



Ref No.: ENA-TDR-15-0257E

FE PSC

Date: 8 November 2015

Reply required: ☐ Yes ☒ No

All Suppliers

Subject: Establishment of 24x7 Hotline Reporting System

As part of ENEC's continuous commitment to adhere to the highest standards of business ethics and professional conduct, ENEC implemented a formal Anti-Fraud and Misconduct Program (AFMP) and all suppliers were informed of the AFMP through ENA-GEN-14-0028L dated 4 March 2014 (attached).

ENEC has now established a 24x7Hotline Reporting mechanism to enable stakeholders, suppliers, contractors & sub-contractors to report instances of fraud and misconduct. This includes bribery, kickback, corruption or any instance of unethical or improper conduct committed by any person in relation to or affecting any activity associated with the Barakah Nuclear Power Plant (BNPP) Project, UAE.

The 24x7 Hotline service is currently available in over 200 languages. You may report by dialing 800 044 138 73 from UAE or 00308 442 0074 if you are dialing from Korea (for other countries please refer to the attached list). You may disclose your identity or choose to remain anonymous, knowing in total confidence that your call will not be traced or recorded. The information you give will be passed on to ENEC's Audit & Investigation team who will act on it without compromising you in any way.

Additionally you may also make a complaint by sending a mail to ireport@enec.gov.ae or through the ENEC website <http://www.enec.gov.ae/reporting>.

Yours sincerely,

Executive Director Supply Chain

International Toll Free Numbers

Country	Toll Free number
United Arab Emirates	800 044 138 73
Korea (South)	00308 442 0074
Argentina	0800 6662603
Australia	1800 121 889
Austria	0800 281700
Angola	8554412610
Albania	Caller first needs to dial 00-800-0010 and should be prompted by an IVR to dial the assigned TF number which is 8666812836.
Bahrain	80004475
Bangladesh	Dial 157-0011 then the caller will either get through to the operator or hear a recorded message which will then prompt them to dial 8779167615.
Belarus	882000 730028
Belgium	0800 71025
Brazil	0800 891 8807
Bulgaria	00800 110 44 74
Canada	1888 268 5816
Chile	123 002 004 12
China (North - China Netcom)	10800 852 2112
China (South – China Telecom)	10800 152 2112
Croatia	0 800 222 845
Colombia	01800-944 4796
Costa Rica	08000440101
Cuba	Dial 2935 then the caller will either get through to the operator or hear a recorded message which will then prompt them to dial 8779167615
Cyprus	800 95207
Czech Republic	800 142 428
Denmark	8088 4368
Egypt	0800 000 00 23
Eire	1800 567 014
Estonia	800 00 44 265
Finland	0800 116773
France	0800 900240
Germany	0800 182 3246
Greece	00800 4414 5735
Hawaii	1866 293 2604
Hong Kong	800 930770
Hungary	06800 14863
Iceland	800 82 79
India	000 800 440 1286
Indonesia	007 8030 114626
Italy	800 783776
Japan	00531 78 0023
Kazakhstan	88003333524
Kenya	0800 723 132
Latvia	8000 26 70
Lithuania	8800 30 444
Luxembourg	8002 4450
Malaysia	1800 885 530
Malta	800 62404
Mexico	01800 123 0193
Monaco	800 936 90
Netherlands	0800 022 9026

New Zealand	0800 443 816
Norway	800 14870
Oman	80077686
Pakistan	00800 900 44181
Paraguay	0098 0044 10168.
Peru	0800 53611
Philippines	1800 1441 0948
Poland	00800 442 1245
Portugal	800 880 374
Puerto Rico	1866 293 1804
Romania	08008 94440
Russia	810 800 260 81044
Saudi Arabia	800 844 0172
Serbia	0800 190 603
Singapore	800 4411 140
Slovakia	0800 004461
Slovenia	0800 80886
South Africa	0800 990520
Spain	900 944401
Sri Lanka	011 244 5413 (if dialling from Colombo omit 011)
Sweden	0200 285415
Switzerland	0800 563823
Taiwan	0080 10 44202
Thailand	001 800 442 078
Trinidad/Tobago	18002037122
Turkey	00800 4488 29578
United Kingdom	0800 374199
Uruguay	00040190882
USA	1877 533 5310
Venezuela	0800 100 3199
Vietnam	120 11527

Where there is no toll free number for your country, please do the following to make a Collect call / reverse charge telephone call:

- Dial your country operator
- Ask for an international collect call or reverse charge to 0044 1249 661 808
- The Operator will dial the number and speak to an Operator who will accept the call and charges
- The country operator will then connect the caller, leave the call to take place as normal