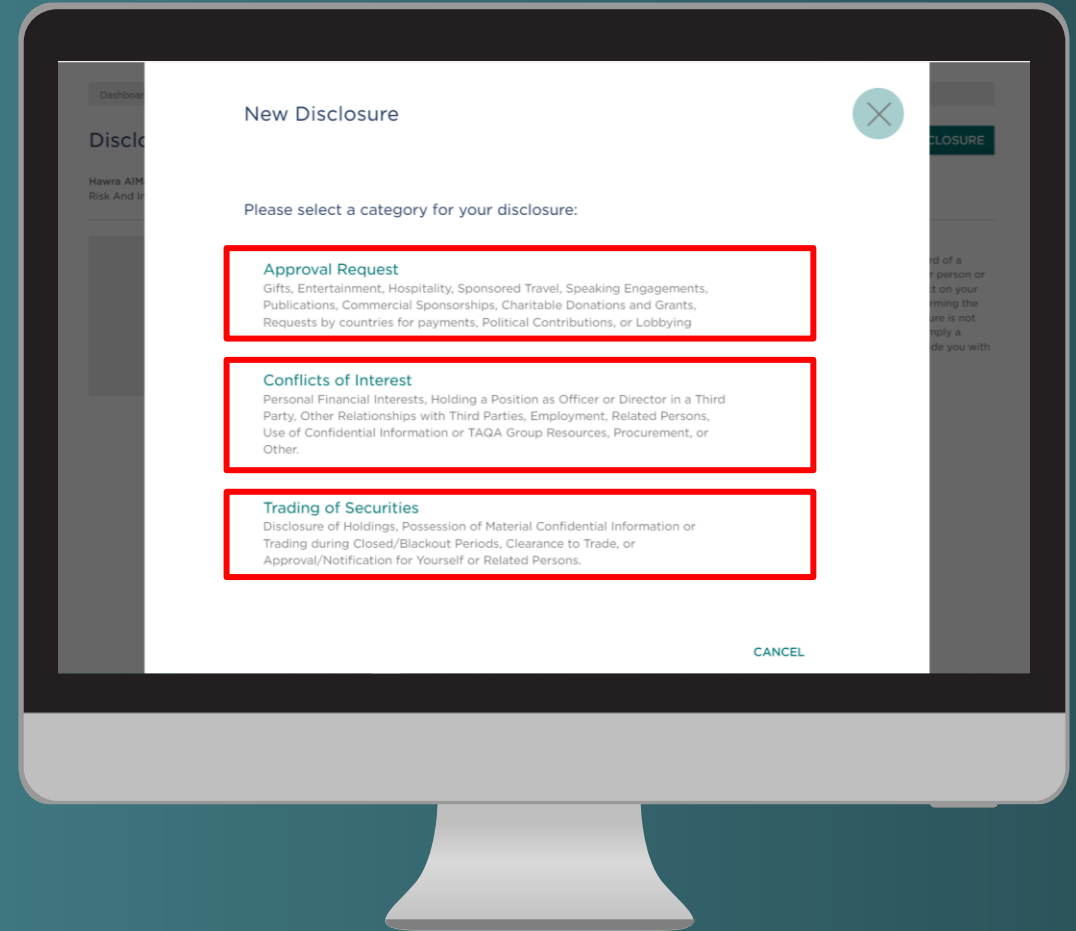
or

Conflicts of Interest

or

Trading of Securities

Click on one of the above to get the respective guidance



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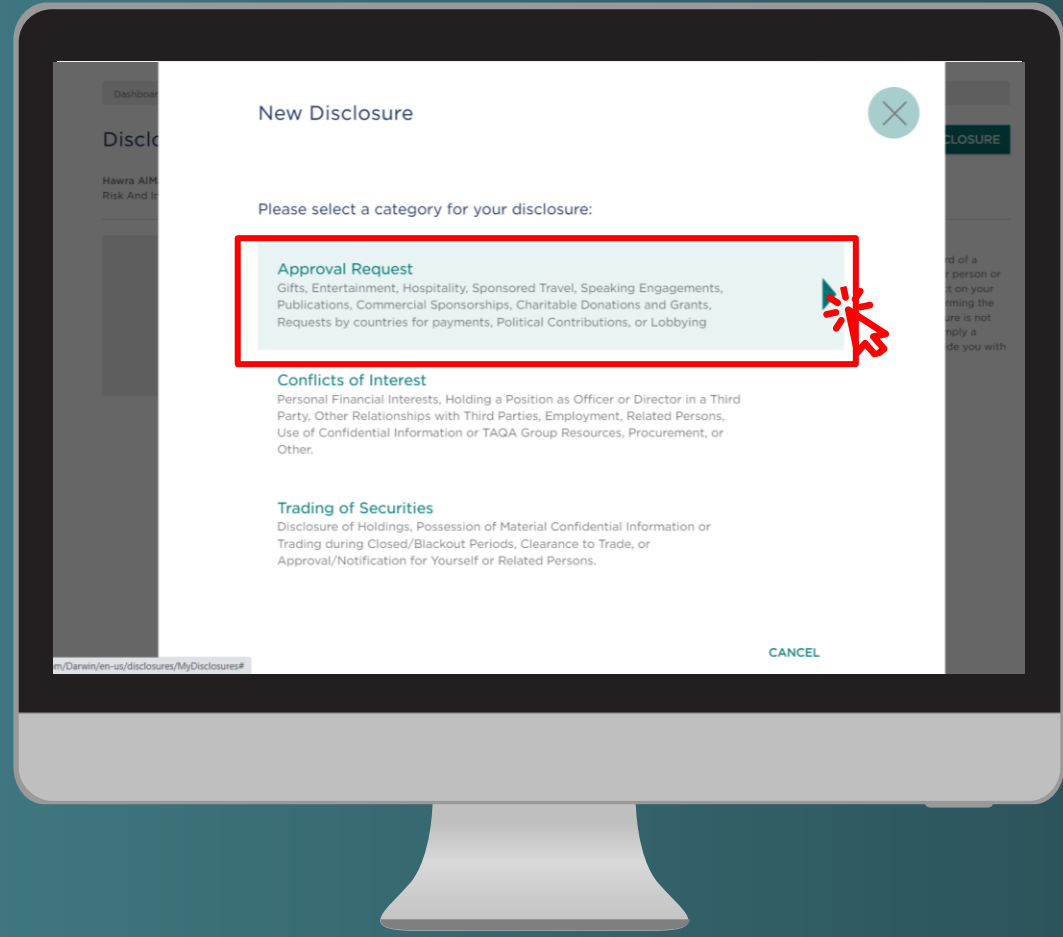
Check status

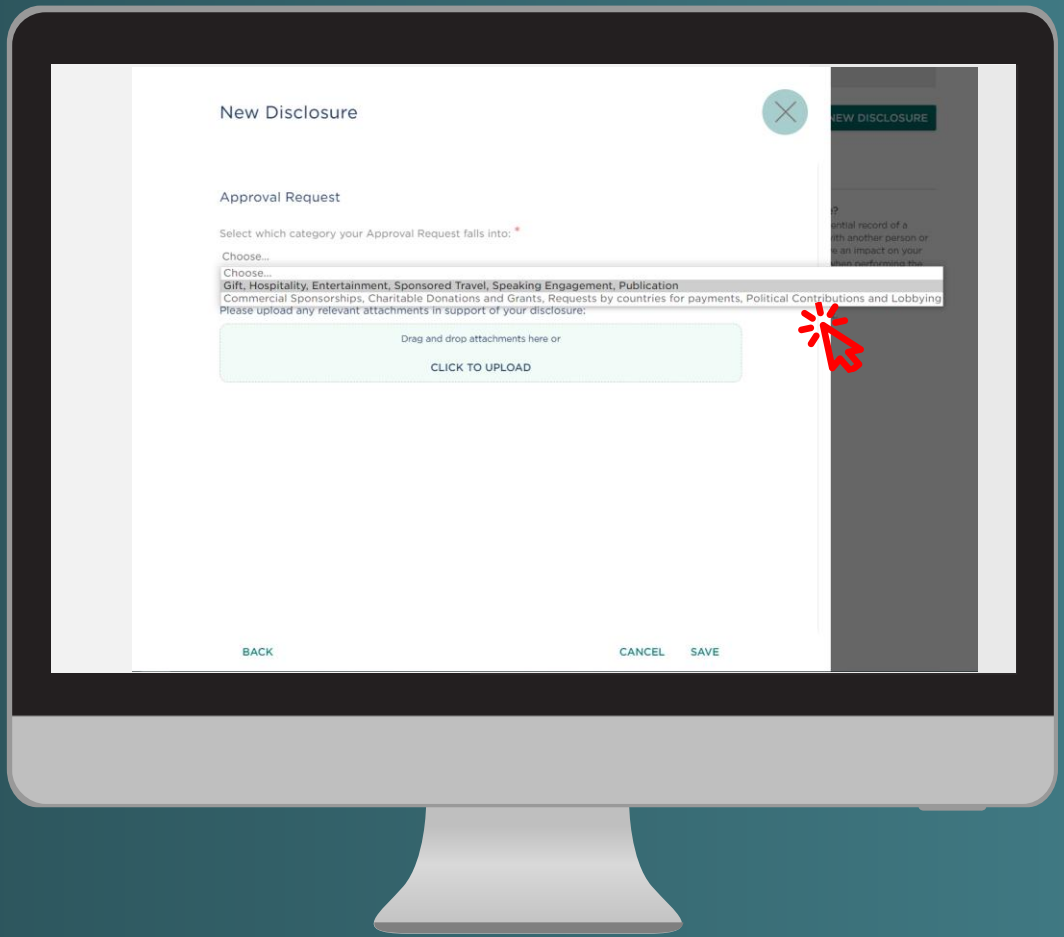
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1 Approval Request

Click on 'Approval Request'





2 Approval Request Category

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



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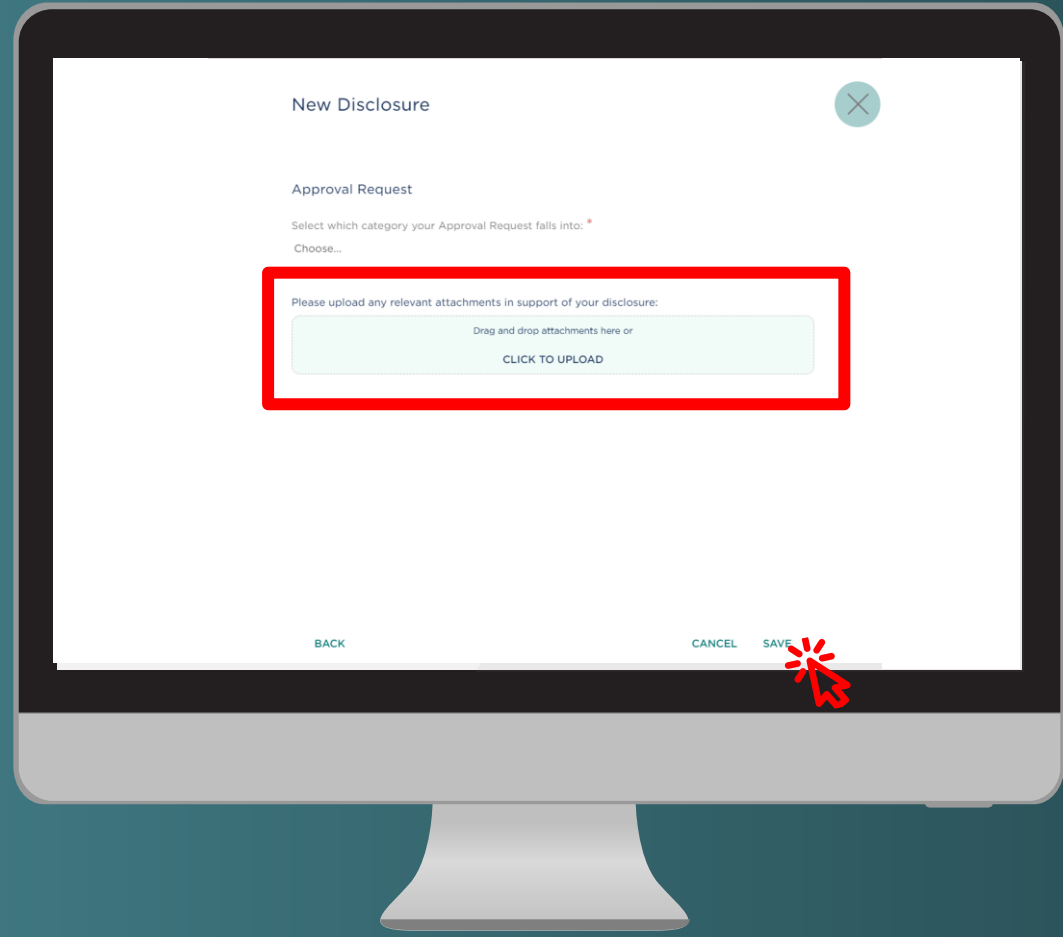


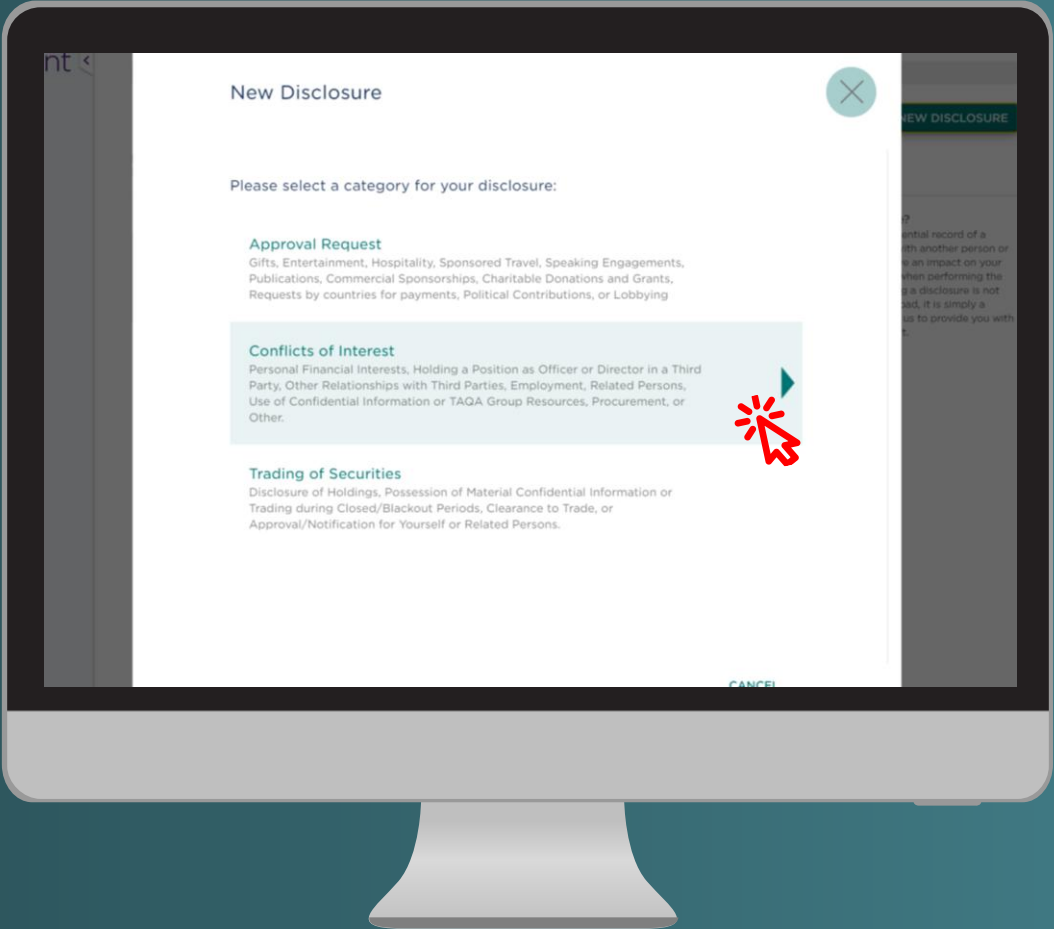
Check status

Next



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





1 Conflicts of Interest

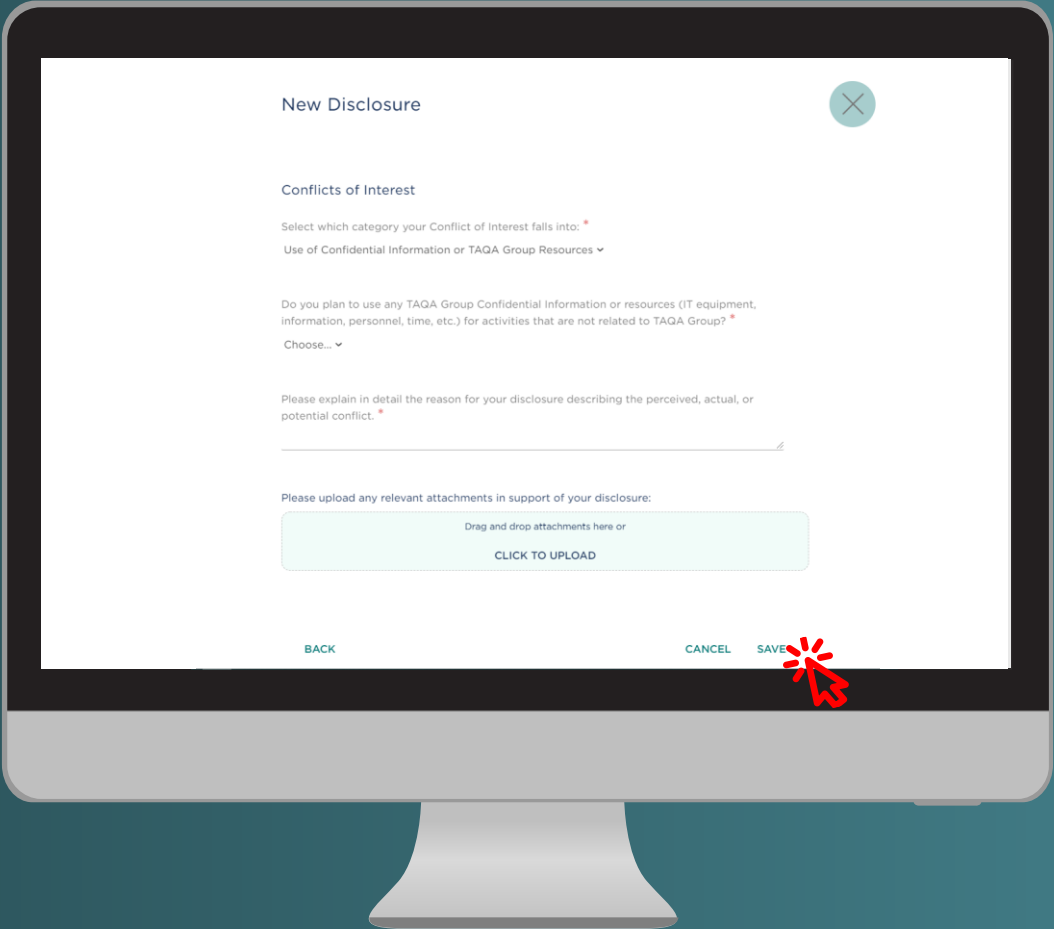
Click on 'Conflicts of Interest'

2 Conflicts of Interest Type

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



Make a Disclosure? Conflicts of Interest



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



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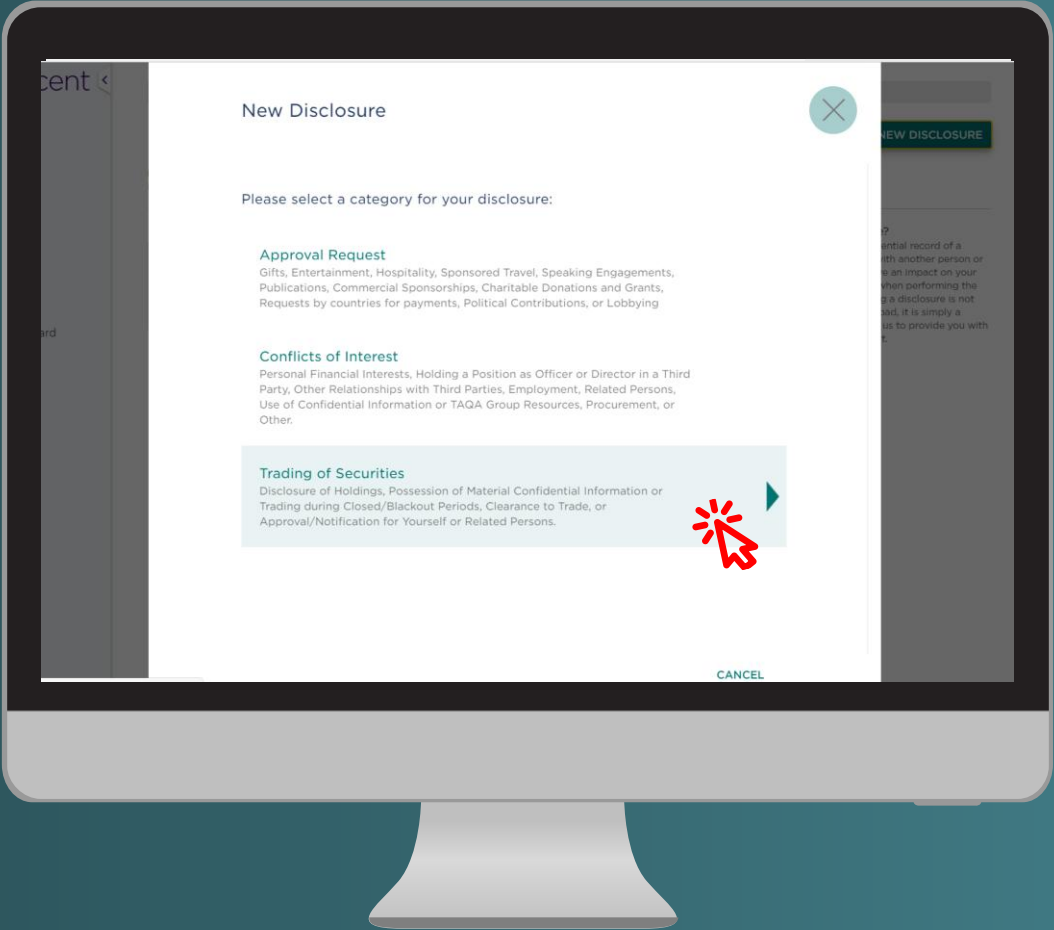
Ask a question



Check status

Next





1 Trading of Securities

Click on 'Trading of Securities'



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Report a Concern



Make a disclosure



Ask a question



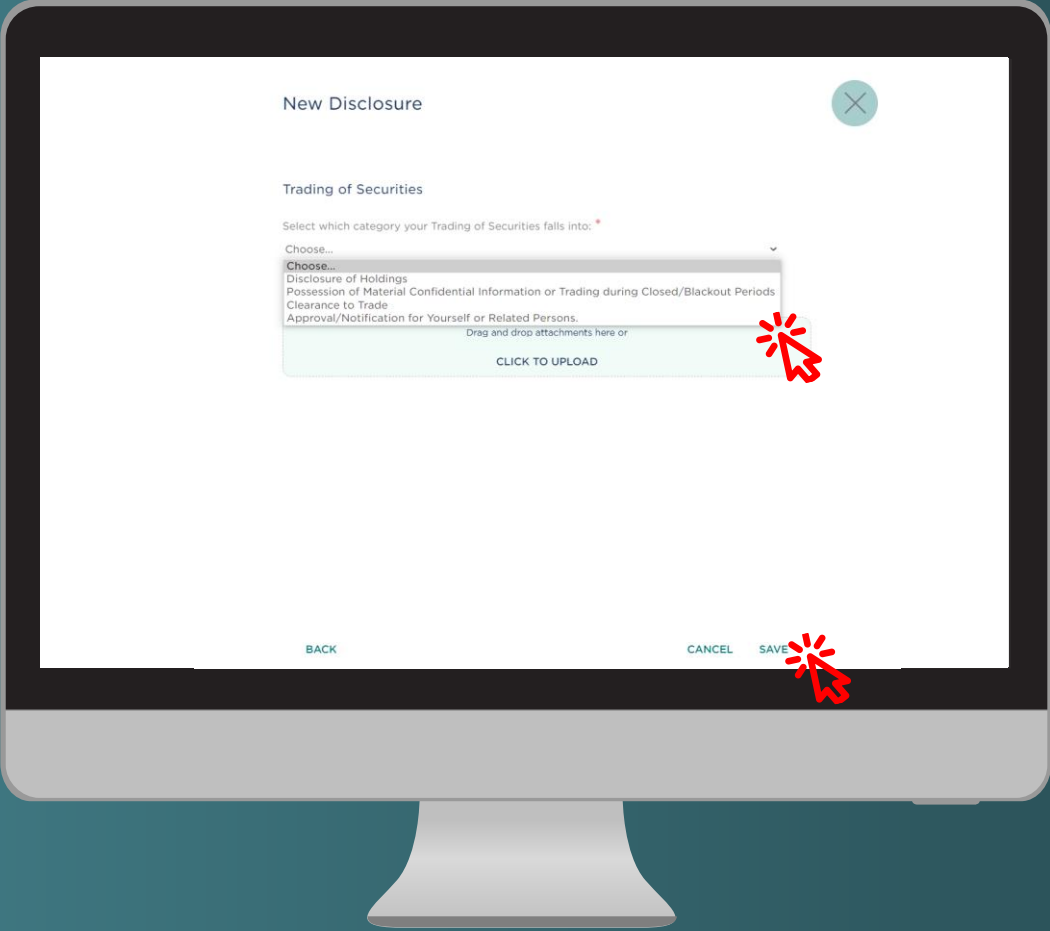
Check status

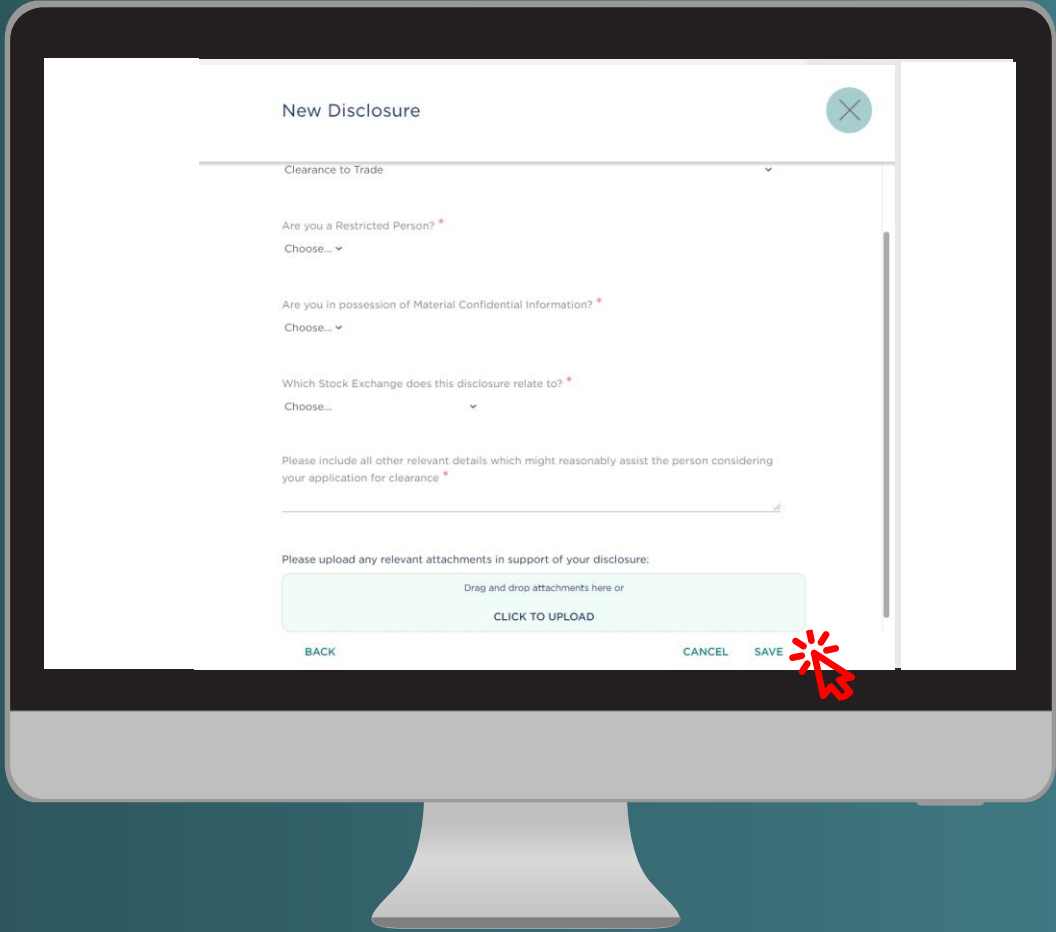
Next



2 Trading Securities Type

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





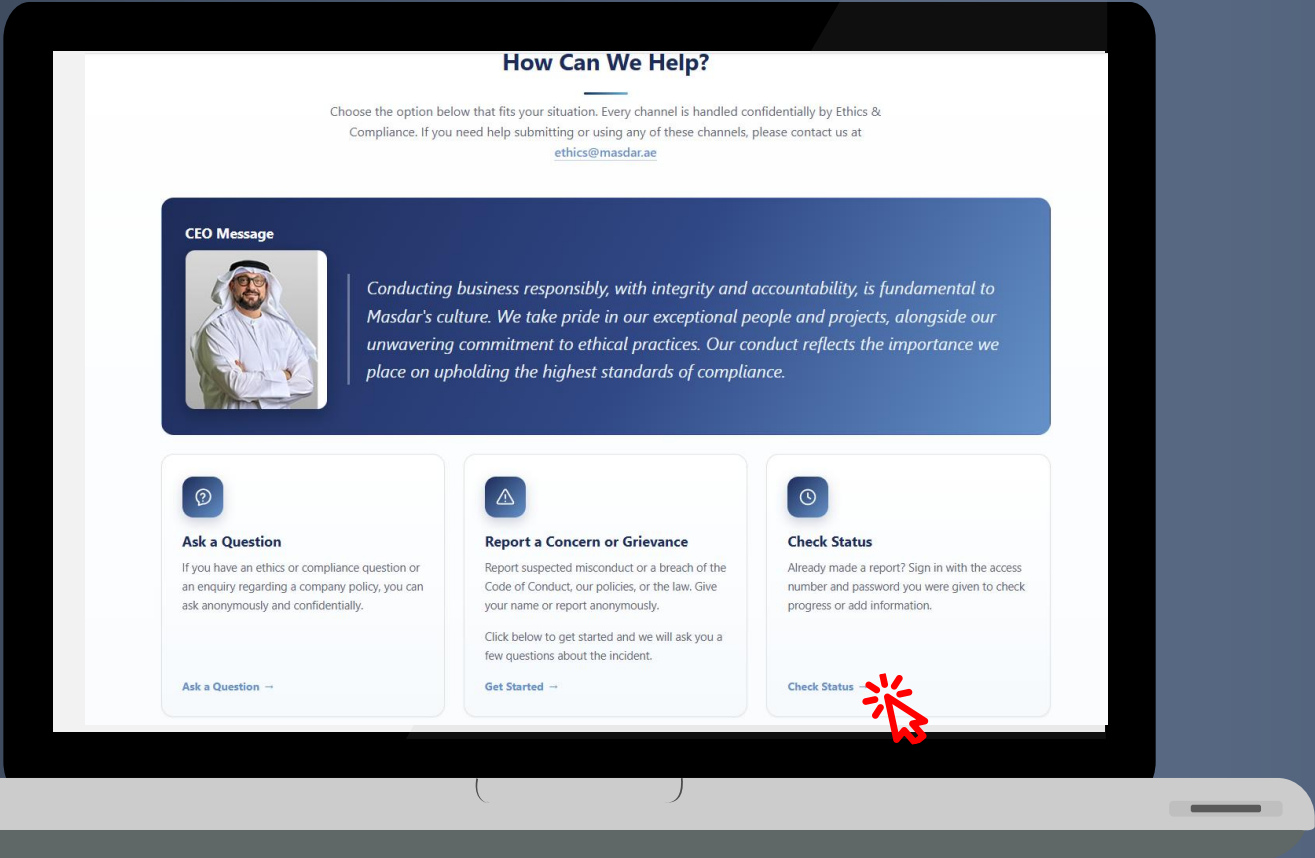
3 Answer all the requested information then click **SAVE**

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Click on
CHECK STATUS



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Ask a question



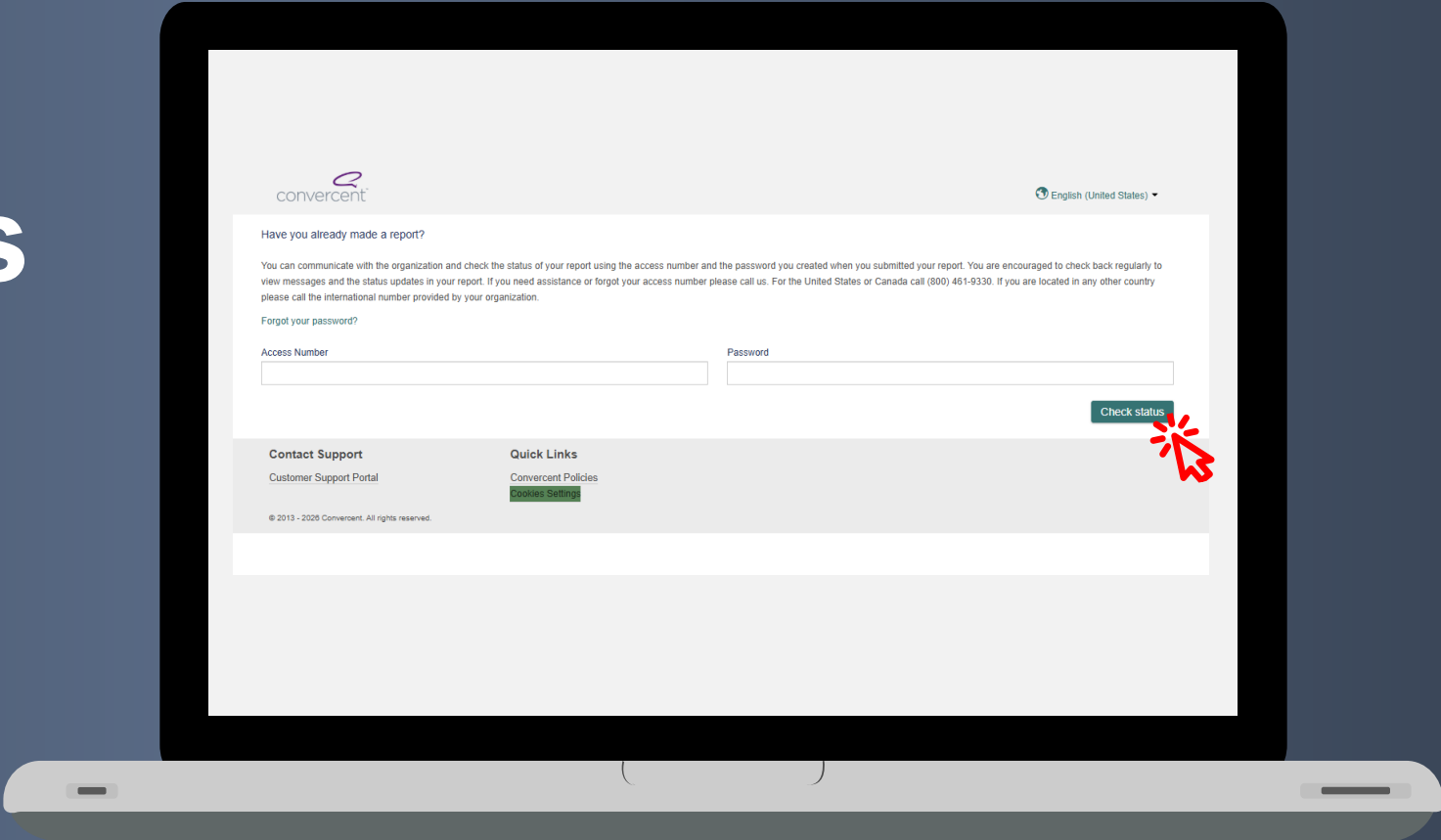
Check status

Next



2 Check Status

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



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Make a disclosure



Ask a question



Check status

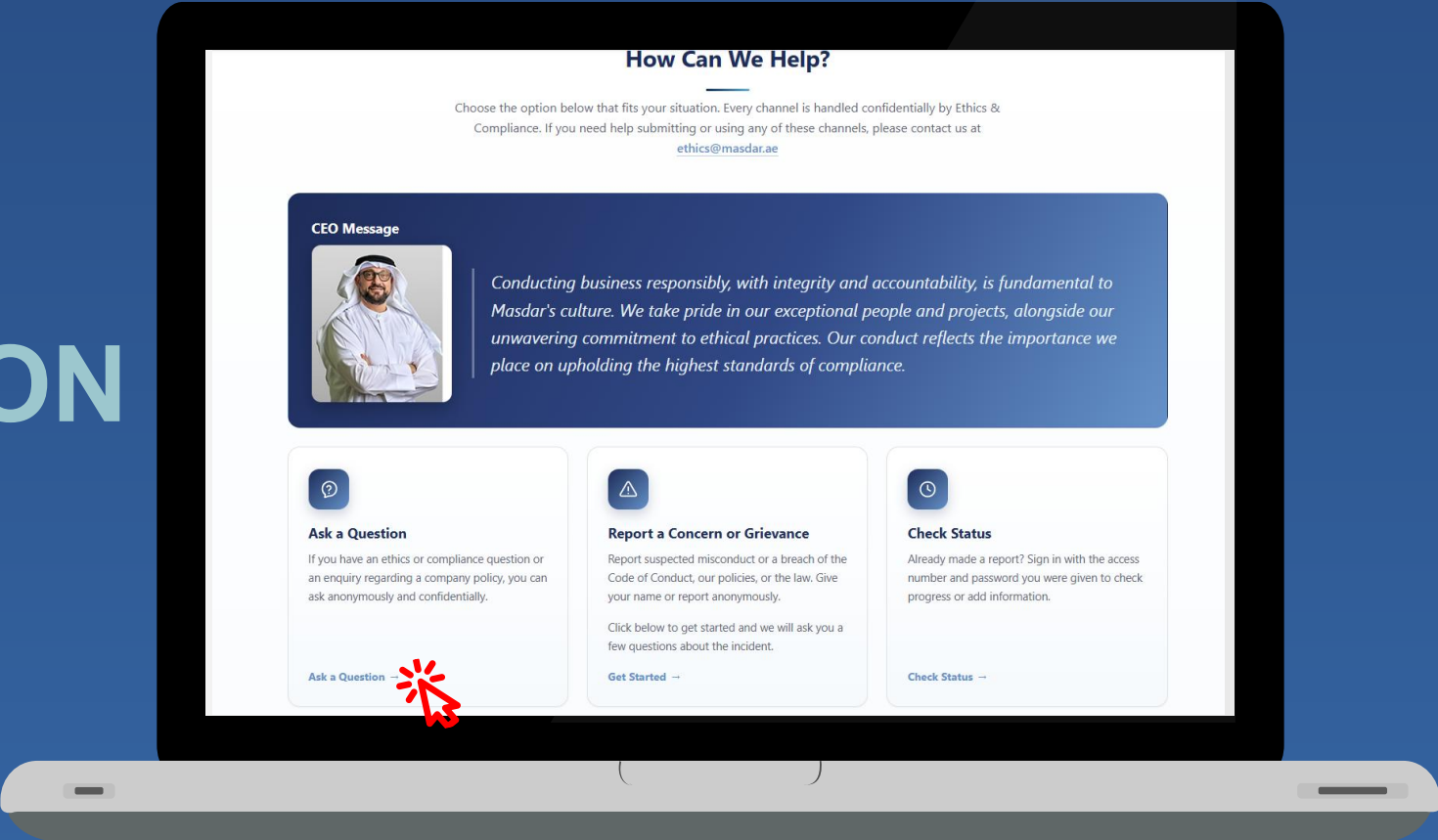
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1 Click on
ASK A QUESTION



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Ask a question

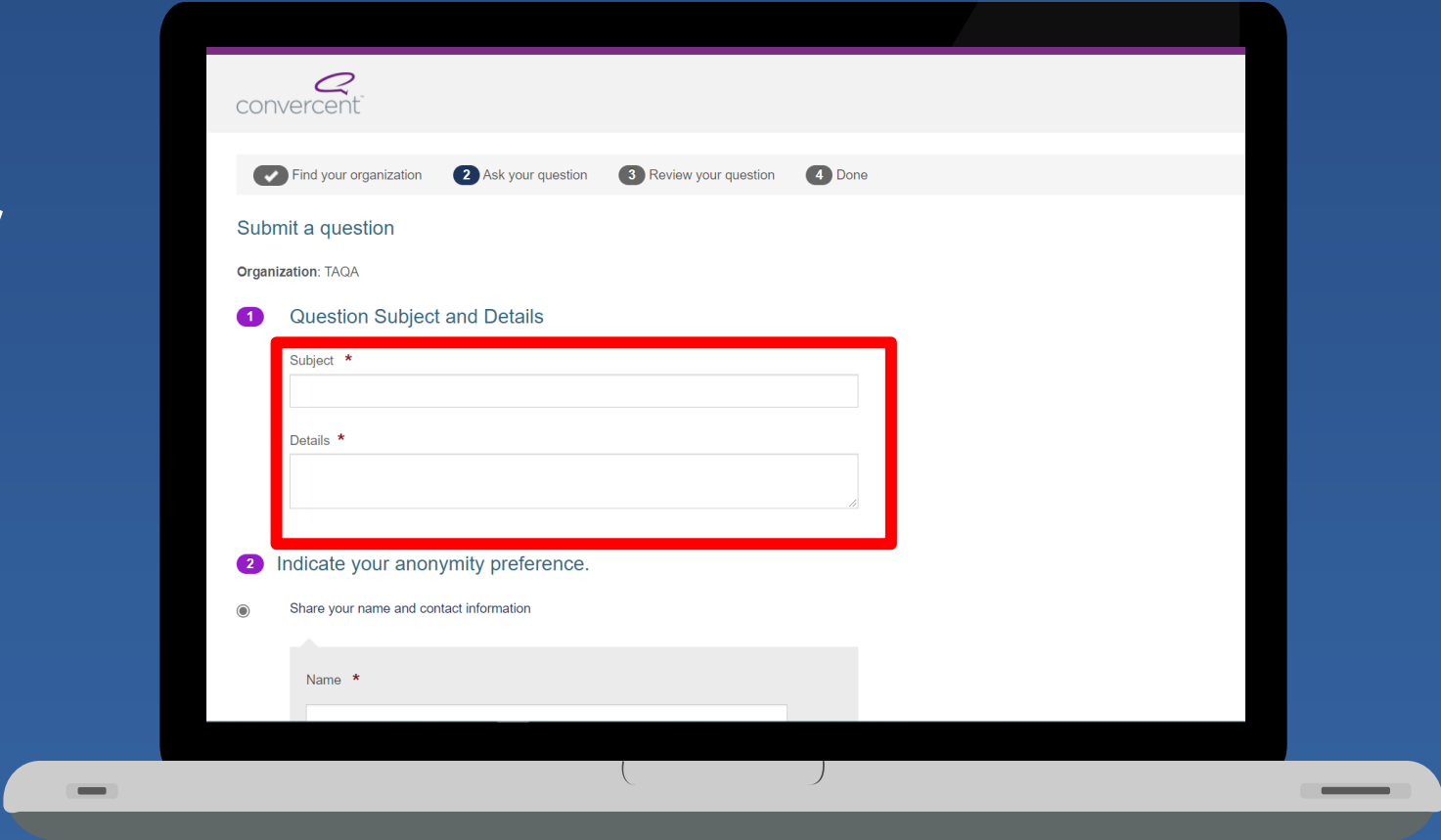


Check status

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2 Type in your Question Subject and Details



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Make a disclosure



Ask a question



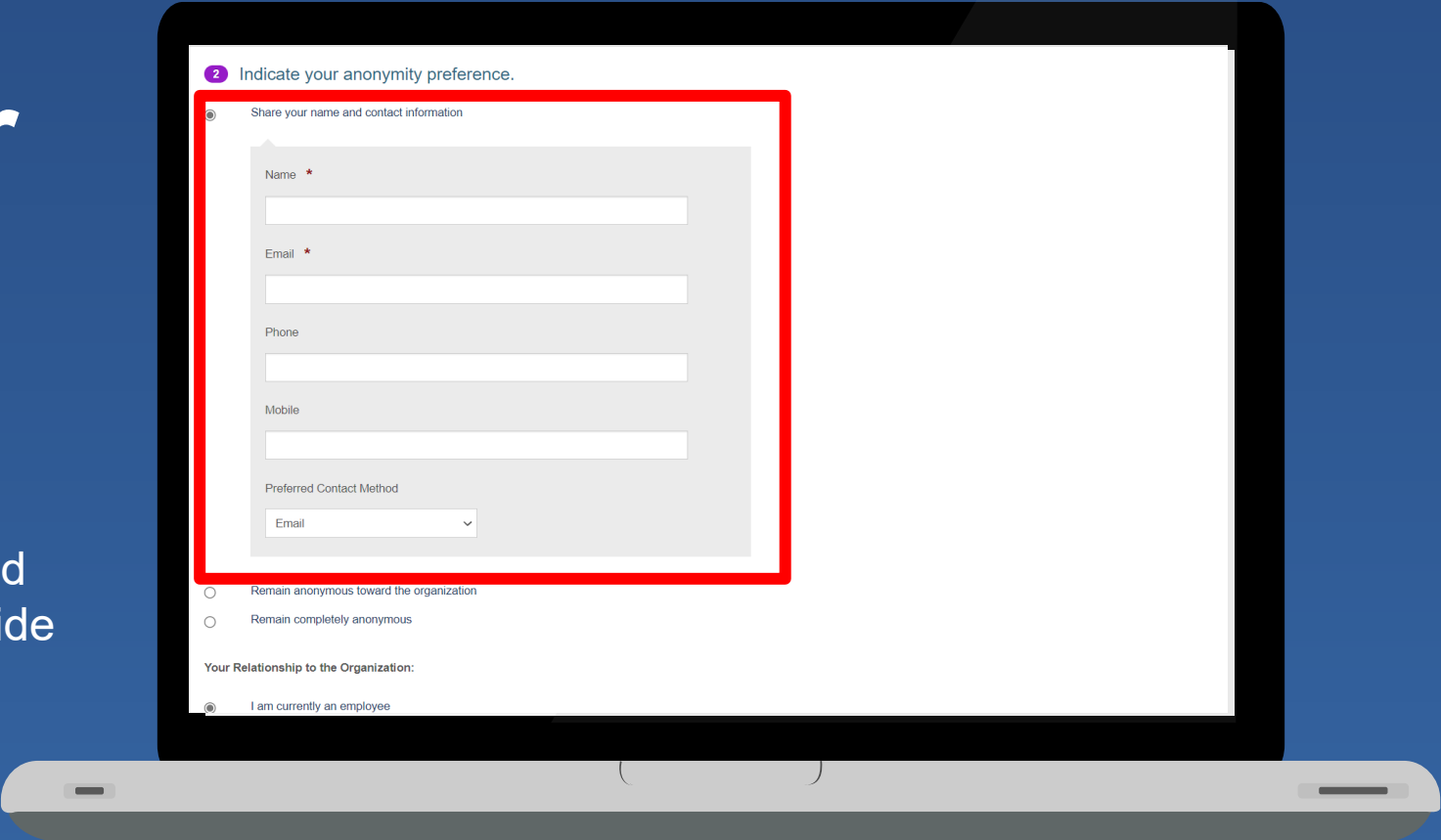
Check status

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3 Indicate your anonymity preference

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



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Make a disclosure



Ask a question



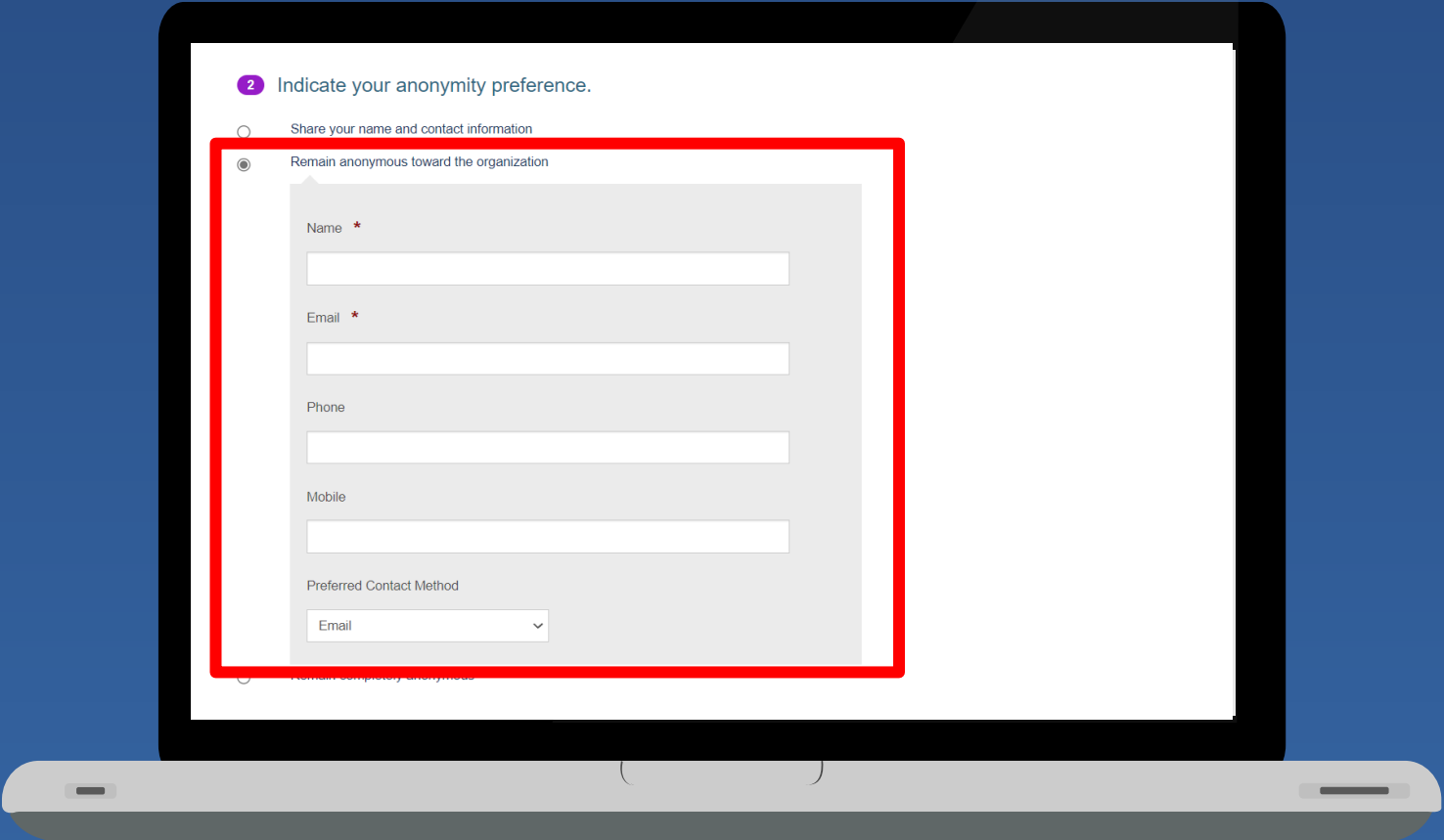
Check status

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4 Anonymous towards the organization

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



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Ask a question



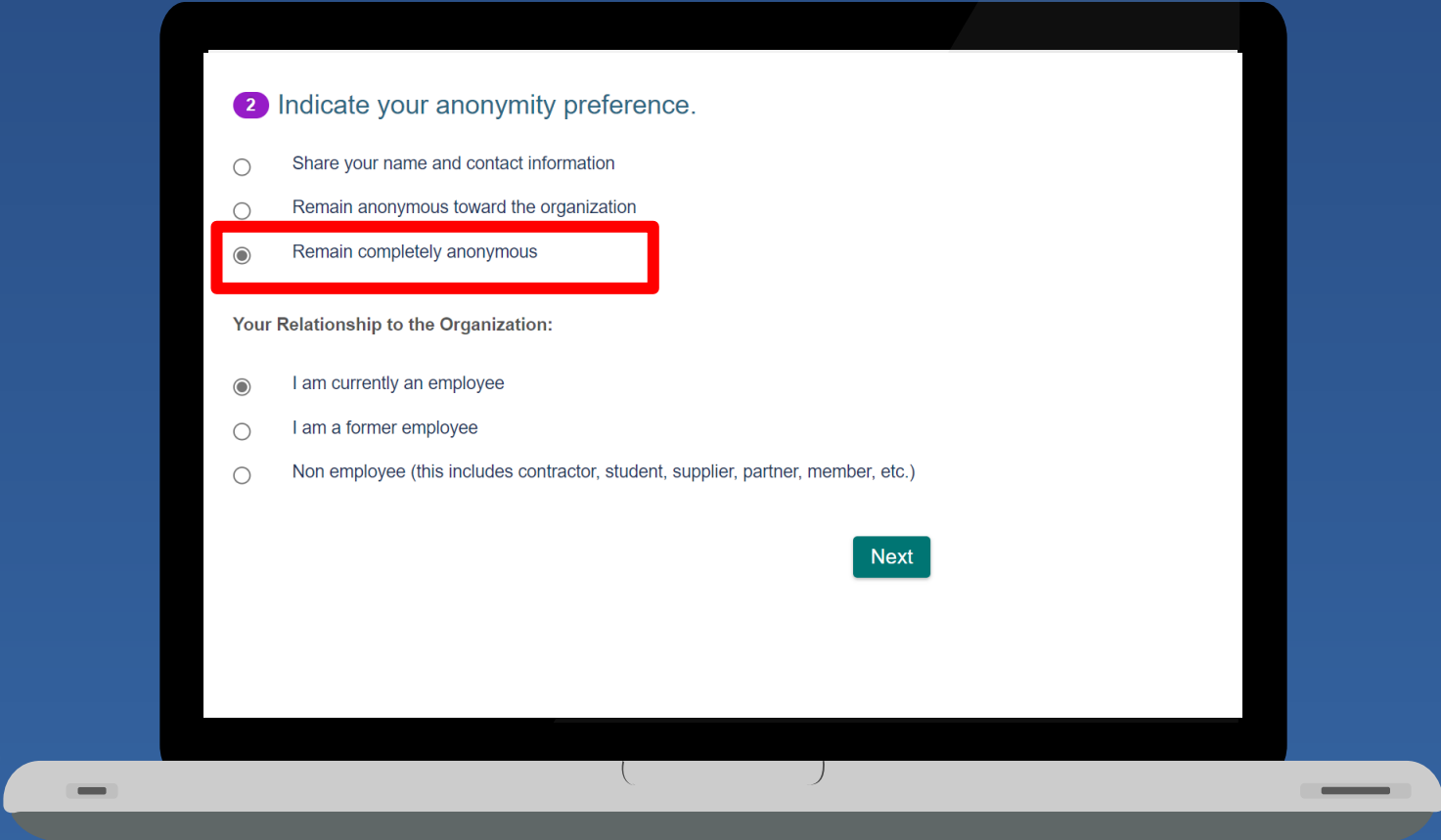
Check status

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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.



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Ask a question

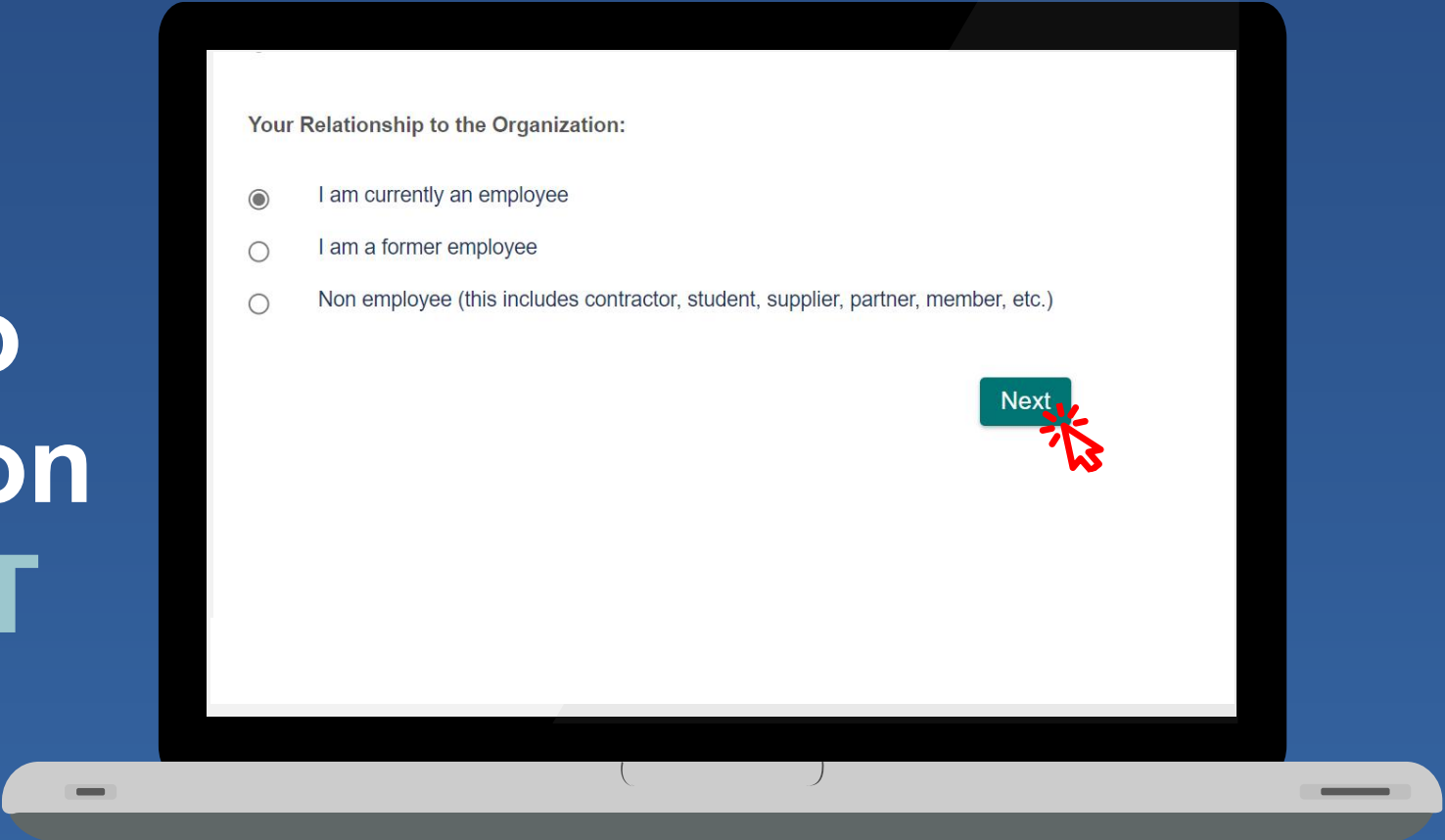


Check status

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6 Choose Your Relationship to the Organization and Click NEXT



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Make a disclosure



Ask a question



Check status

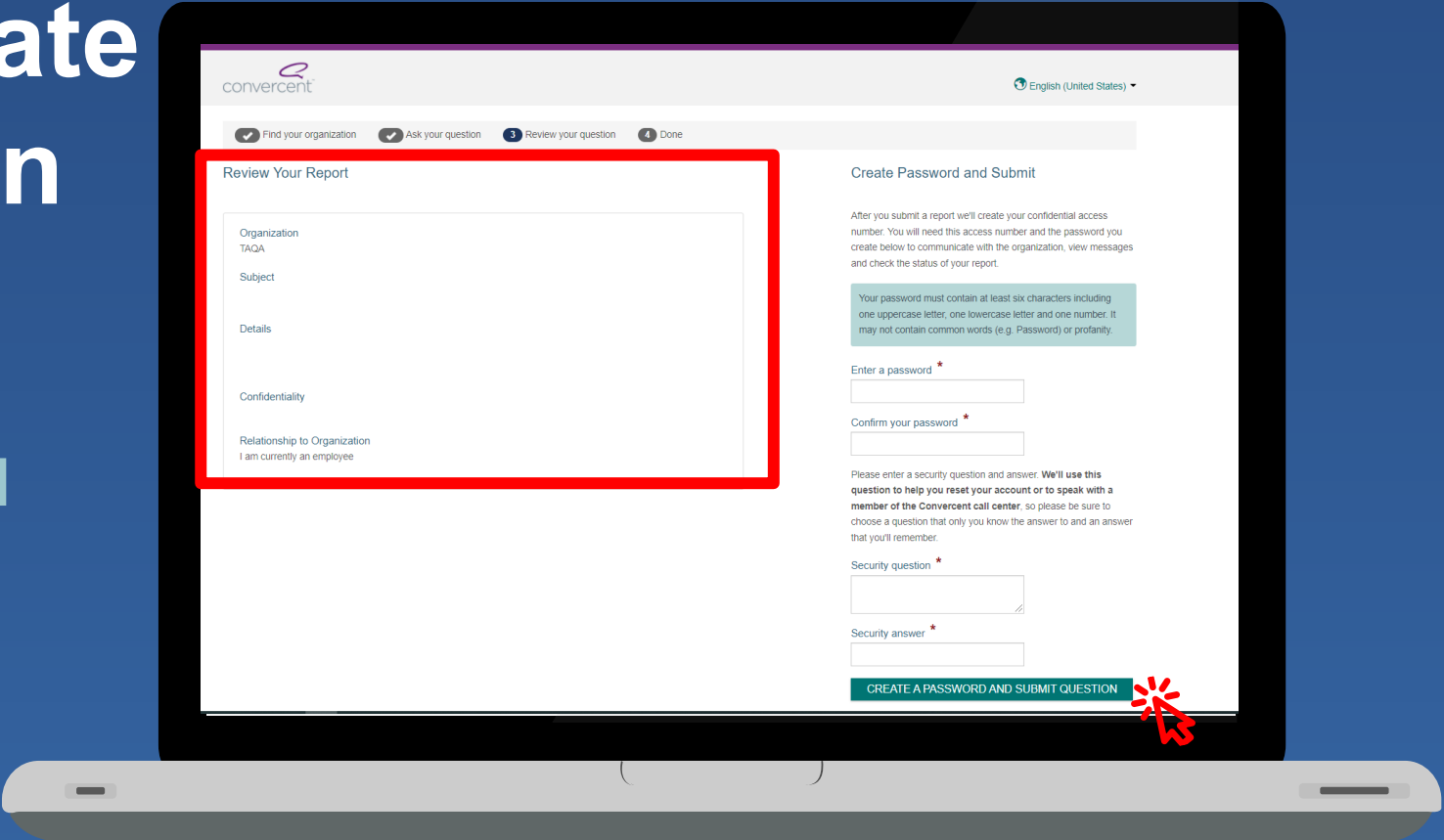
Next



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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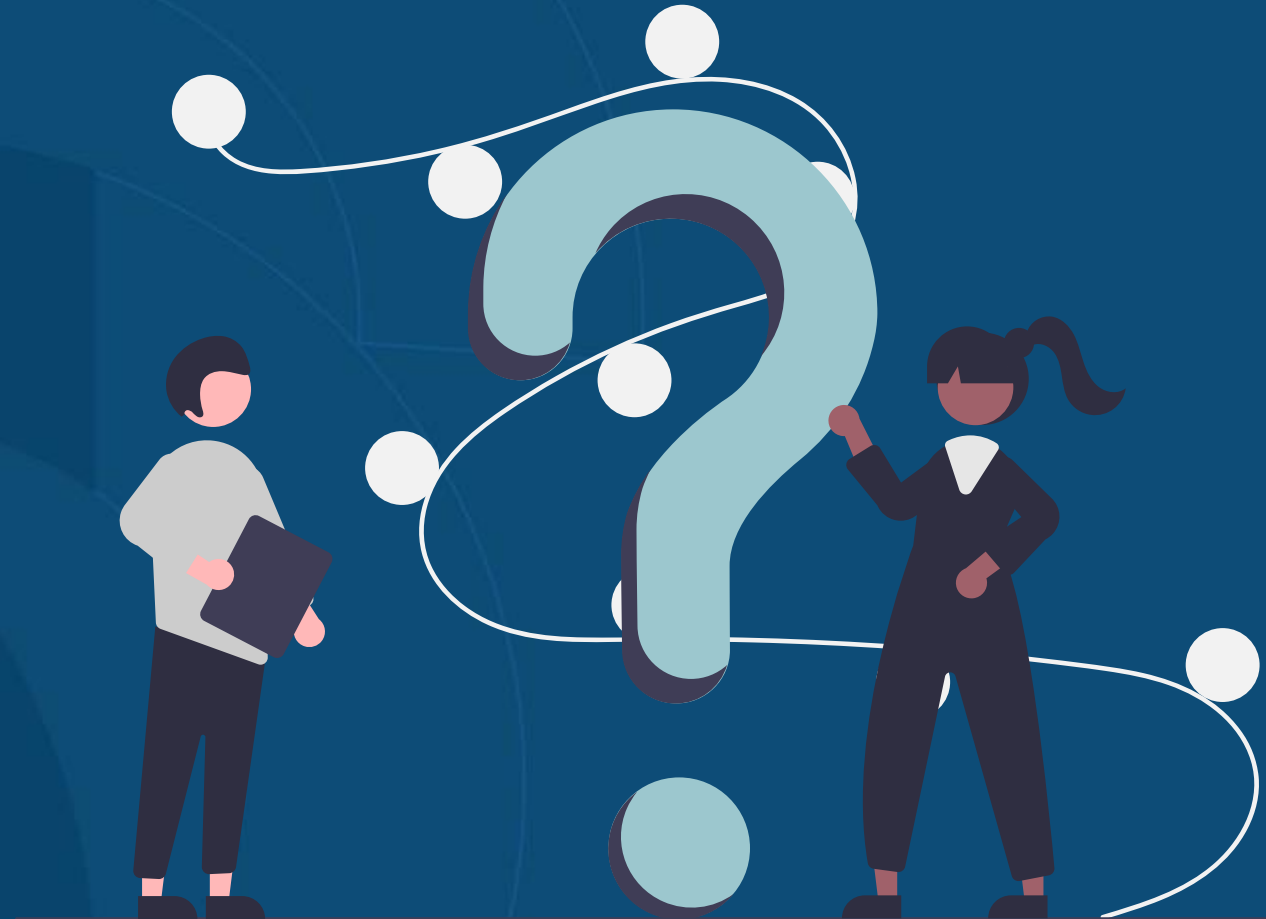
Check status

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Questions?

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



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Ask a question



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