

**2018 ASEAN CORPORATE GOVERNANCE SCORECARD
MALAYAN INSURANCE COMPANY INC.**

PART C: ROLE OF STAKEHOLDERS				
C.1	The rights of stakeholders that are established by law or by mutual agreement are to be respected.	Source Document	Yes/No	Remarks
	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 (Page 143)	Y	The Company's Customer Health and Safety policy takes into account its customers' welfare. The Company's Mission Statement also states that the Company will provide policyholders the best non- life insurance protection. Both are found in the Annual Report. The public can access the Annual Report through the Company's website.
C.1.2	Explains supplier/contractor selection practice?	Annual Report: Corporate Policies (Page 17); ISO Certificate of Registration No. CI/10298 dated 19-Jan-2015 valid until 18-Jan-2018 issued by Certification International (UK) Ltd.; Malayan Magazine	Y	The Company adopts a Policy for the accreditation and evaluation of suppliers of goods and services. This is embodied in the Quality Management Systems Manual which is 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.
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); Malayan Magazine 3rd-4th Quarter (Page 18, 22 and 28)	Y	Malayan Code of Ethics discloses the Company Policy on encouraging sustainable development and the 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?	Annual Report - Corporate Policies (Page 17); Malayan Magazine 1Q2018 (Page 6, 9, 18 and 21)	Y	The Company's policy on Community Interaction may be found in the Company's Annual Report. The same is accessible through the Company's website.
C.1.5	Describe the company's anti-corruption programmes and procedures?	Annual Report - Corporate Policies on Anti-Fraud (Page 16); YGC Code of Business Conduct and Ethics (Pages 3-4 and 6); Code of Ethics (Pages 7-8 & 12)	Y	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.
C.1.6	Describes how creditors' rights are safeguarded?	Annual Report - Corporate Policies (Page 16)	Y	The Company adopts a policy protection on Creditors' rights; the same is found in its Annual Report. The public can access the Annual Report through the Company's website.
	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)	Y	The Company adopts a policy on Customer Health and Safety of its customers; the same may be found in its Annual Report. The public can access the Annual Report through the Company's website.
C.1.8	Supplier/Contractor selection and criteria	Annual Report - Corporate Policies (Page 17)	Y	The Company adopts a policy for the 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.
C.1.9	Environmentally-friendly value chain	Malayan Magazine 3rd-4th Quarter (Page 18, 22 and 28)	Y	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.
C.1.10	Interaction with the communities	Annual Report - Corporate Policies (Page 17); Malayan Magazine 1st, 3rd-4th Quarter Issue	Y	The Company adopts a policy on Community Interaction; the same may be found in its Annual Report. The public can access the Annual Report 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.
C.1.11	Anti-corruption programmes and procedures	Annual Report - Corporate Policies (Page 16); YGC Code of Business Conduct and Ethics (Pages 3-4, 6); Code of Ethics (Pages 7-8 and 12)	Y	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.
C.1.12	Creditors' rights	Annual Report - Corporate Policies (Page 16)	Y	The public can access the source documents through the Company's website.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Annual Report (Page 16); http://ygc.com/CSR/	Y	Malayan Insurance is a proud member of the Yuchengco Group of Companies (YGC) and adheres to the values and ideals set by the latter. The Corporate Responsibility Report/ Sector is found on the YGC website

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?	Company Website; http://corp.malayan.com/contact	Y	Customers may reach the Company via its "Contact us" form in the website. Numbers of various departments are likewise posted there.
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 17); Code of Ethics (Page 4); Malayan Magazine 1st to 4th Issues	Y	The Company's policies adopted by the Company on the health, safety, and welfare of its employees are all found in the Annual Report. There is also a separate section found in Code of Ethics of the Company. The public can access the Annual Report and 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?	Annual Report - Corporate Policies (Pages 17); Code of Ethics (Page 4); Malayan Magazine 1st to 4th Issues	Y	The Company regularly publishes relevant information relating to health, safety and welfare of its employees in the Malayan Magazine and policy as well as the Annual Report. The public can access the Annual Report and Malayan Magazine through the Company's website.
C.3.3	Does the company have training and development programmes for its employees?	Annual Report - Corporate Policies (Pages 17); Malayan Magazine 3rd to 4th Issues	Y	The Company has training and development programs for its employees as shown in the attached issues of the Company publication and Annual Report. Both are accessible to the public through Company's website.
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Annual Report - Corporate Policies (Pages 17); Malayan Magazine 3rd to 4th Issues	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 17)	Y	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.
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); Code of Business Conduct and Ethics (Page 12)	YGC	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.
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); Code of Business Conduct and Ethics (Page 12)	YGC	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.