

2017 ASEAN CORPORATE GOVERNANCE SCORECARD

MALAYAN INSURANCE COMPANY INC.

PART C: ROLE OF STAKEHOLDERS

		Source Document	Yes/No
C.1	The rights of stakeholders that are established by law or by mutual agreement are to be respected.		
	Does the company disclose a policy that:		
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	Annual Report - Corporate Policies (Page 16); Company's Statement of Mission & Vision (Page139)	Y

C.1.2	Explains supplier/contractor selection practice?	Annual Report: Corporate Policies (Page 16-17); ISO Certificate of Registration No. CI/10298 dated 19-Jan-2015 valid until 18-Jan-2018 issued by Certification International (UK) Ltd.	Y
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Code of Ethics (Page 3, MICO's Commitment to Sustainability)	Y
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Annual Report - Corporate Policies (Page 16)	Y

C.1.5	Describe the company's anti-corruption programmes and procedures?	YGC Code of Business Conduct and Ethics (Pages 3-4 and 6); Code of Ethics (Pages 7-8 & 12)	Y
C.1.6	Describes how creditors' rights are safeguarded?	Annual Report - Corporate Policies (Page 16)	Y
	Does the company disclose the activities that it has undertaken to implement the above mentioned policies?		

C.1.7	Customer health and safety	Annual Report - Corporate Policies (Page 16); Malayan Magazine 1st to 4th Quarter 2017 Issues	Y
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C.1.8	Supplier/Contractor selection and criteria	Annual Report - Corporate Policies (Page 16)	Y
C.1.9	Environmentally-friendly value chain	Annual Report - Corporate Policies (Pages 16-17); Code of Ethics (Page 3); Malayan Magazine 1st to 4th Quarter 2017 Issues	Y

C.1.10	Interaction with the communities	<u>Annual Report - Corporate Policies (Pages 16-17); Malayan Magazine 1st Quarter 2017 Issues</u>	Y
C.1.10	Interaction with the communities	<u>Annual Report - Corporate Policies (Pages 16-17); Malayan Magazine 2nd Quarter 2017 Issues</u>	
C.1.10	Interaction with the communities	<u>Annual Report - Corporate Policies (Pages 16-17); Malayan Magazine 3rd Quarter 2017 Issues</u>	
C.1.10	Interaction with the communities	<u>Annual Report - Corporate Policies (Pages 16-17); Malayan Magazine 4th Quarter 2017 Issues</u>	

C.1.11	Anti-corruption programmes and procedures	Annual Report - Corporate Policies (Page 16-17); YGC Code of Business Conduct and Ethics (Pages 3-4, 6); Code of Ethics (Pages 7-8 and 12)	Y
C.1.12	Creditors' rights	Annual Report - Corporate Policies (Page 16); Company Website: http://corp.malayan.com/contact	Y
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	http://ygc.com/CSR/; Malayan Magazine 1st Quarter 2017 Issues	Y

C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	http://ygc.com/CSR/; Malayan Magazine 2nd Quarter 2017 Issues	Y
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	http://ygc.com/CSR/; Malayan Magazine 3rd Quarter 2017 Issues	Y
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	http://ygc.com/CSR/; Malayan Magazine 4th Quarter 2017 Issues	Y

C.2	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.		
C.2.1	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 their concerns and/or complaints for possible violation of their rights?	<u>Company Website:</u> http://corp.malayan.com/contact	Y

C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.		
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	Annual Report - Corporate Policies (Pages 16-17); Code of Ethics (Page 4)	Y
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Annual Report - Corporate Policies (Page 16)	Y

C.3.3	Does the company have training and development programmes for its employees?	Annual Report - Corporate Policies (Pages 16-17)	Y
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Annual Report - Corporate Policies (Pages 16-17); Malayan Magazine 1st to 4th Quarter	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?	Annual Report - Corporate Policies (Page 16)	Y

C.4	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.		
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Code of Ethics (Pages 14 & 15); YGC Code of Business Conduct and Ethics (Page 12)	Y
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Code of Ethics (Pages 14 & 15); YGC Code of Business Conduct and Ethics (Page 12)	Y

Remarks
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 the Annual Report through the Company's website.

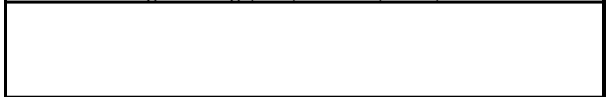
The Company adopts a policy for accreditation and evaluation of supplier of goods and services. This is embodied in the Quality Management Systems Manual accessible to all employees. The Company also had its ISO 9001:2008 certification affirmed by the Certification International U.K., following the successful audit of the company's Quality Management System (QMS). The public can access the Annual Report through the Company's website.

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.

The Company's policy on Community Interaction may be found in the Company's Annual Report.

The Code of Ethics and Code of Business Conduct and Ethics demonstrate the Company's policy against all forms of corruption. As a member of the Yuchengco Group of Companies (YGC), Malayan adopts and adheres to the YGC Code of Business Conduct and Ethics. The public can access the Code of Ethics and YGC Code of Business Conduct and Ethics through the Company's website.

The Company is recognized by AM Best, affirming the financial strength rating (FSR) of B++ (Good).



The Company holds various forums and disseminates information on health and safety to its customers. The public can access the Malayan Magazine through the Company's website.

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 Annual Report on Corporate Policies. 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 Annual Report through the Company's website.

The policy is found in the Code of Ethics. Activities undertaken by the Company are documented in its publication quarterly. The public can access the Malayan Magazine and Code of Ethics through the Company's website.

Activities undertaken by the Company are documented in its publication quarterly. The public can access the Malayan Magazine through the Company's website.

Anti-corruption programs and procedures are found in the Company's Code of Ethics and YGC Code of Business Conduct and Ethics. As a member of the Yuchengco Group of Companies (YGC), Malayan adopts and adheres to the YGC Code of Business Conduct and Ethics. The public can access the Code of Ethics and YGC Code of Business Conduct and Ethics through the Company's website.

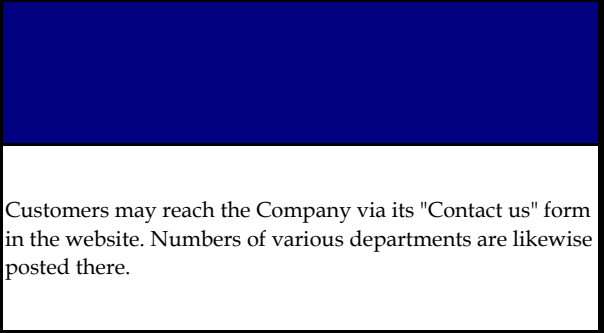
The public can access the source documents through the Company's website.

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 9 of the Annual Report.


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Customers may reach the Company via its "Contact us" form in the website. Numbers of various departments are likewise posted there.




There is a separate section found in Code of Ethics of the Company. The public can access the Code of Ethics through the Company's website.

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 the Annual Report through the Company's website.

The Company has training and development programs for its employees as shown in the attached issues of the Company publication and Annual Report. It is accessible to the public through Company's website.

The compensation and reward policy is found in the Annual Report. The compensation and reward policy is found in the Annual Report, as well as 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 source documents through the Company's website.



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.

The Company adopts a procedure to protect an employee who reveals illegal or unethical behavior from retaliation, this 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.