

**2015 ASEAN CORPORATE GOVERNANCE SCORECARD**

**MALAYAN INSURANCE COMPANY INC.**

**PART C: ROLE OF STAKEHOLDERS**

		Source Document	Yes/No	Remarks
<b>C.1</b>	<b>The rights of stakeholders that are established by law or by mutual agreement are to be respected.</b>			
	<b>Does the company disclose a policy that:</b>			
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR) Customer Health and Safety Policy (Page 1)</a>	Y	The Company's Customer Health and Safety policy takes into account its customer's welfare. It is also provided in the Company's Mission Statement that the company will provide policyholders the best non- life insurance protection. The public can access PS- STTAR through company's website.

C.1.2	Explains supplier/contractor selection practice?	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR) Suppliers Accreditation and Evaluation Policy (Page 3)</a>	Y	The Company adopts a policy for accreditation and evaluation of: supplier of goods and services. This is embodied in the Quality Management Systems Manual accessible to all employees. The Company also had its ISO 9001:2008 certification affirmed by the Certification International U.K., following the successful audit of the company's Quality Management System (QMS). The public can access PS- STTAR through Company's website.
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	<a href="#">Malayan Insurance Co. Inc., Code of Ethics, (page 3. MICO's Commitment to Sustainability)</a> <a href="#">Malayan Insurance Co. Inc., Environmental Friendly Value Chain</a>	Y	Malayan Code of Ethics discloses the Company Policy on encouraging sustainable development and preservation of a healthy environment. The public can access the Code of Ethics through the Company's website.
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR) Community Interaction Policy (Page 4)</a>	Y	The Company's policy on Community Interaction may be found in the PS- STTAR which the public may access through the Copmany's Website.
		<a href="#">Malayan Insurance Co. Inc., Code of Ethics, (page. 7, 8, 12)</a>		The Code of Ethics and Code of Business Conduct and Ethics demonstrate the Company's policy

C.1.5	Describe the company's anti-corruption programmes and procedures?	<a href="#">YGC Code of Business Conduct and Ethics (Page 3, 4, 6)</a>	Y	against all forms of corruption. The public can access the Code of Ethics and YGC Code of Business Conduct and Ethics through the Company's website.
C.1.6	Describes how creditors' rights are safeguarded?	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR) Protection of Creditors' Right Policy (Page 2)</a>	Y	The Company is recognized by AM Best, affirming the financial strength rating (FSR) of B++ (Good). The public can access thePS- STTAR through Company's website.
	<b>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</b>			
C.1.7	Customer health and safety	<a href="#">Malayan Magazine 1st to 4th Quarter 2015 Issues</a>	Y	The company holds various forms and disseminates information on health and safety to its customers. The public can access the Malayan Magazine through the Company's website.

C.1.8	Supplier/Contractor selection and criteria	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR) Suppliers Accreditation and Evaluation Policy (Page 3)</a>	Y	The Company adopts a policy for accreditation and evaluation of: supplier of goods and services. This is embodied in the Quality Management Systems Manual accessible to all employees, as well as the PS- STTAR. The Company also had its ISO 9001:2008 certification affirmed by the Certification International U.K., following the successful audit of the company's Quality Management System (QMS). The public can access the PS- STTAR through Company's website.
C.1.9	Environmentally-friendly value chain	<a href="#">Malayan Magazine 1st to 4th Quarter 2015 Issues</a>	Y	Activities undertaken by the Company are documented in its publication quarterly. The public can access the Malayan Magazine through the Company's website.
C.1.10	Interaction with the communities	<a href="#">Malayan Magazine 1st to 4th Quarter 2015 Issues</a>	Y	
C.1.11	Anti-corruption programmes and procedures	<a href="#">YGC Code of Business Conduct and Ethics (Page 3, 4, 6)</a> <a href="#">Malayan Insurance Co. Inc., Code of Ethics, (page. 7, 8, 12)</a>	Y	Anti- corruption programs and procedures are found in the Company's Code of Ethics and YGC Code of Business Conduct. The public can access the Code of Ethics and YGC Code of Business Conduct and Ethics through the Company's website.

C.1.12	Creditors' rights	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR)(Page 2), Company Website. http://corp.malayan.com/contact</a>	Y	The Company has provided for a means to contact its representatives for any complaints via the Company Website.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<a href="#">Annual Report, page 12</a> <a href="http://ygc.com/CSR/SitePages">http://ygc.com/CSR/SitePages</a>	Y	Malayan Insurance is a proud member of the Yuchengco Group of Companies (YGC) and adheres to the values and ideals set by it. Corporate Responsibility Report/ Sector is found on page 12 of the Annual Report. It is also found in Malayan Magazine 1st to 4th quarter 2015 Issue. The public can access the Malayan Magazine
<b>C.2</b>	<b>Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</b>			
	Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice	<a href="#">Company Website. http://corp.malayan.com/contact - Customer Service Center</a> <a href="#">Company Website. http://corp.malayan.com/contact - Camille Services</a>		Customers may reach the company via its "Contact us" form in the website. Numbers of services

C.2.1	customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	<a href="http://corp.malayan.com/contact">Company Website, http://corp.malayan.com/contact - Quick Links</a>	Y	in the website. Numbers or various department are likewise posted there.
<b>C.3</b>	<b>Performance-enhancing mechanisms for employee participation should be permitted to develop.</b>			
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	<a href="#">Code of Ethics, Page 4</a>	Y	A separate section found in Code of Ethics of the Company. The public can access the Code of Ethics through the Company's website.
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR)</a>  <a href="#">MICO on Health, Safety and Welfare Promotion</a>	Y	The Company regularly publishes relevant information relating to health, safety and welfare of its employees through "MICO Health Tips" at the Lotus Workspace being utilized by the Company as a means of communication. The public can access PS- STTAR through Company's website.
C.3.3	Does the company have training and development programmes for its employees?	<a href="#">Training and Development Programs for Employees</a>	Y	The Company has training and development programs for its employees as shown in the attached issues of the company publication. It is accessible to the public through the Company's website.
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	<a href="#">Training and Development Programs for Employees</a>	Y	

C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	<a href="#">Policy Statements- Supplement to the Annual Report (PS- STTAR)</a>	Y	The Compensation and reward policy is found in Malayan and You, available for access to all employees of the Company. In fact, these benefits are highlighted in the New Employees Orientation (NEO) Program of the Company. The public can access the PS-STTAR through Company's website.
C.4	<b>Stakeholders including individual employee and their representative bodies should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.</b>			
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	<a href="#">Malayan Insurance Co. Inc., Code of Ethics. (Page 14, 15)</a>  <a href="#">YGC Code of Business Conduct and Ethics (Page 12)</a>	Y	The Company has provided for a procedure to address complaints against employees concerning corruption and unethical behavior. The procedure is embodied in the Company's Code of Ethics. The public can access the Code of Ethics and YGC Code of Business Conduct and Ethics through the Company's website.
		<a href="#">Malayan Insurance Co. Inc., Code of Ethics. (page. 14, 15)</a>		The Company adopts a procedure to protect an employee who reveals illegal or unethical behavior from retaliation, this policy is embodied in the

C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	<a href="#">YGC Code of Business Conduct and Ethics (Page 12)</a>	Y	policy is embodied in the Company's Code of Ethics. The public can access the Code of Ethics and YGC Code of Business Conduct and Ethics through the Company's website.
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