

# SUSTAINABILITY STATEMENT

## A MESSAGE FROM CHAIRMAN OF THE SUSTAINABILITY COMMITTEE



### FTSE4Good

FTSE Russell (the trading name of FTSE International Limited and Frank Russell Company) confirms that Tune Protect Group Berhad has been independently assessed according to the FTSE4Good criteria, and has satisfied the requirements to become a constituent of the FTSE4Good Index Series. Created by the global index provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (“ESG”) practices. The FTSE4Good indices are used by a wide variety of market participants to create and assess responsible investment funds and other products.

### Dear Valued Stakeholders,

2021 was fraught with challenges precipitated by the COVID-19 pandemic, especially when the movement control order was reinstated in a bid to curtail the rising number of infections. This had a profound impact on the nation’s economy and that of the people. Despite this setback, we observed an increased awareness of the importance of sustainability and the role Tune Protect plays in driving the sustainability agenda.



### SOCIAL

During the nationwide lockdown, the livelihoods of the lower-income B40 segment were the hardest hit. In light of the distress faced, the Company mobilised various initiatives towards alleviating the burdens of those in dire need of assistance. One of our key initiatives was Project Sunshine, through which boxes of essential food items, face masks and soap bars were distributed to afflicted individuals, households and the Orang Asli community, as well as the homeless. This was a collaborative initiative executed in partnership with other like-minded organisations, including the Ministry of Health, to better coordinate our efforts and ensure that the resources were channelled to deserving recipients.

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Unfortunately, COVID-19 was not the only obstacle our nation had to grapple with. During the year, we observed the devastating impacts of climate change, which triggered extreme weather events. Malaysia was inundated by episodic flash floods that displaced many victims. The Company contributed to the relief efforts by donating RM20,000 to the Mercy Malaysia emergency flood relief fund to provide water, sanitisation and hygiene support to the flood victims.

In an effort to sustainably contribute to those who were socially marginalised, we pledged that for selected products sold via our Business-to-Consumer (“B2C”) channel, the Company would contribute a certain sum towards charity. In 2021, charitable proceeds raised from the sales of such policies amounted to RM24,000. This sum was donated by the Company to Madhya’s Gift, a fund set up by Yayasan Chow Kit to provide critical and emergency healthcare for underprivileged and stateless children.



### ECONOMIC

Another of our sustainability commitments in 2020 was to adopt the Net Promoter Score (“NPS”) for both customers and employees as a measure of success. This was achieved by the end of 2021, with the baseline study completed and the NPS programme up and running. The NPS is now a key performance indicator on the scorecard of every employee within the organisation, and will influence Group-wide decisions on bonuses, increments and promotions.



### ENVIRONMENT

As part of our long-term commitment to addressing the impacts of climate change, Tune Protect Group has pledged to be ‘Zero Coal’ by 2030, ensuring a just transition by gradually scaling down our coal exposure, both in terms of risk underwriting and investments. Based on data released by the International Energy Agency and the World Bank, coal burning is responsible for 46% of global carbon dioxide emissions and 72% of total greenhouse gas emissions from the utility sector. By saying no to coal, the Company, as an insurer, can play its part in helping the nation transition away from coal as the primary source of power generation. Our ‘Zero Coal’

commitment comes on the heels of a slew of sustainability commitments announced back in 2020, one of which was the commitment to being a zero paper organisation for in-control processes. As at 31 December 2021, 95 out of 96 identified in-control processes (or 99%) were already paperless.



### GOVERNANCE

In 2021, we completed the review of all 51 key policies and processes of our Malaysian entities to ensure sustainability elements were embedded within. In 2022, we will commence the policies and processes review of Tune Protect Thailand. For the second year running, Tune Protect Group was the proud recipient of two awards at the MSWG-ASEAN Corporate Governance Awards 2020. The Company came out tops in the Excellence Award for CG Disclosure (Market Cap RM100 million to RM300 million), as well as being one of the top 10 public listed companies in the Industry Excellence Award (Financial Services) category. These honours bear testament to our unwavering commitment to upholding the highest standards of ethics, integrity and corporate governance.

The sustainability progress we have made over the years culminated in a significant milestone for the Company, which was our induction into the FTSE4Good Bursa Malaysia (“F4GBM”) Index on 20 December 2021. It was a proud moment to reflect upon, considering the Company is the only insurance company in the Index. The F4GBM Index measures the performance of public listed companies demonstrating strong environmental, social and governance practices. Despite making significant progress on our sustainability journey, we will not be satisfied with advocating sustainability just within the four walls of our organisation, but will increasingly push the sustainability agenda with our stakeholders especially our customers, shareholders, partners and suppliers.

#### How Kim Lian

Chairman, Sustainability Committee and  
Group Chief Financial Officer, Tune Protect Group

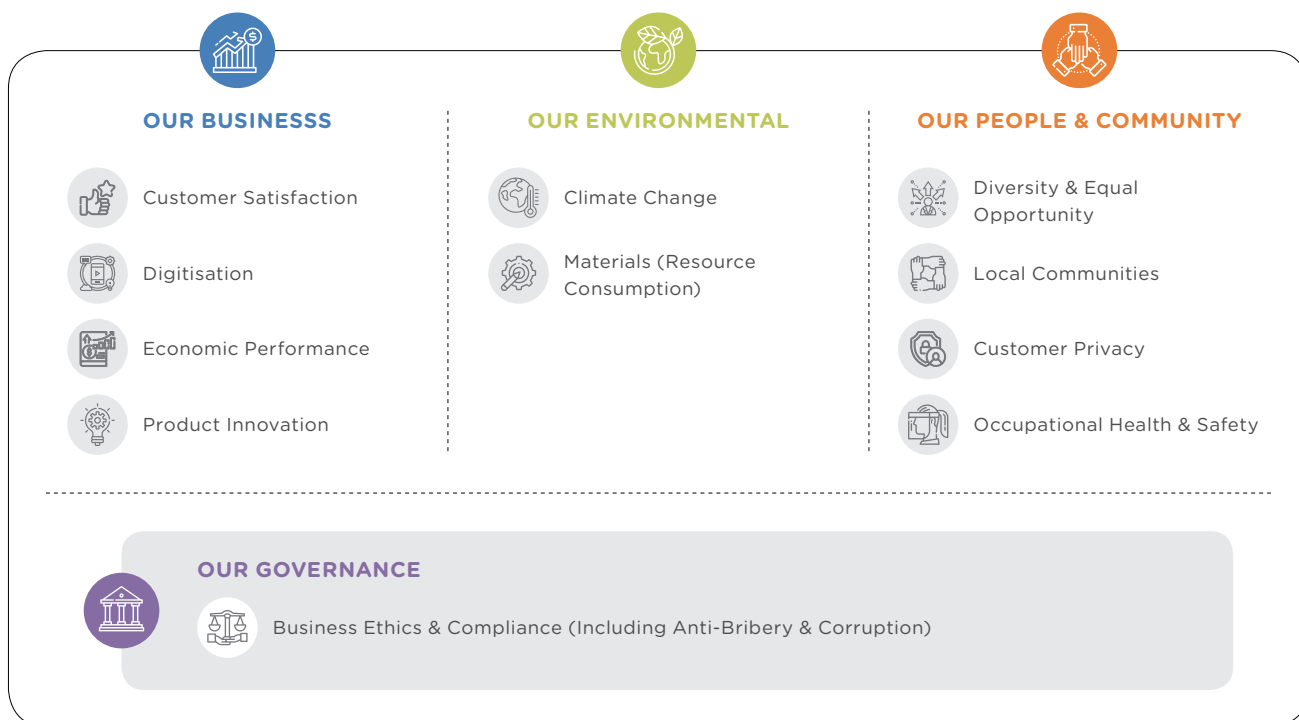
## SUSTAINABILITY STATEMENT

### SUSTAINABILITY FRAMEWORK

At Tune Protect Group, we are well aware that our business decisions and actions have far-reaching impacts on our various stakeholders. Therefore, our sole objective cannot be confined to driving financial performance per se. We also play the role of a responsible corporate citizen that emphasises the triple bottom line of People, Planet and Profits, the very essence of sustainability. There is empirical evidence from various studies to suggest that an organisation that places equal importance on environmental, social and governance (“ESG”) aspects not only outperforms its peers, but is also more resilient when faced with difficult challenges, such as the global pandemic situation. In order to ensure that our business strategy aligns with our sustainability objective and adequate attention is given to ESG matters, we have our sustainability framework to guide us.

Enshrined in our sustainability framework are the four key pillars of Governance, Our Business, Our Environment and Our People & Community. Under each of these pillars, we underscore the various material topics identified both by us and our stakeholders. All material topics are assessed annually by our Sustainability Committee and the Board of Directors to ensure the continued relevance of each topic and if new material topics warrant an inclusion.

The foundation of our sustainability approach rests upon the Governance pillar, which supports the implementation of the other three pillars. Each material topic is then classified into the respective four key pillars and also mapped to the pertinent United Nations Sustainable Development Goals (“UN SDGs”), as illustrated in the infographic below. In 2021, we aligned ourselves with an additional three UN SDGs, which were UN SDG Goal 1: No Poverty, UN SDG Goal 2: Zero Hunger and UN SDG Goal 7: Affordable and Clean Energy, bringing our total to 14 out of 17 UN SDG goals with which we are aligned.

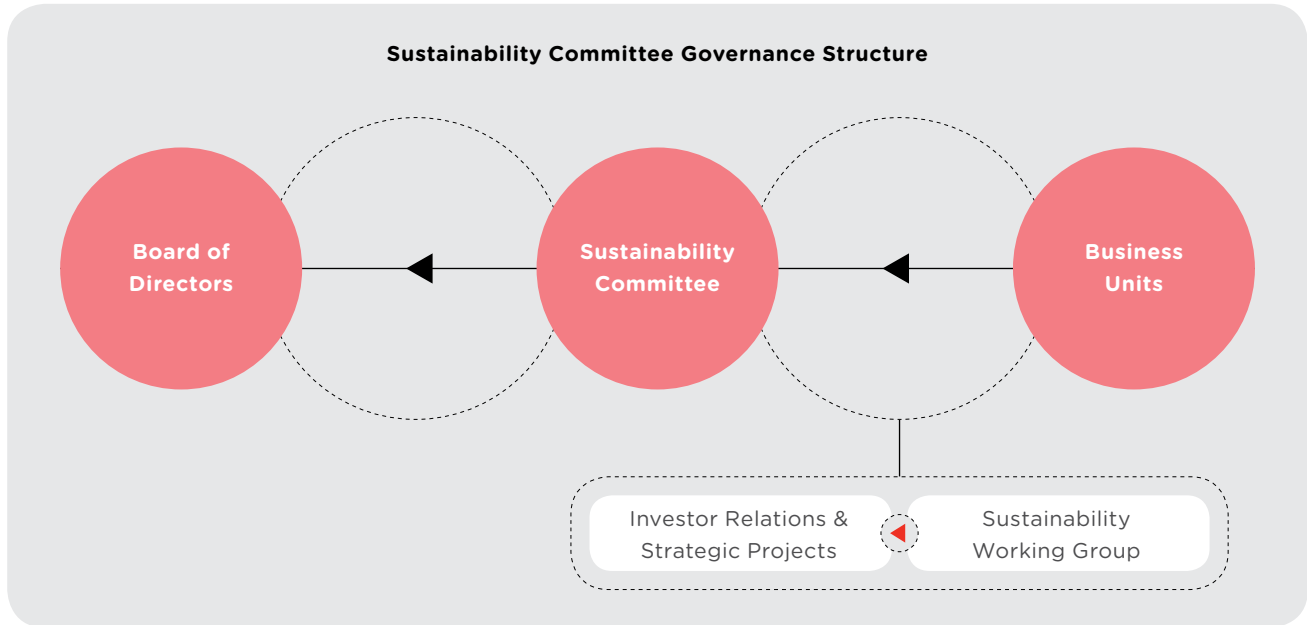


This aligns with the United Nation's Sustainable Development Goals



## SUSTAINABILITY STATEMENT

### SUSTAINABILITY GOVERNANCE



Our Board of Directors (“the Board”) has oversight of the integration of sustainability considerations into the strategy and operations of the Company. The Board, in turn, is supported by the Sustainability Committee (“SuCom”), which drives the strategic management of material sustainability matters. With the current structure in place, sustainability considerations are incorporated within the corporate strategy, governance and decision-making processes, while the Company also adopts a proactive stance in anticipating and addressing material environmental, social and governance (“ESG”) risks and opportunities.

The Board is tasked with providing strategic guidance, having management oversight and upholding its fiduciary obligations to shareholders. On top of that, the Board is responsible for the Group’s sustainability strategies, priorities and targets, whereby all major disclosures and key sustainability-related matters are reviewed. The Board then ensures that the Company’s sustainability strategies, priorities and targets, as well as key performance indicators, are communicated to both internal and external stakeholders.

Tune Protect Group’s SuCom was first established in 2017 and is chaired by the Group Chief Financial Officer. SuCom members consist of selected Group Executive Committee members. The SuCom plays a pivotal role in overseeing all sustainability-related matters. Part of the SuCom’s mandate involves the review of the Company’s material sustainability matters on an annual basis and deciding

if a full materiality assessment process is required. This promotes dynamic management of sustainability matters that align with the identified material topics. The SuCom convenes once every two months and shares feedback and recommendations with the Board on a quarterly basis.

The Investor Relations & Strategic Projects (“IR&SP”) department functions as a secretariat for the SuCom, a liaison between the SuCom, Sustainability Working Group (“SWG”) and business units. The secretariat’s role involves:

- Managing all facets related to sustainability, not limited to playing the project management office role of driving and executing commitments made, while also tracking deliverables and reporting;
- Being the focal contact point for external stakeholders such as analysts, investors and the media eager to better understand the Company’s sustainability strategic direction and commitments; and
- Progressively providing the SuCom with updates and proposals for deliberation.

The SWG is made up of representatives from various business units, with the objective of supporting the IR&SP department in driving and managing the performance of sustainability initiatives across the Group. Business units are responsible for tracking and reporting the relevant data disclosed in our sustainability report and the implementation of sustainability-related initiatives.

## SUSTAINABILITY STATEMENT



## OUR GOVERNANCE

## Aligning with the UN SDGs



## Mapping to Our Capitals



## Sustainability Material Matters



Business Ethics & Compliance  
(Including Anti-Bribery & Corruption)

## Why It Matters

- To comply with the Financial Services Act 2013, Companies Act 2016 and all related laws, as well as Bank Negara Malaysia's ("BNM") guidelines and Bursa Malaysia's Main Market Listing Requirements.
- To adopt the best practices prescribed in Bursa Malaysia's Corporate Governance Guide and Securities Commission Malaysia's Malaysian Code on Corporate Governance and Corporate Governance Strategic Priorities 2021-2023.
- As a steward of shareholders' capital, it is imperative that the Company embraces doing business ethically while upholding transparency and integrity throughout our business relationships.



## BUSINESS ETHICS &amp; COMPLIANCE (INCLUDING ANTI-BRIBERY &amp; CORRUPTION)

## Promote Ethical Business Practices



The repercussions of unethical business conduct are serious, with violations potentially resulting in regulatory sanctions, hefty lawsuits and even reputational damage. With prevention as a priority, we at Tune Protect place a premium on honesty and integrity, and we expect the same from our employees and any third parties with whom we have a business relationship. This is formally captured in our Code of Conduct ("CoC") and Code of Business Conduct for Third Parties, which clearly underline our expectations on how our Directors, Management, employees and business partners should conduct themselves. Embedded in the documents is a non-exhaustive List of Misconduct that clearly spells out what is deemed unacceptable behaviour in the workplace. The CoC, which is available both in English and Bahasa Malaysia, and other relevant policies, such as our Group Corporate Governance Policy and Group Whistleblowing Policy and Procedures, are disclosed in a dedicated Corporate Governance webpage on our corporate website.



For more information about **Corporate Governance** webpage, please scan this QR Code.

On an annual basis, all employees of the Company are mandated to complete a Group-wide CoC online training module during the Annual CoC Month campaign. In addition to customised training videos, there is also a mandatory assessment at the end of the training. An employee has to obtain a minimum 80% passing mark in order to obtain the e-Certificate of Completion. We continued to record a 100% attendance and completion rate from all employees in 2021.

An Annual Review of the online training was done post the completion of the CoC training during the year. This was conducted via a survey sent to trainees to gather feedback, which was then used to update the CoC Manual and improve the training material, videos and methodology. In 2021, the majority of the survey respondents endorsed the efficacy of the online training and requested that the initiative be sustained. The CoC Manual was also reviewed and updated in 2021 to cover COVID-19 preventive measures, human rights and ethical conduct, as well as anti-hedging practices.



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Besides the Annual CoC Month Online Training, Tune Protect also conducts CoC training face-to-face and/or virtually for all new hires such as consultants, contractors, vendors and interns soon after they join or commence engagement. In 2021, a total of 149 new hires and external parties attended 10 training sessions conducted jointly by in-house trainers from the People & Culture, Compliance, Legal and IT Risk Management team.

### Topics covered in CoC training



### Zero Tolerance for Bribery and Corruption

At Tune Protect, we do not condone nor tolerate any act of fraud, bribery or corruption. The corporate liability provision under Section 17A of the Malaysian Anti-Corruption Commission ("MACC") Act 2009 clearly states that a company is liable for the acts of bribery of its associated persons and this includes its employees, directors and even its service providers. Guiding the Company in this regard is the Group Anti-Bribery and Corruption Policy underpinned by four key themes, which are prevention, detection, monitoring and response. The policy also highlights the Company's stance on giving and offering gifts, hospitality, entertainment, donations, sponsorship and political contributions. This policy is available on our corporate website under the Corporate Governance section.

The theme for the Tune Protect Annual CoC Month held in May 2021 was 'Fighting Bribery & Corruption Together!'. A new customised training video, including an assessment of Anti-Bribery and Corruption, was added to the CoC online training module.

Our approach to non-compliance matters is stipulated under the reporting of compliance risk in the Group Compliance Policy. In 2021, there were no non-compliance incidences reported.

### Key Recognition

For the second consecutive year, Tune Protect Group won two awards at the MSWG-ASEAN Corporate Governance Awards 2020, the Excellence Award for CG Disclosure (market capitalisation above RM100 million to RM300 million) and the Industry Excellence Award (Financial Services). A total of 851 public listed companies ("PLCs") were assessed in 2020, based on the ASEAN CG Scorecard, to score a company's implementation of good corporate governance practices. Only 52 trophies were awarded to a total of 38 PLCs. Tune Protect Group was also ranked 12<sup>th</sup> on the list of top 100 companies recognised for CG disclosure (ranked 31<sup>st</sup> in 2019).



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**OUR BUSINESS**

**Aligning with the UN SDGs**

8 DECENT WORK AND ECONOMIC GROWTH


9 INDUSTRY, INNOVATION AND INFRASTRUCTURE


10 REDUCED INEQUALITIES


11 SUSTAINABLE CITIES AND COMMUNITIES

17 PARTNERSHIPS FOR THE GOALS


**Mapping to Our Capitals**










**Sustainability Material Matters**

Customer Satisfaction


Digitisation

Economic Performance

Product Innovation

Why It Matters

- To maintain healthy working capital, assets, liabilities and cash flow to foster a solid financial position, stable business environment and long-term value for our shareholders.
- To build an insurance company that everyone loves.
- To be a NPS leader in our preferred market.
- To be an employer of choice among insurers for millennial talents.



CUSTOMER SATISFACTION

Customer Experience Governance

Customer excellence is vital as we aim to foster a customer-centric organisational culture. To this end, we already have in place robust customer service procedures and charters that guide our aspiration of providing our customers with the convenience of a one-stop service centre while also delivering a seamless customer experience.

<b>Standard Operating Procedures for Contact Centre</b> provide guidelines for our dedicated team to serve our customers and assist them with any requests or inquiries.	<b>Complaints Handling Procedures</b> outline procedures on how to handle customer complaints and help build insights into areas for improvement.	<b>Internal Service Level Agreement</b> ensures proper elements and commitments are in place to provide customers with consistent and up-to-date information.	<b>Customer Service Charter</b> outlines our level of commitment to providing quality service and gives our customers references by which our performance can be evaluated.	<b>Treat Customer Fairly Charter</b> specifies our commitment to providing the highest standards of fairness in our dealings with customers.
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To strengthen our commitment to providing reliable services and delivering good financial consumer outcomes to our customers, we are guided by our four key service pillars and four principles of treating our customers fairly, in line with BNM’s Policy Document on Fair Treatment of Financial Consumers (“FTFC”). Both the Customer Service Charter and Treat Customers Fairly Charter are publicly available on our website.

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## SUSTAINABILITY STATEMENT

### Customer Service Charter

1. Insurance made accessible
2. Knowing our customers
3. Delivering timely, transparent and efficient service
4. Ensuring a fair, timely and transparent claims settlement process



Click here: [www.tuneprotect.com/corporate/group/customer-service-charter/](https://www.tuneprotect.com/corporate/group/customer-service-charter/)

### Treat Customer Fairly Charter

1. Embed fair dealing in our institution's corporate culture and core values
2. Ensure that customers are provided with fair terms
3. Ensure that customers are provided with clear, relevant and timely information on financial services and products
4. Ensure that our staff, representatives and agents exercise due care, skill and diligence when dealing with customers

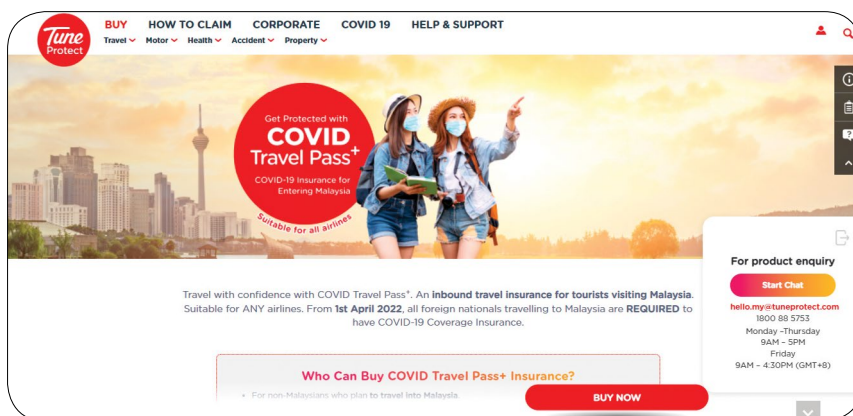


Click here: <https://www.tuneprotect.com/corporate/group/treat-customers-fairly-charter/>

### An Omnichannel Approach

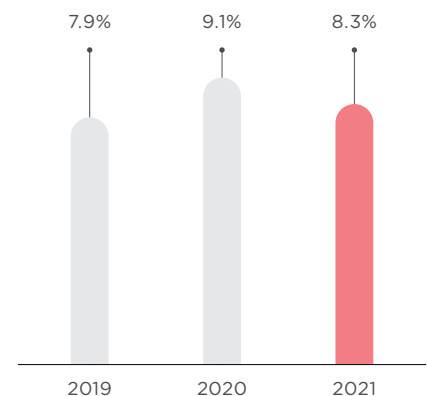
One of our core values is to be customer-obsessed and this applies to all customer touchpoints. Our Customer Experience team is the central contact point in engaging and managing customer relationships through various channels, such as the customer service hotline (available on the corporate website), email, social media, Live Chat and the 17 Tune Protect branches (including our headquarter) across Malaysia.

Recognising that customers expect prompt and responsive service, we deployed a live chat function that is integrated with our social media in May 2021, i.e. Facebook Messenger with our B2C website. This is in addition to the Tune Protect Travel AirAsia product live chat that was launched back in 2019. A customer that engages live chat will be interacting with a representative from the Customer Experience or e-commerce team.



B2C Live Chat function on product webpage

### Percentage of number of enquiries received via Live Chat



To ensure a seamless customer experience during the pandemic, we also established a dedicated COVID-19 webpage, which included information such as product notices, operations updates and contact information, giving our customers the assurance that our team would continue serving them even during this challenging period.



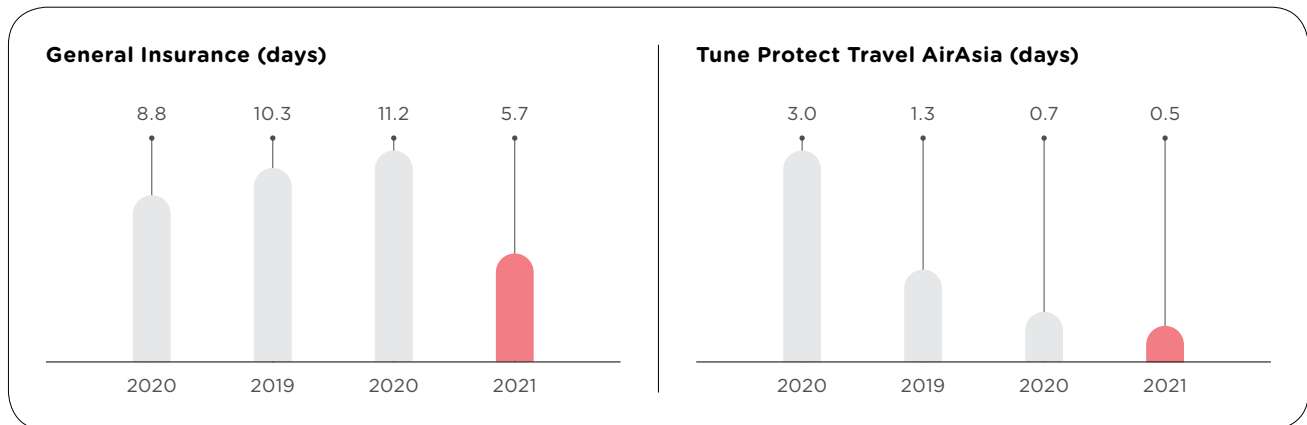
Click here: <https://www.tuneprotect.com/covid-19/>



## SUSTAINABILITY STATEMENT

## Complaints Management

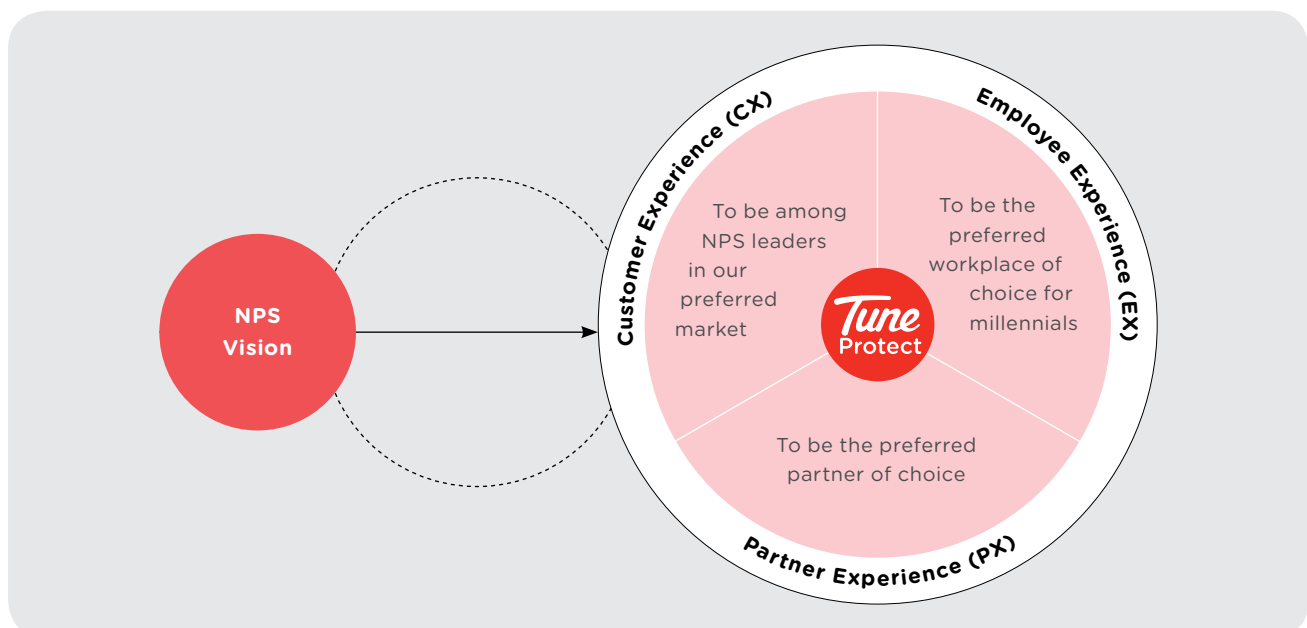
To promptly rectify any complaints or issues raised, we track and monitor the time taken to resolve cases. While our approach to managing complaints depends on the nature and complexity of the cases, we are committed to ensuring that all cases are resolved within the stipulated industry standard service level agreement of 14-days upon receipt of all relevant supporting information and/or documents. For complex cases, an in-depth investigation may be required, including root cause analysis and establishing corrective action plans.



Our efforts to improve and enhance our customers' overall experience and interaction with us resulted in an overall decrease in complaints processing time in 2021. This demonstrates our commitment to providing a best-in-class customer experience.

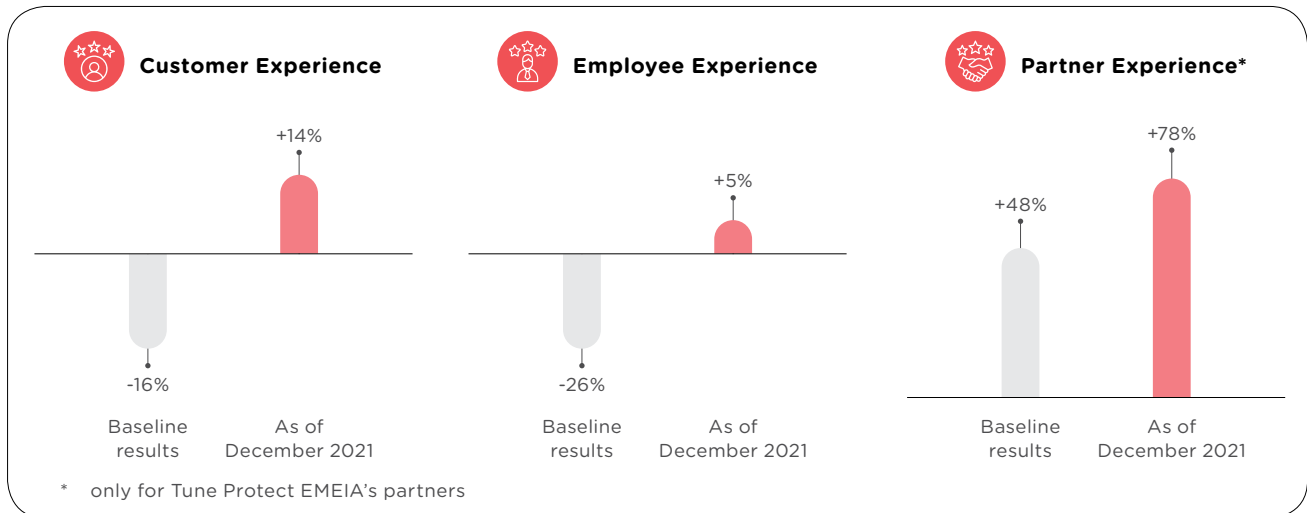
## Customer Experience Measurement

End-2020, we kick-started our organisation-wide initiative to improve customer satisfaction by adopting the globally recognised Net Promoter Score ("NPS"). NPS is commonly used to measure customer satisfaction by evaluating the likelihood of our customers recommending Tune Protect to friends or family on a scale of 0 to 10. Aggregate scores from various customer touchpoints are used to calculate the overall NPS score, which ranges from -100% to +100%. Based on global standards, a score of more than 0 is considered 'good', a score of more than 50 is considered 'excellent' and a score of 70 or higher is considered 'world class'. To underline the importance of improving customer experience, we have made it compulsory for every employee of Tune Protect to carry the customer NPS key performance indicator ("KPI") in 2021 and beyond.



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Following the baseline study that was completed in April 2021, we conducted a maturity assessment and action planning workshop in order to identify strengths and improvement areas for customer, employee and partner experience. There were 16 focus areas identified as a result of the workshop, which spanned four core experience pillars comprising Product, Marketing, Customer Experience & Claims, and Employee & Culture.



As stated in our core values, the customer is the reason we exist. With the goal of being a NPS leader in our preferred market and to structure a NPS programme that would make a difference, an Experience Tribe was established to advocate, monitor and implement policies and culture throughout the Group. Various quick-win initiatives implemented in 2021 saw our NPS score improve in December 2021.

### PRODUCT

- Conducted product, underwriting and claims knowledge training for frontliners
- Simplified policy documents to be more user-friendly and concise

### MARKETING

- Improved customer responsiveness rate from three days to one working day turnaround time
- Increased engagement on social media with customers

### CUSTOMER EXPERIENCE & CLAIMS

- Conducted product training and briefing sessions for the customer team by the product team
- Claims related complaints over total complaints as a percentage reduced by 12% compared to 2020
- Improved incoming query handling response time from 72 hours to 48 hours
- Enhanced internal claims processes with robotic process automation
- Digitised claims form

### EMPLOYEE & CULTURE

- Promoted core values through 'Make A Difference' Awards and Referral Programme
- Introduced Flex Working Arrangements ("FWA"), i.e. Flex Dress, Flex Time, Flex Space
- Built an innovation culture through 90% certified White Lean Belt
- Implemented an e-learning platform

We actively sought feedback and collected NPS scores from multiple touchpoints for both online and offline channels to strengthen customer relationships on an ongoing basis.

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## DIGITISATION

## Operations Transformation

In accelerating the digitisation of our business processes, we integrated six robotic process automation (“RPA”) technologies into 20 progressive internal processes in 2021 across the Group. As a result, internal processes production time saw a reduction of approximately 1,628.1 hours since the launch of the first RPA in March 2021. Through RPA, the efficiency and productivity of employees increased, while manual processes and human errors were minimised. This freed up our employees’ time to focus on more value-added activities.

**Betsy – Human Resource Automation (for Malaysian entities)**


- Generation of performance letters for individual employees
- Generation of COVID-19 essential employee authorisation letter


**762.5 hours**
**T Bot – Human Resource Automation (for Tune Protect Thailand)**


- Generation of performance letters for individual employees


**20.0 hours**
**Jojet (Claims Automation)**


- Auto uploading of travel claims registration
- Reserve adjustment & payment voucher creation
- Payment voucher approval


**414.8 hours**
**Angel (Agency Automation)**


- Group PA – Optical character recognition scanning: Scanning of documents into editable and searchable data
- Group PA – Performing endorsement backlogs


**193.6 hours**
**Jolteon (Finance Automation)**


- Bank master payment validation
- E-Payment profile creation


**133.5 hours**
**Jarvis (Compliance)**


- Daily uploading of anti-money laundering (“AML”) data
- Monthly AML reporting


**1.0 hour**
**MiniBot (Transformation)**


- Tracking of paper consumption


**102.7 hours**

To cultivate an interest in Lean methodology and to encourage employees to put into practice what they have learnt, we launched the #LeanNinjaContest in October 2021. Via the #LeanNinjaContest, participating employees utilised their Lean Programme knowledge to simplify existing processes by proposing process improvements, as well as by identifying and eliminating waste. The contest objective aligned with Tune Protect’s tagline, which is to simplify insurance.

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### Digital Operations

In order to assist our employees adjust and acclimatise to the pandemic situation, we implemented work-from-home (“WFH”) arrangements, providing our employees with the flexibility to work remotely. To support this arrangement, we enhanced our Human Resources Management System (“HRMS”) to include an employee attendance module. This feature goes beyond capturing the employee’s attendance and also registers the location of the employee for safety and business continuity planning (“BCP”) purposes. Apart from complying with BNM’s requirements on COVID-19 workplace safety, the WFH option has resulted in enhanced employee productivity as it reduces the time an employee spends commuting to work.

The COVID-19 pandemic has radically altered the way we work. We must accept the remote working option as a new norm and at the same time pivot towards becoming increasingly technology-savvy in running our operations and business. Thus, we accelerated the implementation of digital technology tools and platforms that facilitate remote working arrangements, while also advocating our zero paper sustainability commitment. This included:

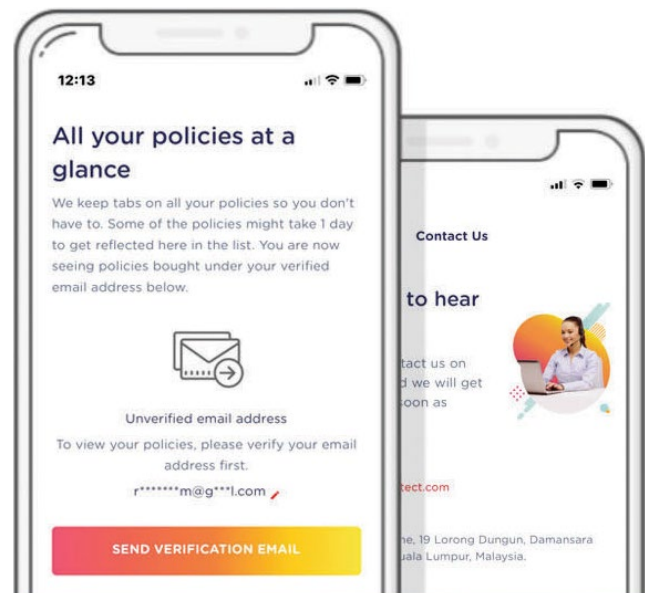
- **Adobe Sign**, which allows the sending and tracking of documents with signatures electronically in a way that is secure, auditable and verifiable.
- **E-procurement**, which eliminates paperwork involving the raising of purchase requisitions and purchase orders.
- **E-claims**, which eliminates manual claims processing, whereby all employee claims and submissions are managed electronically and online.
- **E-learning tool**, which provides our employees with a wide range of courses to register for in a bid to upskill and reskill themselves.

### Enhancing Customer Experience through Digitisation

To remain relevant to our target market, i.e. the millennials and zillennials, it is vital that we embrace evolution and adopt a digital approach, especially when digital devices are now an extension of an individual’s persona. With digitisation at the core of what we do, we remain

committed to embracing a mobile-first approach. This simply means any product that we develop will have to be made available on a mobile device where possible. To this end, we launched the Tune Protect Mobile App (“Mobile App”) in September 2020, which offers an alternative distribution channel, enabling customers to buy and manage policies and submit documentation for claims anytime and anywhere.

As a reflection of the alignment with our consumers’ digital needs, we observed a 46% increase in the Mobile App’s registered users and more than 300% growth in its transaction volume year-on-year.



Available on Google play Download on the App Store

	B2C website (tuneprotect.com)		Tune Protect Mobile App*	
	2020	2021	2020	2021
Registered users	2,874	<b>1,434</b>	332	<b>484</b>
Total transactions made (count)	5,565	<b>4,030</b>	80	<b>332</b>
Total claims submitted (count)	223	<b>11</b>	12	<b>12</b>

\* Launched in September 2020

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## ECONOMIC PERFORMANCE

## Responsible Procurement

At Tune Protect, we purchase and procure from diverse suppliers. In 2021, a dedicated Procurement team was established to streamline, centralise, govern the purchasing and procurement processes as well as to improve efficiency and cost-effectiveness.

Our procurement practices are clearly outlined in the Group Procurement Policy and Procedures. This includes the mandate that preference be given to local businesses where possible. As at December 2021, at least 80% of our services were procured from local businesses.

All registered third parties must comply with our Code of Business Conduct (“CoBC”) for Third Parties, which sets out the standards of business conduct related to integrity, anti-bribery and corruption, disclosure of conflict of interest and confidentiality, as well as health, safety and environment. Prior to our formal engagement, all third parties must acknowledge receipt of and affirm their compliance with our CoBC for Third Parties. In 2021, there were no instances where third parties breached the CoBC.

## Responsible Investment

To ensure that a part of our funds is placed in investments that are sustainable, we require our external fund managers to integrate ESG considerations into the investment decision process. Certain fund managers that we engage with are signatories to the United Nation’s Principle of Responsible Investment. As stipulated by our Group Investment Policy, which sets forth the objectives, guidelines and framework relating to sustainable investments, we are to allocate up to 10% of our investment in ESG funds. As of 2021, approximately 13.4% of our investments were already in ESG funds, comprising equity and fixed income classes of assets.

Our investment management is overseen by the Investment Committee, established to assist the Board of Directors in discharging its duties and responsibilities in the management of investments.



## PRODUCT INNOVATION

## Product Accessibility

Innovation is essential in retaining our competitive advantage. We believe that being innovative provides creative insight that allows us to see things from a different viewpoint. This means anticipating market demands and changes in consumer trends and creating innovative products that meet the consumers’ needs. There is also the sustainability element attached to our products, ensuring they complement our overall sustainability strategy.

We play an instrumental role in raising awareness on the importance of insurance and providing access to financial products and services that meet customers’ needs. To achieve this, we diversified our product offerings by focusing on Health, Lifestyle and SME and offering simple, affordable, bite-sized and innovative product propositions to consumers.

We acknowledge that financial inclusion is a key national development goal in ensuring sustainable long-term economic growth. This entails developing a range of insurance products and services that are accessible and affordable to individuals and/or businesses, especially to the lower-income bracket.

Guided by our Product Development Policy, new product offerings take into account sustainability factors, for instance environmentally friendly aspects such as going paperless for policy issuance. We have made headway in our bid to diversify, evidenced by new forays into the Health and Lifestyle segments, adapting to the pandemic situation. The innovative products offered by Tune Protect are summarised below:

First online cashless e-medical card with a charitable pledge, **PRO-Health Medical**

In response to the growing awareness of health protection, soaring healthcare costs and reduced consumer purchasing power, we launched our first online cashless e-medical card plan in March 2021. This product caters to digitally-savvy customers who thrive on convenience and simplicity. It is available for purchase on the Mobile App in less than five minutes, with a hassle-free claims process and an e-medical card for cashless admission.

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### Online home insurance product, **Home Easy**

Specifically tailored to provide coverage for residential buildings and home contents against loss or damage due to fire, lightning, explosions, flood or burst pipes, among others, we offer homebuyers an affordable online home insurance policy, with more than 40% savings in premium.

Besides attractive savings in premium compared to the tariff rate, we provide greater flexibility to homebuyers to tailor their plan with optional add-ons to meet their individual needs.

### Inbound COVID-19 travel protection, **COVID Travel Pass Plus**

In collaboration with the Malaysia Healthcare Travel Council (“MHTC”), we offered international healthcare travellers the assurance of worry-free travel to Malaysia with COVID-19 coverage when seeking medical treatment.

### Bundled vaccine cover

We partnered with Selangor through a local broker to offer bundled insurance coverage specifically tailored for Selangor’s vaccinated community, both individual and corporate, against any side effects they may have as a result of receiving the vaccine. Selangor is the Selangor State Government’s public health initiative platform to ensure the health and safety of the community and to help boost the economic recovery of Malaysia during the COVID-19 pandemic.

We have enhanced our travel insurance product to include COVID-19 coverage and to also meet the respective countries’ governments’ mandatory coverage. To further promote product accessibility, we took the initiative to enhance and simplify the terms in our AirAsia travel protection product’s policy for improved clarity. A similar improvement was also made on our product microsite to include COVID-19 related travel information.

### Product with Charitable Pledge and Wellness Programme

We constantly strive to effect sustainable and positive impacts on the communities in which we operate. In line with one of the Group’s key strategic pillars, Health, we joined hands with Yayasan Chow Kit (“YCK”) to contribute to its children’s health fund, Madhya’s Gift, which provides healthcare to children from less privileged families who require urgent medical treatment.

In conjunction with the B2C products launched in 2021, we embedded charity within those products. For every policy sold, we contributed RM6 to Madhya’s Gift. As at 31 December 2021, we have contributed a total sum of RM24,000.

Besides our charity commitment, we provided a complimentary mental wellness programme to the

first 1,000 customers who purchased the PRO-Health Medical product from March to December 2021. This was in partnership with Naluri, a digital platform that provides professional health and life coaching services in Malaysia. Furthermore, eligible customers had access to Naluri’s resource portal, fortnightly webinars by Naluri’s expert coaches, mental health assessments delivered via our Mobile App and virtual psychological therapy sessions.

For each online policy you purchase, we'll **donate RM6** to a **children's fund**





SUSTAINABILITY STATEMENT

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OUR ENVIRONMENT

Aligning with the UN SDGs



Mapping to Our Capitals



Sustainability Material Matters

- Climate Change
- Materials (Resource Consumption)

Why It Matters

- To promote the importance of operating our business in an environmentally friendly manner and to create awareness to enable social change.
- To support the transition to a low-carbon economy.

CLIMATE CHANGE

Climate-Related Financial Disclosures

The impacts of climate change are worsening and we recognise that efforts to improve climate efficiency within our operations to mitigate climate change are critical. We adopted the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”), established by the Financial Stability Board (“FSB”) to develop recommendations towards more effective climate-related disclosures, focusing on the financial impact of climate-related risks and opportunities on an organisation.

Environmental concerns have become more prominent. Our phased approach to identify, assess and manage climate-related risks is in line with the TCFD recommendations:

Governance	<ul style="list-style-type: none"><li>The Board and Risk Management Committee reviewed the quarterly Risk Dashboard and the summary of the Risk Register of the Group with key risk indicators to identify the top key risks and emerging risks and deliberated on them as well as mitigating action plans.</li></ul>
Strategy	<ul style="list-style-type: none"><li>We will comply with the mandatory reporting required by BNM’s Climate Change and Principle-based Taxonomy Guidance Document (“CCPT”) twice annually starting July 2022.</li><li>Integrated climate-related risks considerations into our business and risk strategies in line with BNM’s exposure draft on Climate Risk Management and Scenario Analysis.</li><li>We will refine our approach to include frequency and severity assessments for flood events in the near future as part of our review of the overall stress testing framework, which will allow us to simulate the deterioration in either parameter to reflect the climate risks. Over time, we desire to improve the quality of data on climate risks, such as flood exposures, which will help us to adequately price our premiums in accordance with the risk underwritten.</li></ul>
Risk Management	<ul style="list-style-type: none"><li>Recognised climate-related risk as one of the risks that will have an impact on the Company’s goals.</li><li>Climate-related risks are considered in our catastrophe risk stress scenario in setting the Individual Target Capital Level (“ITCL”), as well as in insurance reserving risk management processes and functions such as the inclusion of climate-related risks in our loss ratio projection, especially for lines of business that are susceptible to such losses.</li></ul>
Metrics and Target	<ul style="list-style-type: none"><li>Defined metrics to measure our carbon footprint, based on the globally recognised GHG Protocol Framework and Intergovernmental Panel on Climate Change (“IPCC”).</li></ul>

## SUSTAINABILITY STATEMENT

For the first time, the Group measured its carbon footprint, based on the globally accepted Greenhouse Gas (“GHG”) Protocol Framework, which amounted to 298.3 tonnes of CO<sub>2</sub> equivalent (“tCO<sub>2</sub>e”) in 2021. This footprint was divided into two main categories:

Carbon Footprint (tCO <sub>2</sub> e)			2020	2021
<b>Scope 1</b>	Direct emissions from fuel consumption by Company-owned vehicles		23.3	<b>14.6</b>
<b>Scope 2</b>	Indirect emissions resulting from electricity consumption		334.3	<b>283.7</b>
<b>Total</b>			357.6	<b>298.3</b>

### Notes:

The details of our 2020 and 2021 carbon footprint calculations are as follows, and cover operations in Malaysia only:

- Scope 1:
  - Three vehicles owned by the respective entities; one owned by Tune Protect Group and two owned by Tune Protect Malaysia.
- Scope 2:
  - Electricity consumption of our Malaysian entities was entirely sourced from Tenaga Nasional Berhad.

Sources of emission factors:

- Motor gasoline consumption was taken from the IPCC Guidelines for National Greenhouse Gas Inventories (2006).
- Electricity consumption was obtained from GreenTech Malaysia, 2017 Clean Development Mechanism (“CDM”) Electricity Baseline for Malaysia.

We are gradually reducing our Scope 2 GHG emissions by cutting down on energy consumption through a reduction in office space and branch rationalisation. A net zero emissions target is being assessed, and will be based on the Science-based Target Initiative Net-Zero Framework specific to Financial Institutions expected to be published in 2023.

### Climate Risk Insurance

As an insurer, flooding is identified as one of the significant physical risks in our portfolio. We also acknowledge that governments, regulators and businesses around the world are taking action to address climate change threats as there will be more irreversible effects of climate change if we do not take immediate action. In Malaysia, BNM’s CCPT, which was issued in April 2021, encourages financial institutions to report their lending, underwriting and investment activities from July 2022 onwards, as well

as mandatory TCFD-aligned climate-related financial risk disclosures beginning in 2024, in order to provide greater transparency on how climate risk considerations are integrated into business decisions and risk management.

In recent times, we have witnessed the devastating impact of climate change, resulting in catastrophic weather events across the globe such as droughts, floods, forest fires, etc. Our flood risk monitoring is assessed on the location of the risk basis, and currently, we rely on flood results simulated by our Reinsurance Broker when determining our reinsurance structure.

To aid the transition towards a low-carbon economy and climate adaptation, we made a significant commitment in 2021 to phase out coal in our underwriting and investment portfolio by 2030. This means we will progressively reduce underwriting risks associated with the construction and operation of new coal-fired plants, companies that generate revenues from thermal coal mining and utility companies that generate energy production from coal. In addition, we have decided not to underwrite the risks of organisations involved in the manufacturing of tobacco and weapons. To date, we have not underwritten any coal mining risks.

### Commitment to phasing out coal in underwriting by 2030, in addition to other ESG-sensitive industries



Coaled-Fired Power Plants



Tobacco Manufacturers



Weapons Manufacturers

In support of:



In line with BNM’s CCPT Guidance Document to strengthen financial sector capacity building in addressing climate-related risks, we conducted a series of three climate change workshops in 2021. In addition, we undertook a preliminary qualitative assessment to ensure that our climate disclosures within this report aligned with those of the TCFD.

## SUSTAINABILITY STATEMENT



## Support for flood-affected customers in their time of need

As part of our commitment to assisting the communities affected by the floods in December 2021, we expedited our claims payouts to within three days, as opposed to the standard 10 working days timeframe. A 24/7 dedicated claims hotline and email were also made available to our customers to assist them during the emergency, with guides being emailed to our customers to advise them of the claims process. Besides accelerated payouts processing, affected customers whose claims involved motor vehicles were not required to make a police report or present any supporting documents when the vehicles were brought to our panel workshops nationwide. Meanwhile, for damaged residential and commercial properties, an on-site assessment was conducted by a loss adjuster with on-site approval of up to RM20,000.

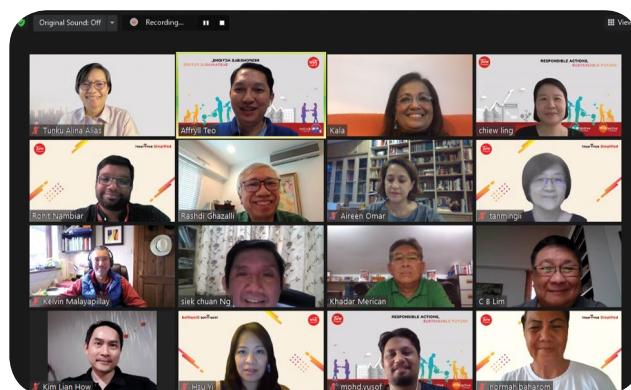
## Product That Advocates Responsible Environmental Behaviour

As an insurer, we are constantly exploring ways to encourage customers to contribute towards reducing their carbon footprint in a bid to address global warming. In order to encourage drivers and car owners to drive less, we launched Pay-As-You-Drive (“PAYD”) in 2019. This product contributes towards improving traffic conditions and reducing mileage and, indirectly, toxic emissions that are detrimental to human health and the environment. As PAYD is an opt-in feature in our Motor insurance, it does not incur additional cost and customers with low mileage are rewarded with an annual refund of up to 20% of their basic premium.

## Building Effective Climate Governance

Climate change is a potential strategic risk to many organisations and in supporting continuous capacity building on ESG, we conducted a two-hour virtual training session emphasising climate change topics, which was attended by all our Boards of Directors, including subsidiaries’ Directors, Executive Committee and Sustainability Committee members, in November 2021.

The session touched upon the current climate crisis and the role financial institutions such as Tune Protect can play in tackling this urgent matter. Beyond just raising awareness, the session highlighted the need for affirmative actions that companies should adopt towards mitigating the impact of climate change.



CLIMATE GOVERNANCE MALAYSIA

In line with our commitment to steering the organisation through an effective climate transition strategy, taking into account the need for financial stability, increased resilience and sustainability, Tune Protect joined Climate Governance Malaysia, the Malaysian Chapter of the World Economic Forum’s Climate Governance Initiative, as a Corporate Friend in October 2021.

## SUSTAINABILITY STATEMENT



### MATERIALS (RESOURCE CONSUMPTION)

#### Climate Action and Environmental Protection Initiatives

In advocating a climate-conscious work environment, we continuously encourage the responsible consumption of energy, paper and water, in addition to advocating proper waste management, through various initiatives, including:

- Earth Hour Fridays, when all non-essential lights and electrical equipment are turned off from 12 pm to 1 pm;
- Lighting floor plans for switching off non-essential lights when no longer required to reduce electricity consumption;
- Weekly internal newsletters to create awareness about climate action and environmental protection where employees participate and share their 'green' journey;
- Energy, water and paper conservation reminders wraps and signages;
- The use of drinking water boiler programme timers that help to reduce electricity consumption by up to 50% when they switch off automatically every day after working hours; and
- Promoting recycling and the use of reusable containers, cups and utensils during events and for everyday use.

We continued to leverage our internal communication platform to regularly communicate and engage with our employees on the importance of sustainable practices. The Workplace Green Screen weekly posts featured our employees showcasing environmentally responsible acts that they practised in their daily lives in support of a greener environment.

In addition, we led our Wisma Tune tenants and affiliates on a 'Go Green' Initiative. This initiative involved the participation of the tenants on all nine floors of the building, where we jointly organised several recycling campaigns, a Pre-Loved Charity Bazaar and energy conservation competitions.

#### Paper Consumption

To gravitate towards paperless operations and lower our environmental footprint, we design, develop and deliver our products electronically and digitally. In addition to the existing approach of emailing policy documents to customers, we have digitised claims processes to enable editable forms that fully support online submission.

As for marketing collaterals, we have pivoted from distributing hard copy collaterals to e-brochures and e-business cards. We have also introduced the e-card feature to reduce plastic usage for our health products. This is applicable to both our PRO-Health Medical and Dental Easy products.

As part of our digitisation and paperless initiatives, the majority of our dot matrix printers, which were a major source of our paper consumption for businesses, were removed in September 2021. We further reduced the environmental burden of our printing activities by adjusting our default office printer settings to duplex and grayscale printing while the installation of printer devices is on a request basis. Employees are also given an alternative option to print on recycled paper for internal usage when necessary.

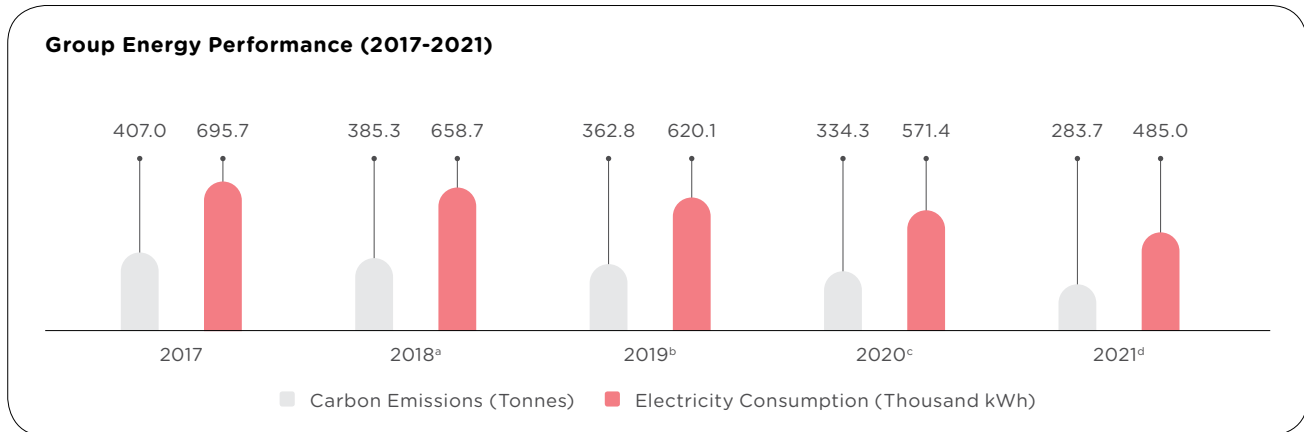
Throughout 2021, with the various initiatives implemented to prioritise and promote the use of digital tools, coupled with all in-control processes being converted to paperless mode, we witnessed a reduction of 2.1 million sheets of paper printed, which was equivalent to a massive 62% drop year-on-year. This also contributed to a reduction in the total amount of paper ordered, which was 92% lower year-on-year.

#### Energy Consumption

The majority of our workforce shifted to WFH arrangements when the pandemic was declared. Subsequently, in 2021, the hybrid FWA was launched in August whereby employees are given the option to WFH for up to three working days a week. This led to us foregoing one floor of office space equivalent to 4,100 square feet. Coupled with our ongoing environmental measures such as the Weekly Earth Hour and switching off non-essential lights when not in use, we recorded a 15% or 86.4 thousand kWh reduction in our electricity consumption compared to 2020.

## SUSTAINABILITY STATEMENT

The diagram below shows the electricity consumption reduction in both our headquarter and branches over the years.

**Notes:**

- a) Data for 2018 and previous years are from 20 branches.  
 b) Data for 2019 is from 19 branches.  
 c) Data for 2020 is from 18 branches.  
 d) Data for 2021 is from 17 branches.

**Waste Collection and Disposal**

In terms of environmental protection, we do everything we can to promote the 5R approach:

<b>Refuse</b>	To minimise waste and environmental pollution, we urge employees to reduce their carbon footprints by using recycling bins and collection containers to encourage recycling. This helps create awareness and prevents indiscriminate dumping of recyclable materials that may end up in drains, landfills and water sources.
<b>Reduce &amp; Repurpose</b>	We encourage reducing unnecessary purchases to indirectly lower carbon emissions. Via our weekly Green Screen messaging, we educate readers about the carbon emissions that manufacturers generate and why unnecessary purchases add to them and should therefore be avoided where possible. Project Frankenstein is an example of a CSR initiative that has reducing and repurposing embedded in it. It enables employees to do their part in lowering our SURI Lifestyle's ("SURI") carbon footprint by donating employees' pre-loved denims, which are upcycled by struggling single mothers employed by SURI. The collection of 113 pieces of denim saved up to 1.13 million litres of water and prevented the chemical pollution that would have come with the manufacturing of new ones because SURI did not have to purchase new denims to make their products.
<b>Reuse</b>	We promote reusing reusable food containers, bottles and bags in place of single-use plastic ones by encouraging employees to switch to reusable options, especially for meals at the office. Project KonMari, which involved activities to declutter and recycle in our workplace, gave us the opportunity to donate obsolete furniture, consisting of pedestals, desks, built-in cabinets, low cabinets, cupboards and racks, for reuse by charitable organisations such as IDEAS Autism Centre, IDEAS Academy, Bake with Dignity, Negeri Sembilan Deaf Association, Monfort Boys Town, Monfort Training Centre Melaka and Chin Refugee School Kuala Lumpur.
<b>Recycle</b>	<p>Although a majority of employees were working from home for most of the year, we still managed to recycle e-waste material and fluorescent tubes to prevent the glass, metal and mercury content from polluting landfills and seeping into water sources. They were all sent to collection centres that ensured that they were disposed of and recycled in accordance with environmental laws. In 2021, we recycled:</p> <ul style="list-style-type: none"> <li>• 20 batteries and three mobile phones</li> <li>• 13 fluorescent tubes and seven bulbs</li> <li>• 213 kg of paper products such as cardboard boxes, shredded documents, obsolete dot matrix paper, etc</li> <li>• 3 kg of plastic</li> </ul> <p>Due to hygiene considerations and as a COVID-19 preventive measure, we excluded plastic bottles, eating utensils and aluminium cans from the recycling list.</p>

## SUSTAINABILITY STATEMENT



### OUR PEOPLE & COMMUNITY

#### Aligning with the UN SDGs



#### Mapping to Our Capitals



#### Sustainability Material Matters



#### Why It Matters

- To foster a diverse and inclusive workforce with the aspiration of being the employer of choice for millennials.
- To build an organisation that applies high standards of local health and safety management.
- To safeguard our customers' data while maintaining their trust as our highest priority.
- To enable self-sustaining livelihoods of underserved and dependent communities.



### DIVERSITY & EQUAL OPPORTUNITY

#### Our Workforce and Well-being

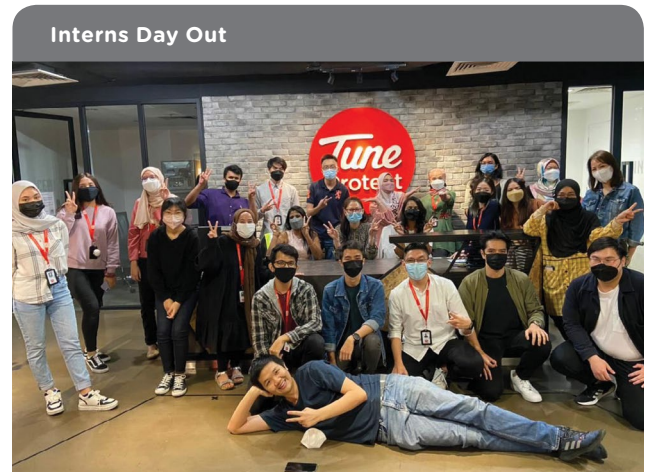
We promote equal opportunity, diversity and the empowerment of our employees.

Testament to our commitment to diversity and inclusion was our recognition in the Bloomberg Gender-Equality Index ("GEI"), where our overall GEI score of 68.82 was above the globally established threshold of 60.

Our Group Recruitment and Selection Policy outlines our employment process, which emphasises the selection of the best candidates on the principles of merit, intake diversity and transparency. Our recruitment and selection process is carried out in compliance with all applicable employment laws and contributes to effective risk management, while advocating the underlying principles in our CoC. These include the following principles:

- Applicants will be selected based on merit. We will assess the applicants' skills, knowledge and behaviour against the relevant criteria in the position description.
- We support a diverse workforce. We believe that having a diverse workforce gives us a competitive edge to drive our future success.
- Our processes will be transparent, while balancing the need for confidentiality.
- Our processes comply with all applicable employment laws.

In line with our aspiration of becoming an employer of choice for millennials and to gain access to our future workforce, we started our internship programme in 2021. We believe in the strategic value of engaging with interns – tapping into new perspectives that will drive innovation, boosting our employer brand and the potential talent pool for the organisation and affording the opportunity to enhance the skill sets of existing employees. In 2021, 5% of our new hires came from our internship pool.



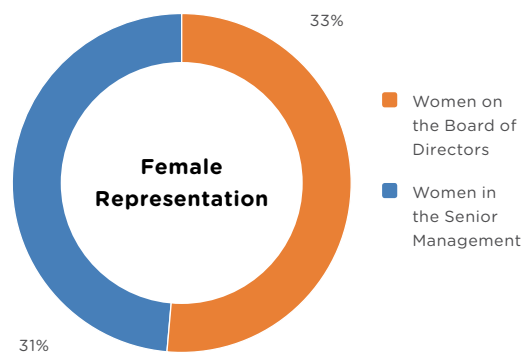
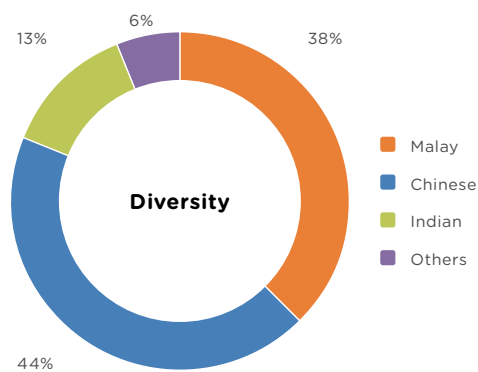
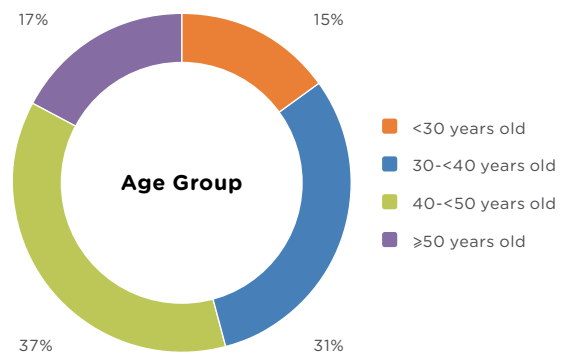
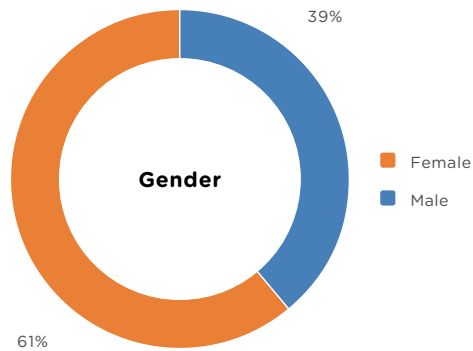
Bringing the interns together for a day of bonding and sharing of experiences



## SUSTAINABILITY STATEMENT

We boast a diverse workforce as shown in the diagram below.

## Workforce Diversity

**Note:**

Data for operations of Malaysian entities only. As of March 2022, with Dr Grace Lee Hwee Ling's appointment to the Board of Directors, women's representation has risen to 43%.



In line with the 50% women leadership commitment, the Group became a corporate member of the 30% Club Malaysia, a business-led campaign that advocates gender parity on the Board and C-suites.



Recognised as a Bloomberg Gender-Equality Index ("GEI") 2022 participant. This index tracks the performance of public companies committed to disclosing their efforts to support gender equality through policy development, representation and transparency.

We value our people and recognise that each individual has their own unique experiences and perspectives to make a positive contribution towards a successful organisation. Fostering fair recruitment practices, we work with the belief that all people have the right to decent employment. We have a person with a hearing impairment on our payroll.

## SUSTAINABILITY STATEMENT

We have fair benefits in place to promote equal opportunities, as shown in the table below:

 <b>Maternity Leave</b>	 <b>Paternity Leave</b>	 <b>Nursing Rooms</b>	 <b>Marriage Leave</b>	 <b>Birthday Leave</b>
60 to 90 calendar days (on full pay)	3 to 14 calendar days (on full pay)	Available at Levels 8 & 9 of Wisma Tune	5 to 7 calendar days	1 working day

COVID-19 has accelerated the need for a new approach to working. In August 2021, we introduced FWA as part of our organisation-wide approach to workplace flexibility.

Under this initiative, Tune Protect employees in Malaysia have the option to vary their working hours or their workplace. Besides providing a balance between work-life and personal effectiveness, we believe that FWA enable greater access to roles and leadership positions across the organisation for both women and men, particularly as lack of flexibility has been shown to be one of the primary barriers to greater workforce participation by women.

### FLEX WORKING ARRANGEMENTS



## SUSTAINABILITY STATEMENT

### Training and Development

We value the continuous learning and growth of our employees. Our commitment to ensuring that all our employees have access to learning, development and training opportunities is outlined in the Group Learning and Development Policy. We have also adopted a blended learning approach in which a myriad of different learning activities are carried out over time for employees. This includes activities related to critical experiences or on-the-job learning (through extended roles, project assignments, rotations), coaching or mentoring and structured training programmes (workshops, courses, etc.).

Due to the travel restrictions imposed in 2021, most trainings were done virtually. To enable remote learning, we invested in an e-learning platform, Go1, in September 2021, on which a wide range of courses is available for employees for self-paced learning.



Total Employee Training Hours  
**20,500 Hours**



Average Training Hours per Employee  
**40 Hours per Annum**



Average Training Days per Employee  
**5 Days**



### OCCUPATIONAL HEALTH & SAFETY

#### Health and Safety Governance

The unprecedented effects of the COVID-19 global pandemic tested our limits in terms of protecting the health, safety and general well-being of our people while also striving to ensure our business remained resilient.

We always regard our people as our most valuable assets, and we are committed to providing a safe workplace environment that does not tolerate any form of violence, intimidation or threats. In addition to our proactive measures to curb the spread of COVID-19, we continued to adhere to fundamental health and safety guidelines under:

- \* The Occupational Safety and Health Act 1994 (“OSHA”)
- \* The Fire Services Act 1988

In the early stages of COVID-19, we established a COVID-19 emergency team to provide the necessary support during those times of uncertainty. Besides that, in order to safeguard the well-being of our employees across the Group and the branches, including those under the collective bargain agreement, as well as visitors, we formed a Group Occupational Safety and Health Committee (“GOSHComm”) and Group Occupational Safety and Health Team (“GOSH Team”) with representations from each entity and branch, including our associate and joint venture companies. The GOSH Team members doubled up as Fire Marshals and Emergency Response Team members in their respective locations while the



GOSHComm is responsible for leading and rolling out initiatives that covered the following areas:

#### Safety

Fire safety & prevention  
Personal safety, accident prevention, training, talks and events

#### Health

COVID-19 communication, prevention and case management  
Training, talks and events

#### Security

General

## SUSTAINABILITY STATEMENT

In 2021, the GOSH Team received training specifically on COVID-19 prevention or case management, as well as another general training session that covered fire safety, personal safety, COVID-19 prevention or case management and security.

1

**For Fire Safety & Prevention,** we conducted a fire safety audit to ensure that all escape routes were free of obstructions for speedy evacuation and that locations had adequate firefighting capability. Fire Marshals / Emergency Response Team members were equipped with highly visible reflective vests, whistles and torch lights for better visibility during an emergency.

2

**For Personal Safety & Accident Prevention,** Tune Protect collaborated with the Social Security Organisation of Malaysia ("SOCSO") to conduct a Ride Safe Safety and Accident Prevention Talk for 26 employees who were motorcyclists.

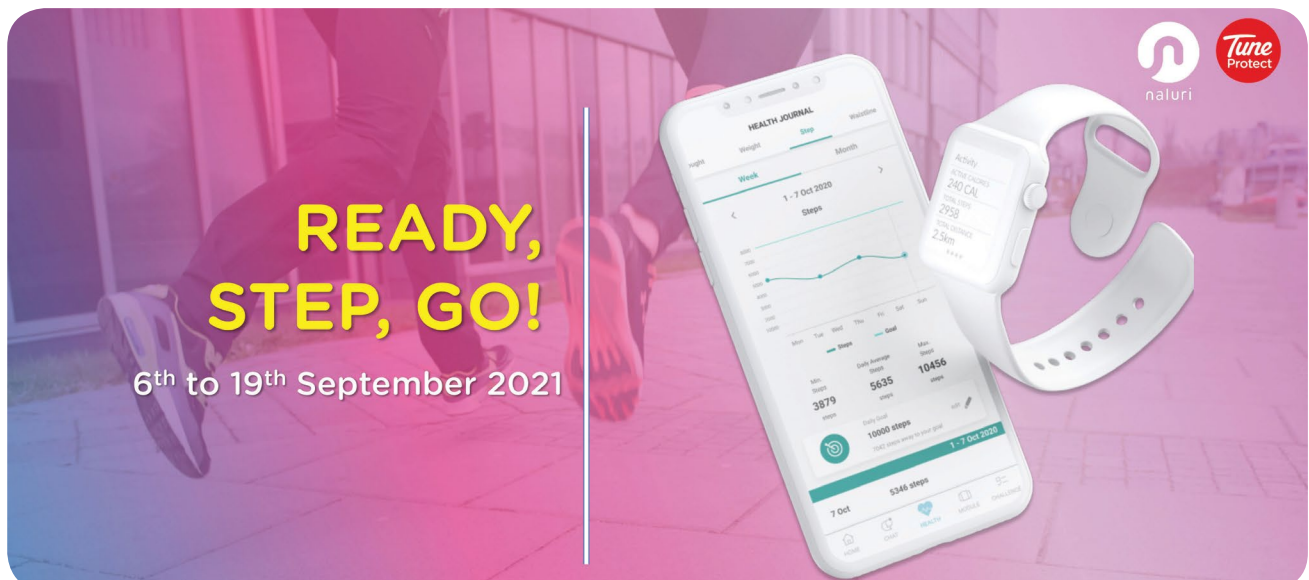
3

**For COVID-19 Communication, Prevention & Case Management,** Tune Protect released COVID-19 advisories, in-house-developed case management infographics, SOPs and Home Assessment Forms that helped to prevent a workplace cluster from forming. Tune Protect also set up 24/7 case management support for all affected employees and prepared reports required by Bank Negara Malaysia. This was in addition to MySejahtera scanning or temperature reading stations, social distancing markings, hand sanitising dispensers and COVID-19 Isolation Rooms/Areas.

### Supporting Well-Being and Mental Health

We continued to collaborate with Naluri, a digital health therapeutics company based in Malaysia, to raise awareness on the topic of mental health within the Group. Employee health and safety awareness talks were conducted throughout the year. We further promoted a healthy mindset during the 'Minilympics Team Building 2021' event held in September, which promoted healthy living with:

- A Championlympics Session with an Olympian and former Malaysian swimmer and Sportsman of the Year who inspired mental resilience and physical well-being.
- A KonMarilympics Challenge with a Gold-certified instructor who taught about decluttering and how it leads to mental well-being.
- A Videolympics Challenge with workstation exercises led by a personal fitness coach that promoted physical well-being and fun video filming. We also conducted a Mental Resilience Talk by Naluri that promoted mental wellness.
- A Minilympics workstation Zumba workout that promoted physical and mental well-being.



## SUSTAINABILITY STATEMENT



## LOCAL COMMUNITIES

## Charitable and Community Support

Our CSR framework promotes the three pillars of financial literacy, entrepreneurship and protection (“FEP”), through which we support underserved and dependent communities. One of the initiatives under this framework is the flagship Orang Asli Financial Literacy, Empowerment & Entrepreneurship Programme (“FLEE”), which we have been running since 2019. Our commitment to CSR is an integral part of our corporate structure and aligns with the government’s initiative of incentivising and upskilling the Orang Asli (indigenous) communities, as evidenced in the Budget 2022 announcement.

Being a socially responsible corporate citizen, we operate with the belief that the welfare of our communities deserves our attention. The pandemic and the major floods across the country highlighted the plight of our communities. Approximately RM200,000 was contributed towards CSR initiatives during the year, with activities as summarised below:

## Project Sunshine: Let the Sun Shine Thru for ‘White Flag’ beneficiaries

Project Sunshine was an initiative that brought ‘sunshine’ and hope to those who were struggling from having lost loved ones, their jobs or sources of income amid the pandemic’s strict lockdowns and Movement Control Orders (“MCOs”). Nominations for distribution to beneficiaries came from members of the Group’s Board, employees, collaborative partners and social media participants, which led to the distribution of 824 boxes of ‘sunshine’ to B40 individuals, families, refugees, old folk, the differently abled, the homeless and hardcore poor Orang Asli communities in the Klang Valley, Negeri Sembilan and Pahang. Each “sunshine” box contained essential food items and COVID-19 protection such as rice, organic raisins, beans, biscuits, flour, salt, sugar, surgical face masks and soap bars, just to name a few.

Although the pandemic and MCOs prevented the Company from conducting FLEE, we pivoted to collaborate with Hospital Orang Asli Gombak (“HOAG”), which comes under the purview of the Ministry of Health. HOAG reached out to five indigenous communities in Pahang with Tune Protect Project Sunshine boxes of ‘sunshine’ during the hospital’s mobile vaccination programme.



## COVID-19 Prevention, Emergency Medical Equipment Sponsorship &amp; Support for Hospital Frontliners

- Sponsored 17,500 pieces (350 boxes) of 3-ply surgical face masks and 350 bars of soap for refugees cared for by Health Equity Initiatives, worth approximately RM5,000.
- Contributed RM32,000 to UNICEF Malaysia’s Humanitarian Fund for the purchase of 10 units of oxygen concentrators to relieve suffering and save the lives of Level 4 COVID-19 patients in India.
- Collaborated with the Lions Club of Petaling Jaya in the distribution of RM1,500 worth of food packs to Shah Alam Hospital frontliners who had limited access to meals during the 2021 spike in COVID-19 cases in the country.

## SUSTAINABILITY STATEMENT

### Emergency Flood Relief Fund

- Contributed RM20,000 to the Mercy Malaysia Emergency Flood Relief Fund, which provided much-needed water, sanitisation and hygiene supplies to flood victims.

### Healthcare

- Contributed RM24,000 to the Madhya's Gift Fund, a children's critical healthcare fund under Yayasan Chow Kit for underserved communities.
- Collaborated with the Lions Club of Petaling Jaya in the contribution of another RM10,500 to Madhya's Gift.
- Collaborated with the Lions Club of Petaling Jaya to donate a cataract machine costing RM26,000 to the Kuala Lumpur General Hospital to help clear the backlog of cases caused by the high volume of COVID-19 cases and shortage of surgical equipment.

### Support for the Differently Abled and Struggling Single Mothers

- Sponsored EasyCare Personal Accident Gold Plans worth up to RM500,000 for differently abled bakers employed by Bake with Dignity for the third time since 2019.
- Initiated Project Frankenstein 2.0, which was a collaboration with AirAsia Grocer, Teleport, Tune Group and BigLife that saw the collection of 113 pieces of pre-loved denims that were donated to SURI Lifestyle. SURI Lifestyle employs struggling single mothers who upcycle the pre-loved denims into merchantable goods such as laptop sleeves, tote bags, sandals, kimonos, etc.
- Supported SURI Lifestyle with the purchase of 550 pieces of customised 3-ply Tune Protect face masks with the 4 Core Values for employees.



## CUSTOMER PRIVACY

### Data Governance

The pandemic may have accelerated the rate of digital technology adoption among companies, but it has also given rise to security breaches such as identity theft, fraud and the misuse of personal information. This is why at Tune Protect, we uphold the highest standards of customer data privacy protection to inspire our customers' trust and confidence, especially in this digitally-led era. To strengthen our data governance framework, we are guided by our Personal Data Customer Confidentiality and Information Asset Risk Management Policy, which was established in compliance with BNM's Policy Document on Management of Customer Information and Permitted Disclosures and the Personal Data Protection Act 2010 ("PDPA").

We appointed a Head of Data Analytics in 2021, whose scope also encompasses data governance, and established an internal policy to guide the data team in ensuring that the Company's data and information assets are properly and safely managed.

### Safeguarding Our Customers' Data

As a financial services company, we are required to collect and store our customers' data when we sell them our products and services. We are cognisant that data privacy is a key concern for our customers, hence, we continue to strengthen the measures to safeguard our data and prevent vulnerability exploits. Some of the cybersecurity measures we have put in place are:

- Regular email reminders to raise awareness and inform employees about cyber risks;
- Conducting biannual phishing exercises;
- Conducting annual cyber drills based on the established Cyber Incident Response Plan;
- Regular daily monitoring of security threats through Security Operations Centre monitoring;
- Enhanced data security systems to curtail potential phishing and malware attacks;
- Establishing prevention plans to curb the leak of confidential information;
- Ongoing review and assessment of IT operations to ensure the latest versions of software are being used enterprise-wide and also monitoring compliance with regulatory requirements; and
- Regular data backups and storage to ensure completeness, accuracy and accessibility of data at all times.