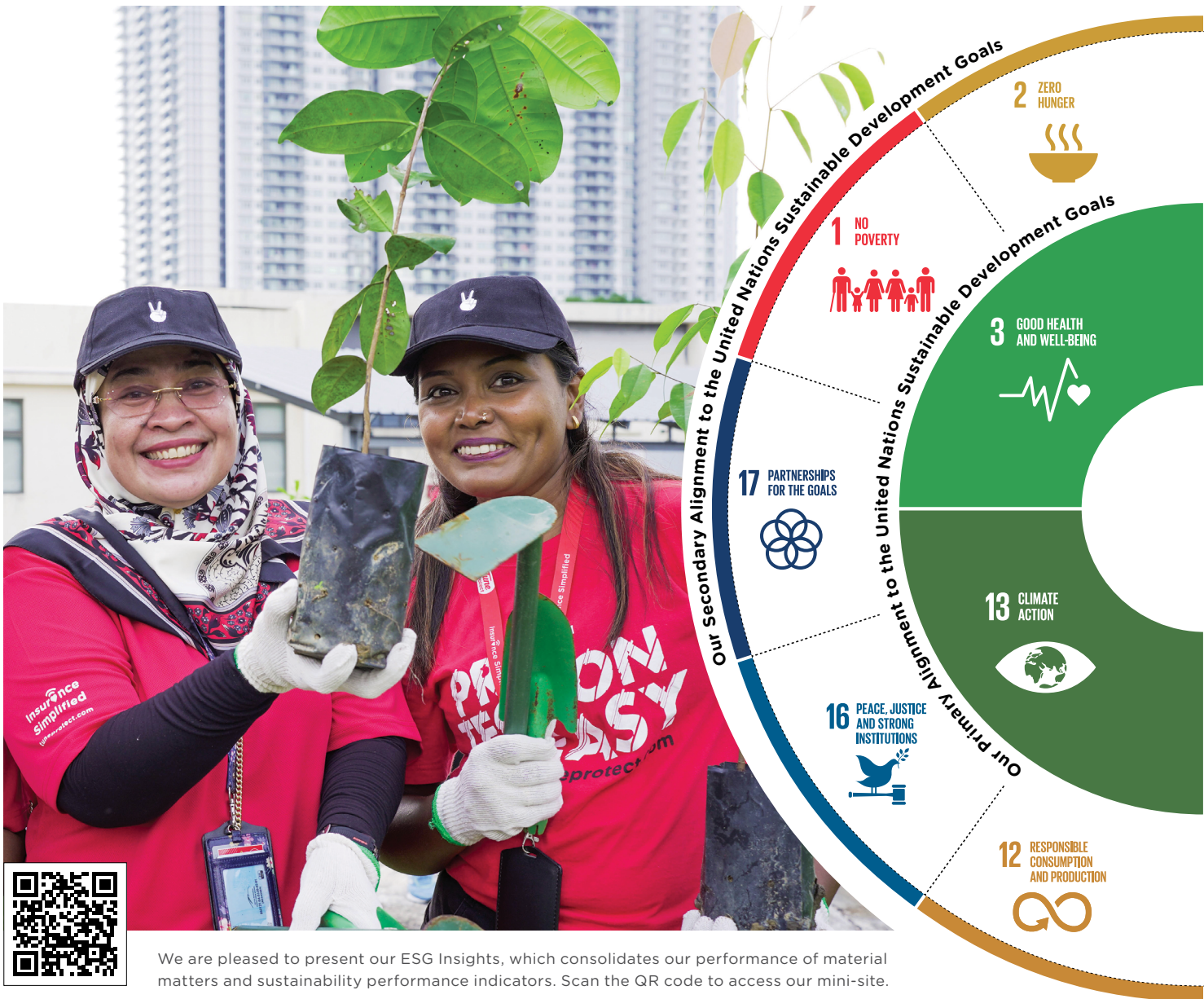


SUSTAINABILITY STATEMENT



We are pleased to present our ESG Insights, which consolidates our performance of material matters and sustainability performance indicators. Scan the QR code to access our mini-site.



OUR GOVERNANCE

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

✓ **100%** employees completed the CoC refresher month training and certification



OUR BUSINESS

- Customer Satisfaction
- Digitisation
- Economic performance
- Product Innovation

✓ First Malaysian insurer to host **core system on the cloud**
 ✓ Integrated **13 Robotic Process Automation ("RPA")** technologies into **41 progressive internal processes**
 ✓ Overall CNPS achieved exponential growth with a score of **+39%**

SUSTAINABILITY STATEMENT

SUSTAINABILITY FRAMEWORK

4 QUALITY EDUCATION



7 AFFORDABLE AND CLEAN ENERGY



5 GENDER EQUALITY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



We are mindful that our decisions and actions have profound impacts on our stakeholders. Therefore, our objective goes beyond financial performance, as we believe in being a responsible corporate citizen that prioritises the very foundation of sustainability - People, Planet and Profits. Several studies have provided empirical evidence that organisations are focusing on ESG aspects, to surpass their peers and also to be more resilient in the face of challenges such as COVID-19. Our sustainability framework ensures that our strategy aligns with our ESG objectives in ensuring long-term growth for our business. We continuously look to the future and aim to direct our sustainability journey in line with our new sustainability tagline, 'In Tune for a Better Tomorrow'.

The Tune Protect Group Sustainability Framework is underpinned by four key pillars - Our Governance, Our Business, Our Environment, and Our People & Community. Each pillar contains material topics focused on the voice of our stakeholders and the environment, as well as our own values and ambitions. The framework also makes sure that we are able to continually improve our sustainability performance over time. Our Sustainability Committee ("SuCom") and the Board evaluate all material topics annually to ensure their continued relevance and to determine whether new material topics need to be included.

Our Sustainability Framework is rooted in the core principles outlined in our Governance pillar, which reflects our commitment to environmental, social and economic pillars. Each material issue is then divided into four major pillars and aligned to the relevant UN SDGs. In the year under review, we assessed our alignment with the UN SDGs and identified our primary and secondary contribution areas. This allows us to identify the key areas of impact and strategically deploy initiatives and enhancements to maximise our positive contributions.

In 2022, we were recognised by The Edge Malaysia ESG Awards 2022 as the Gold recipient for the Most Improved Performance Over 3 Years (Market Capitalisation of Less than RM300 Million). This award is a reflection of our hard work and continuous push to embed sustainability at the core of what we do.



OUR ENVIRONMENT

- Climate Change
- Materials (Resource Consumption)

- ✓ **Established coal, weapon and tobacco industry exclusions** in the Group Underwriting Policy and Tune Protect Malaysia's Underwriting Guidelines
- ✓ **Established coal exclusions** for direct mandates in the Group Investment Policy



OUR PEOPLE & COMMUNITY

- Diversity & Equal Opportunity
- Local Communities
- Customer Privacy
- Occupational Health & Safety

- ✓ Women occupy **50%** of our Board seats
- ✓ Employees volunteered **1,517 hours** for community investment

SUSTAINABILITY STATEMENT

SUSTAINABILITY GOVERNANCE

Sustainability Committee Governance Structure



SuCom, our management level sustainability oversight committee, drives the strategic management of material sustainability matters to assist the Board. The Board, in turn, oversees the incorporation of sustainability considerations into the strategy and operations of the Group. As part of its commitment to this strategy, the Group has been anticipating and addressing material ESG risks and opportunities, working towards developing best practices across its business models.

In its role as the highest governance body, the Board is responsible for providing strategic guidance and oversight to the management. Additionally, the Board is required to oversee and monitor the Group's fiduciary obligation to its shareholders. On top of that, the Board monitors the Group's sustainability strategy, priorities and targets by reviewing key sustainability related matters and all major disclosures. In order to align the Board with the business strategy and its sustainability objectives, it is essential for the Board to ensure both internal and external stakeholders are informed on the Company's sustainability strategy, priorities, targets as well as key performance indicators.

As part of our commitment to transparency, accountability and reporting, Tune Protect Group established SuCom in 2017 to focus on all sustainability related matters across the Group. SuCom members consist of selected senior management team members and is chaired by the Group Chief Financial Officer. SuCom has the primary role of reviewing material sustainability matters on an annual basis.

A full materiality assessment is conducted at least once every two years. This enables the dynamic management of sustainability matters that align with the identified material topics. SuCom convenes every two months and reports to the Board on a quarterly basis.

As the SuCom's Secretariat, the Investor Relations, Sustainability, Mergers & Acquisitions ("IRSMA") department serves as a liaison between SuCom, the Sustainability Working Group ("SWG") and business units. The duties of the Secretariat include:

- Managing all sustainability-related aspects, including tracking deliverables and reporting, as well as acting as a project management office, liaising with various internal stakeholders to drive and deliver commitments made
- Being the primary point of contact for external stakeholders including analysts, investors, and the media, who are keen to learn more about the Group's long-term strategic direction and commitments; and
- Providing timely updates to SuCom on the Group's developments and presenting relevant proposals for deliberation

The Group's SWG is a cross-functional working group with the objective of supporting IRSMA in driving and managing the performance of sustainability initiatives across the Group. The SWG comprises representatives from various business and functional units, who manage the data disclosed in our sustainability report as well as the implementation of 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 adhere to the Financial Services Act 2013, Companies Act 2016 and all applicable laws and regulations including BNM policy documents and Bursa Malaysia's Main Market Listing Requirements ("MMLR").
- To implement the best practices recommended in Bursa Malaysia's Corporate Governance Guide and Securities Commission Malaysia's Malaysian Code on Corporate Governance ("MCCG") and Corporate Governance Strategic Priorities 2021-2023.
- As a steward of shareholders' capital, it is vital for the Company to do business ethically while upholding transparency and integrity throughout our business relationships.



BUSINESS ETHICS & COMPLIANCE (INCLUDING ANTI-BRIBERY & CORRUPTION)

The Group strives to uphold the highest standards of business ethics, transparency, integrity and accountability to prevent any violations to laws and regulations as unethical practices would bring about financial and reputational risks to our Group and even result in fines and potential incarceration of those found guilty. To this end, we prioritise integrity and honesty in all that we do and expect the same conduct from our existing and future employees and third parties which we have and will engage.

Upholding Ethical Business Practices

The Group has in place a CoC and Code of Business Conduct for Third Parties ("CoBC"), which places emphasis on how we expect our Directors, Management, employees and partners to conduct themselves. Besides that, these documents include a comprehensive List of Misconduct that explicitly states what acts are considered unacceptable, and is aligned with our Group Anti-Bribery and Corruption Policy ("Group ABC Policy"), Group Whistleblowing Policy and Group CG Policy. Our CoC is available in both English and Bahasa Malaysia and are both available for viewing on our corporate website. The CoC has also been translated to Thai for Tune Protect Thailand's operations.



ABC Training session for incoming Directors (TPM & TPG)



Online ABC workshop for new joiners

SUSTAINABILITY STATEMENT

Engaging Employees to Embed Ethics and Integrity

All employees are mandated to complete a Group-wide CoC online training module during the Annual CoC Month campaign, with a multiple-choice questionnaire-based assessment at the end of the training pertaining to the CoC, ABC and Whistleblowing. Employees are required to obtain a minimum passing mark of 80% to receive the e-Certificate of Completion. In 2022, 100% of our employees attended and completed this training module, with an average of score of 88.2% across all entities.

In addition to expanding on our expected workplace behaviors, the CoC online training touches on ABC, Whistleblowing, Conflict of Interest, Information and Communications Technology, and more.

CoC Training Topics in 2022

Respect in Our Workplace	Respect for Our Business Partners	Respect for Our Shareholders	Administration and Reporting	List of Misconduct which outlines the do's and don'ts
<ul style="list-style-type: none"> a. Diversity & Inclusion b. Anti-Harassment (incl. Sexual Harassment) c. Anti-Discrimination d. Anti-Violence e. Safety & Health 	<ul style="list-style-type: none"> a. Conflict of Interest b. Anti-Bribery & Corruption c. Anti-Money Laundering d. Business Gifts & Entertainment 	<ul style="list-style-type: none"> a. Maintaining Accurate Business Records b. Confidential Information c. Insider Trading d. External Communication e. Intellectual Property f. Internet, Email & Information Systems 	<ul style="list-style-type: none"> a. Investigation b. Disciplinary Action c. Annual Review of the Effectiveness of the CoC 	

Since October 2022, an additional mandatory CoC training programme for new joiners, contractors and vendors has also been conducted online through our e-learning platform.

ZERO TOLERANCE Against Bribery & Corruption

Tune Protect has a ZERO TOLERANCE stance Against Bribery and Corruption. We stand very firmly against all forms of bribery, corruption, fraud, money laundering and abuse of power in line with the United Nations Convention Against Corruption. The Group's ABC Policy is implemented through the four key themes of prevention, detection, monitoring and response. In addition, the policy also emphasises the Group's perspective on the giving and receiving of gifts, acts of hospitality, entertainment, donations, sponsorship and political contributions.

We adhere to the Group's Whistleblowing Policy & Procedures and in 2022, we enhanced our Whistleblowing Investigation Team to investigate the veracity of information provided by whistleblowers and to provide rapid responses to any reports raised. Information on our whistleblowing channels via the Whistleblowing Policy & Procedures is publicly available on our CG website for anyone to report bribery, corruption, money laundering, fraud, abuse of power and misconduct.

We have in place a No Gift Policy clause under the Group ABC Policy, which prevents employees from receiving gifts above RM300 and requires receivers of gifts that were presented under exceptional circumstances* to fill out a declaration form that would be submitted to the recipient's line manager, Head of Department and the People & Culture and Compliance departments.

In addition to this, we conduct an annual Conflict of Interest Declaration & Integrity Pledge for directors and personnel of all entities. Collectively, these initiatives are important given the amendments to the Corporate Liability Provision Section 17A of the Malaysian Anti-Corruption Commission ("MACC") Act 2009 which clearly states that a company is liable for acts of bribery committed by associated persons such as employees, directors and even service providers.

* Including internal or official Group events, corporate collaterals below RM300, gifts received at third party official events or functions

SUSTAINABILITY STATEMENT

ABC Training & Awareness

We conduct regular face-to-face and/or virtual ABC workshops for new recruits including consultants, contractors, vendors and interns soon after they join or start their engagement with Tune Protect. Topics covered also include an overview of our CoC. In 2022, 211 new joiners received ABC and CoC training via these workshops.

Other workshops and training on ethical business practices included an ABC Training session for incoming directors from Tune Protect Group and Tune Protect Malaysia, as well as an ABC Training session for Tune Protect EMEA - these programs form part of the 'T.R.U.S.T. Adequate Defenses' action plan to communicate our Group ABC Policy, which also covers the legal provisions of Section 17A of the MACC Act. The Governance team also attended a refresher ABC Training course in December 2022, while selected personnel attended external trainings on ABC and AML. We created awareness regarding our zero-tolerance stance via notices located at the entrances of all our offices as well as on every employee's computer screen savers.



For more information on our Corporate Governance, please see the Policy Disclosures on **our website**.

Data Governance and Cybersecurity

It is essential to safeguard the data of our customers to protect them against security breaches such as identity theft, fraud such as phishing, among others, and the misuse of personal information. Tune Protect upholds the highest standards of customer privacy protection to gain our customers' trust and to increase their confidence in us. We remain guided by our Personal Data Customer Confidentiality and Information Asset Risk Management Policy which is in compliance with BNM's Policy Document in Management of Customer Information and Permitted Disclosures as well as the PDPA. Our Privacy Policy is also available in Bahasa Malaysia, to expand access to our policies and underscore our commitment to uphold data privacy.

Moreover, we have a Head of Data Analytics, who is tasked with overseeing the data team and managing the Company's data and information assets, underpinned by strong security and data governance. We ensure alignment to BNM's Policy Document on Risk Management in Technology with proper governance of our technology and data analytics initiatives.

Upholding Human Rights

Tune Protect is dedicated to upholding the highest standards of human rights in its operations and those of its subsidiaries. We are guided by our CoC, which is aligned with internationally recognised human rights frameworks, including the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the International Labor Organization (ILO). Our commitment to these principles is unwavering and we have zero tolerance towards child and forced labour as well as modern slavery. We also adhere to all relevant domestic laws that govern the rights of workers and human rights. In the year under review, we did not record any instances of non-compliance with labour standards.

CG Awards & Recognition

Since December 2021, we have been a constituent of the FTSE4Good Bursa Malaysia Index. We are currently the only insurer on the Index and have improved our score from 3.3 to 3.6 in the year under review.

For the third consecutive year, the Group was recognised by the MSWG at the MSWG-ASEAN CG Awards 2021 - receiving the Industry Excellence Award for CG Disclosure. We were also the highest ranking insurance company - 17th on the List of Top 100 Companies for CG Disclosure 2021. This strengthens and upholds our history of responsible CG. In 2020 and 2019, we were awarded the Excellence Award for CG Disclosure (market capitalisation above RM100 million to RM300 million) and the Industry Excellence Award (Financial Services) and were ranked 12th (2020) and 31st (2019) on the list of top 100 companies recognised for CG disclosure respectively. A total of 864 public listed companies ("PLCs") were independently assessed in 2021, based on the ASEAN CG Scorecard, to grade the company's implementation of good CG practices. Only 44 trophies were awarded to a total of 34 PLCs.

Additionally, we were also recognised for our efforts towards upholding transparency in our corporate reporting practices. We received the Best Annual Report (small cap) Award from the Investor Relations Magazine in the annual IR Magazine South East Asia Forum and Awards for our IAR2021.

SUSTAINABILITY STATEMENT



OUR BUSINESS

Aligning with the UN SDGs



Mapping to Our Capitals



Sustainability Material Matters



Why It Matters

- To establish a stable business environment to maintain healthy working capital, assets, liabilities and cash flow to strengthen our financial positioning and create long-term value for our shareholders.
- To build an insurance company that is loved by all.
- To be a NPS leader in our market of choice.
- To be the top employer for millennial talents in the insurance industry.



CUSTOMER SATISFACTION

In 2022, we rolled out a significant initiative known as our 3-3-3 commitment. This initiative was organised to improve our customer experience, with a three-pronged approach:

Three minutes to buy
our online products

Three hours to service
you on a business day
via any channel

Three working days* to receive
claims payout
upon approval



As a testament of our persistent efforts to elevate customer satisfaction, the Group is proud to report that in Malaysia, we were recognised for our Excellence in Customer Experience, as we received the CXP Best Customer Experience Awards 2022 and were listed among the Top 16 companies across various industries for customer service. Going forward, we will continue to strengthen our efforts to improve overall customer satisfaction.

* Applicable to online products only



SUSTAINABILITY STATEMENT

Customer Experience Governance

Our customers are the focal point of our business as we aim to foster a customer-centric organisational culture in our commitment to achieve customer excellence. To help us achieve this, we have in place customer service procedures and charters that meet our ambition to provide our valued customers the convenience of a one-stop service centre, while delivering top-notch customer experience.

Standard Operating Procedures for Contact Centre	Complaints Handling Procedures	Internal Service Level Agreement	Customer Service Charter	Treat Customer Fairly Charter
Provide guidelines for our dedicated team to serve our customers and assist them with any requests or inquiries.	Outline procedures on how to handle customer complaints and help build insights into areas for improvement.	Ensures proper elements and commitments are in place to provide customers with consistent and up-to-date information.	Outlines our level of commitment to providing quality service and gives our customers references by which our performance can be evaluated.	Specifies our commitment to providing the highest standards of fairness in our dealings with customers.

We are guided by our four key service pillars and four principles in reinforcing our efforts for reliable services, good financial results and fair customer treatment.

CUSTOMER SERVICE CHARTER	TREAT CUSTOMER FAIRLY CHARTER
<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 to read our Customer Service Charter.	 Click here to read our Treat Customers Fairly Charter.

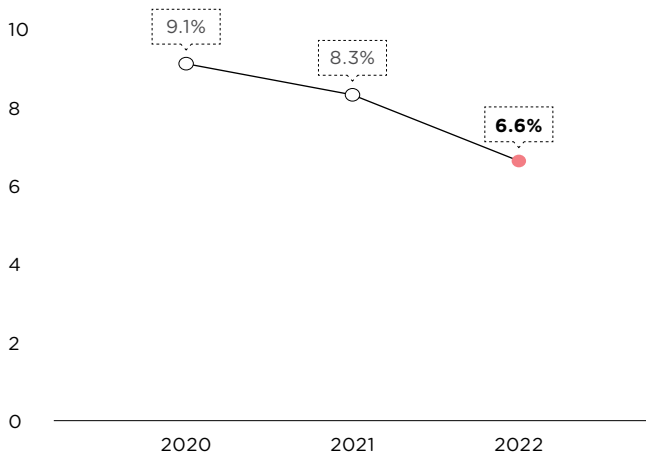
SUSTAINABILITY STATEMENT

Keeping our Customers Engaged Through our Multichannel Approach

We provide various touchpoints to constantly engage and manage our customer relationships. We can be reached via our customer service hotline on our corporate website, email, social media, live chat and our 17 Tune Protect branches (including our headquarters) across Malaysia.

In our commitment to always be customer-focused and to ensure our customers have quick and responsive service, we implemented a live chat function that is integrated with our social media since 2021, via linking Facebook Messenger with our B2C website. Aside from that, we have the Tune Protect Travel AirAsia product live chat that has been supporting our customers since its launch in 2019. Customers that utilise the live chat platforms will be connected to a representative from our Customer Experience team or our ecommerce personnel. We observed a reduction of our enquiries through Live Chat in 2022, indicating customer's ability to resolve enquiries via automated responses and Frequently Asked Questions.

Percentage of No. of Enquiries Received via Live Chat (%)



During the period of limited business operations and movement due to the Malaysian Movement Control Order ("MCO"), we also established a dedicated COVID-19 webpage to inform customers on information such as product notices, operations updates and contact information to provide assurance to our customers on our business operations during this period. During the year in review, the webpage was retired as the MCO was formally lifted and Malaysia moved into the endemic phase of COVID-19.

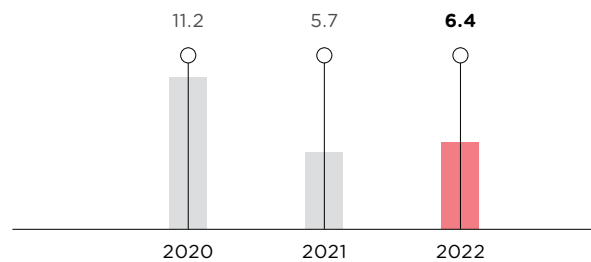
In 2022, we also introduced a feedback link to SENTRY, our enquiry management system to enable our customers to share their views on how we can improve our service.

Optimising Complaints Management

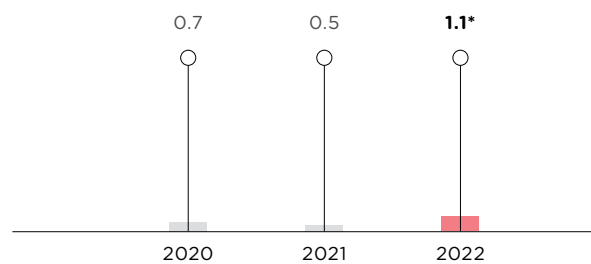
We strive to resolve complaints quickly to enhance customer satisfaction and increase customer loyalty. This requires us to promptly address any complaints or issues, while keeping track of the time taken to resolve cases. Depending on the nature and complexity of cases, we continue to ensure that all issues are settled within the stipulated industry standard service level agreement of 14-days upon receipt of all relevant supporting information and/or documents. For complex cases, a thorough investigation may be conducted to identify the root cause and establish remedial action plans.

Average Monthly Complaints Processing Time

General Insurance (days)



Tune Protect Travel AirAsia (days)



* Monthly processing time for all enquiries in 2022

In 2022, our complaints processing time increased, given an unprecedented surge in sales, which is our highest since listing. Nevertheless, our complaints processing time remains below the 14 days service level agreement, which reflects our continued efforts to improve our customers' overall experience and interactions with us. Moving forward, we will maintain our efforts to efficiently handle complaints to increase customer satisfaction.

SUSTAINABILITY STATEMENT

Gauging Customer Experience & Satisfaction Levels

Our customers are the reason our business exists. Since 2020, we have adopted the globally recognised NPS to evaluate customer satisfaction and conducted bi-annual Customer NPS (“CNPS”) surveys to gauge the probability of our customers recommending Tune Protect to others on a scale of 0 to 10. As part of our commitment to becoming an NPS leader in our preferred market, CNPS has been included as a Key Performance Index (“KPI”) on our employees’ performance scorecards, influencing Group-wide decisions on bonuses, increments and promotions.

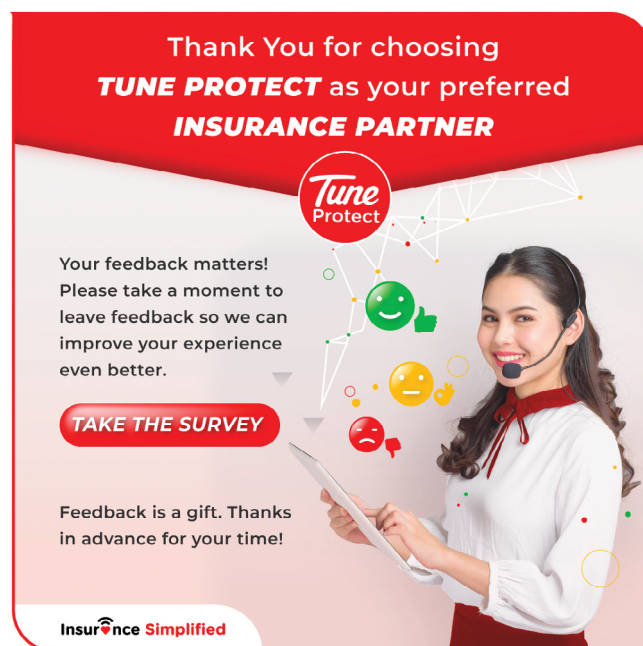
In a baseline study that was conducted in 2021, we carried out a maturity assessment and action planning workshop to identify strengths and improvement areas to boost the experience of our employees, customers and partners. As part of the NPS focus, a special working group called X-Factor (formerly named the Experience Tribe) was established in 2021 to centralise promotion, tracking and implementation of policies and culture relating to NPS across the Group.

A further study was conducted in June 2022 via the first of our bi-annual CNPS Surveys to identify areas for further improvement. These encompassed areas such as Claims, Product Features, Purchase Journey, Customer Support, Renew Journey and Policy Endorsement. The survey was carried out through our interactions with website users, app users and email.

The findings were used to establish several CNPS enhancements in 2022 applicable to Malaysia and Thailand.

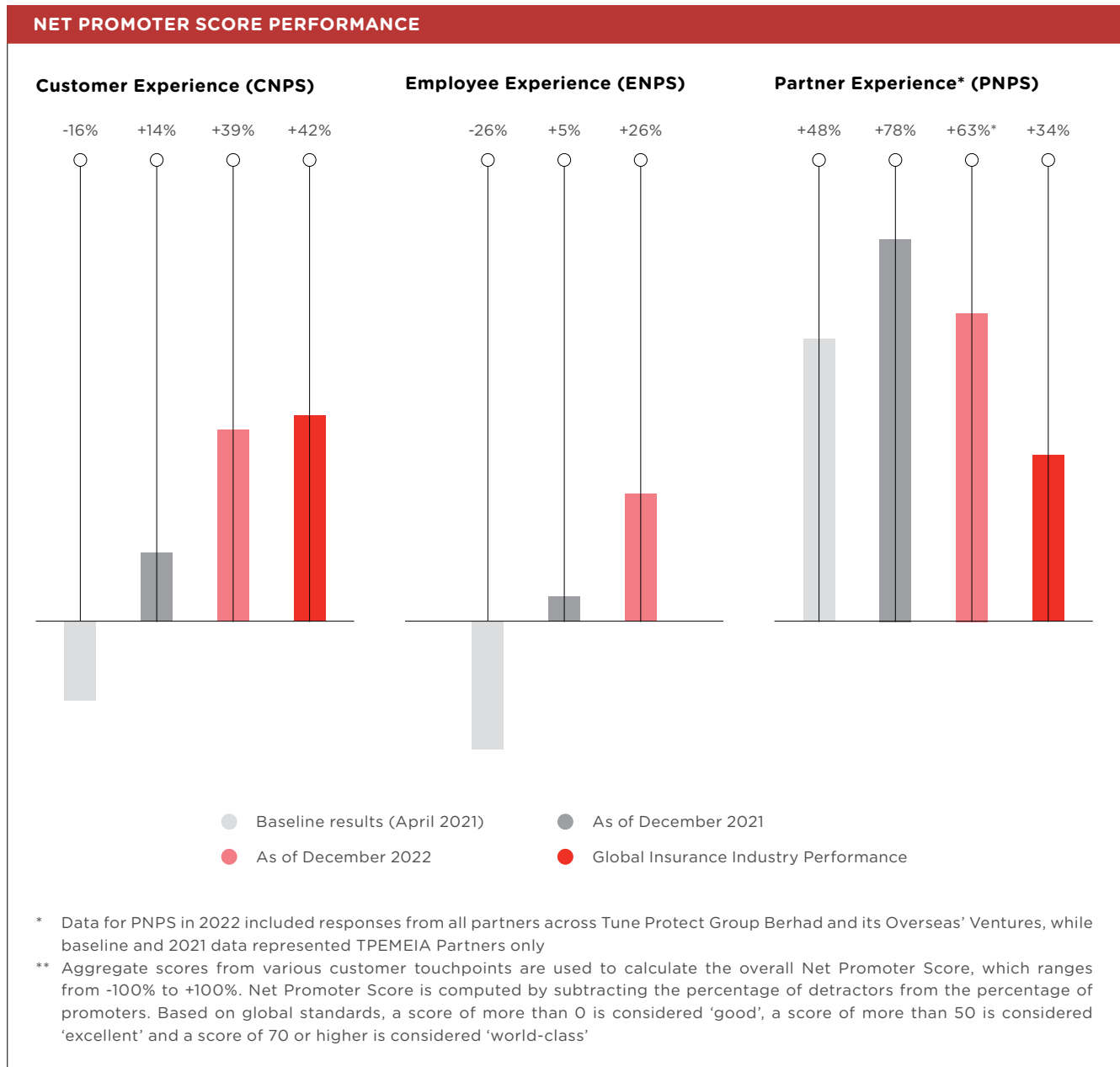
In Malaysia, our on-going CNPS improvement plan encompasses focus areas such as:

- Claims status transparency
- Customer Portal – allowing B2C customers to perform digital submissions of documents via our mobile application or website
- Customer Experience (“CX”) Tracking or Transformation to improve response times for claims
- Renewal – enabling push notifications to alert customers on coverage renewals
- Product features – new product development with emphasis on more lifestyle products
- Customer support to enhance live chat and enhance response time efficiency



SUSTAINABILITY STATEMENT

Apart from that, we initiated Transactional NPS (“TNPS”), to measure customer satisfaction within specific touchpoints or channel compared to overall customer or brand satisfaction. Moving forward, we will implement TNPS together with our bi-annual NPS surveys to evaluate overall satisfaction of customers through our various touchpoints including our mobile application and B2C website.



Through these efforts to prioritise excellent customer service and experience, we have achieved positive NPS across two Group-wide assessments in 2022.

As of December 2022, our overall CNPS achieved exponential growth with a score of +39%, which reflects that we are delivering value to what matters most to our customers. Customers in Malaysia also rated us highly, which is reflected in the Malaysia CNPS of +48%. Based on survey findings, our products are valued for their affordability, flexibility and wide-ranging benefits as well as an insurance policy that is easy to understand, exemplifying our tagline 'Insurance Simplified'.

Going forward, we will continue to obtain feedback and collect NPS responses from our various touchpoints to strengthen customer relationships consistently.

SUSTAINABILITY STATEMENT



DIGITISATION

Transforming Operations through Digitisation

As we move forward, we aspire to future-proof our business through various significant initiatives to enhance our operations and performance. In 2021, we became the first insurer in Malaysia to obtain the official approval from BNM to host our insurance core system on the cloud and in the year under review began hosting a portion of our core system on the cloud.

We have invested in the digitisation of our business processes by integrating RPA technologies into 41 progressive internal processes within Claims, Human Resources, Finance, Agency, Policy Processing, and Partnership. This allowed manual processing time to be reduced by 80,658.4 hours and human error to be minimised, while simultaneously increasing efficiency and productivity of our employees.

As a result, our employees were able to shift their focus on other value-added initiatives. During the year, the various departments and functions have applied RPA including:

**Lana
(Policy processing)**

- ✓ Tenang PA Care
- ✓ Motor Processing Cancellation
- ✓ MiCare, Medident & TuneSihat

**71,661.2 hours saved****Jojet
(Claims automation)**

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

**3,599.0 hours saved****Autocon
(White Label)**

- ✓ Personal Accident Conversion, various products
- ✓ Receipt Generation

**1,580.8 hours saved****Mitra
(Partnership)**

- ✓ Certificate of Insurance (COI) declaration generation

**1,192.8 hours saved****Jolteon
(Finance Automation)**

- ✓ Bank master payment validation
- ✓ E-Payment profile creation

**696.9 hours saved****Betsy
(HR Automation,
Malaysian Entities)**

- ✓ Generation of performance letters for individual employees
- ✓ Voucher code email notification
- ✓ Net Promoter Score
- Pre-Notification Email generation

**497.5 hours saved**

SUSTAINABILITY STATEMENT


**MiniBot
(Transformation)**

- ✓ Tracking Paper Consumption


239.9 hours saved

**Junny
(Claims, Tune Protect
Thailand)**

- ✓ Claims Notifications


420.2 hours saved

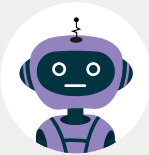
**Jarvis
(Compliance)**

- ✓ Daily uploading of anti-money laundering data
- ✓ Monthly anti-money laundering reporting


323.1 hours saved

**Flamingo
(Finance, Tune Protect
Thailand)**

- ✓ Premium Collection

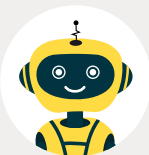

209.2 hours saved

**Caramel
(Broking)**

- ✓ Endorsement for Permodalan Negeri Selangor Berhad (PNSB) Insurance Brokers Sdn. Bhd.


31.2 hours saved

**Tbot
(HR Automation, Tune
Protect Thailand)**

- ✓ Generation of performance letters for individual Employees


11.6 hours saved

**Bumblebee
(Underwriting)**

- ✓ Renewal Notice Listing

Launched at end of December 2022, hours saved will only be reflected in 2023


**Olive
(Customer Experience)**

- ✓ Transactional NPS


195.0 hours saved

SUSTAINABILITY STATEMENT

ACHIEVEMENTS

41

progressive internal
processes deployed



13*

virtual colleagues
supporting manual tasks



1,591,470

transactions completed



80,658.4

hours saved



Estimated over
trees saved since 2021

400



STAKEHOLDER FEEDBACK

Simplifying the life of claims handler and finance team to meet 3-3-3



“Jolteon & Jojet
You make it look easy”



“Love Jolteon & Jojet
You guys rock!”



Removing manual tasks to make the workflow more efficient

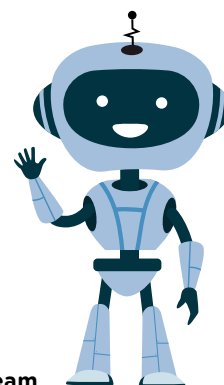


“I’m so delighted with Autocon. Thanks guys!”



Without the Support from
Lana & General Insurance
System, we wouldn’t have
achieved the mission in
within the short timeframe
and **met our 3-3-3
commitment**

Policy Processing & Partnership team



Feedback from stakeholders posted on our internal Communication Platform
@ Workplace

* Excluding Bumblebee, launched at the end of December 2022 and thus did not contribute to the annual total hours saved.

Enhancing Digital Operations

With our focus on being a digital-first organisation, we looked inwards to enhance our operations through digitisation where possible. Our Human Resources Management System (“HRMS”), conceptualised before the COVID-19 pandemic, was rolled out in a timely manner during the pandemic and allowed us to manage Work From Home (“WFH”) operations effectively in 2020 and 2021. We continue to utilise the HRMS system and have introduced modules such as performance management and claims throughout the year in review.

The option of working remotely has driven many organisations to become operationally technology-savvy and we have risen to the occasion by implementing digital technology tools and platforms to facilitate the WFH practice. At the same time, we also ensured that our sustainability commitments are upheld by advocating zero-paper practices through various digital tools and document editing modules.

We are working on enhancing the HRMS to assist in data collection for the measurement of our Indirect Carbon Emissions (Scope 3).

For more information on our Climate Change performance, see pages 59 to 65.

Adobe Sign provides a secure, auditable and verifiable electronic signatures feature that also permits sending and tracking of documents

E-procurement allows us to do without paperwork in raising purchase requisitions and purchase orders

E-claims all submissions of claims are able to be conducted online and managed electronically, eliminating manual processing

E-learning tool offers our employees a wide range of courses to upskill or reskill themselves

SUSTAINABILITY STATEMENT

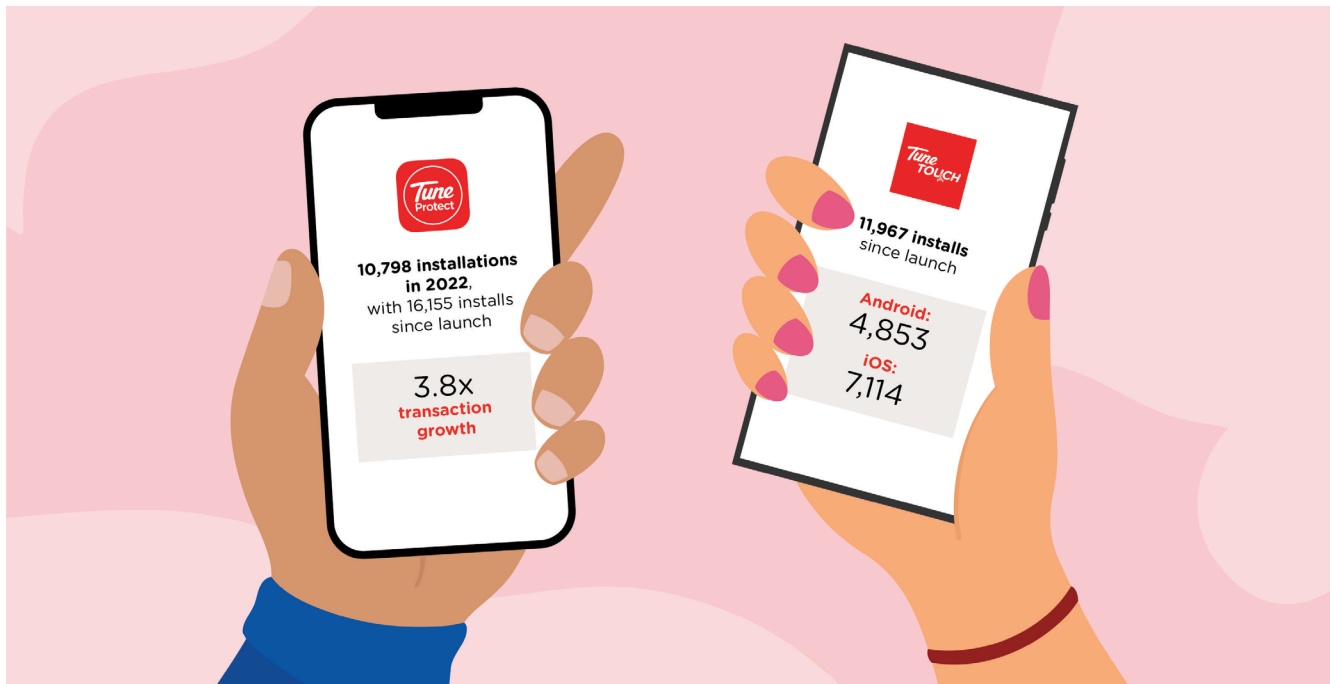
Improving Customer Experience through Digitisation

In our efforts to appeal to our youth target market such as millennials and zillennials, we have readily embraced digitisation, even more so now that digital devices are widely used as an extension of an individual's persona. We take a mobile-first approach and prioritise the platform in our product development, ensuring our products are accessible on mobiles where possible. With this rationale, we launched the Tune Protect Mobile Application in September 2020 to offer an alternative distribution channel. This application enables customers to purchase and manage policies as well as submit the necessary documents for claims at anytime and anywhere.

	Tune Protect Mobile Application (Malaysia)		
	2020	2021	2022
No. of Installations	1,373	3,984	10,798
Total transactions made (count)	80	332	1,250

We also launched our Customer Portal under our mobile application for Malaysia. In Phase 1 of the launch, we introduced our Digital Roadside Assistance for motor claims. The feature comes with an SOS Button for customers to click and connect to Auto Assist, together with claim guides and submission modules. We target to roll out further enhancements in 2023.

We achieved approximately 3.8x growth in transaction volume in meeting the digital needs of our customers. In March 2022, we launched TuneTOUCH for iOS and Android to cater to our Thai market segment. TuneTOUCH is a user friendly, convenient and simple to manage mobile application that provides access to policies, enables purchases, transactions, submissions and checking of claims status. Customers are also given access to medical services such as the myEliteDoctor for second medical opinions and Health2GO for telemedicine consultations. TuneTOUCH has garnered a total of 11,967 user installations in 2022 alone.



SUSTAINABILITY STATEMENT



ECONOMIC PERFORMANCE

Purchasing and Procuring Responsibly

To efficiently manage our procurement processes and ease business transactions with our diverse suppliers, we established a dedicated Procurement team in 2021. The Procurement team is responsible for centralising, streamlining and managing the purchasing and procurement processes whilst also ensuring improvements and savings.

We are guided by the Group Procurement Policy and Procedures for our procurement practices and are mandated to support local businesses where relevant. As at December 2022, the procurement from local businesses supports at least 93.7% of our business.

In working with registered third parties, our vendors and suppliers must adhere to our CoBC. The CoBC outlines the standards of business conduct covering areas such as integrity, anti-bribery and corruption, disclosure of conflict of interest and confidentiality as well as health, safety and environment. All third parties are required to acknowledge our CoBC and confirm their compliance before we officially engage their products and services. There were zero records of CoBC breaches reported in the year under review.

Curating a Responsible Portfolio

We have in place the Board-level Investment Committee who has oversight of our investments and assists our Board in discharging its obligations and responsibilities in investments management.

In 2022, we updated our Group Investment Policy to exclude investments in coal-based businesses for future private mandates, in line with our Zero Coal by 2030 commitment, and as guidance for our investment practices across the Group moving forward. This is expected to mitigate the impact of our portfolio on the environment. We also exclude the tobacco and arms manufacturing industries in our underwriting policies. Our exclusion of the tobacco industry reflects our ethical commitment as a health insurer while the impacts of the arms manufacturing industry are at odds with our commitment to responsible capitalism, and is in contrast with our accountability in business conduct.

Our external fund managers are obligated to incorporate ESG considerations in the decision-making process of our investment funds to ensure sustainability. Three of our fund managers are also signatories to the United Nation's Principle of Responsible Investment. We adhere to our Group Investment Policy which details our objectives, guidelines and framework for sustainable investments and allocate investments of up to 10% in ESG-related funds. In 2022, 10.5% of our total investments were in ESG-focused equity and fixed income assets.



For more information on how we are adapting our portfolios to the low carbon economy, see our TCFD aligned reporting on pages 59 to 65.



PRODUCT INNOVATION

Making Products Accessible

Innovation is crucial in helping us to maintain our competitive advantage. We advocate innovation amongst our employees so they can continue to creatively grow in various aspects. We are receptive and attentive to market demands and shifting consumer trends, as these findings allow us to create products that fulfil the needs of consumers. Apart from economic gains, our Product Development Policy ensures that our new product offerings are incorporated with sustainability elements.

Digitalisation is one of the key methods used to incorporate environmentally friendly aspects such as paperless policy issuance, product enhancement and digital marketing. Apart from new products launched in 2022 which use digital platforms, we also utilised SMS for policy renewal notification, as well as upsell or cross-sell of products or campaign messages via Electronic Direct Mail (eDM).

SUSTAINABILITY STATEMENT

To increase the awareness on the importance of insurance, we are constantly working towards providing access to financial products and services that are required by customers. The development of our three-year strategic plan (2021-2023) takes ESG considerations into account by offering innovative products that focus on our preferred segments of:

A HEALTH

- **Critical Safe+**

Our newly launched affordable online critical illness insurance policy helps our customers to cope financially when diagnosed with critical illnesses such as cancer, heart attack or kidney failure. Policyholders can choose from three affordable options with sum insured as high as RM200,000 or enhanced with add-ons such as Early Stage covers. Apart from fast claims, customers can also enjoy a 15% discount online. Under our 3-3-3 commitment, customers who purchased the Critical Safe+ plan are entitled to an additional 1% penalty of the sum insured for claims not received within three days of approval date.



- **Bao Wan Diabetes Protection plan**

In Thailand, we launched our diabetes protection plan which covers diabetes related complications, including diabetic comas, loss of vision, severe illnesses due to diabetes (coronary heart disease, limb amputation, organs transplant, diabetic nephropathy), and PA. Bao Wan also grants complimentary access to the Dfit Program, linking customers to personal health coaches and blood test at panel hospitals at any time. Four different plans are available to suit our customers' budgets.

B LIFESTYLE

- **Bike Easy**

Our newly launched Bike Easy policy is an affordable motorcycle insurance providing coverage for loss or damage to motorcycles due to accident, theft or fire. Key benefits for customers include a 10% online discount on top of No Claim Discount, coverage for towing, third party liabilities and legal costs, applicable to all riders.

- **Motor Express Claim Module**

Under our Tune Express Claim Module, customers with the Motor Comprehensive Private Own Car Damage policy will receive their claims within two hours for amounts below RM3,000. In the event of a self-accident without any third party involved, no police or adjuster's reports are required.

- **PUMP**

PUMP is a free membership platform to monitor health and physical activities. The platform, which is activated within the Tune Protect mobile application, is loaded with content and challenges that enable subscribers to earn free awards with every activity tracked. Subscribers can track physical activities, mental wellness and even nutrition via their mobile device or lifestyle wearables.



SUSTAINABILITY STATEMENT

B LIFESTYLE**• Travel Insurance**

As travel borders reopened together with the relaxation of policies in Southeast Asia, travel insurance with medical coverage is no longer mandatory. However, the demand for COVID-19 coverage remains consistent and in 2022, we launched a Duo Plan for AirAsia Comprehensive products for all markets.

The Duo Plan, consisting of Travel Easy COVID Plus and COVID Lite Plans provide COVID-19 coverage for international travel, including medical expenses, quarantine allowance, trip cancellation and other perils. Meanwhile, the COVID Travel Pass+ Insurance is an inbound travel insurance for non-Malaysian tourists visiting Malaysia and is airline agnostic. The coverage includes COVID-19 medical coverage on top of other travel benefits.

We also launched the Travel Smart Delay, a product which offers coverage in the event of a flight delay specifically curated for the EMEA market. Customers will be notified of the claims' eligibility to be submitted online without any supporting documents required and claims will be paid within a day of submission with bank account details provided.

C SME**• SME EZY**

Our SME EZY is the first of its kind medical and life employee benefit insurance curated for SMEs and their employees. Introduced via the BNM Financial Technology Regulatory sandbox, the signature product is a three-year fixed premium and guaranteed renewal medical hospitalisation and surgical product which comes complete with a unique health rewards programme - Activ8. While Activ8 rewards up to 100% more of an employee's medical plan overall annual limit, it also promotes physical and mental well-being through its health screenings and digital solution programmes. With SME EZY, employers can better plan and manage their budgeting/expenses ahead; while employees can be encouraged and motivated to be healthier and more productive. Tune Protect anticipates Activ8 to be a driver to manageable claims expenses.

**• Outreach: CEO Club**

In engaging CEOs especially for SMEs, we organised two SME Industry Round Table and Networking Sessions inviting over 60 industry leaders, founders and CEOs. These fruitful sessions provided a platform for SMEs to exchange ideas, share issues and challenges as well as raise awareness on the necessity of insurance for the SME sector. In making the session more engaging and interactive, we also included an optional open floor one minute elevator pitch.

**• Outreach: AirAsia Academy (formerly known as Redbeat Academy)**

To help alleviate the digital skillsets of our SME clients, we work with the AirAsia Academy to enrol employees of our SME clients into a two-day specialised BINA Digital programme. The BINA Digital programme is structured to guide SMEs or new business ventures in creating progressive business plans, upskilling and equipping them with digital knowledge and know-hows to aid growth.

SUSTAINABILITY STATEMENT

Products with Social Causes and for the Underserved and Unserved Segments

Financial inclusion plays an important role in the sustainable growth of the national development goals especially for the economy in the long term. Therefore, we believe in developing products and services that are accessible and affordable to individuals, businesses and the underserved communities of the lower-income bracket. In 2022, our products helped in the following initiatives:

- PA Coverage for the Orang Asli Community

In supporting the government's initiative of Perlindungan Tenang Voucher (PTV) under the Perlindungan Tenang programme, we collaborated with the Department of Orang Asli Development (JAKOA), and provided PA cover for approximately 30,000 Orang Asli individuals across Malaysia.

- Donation to Madhya's Gift Fund

We engage our communities by creating positive and sustainable impacts. In line with the Group's key strategic pillar of Health, we worked with Yayasan Chow Kit ("YCK") and made donations to Madhya's Gift, their children's health fund which provides health care to children from underprivileged families. The funds are channelled to those who require urgent medical attention and treatment.

The donations for Madhya's Gift are derived from our B2C products* with charity elements incorporated. For example, we contributed RM6 to Madhya's Gift with every policy sold and in 2022, we contributed RM30,000 to the health fund.



▶ Handover of mock cheque to Yayasan Chow Kit representatives by Group CEO Rohit Nambiar and Group CFO How Kim Lian

- Flood Disaster Pay Out

We aided our customers who were affected by the floods in Terengganu through our expedited claim settlements commitment, in line with our 3-3-3 commitment. The quick turnaround time in claim settlements allows us to help ease the burden of flood victims and provide peace of mind during challenging times. In February 2022, 92% of the flood-related claims were approved for payment within three days from customers' acceptance of offers.

We have also set up the Tune Protect Malaysia 24/7 dedicated claims hotline and email to enable customers to conveniently reach us. Guidance on claims were also published in Tune Protect's social media channels and were also communicated via SMS and emails. Policyholders are not required to present a police report or any other documents for claims involving their motor vehicles, residential and/or commercial properties respectively.

* Excludes travel and PA products

SUSTAINABILITY STATEMENT



OUR ENVIRONMENT

Aligning with the UN SDGs



Mapping to Our Capitals



Sustainability Material Matters



Climate Change



Materials (Resource Consumption)

Why It Matters

- To raise awareness on the significance of managing our businesses in an environmentally sustainable manner and to encourage social change
- To support the progress of tuning into a low-carbon economy



CLIMATE CHANGE

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

Climate Change is a serious, global challenge - one that requires concerted action and collaboration across all areas of society. We recognise the importance of climate-related disclosures and their importance to our business, investors and stakeholders. To ensure that we are transparent about our efforts towards mitigating Climate Change, and integrating these into our business strategy, we have adopted the recommendations of the TCFD, established by the Financial Stability Board. Tune Protect Group became a TCFD supporter in August 2022. Our public declaration on our support for the TCFD and its recommendations demonstrates our active commitment in building a more resilient financial system. We define climate-related financial disclosures as a set of metrics and reports that assist the Group, investors, and stakeholders in making informed decisions. Our actions will help to ensure that Tune Protect continues to meet the highest standards on Climate Change risk management.

Our approach to identifying, assessing, and managing climate-related risks adheres to the TCFD recommendations, which comprises four pillars, Governance, Strategy, Risk Management and Metrics & Targets. We are in the process of ensuring full alignment to the CRMSA policy issued by BNM in end November 2022.

GOVERNANCE

Oversight at the Board and Management Level

- The Board is the highest governing body with oversight of all sustainability issues including matters related to Climate Change and related risks. The Risk Management Committee, independent from the Management, assists the Board in overseeing the risk management and compliance functions of the Group.
- The Board and Risk Management Committee assess the quarterly Risk Dashboard and the summary of the Group's Risk Register with key risk indicators, to identify the top significant and developing risks and formulate mitigating action plans.
- SuCom, a Management and Executive-level committee chaired by the Chief Financial Officer, aids the Board by monitoring its strategic sustainability concerns and overseeing the implementation of sustainability strategies and operations. SuCom is supported by the SuCom Secretariat as well as the SWG. A quarterly sustainability update to the Board is provided by SuCom to ensure effective oversight of sustainability issues.


Key progress in 2022

- Approved the Group Sustainability Strategy 2023-2025, including the projected roadmap to CRMSA compliance.
- In line with our Zero Coal by 2030 commitment, the Board approved amendments to the Group Investment Policy to exclude investments in coal-based businesses in our future private mandates.

SUSTAINABILITY STATEMENT

Climate Education and Remuneration

Corporate-wide targets such as sustainability (with metrics monitoring environmental performance, among others) are incorporated into the performance metrics for executives. KPIs are set based on a cascading method, with the Board setting KPIs for the Group CEO, who cascades the goals to the senior management team. Performance for all employees is assessed annually via a qualitative scorecard which includes sustainability and determines bonus awards. Our Total Compensation, consisting of a mix of benefits and fixed/variable cash compensation, is aligned to the organisation's long-term performance goals and objectives.

 For more information, please see the Remuneration report on pages 110 to 113.

In line with our commitment to continuous capacity building on ESG, we conducted a one and a half-hour training session facilitated by Climate Governance Malaysia ("CGM") which focused on the Commonwealth Climate and Law Initiative's legal opinion on directors' duties and disclosure obligations under Malaysian law in the context of Climate Change risks and considerations. This was attended by our Board, Executive Committee and SuCom members.

Key lessons learned included the importance for the Board to pay keen attention to the organisation's climate strategy and implementation of climate-related plans. High quality and transparent disclosure on the Board's actions on Climate Change mitigation is also expected and should align with the TCFD recommendations.

To ensure all employees have an understanding of Climate Change, a group-wide employee engagement presentation on Climate Change was held in conjunction with the unveiling of our new Sustainability Tagline, 'In Tune for a Better Tomorrow'. The session focused on engaging employees on the transmission of climate change impacts to their personal lives.



STRATEGY

Impacts on Our Business

We stay relevant in our business strategies by aligning our investments with the transition to low-carbon growth.

Climate Change has material effects on our business and as professional insurers, we are exposed to climate-related risks in more ways than one. Apart from the direct impact through our insurance products, we are also affected by the change in sectors and business models that we underwrite. In our role as institutional investors the global shift to low-carbon economy also changes the nature of the industries in which we are stakeholders.

Therefore, we actively assess, measure and manage climate-related risks to assist us in the identification of opportunities in reducing environmental impacts, simultaneously prioritising our investments. We are also enhancing our assessment processes to identify longer-term potential risks and opportunities on our business.

Key Risks Faced

Our business performance and stakeholders are affected by Climate Change such as global warming, extreme weather conditions, rising sea levels, heatwaves and droughts as well as vector-borne diseases which can damage our lives and assets. These extreme conditions can affect our performance both financially and non-financially.

The transition to a low-carbon economy brings a certain level of risks which arises from cross-sectoral structural change and also leads to shifts in policies, technologies and market sentiments. In turn, the market value of financial assets may experience reduction together with other consequences such as greater transactional losses, higher capital requirements and increased operational costs.

At Tune Protect, our primary exposure to climate-related risk lies in our policies which include flood coverage. We mitigate this risk by utilising reinsurance agreements with our reinsurers.

Our Response

By taking a proactive approach to managing climate risk and focusing on socially responsible investments, we aim to align our business practices with our commitment to promoting sustainability and reducing our carbon footprint.

SUSTAINABILITY STATEMENT

DECARBONISING OUR PORTFOLIO

In light of the impacts caused by climate-related risks, our business strategy is focused on exiting commercial lines of business related to hydrocarbons such as oil and gas. Instead, we focus on three preferred segments: Health, Lifestyle, and SMEs.

We are also committed to transitioning away from coal by 2030. This transition will enable us to reduce the underwriting risks associated with the construction and operation of coal-fired power plants, companies that derive income from thermal coal mining, and utilities that generate electricity from coal.

Additionally, we do not take on the risks associated with companies involved in the production of tobacco and weapons, which are harmful industries and in support of the UN SDGs, in particular, Goal 3: Good Health and Well-being as well as Goal 16: Peace and Justice Strong Institutions. This decision supports our efforts to align our business practices with our values of social responsibility. By gradually phasing out coal-related risks and avoiding industries that conflict with our values, we aim to be a contributor to Malaysia's transition to a low-carbon economy, as well as a more peaceful future.

Furthermore, it is part of our investment policy to allocate up to 10% of our total investments towards ESG-approved funds, and we have since excluded investments in coal mining and coal power producing companies, for future private mandates.

Key progress in 2022

- Underwriting and Investment policy respectively have incorporated the relevant elements towards achieving Zero Coal target by 2030 (ensuring all coal-based businesses are excluded).
- Making good progress on Zero Coal as the Group's strategy is in line with emissions reductions by virtue of exiting commercial underwriting and focusing on retail and SME segments. To date, we have not underwritten any coal mining risks. In 2023, we will have two underwriting policies relating to coal-fired power plants which will expire and will no longer be renewed.
- In this year, 10.5% of our investments consist of ESG focused equity and fixed income assets.
- Incorporating climate-related risk considerations into our business and risk strategies in accordance with the CRMSA.

- In 2022, we fulfilled the compulsory bi-annual reporting requirements of BNM's Climate Change and Principle-based Taxonomy Guidance Document ("CCPT"). With adherence to BNM's CCPT, financial institutions are mandated to report their lending, underwriting and investment activities in an open, transparent and consistent manner, which are also aligned with the TCFD climate-related financial risk disclosures.

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



Coal-fired Power Plants



Tobacco Manufacturers



Weapons Manufacturers

In support of



SUSTAINABILITY STATEMENT

ENGAGING ON CLIMATE CHANGE

Engagements with various corporate groups and chapters focused on Climate Change is a key avenue for Tune Protect Group to keep abreast with transitional changes such as policy, regulatory and legal obligations, while also making sure that our voice is heard in discussions for the development of national climate strategies.



CLIMATE GOVERNANCE MALAYSIA

Tune Protect Group is fully committed 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 in line with this commitment.

Tune Protect Group became a founding member of PIAM's Climate Change Action Committee ("CCA Committee") established in September 2022. The CCA Committee functions as an advisor in identifying and making recommendations for issues, challenges and priorities facing the general insurance sector in managing the transition towards net zero carbon emission economy. The Committee also serves as a platform for the sharing of knowledge, expertise and best practices for mitigating climate-related risks.

WE SUPPORT



Since early 2023, Tune Protect Group has been committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labour, environment and anti-corruption. Through becoming a signatory to the UN Global Compact Network Malaysia and Brunei ("UNGCMYB"), and we leverage on shared resources to engage our employees and enhance their capabilities with knowledge on Climate Change and environmental stewardship, and engage more deeply with the principles of good business as defined by the United Nations.



Tune Protect Group also committed to the Malaysia Digital Climate Action Pledge, which is a corporate pledge that aims to increase the adoption of sustainability and climate action by businesses across the digital economy. The pledge is in line with the government's commitment to be a carbon-neutral nation by 2050 and is a joint effort by the Malaysia Digital Economy Corporation (MDEC) and UNGCMYB.

SUSTAINABILITY STATEMENT

CLIMATE-RELATED SCENARIO ANALYSIS

As of December 2022, our use of scenario analysis of climate variability is distinctive to flood risks and concentration, and considers past experience and probabilistic future loss, based on our reinsurance broker's Catastrophe Model with regards to our business and risk exposure, which are mainly short term. This includes frequency and severity evaluations.

As part of our stress testing framework, the flood loss assessed by our reinsurance broker is incorporated into the Financial Condition Report ("FCR"), Internal Capital Adequacy Assessment Process ("ICAAP") and Individual Target Capital Level ("ITCL") exercises with the purpose of ensuring the ITCL and internal trigger levels are appropriate.

We are also committed to improving the quality of data on climate risks, so that we can assess our climate risk exposure and scenario analysis more accurately, as well as the pricing of our insurance products with the aim to provide the best possible climate risk coverage for our clients, whilst effectively mitigating transmission risks arising from claims.

We intend to review and assess the material applicability of more granular climate scenario analysis on our business as we align our CRMSA practices with the BNM policy document on the same, as published at end November 2022. In the coming year, we will also revisit the existing climate related scenarios assessed to ensure appropriateness to our risk appetite, including proposing risk limits and thresholds for climate-related risks.

RISK MANAGEMENT

As an insurtech player, we prioritise risk management and CSR. In light of the growing impacts of Climate Change, such as increasing frequency and severity of events such as floods, droughts, forest fires and more, we are dedicated to managing the risks of Climate Change on our business through understanding and mitigating our risk exposures.

To address this challenge, the Group has developed innovative protocols and techniques for managing climate-related risks, and we are committed to continually


updating our approach as the situation evolves. While we have excluded carbon-intensive industries such as coal-based business, tobacco and weapons manufacturing, we continue to study avenues to enhance our climate-risk identification abilities to develop more granular risk appetite criteria.

INCORPORATING CLIMATE RISKS

We are committed to considering climate-related risks and opportunities in an integrated way across the Group in order to mitigate these exposures. In the future, we aim to incorporate a more granular mapping of climate risk to other risk types which occur along our value chain.

The expected effects of weather conditions due to Climate Change have been included in our Enterprise Risk Register including a focus on the increasing frequency, severity and cost of extreme weather events because of global warming. Risk owners are identified in the Enterprise Risk Register for each impact category as we assess these risks across our businesses. We have also taken into consideration of climate risks in setting our ITCL.

We are focused on progressive development of data capabilities, tools and methodologies by the Group to effectively aggregate and report material climate-related risk.



Flood Cover (Special Perils)

Get extra protection for your car in the event of flood, landslides, typhoon, storm, earthquakes etc. Get covered Super Affordably at **0.2%** of sum insured.

SUSTAINABILITY STATEMENT

METRICS AND TARGETS

We have committed to ensuring that we are Zero Coal in our underwriting and investment portfolios by 2030. Guided by the BNM CRMSA, we are enhancing our Climate Risk Management practices – and are assessing relevant metrics and targets for climate action by 2024.

As part of our efforts to mitigate the impact of Climate Change, we are taking forward steps to measure Scope 3 emissions resulting from indirect greenhouse gases (“GHG”) generated in the supply chain. We are studying a tracking method for employee commutes through our HRMS as well as emissions arising from employee business travels. In 2022, our Group CEO’s internal combustion engine vehicle was replaced with a hybrid car to further reduce reliance on fossil fuels.

Our Carbon Footprint

In 2020, we developed a carbon footprint measurement process using the globally accepted GHG Protocol Framework. The carbon footprint amounted to 301.42 tonnes of CO₂e in 2022 and is divided into two main categories, Scope 1 and 2 emissions; direct and indirect GHG emissions from on-site activities and purchased electricity respectively.

Carbon Footprint (tCO ₂ e)	2020	2021	2022
Scope 1 Direct emissions from fuel consumption by Company-owned vehicles	23.3	14.5	7.4
Scope 2 Indirect emissions resulting from electricity consumption	334.3	283.7	294.0
Total	357.6	298.2	301.4

Note:

The details of our 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. One fully fuel-based car was replaced with a hybrid vehicle in June 2022.

Scope 2

- We use a location-based approach to computing our Scope 2 emissions.
- Our Malaysian companies’ electricity consumption was solely supplied from Tenaga Nasional Berhad in Peninsular Malaysia, while branches in East Malaysia were supplied by Sarawak Energy Berhad in Sarawak, and Sabah Electricity Sendirian Berhad in Sabah.

Sources:

- Emissions Factors for motor gasoline consumption was taken from the IPCC Guidelines for National Greenhouse Gas Inventories (2006) from 2020 to 2021, and from the MYCarbon GHG Reporting Guidelines (version 1.6), by the National Corporate GHG Reporting Programme for Malaysia (2014) in 2022.
- Electricity consumption was obtained from GreenTech Malaysia, 2017 Clean Development Mechanism (CDM) Electricity Baseline for Malaysia.

Products That Advocate Responsible Environmental Behaviour

While we are in the process of enhancing our capacity to measure our indirect, Scope 3 emissions, we aim to encourage our customers to manage their own carbon emissions, particularly those generated indirectly through our product offerings. We recognise that our primary exposure to climate risk lies in our Lifestyle policies (through coverage of cars and motorbikes), and we will continue to study our other climate adaptation-based product opportunities in the Health and SME pillars.

SUSTAINABILITY STATEMENT

Pay-As-You-Drive

In our efforts to protect the environment against the adverse of CO₂ emissions, we launched Pay-As-You-Drive (“PAYD”) in 2019 to enable all drivers to reduce their carbon footprint and, at the same time, save money. PAYD is a non-restrictive personal car insurance product that allows customers to pay less when they drive less and vice versa. The PAYD solution is also a customer’s strategy towards reducing their carbon footprint, as driving less reduces CO₂ emissions on any given day. PAYD is optional, which means customers do not have to incur additional costs and for those with minimal mileage, they are rewarded with a yearly reimbursement of up to 20% of their basic premium.

EV Rider coverage

To further encourage the transition towards a low-carbon economy and support ownership of Electric Vehicles (“EV”), we launched a campaign to provide free PA coverage for drivers and riders. All customers purchasing motor insurance for EVs receive rider coverage and unlimited towing services. Through this campaign, we provide greater incentives for customers to switch to EVs when they can.

**INSURANCE PRODUCTS THAT AID THE MANAGEMENT OF CLIMATE-RELATED RISKS**

In alignment to BNM’s CCPT, we have classified the climate-related exposure of our portfolio to support our risk assessments, and monitor our climate-related risks and opportunities. The percentage of Gross Earned Premium for 2022 originating from our products which aid the management of climate-related risks is 19.24%.

Insurance cover for	Percentage of Gross Earned Premium for 2022 (%)
Flood under Other class	18.85%
Flood under Fire class	0.29%
Flood under Motor class	0.08%
Hydro-energy production and Solar-energy production	0.02%
Total	19.24%

SUSTAINABILITY STATEMENT



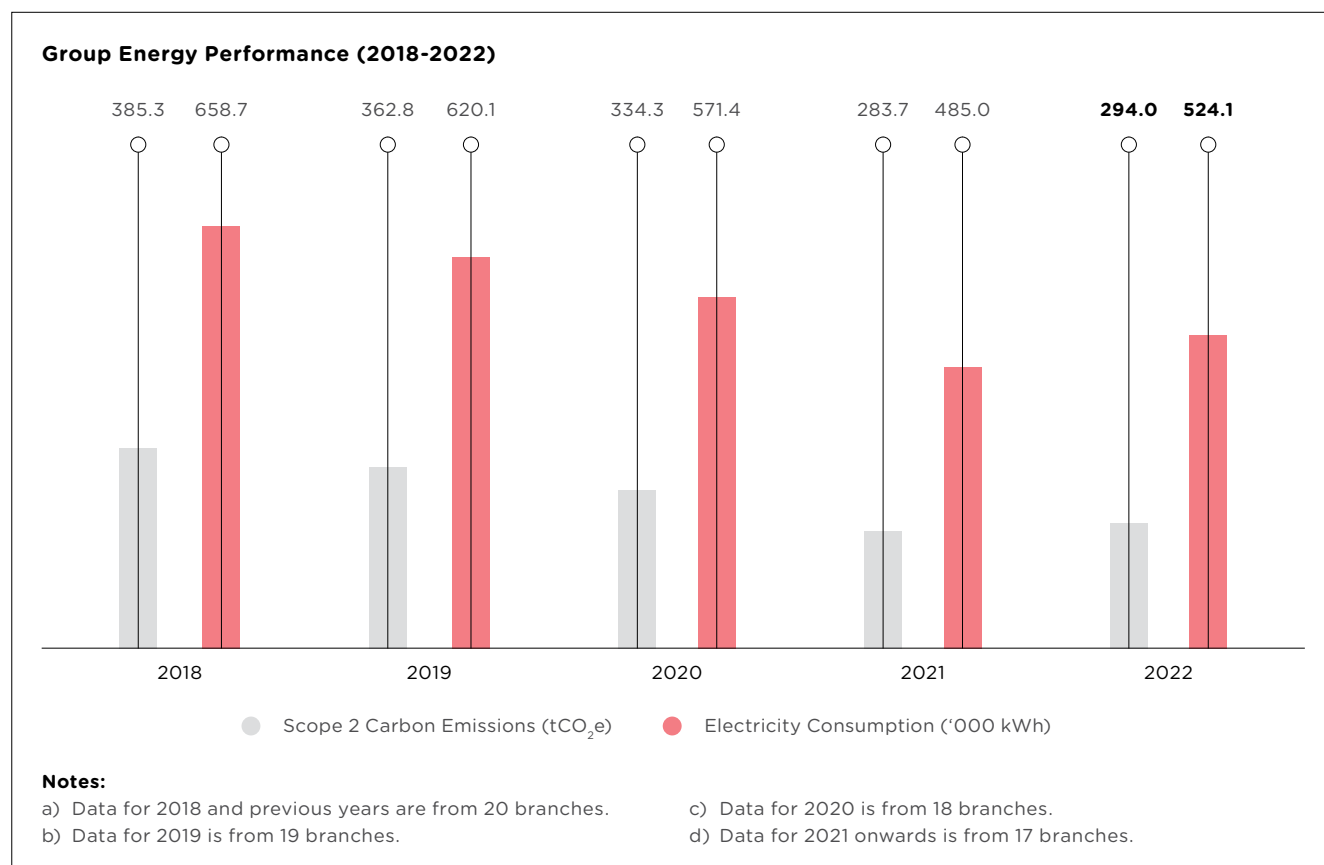
MATERIALS (RESOURCE CONSUMPTION)

ENERGY CONSUMPTION

We have continued our Flex Work Arrangements (“FWA”) in 2022 whereby employees are given the option to WFH for up to three working days a week. In addition, we have increased our environmental efforts by conducting Weekly Earth Hour which includes turning off non-essential lights when not in use.

However, in 2022, as more employees opted to return to office more regularly across all our branches and in our headquarters, we recorded a marginal 8.1% increase in electricity consumption, compared to 2021.

The graphs below illustrate the electricity consumption in both our headquarter and branches over the years.



WATER CONSUMPTION

Sustainable practices in managing our consumption of water are vital to conserve and protect water resources, apart from our efforts to conserve energy and reduce our carbon footprint. Our commitment to manage our water consumption also seeks to protect the environment and its limited natural resources which impacts us, especially during water cuts and droughts. We continue to raise awareness on the importance of reducing our use of water through initiatives such as placing signages in the restrooms of our headquarters and encouraging employees to monitor their consumption.



In 2022, we began tracking the water consumption 16 of our branches across Malaysia to gain greater insights into our environmental impacts. Our water consumption for the year was 1,009 m³.

SUSTAINABILITY STATEMENT

PAPER CONSUMPTION

To reduce our environmental footprint, we have gravitated towards paperless operations and digital delivery. This includes the design, development and delivery of our products electronically and digitally. In addition to the existing approach of emailing policy documents to customers, we provide fully editable forms that can be used online.

In this digital age, we have taken to e-billing and paperless transactions through our e-card feature. We are also introducing paperless collaterals and business cards to reduce environmental pollution caused by excessive use of paper products. This is applicable to both our PRO-Health Medical and Dental Easy products.

As part of our digitisation and paperless initiatives, we initiated Project KonMari in 2021. The project involves the removal of outdated dot matrix printers used in our business operations which were major sources of our paper consumption. We further reduced the environmental burden of our printing activities by adjusting default office printer settings to duplex and grayscale printing, while installation of new printer devices is on a request basis. We also give employees the option to print on recycled paper for internal usage when necessary.

The implementation of our environmental protection initiatives and paperless processes led to an overall reduction in the Group's sheet-usage, with a total of 481,617 sheets of paper consumed, which was equivalent to a massive 61.9% drop y-o-y. We limited our printing usage to roughly 30,000 sheets per month beginning October 2022.



▶ Our Melaka Branch colleagues' successful Project KonMari, part of our Paperless initiatives.

WASTE COLLECTION AND DISPOSAL

We believe that the 5R approach to environmental protection is one of the most effective ways to ensure our impact on the environment is minimised. This approach promotes resource conservation, efficient use of materials, reduction of waste material and its harmful effects on the environment, better environmental protection measures and recycling. Through these efforts, we are striving to promote sustainable development by protecting the resources we rely on today so that they will be there for future generations.

- **Refuse**

We are committed to minimising the effect of our operations on the natural environment. In line with this commitment, we encourage employees to reduce their carbon footprints by doing their part in preventing indiscriminate dumping of recyclable materials. Employees are encouraged to use waste bins and collection containers so that they can reduce waste at source.

- **Reduce & Repurpose**

We believe that reducing unnecessary purchases to indirectly lower carbon emissions is key to sustainability. The Green Screen group on our Workplace social media platform aims to present messaging to educate readers about the carbon emissions generated from unnecessary purchases and should therefore be avoided where possible.

- **Reuse**

Our employees are encouraged to opt for reusable food containers, bottles and bags in place of single-use plastic, especially for meals at the office. We help our communities through Project KonMari and donate gently-used furniture to 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.

- **Recycle**

To prevent glass, metal, and mercury content from polluting landfills and leaking into water resources, we recycled fluorescent tubes and e-waste materials. They were all sent to collection facilities, wherein employees made sure they were disposed of and recycled in compliance with the law. In 2022, we recycled:

- 39 fluorescent tubes and 47 bulbs
- 100 batteries, four mobile phones, two power banks and one tablet

SUSTAINABILITY STATEMENT

CLIMATE ACTION AND ENVIRONMENTAL PROTECTION INITIATIVES

Tune Protect Group is committed to the responsible use of resources. We advocate a climate-conscious work environment by regularly assessing our carbon footprint and waste generation, promoting responsible consumption of energy and paper, adhering to proper waste management in our offices and encouraging eco-friendly practices with our suppliers. Our initiatives include:

- Earth Hour Fridays – turned off unnecessary lights and electrical appliances for one hour from 12pm to 1pm, symbolic of our collective commitment to reducing the effects of Climate Change
- The Workplace Green Screen weekly internal newsletter showcased employees' environmentally responsible acts carried out in their daily lives in support of a greener environment
- Bi-annual e-waste initiative to collect, recycle and dispose batteries at 1Utama Recycling Centre
- Safe recycling of fluorescent tubes, bulbs, paper and plastic at IPC Recyclable Waste Drop Off Station in accordance with environmental laws
- Replaced lights with LED bulbs in the Boardroom at our headquarters
- Installed programmed timers for water boilers to reduce electricity consumption, enabling them to power off automatically every day after working hours
- Lighting floor plans for switching off non-essential lights when no longer required on Level 9 of Wisma Tune
- Energy, water and paper conservation reminders, wraps and signages
- Promoting recycling and the use of reusable containers, cups and utensils



Snap & Win:

Zero Emissions and Car-Free Week

In conjunction with Zero Emissions Day and World Car Free Day 2022, we held an internal contest to advocate a future without air pollution. Tune Protectors were asked to go car free and submit a photo with a creative caption on our social media channels. This also raised awareness on the importance of reducing our carbon footprint.



▶ Employees riding the train to lunch

SUSTAINABILITY STATEMENT



OUR PEOPLE & COMMUNITY

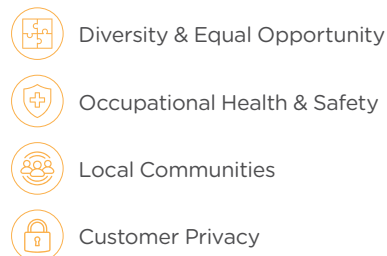
Aligning with the UN SDGs



Mapping to Our Capitals



Sustainability Material Matters



Why It Matters

- To cultivate a diverse and inclusive workforce, providing equal opportunities for all in our commitment as a responsible employer
- To build an organisation that complies to the highest standards of local health and safety management
- To prioritise the protection of our customers' data to gain their trust and loyalty
- To support the needs of unserved, underserved, and the underprivileged



DIVERSITY & EQUAL OPPORTUNITY

We embrace the rich diversity of our employees, and we strive to provide our people equal opportunities in their careers. As a testament to our commitment to diversity and inclusion, we continue to participate in the Bloomberg Gender Equality Index (GEI) in 2022.

Driving Diverse Recruitment

We remain guided by our Group Recruitment and Selection Policy which facilitates our recruitment process, ensuring that we only handpick the best candidates in a fair and transparent manner. In addition, we ensure that our operations are in compliance to global human rights frameworks and conventions in line with the Ten Principles of the UN Global Compact.

For more information of the frameworks and conventions we adhere to, kindly refer to page 45 under Our Governance.



The AIESEC Business Case Challenge

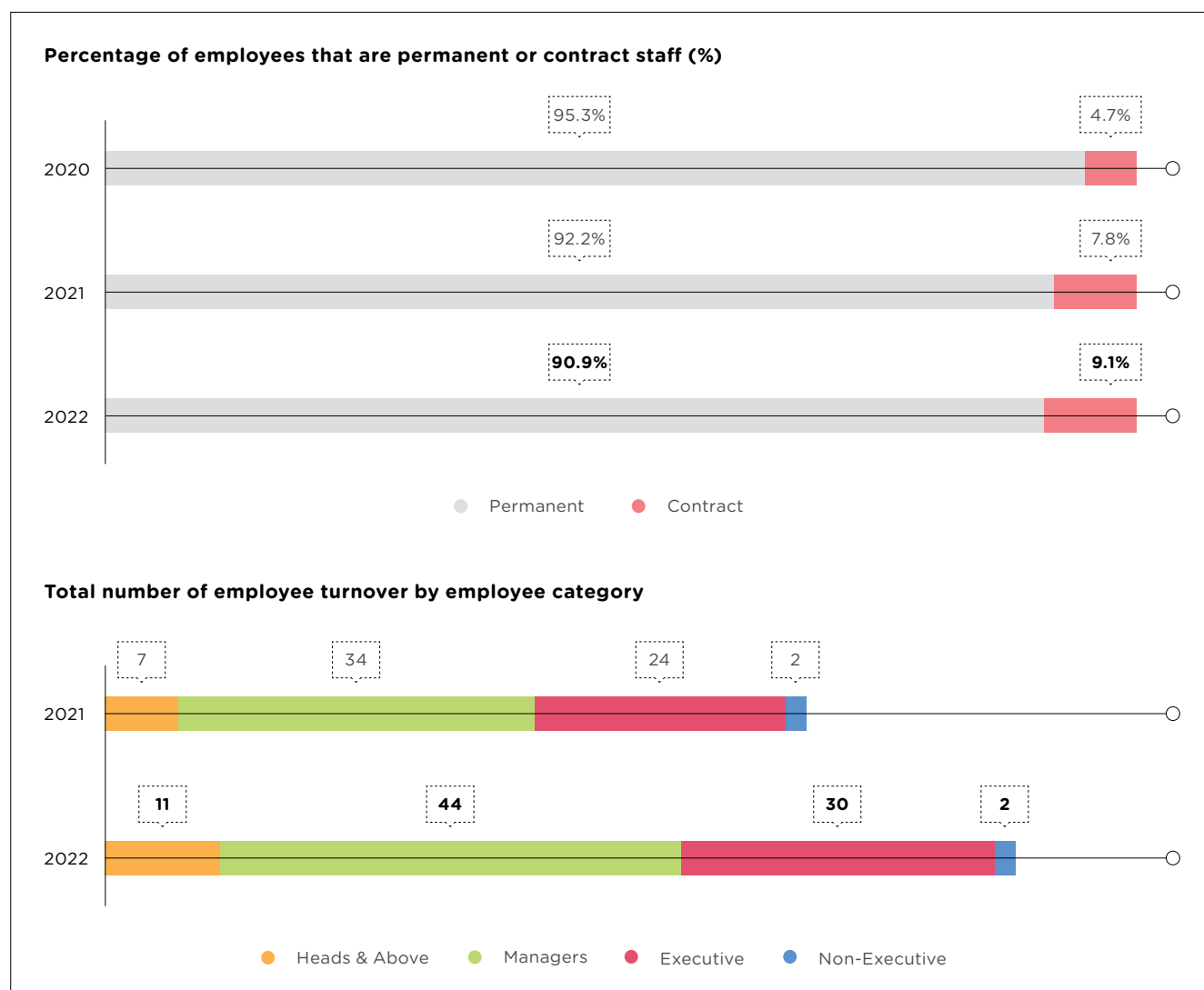
SUSTAINABILITY STATEMENT

Candidates are carefully chosen based on merit and our selection process is in compliance with applicable employment laws, while implementing effective risk management measures and advocating our underlying CoC principles. The following are some of the principles in our CoC:

- Applicants are selected based on merit; their skills, knowledge and conduct will be evaluated against the various criteria relevant to the position they are applying for.
- We are committed to building a diverse workforce as we believe it gives us the competitive edge to drive our business.
- Our employment processes are conducted in a transparent manner, assuring our applicants have full confidentiality.
- Our processes adhere to all relevant employment laws and regulations.

Tune Protect aspires to be the employer of choice for millennials and the upcoming generations to expand its pool of talents. To this end, the Group continued its internship programme for the second consecutive year, to drive innovation and elevate our brand as the employer of the future, and providing existing employees with opportunities for upskilling. In 2022, 8.2% of our interns became our new permanent hires.

During the fourth quarter of the year, we also organised two impactful events to increase our visibility as the employer of choice among zillennial talents, namely the Tune Protect Roadshow with Asia Pacific University and the AIESEC Business Case Challenge. These two events generated approximately 1,000 resumes from the undergraduates. Approximately 16.4% of all new hires in 2022 were zillennials, up from 10.7% in 2021.



SUSTAINABILITY STATEMENT

Engaging and Empowering Women Leaders

The Group is also committed to gender equality, in enabling the equal representation of women in our senior management teams. This is in line with our support and as a corporate member of the 30% Club Malaysia, the Malaysian chapter of a global business-led campaign that accelerates gender parity on C-suites and the Board. In 2022, 50% of our Board comprise women directors. This exceeds the MCGG's and Bursa Malaysia's requirements, and outperforms the Malaysian average of 26%*.

* Source: New Straits Times, "Malaysia has highest percentage of women board members in Asia" (28 April 2022)

In 2022, we became signatory of the Women's Empowerment Principles ("WEPs"), established by the UNGC and UN Women. As a member of the WEPs' collective group of signatories, we are committed to making a difference for gender equality and women's empowerment in the workplace, marketplace and community.



The Women's Empowerment Principles resonate deeply with me, as I believe this is the right thing to do. In my first year joining Tune Protect we made a commitment that 50% of our leaders would be women by end-2023. We are proud to note that as at the end of 2022, 38.2% of senior leadership consists of women, as does 50% of our Board.

Rohit Nambiar
Group CEO

**Top Management's Commitment**

Since September 2022, our Group CEO Rohit Nambiar has been selected as a mentor for the 30% Club Malaysia Board Mentoring Programme. The programme, launched in 2017, is aimed at accelerating the appointment of women to board positions and enhance diversity and inclusion within Malaysian PLCs. Through nine months of mentorship, a more inclusive pipeline of Board-ready candidates are developed professionally and personally while raising their profiles and visibility among PLCs.

Empowering Women through Coaching

The Group organised several initiatives to empower women in the workforce and to inspire them to move forward despite the biases against women in the workplace, at school and at home. To celebrate the women in our midst, Tune Protect launched a series of 'Unconscious Bias Workshops' participated by more than 100 people managers.



▶ Unconscious Bias Workshop for people managers



▶ Participants of the Tulips Movement coaching sessions

SUSTAINABILITY STATEMENT

From June to September 2022, we also set up group coaching for women leaders in collaboration with Tulips Movement Malaysia, a local Not-for-Profit Organisation (NPO) focusing on women and youth empowerment. The sessions featured inspiring speakers from LinkedIn and Inspire Group Asia who spoke on the following topics:



Women in
Digital Space



A Woman's Journey
as an Ambassador

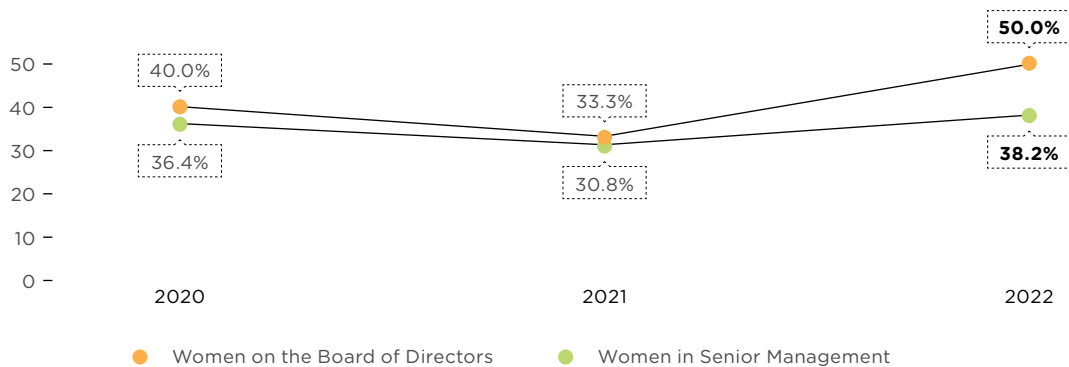


From Corporate World to
Being an Entrepreneur



The Importance of
Leadership Conversation

Female Representation (%)



In October 2022, a fireside chat focused on sexual harassment was hosted live on Workplace to raise awareness of our sexual harassment policies and practices. The session, organised by the People and Culture team, also discussed how to spot and call out instances of harassment in the workplace. The live session was archived on Workplace and received over 240 views.



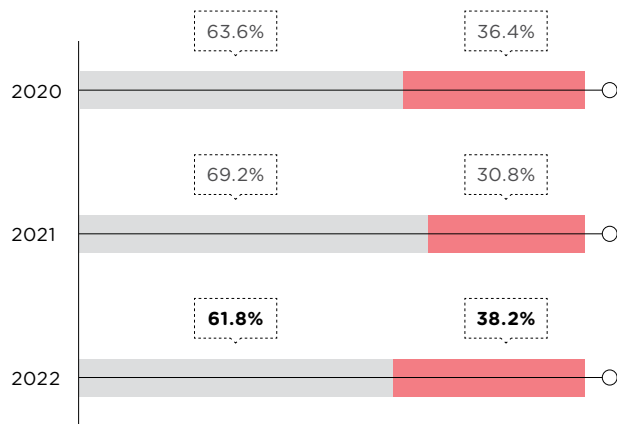
SUSTAINABILITY STATEMENT

OUR WORKFORCE COMPOSITION

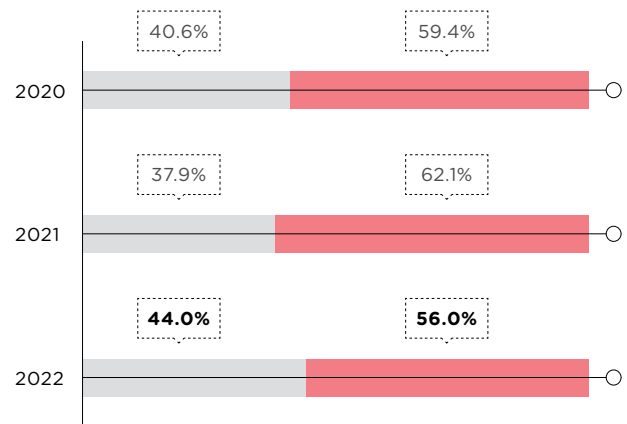
We believe that a diverse workforce brings significant advantages including better opportunities for creativity and problem-solving skills, smarter decision-making and increased productivity. The following infographics illustrate the diversity of our workforce in 2022.

Employee Breakdown by Gender & Job Category (%)

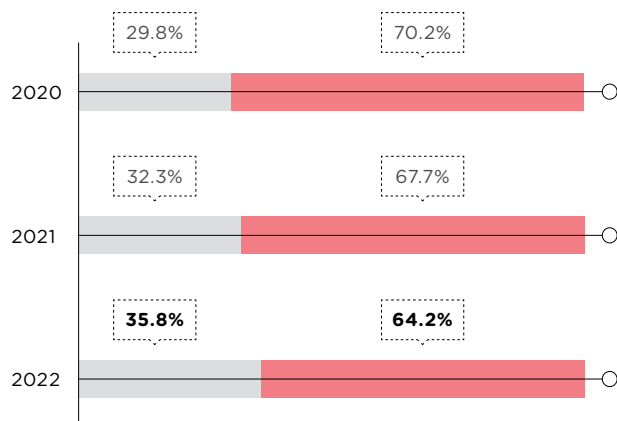
Heads & Above (Senior Management)



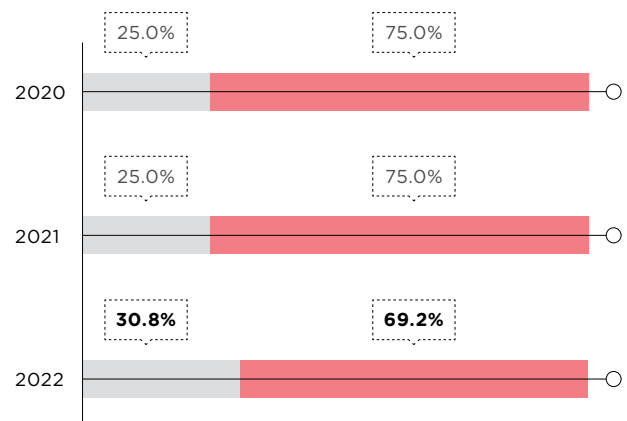
Managers



Executives



Non-Executives

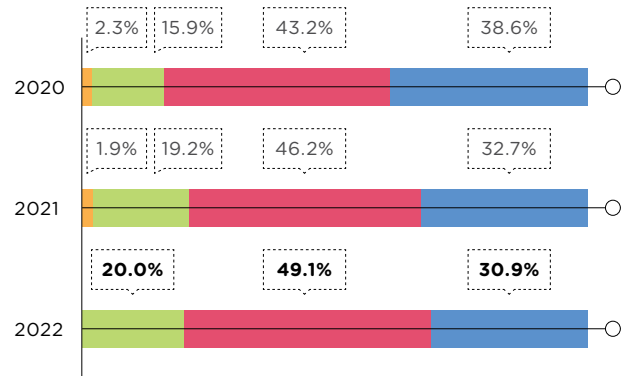


● Male ● Female

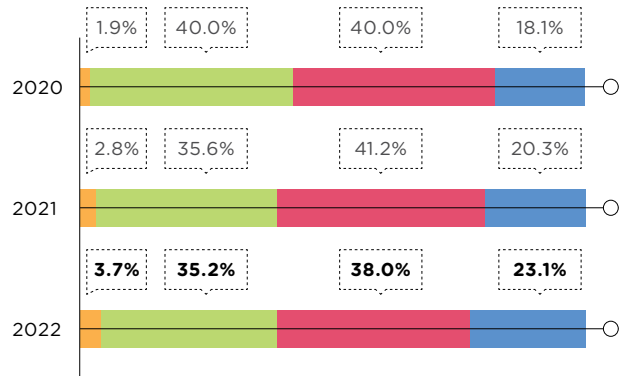
SUSTAINABILITY STATEMENT

By Age Group and Job Category (%)

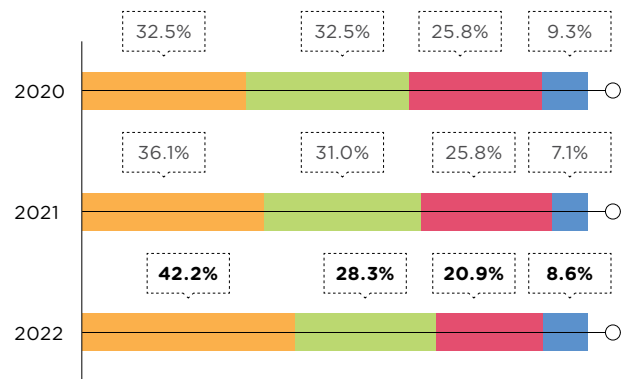
Heads & Above



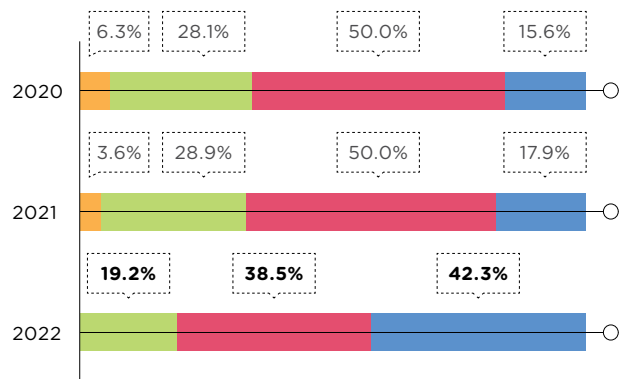
Managers



Executives



Non-Executives

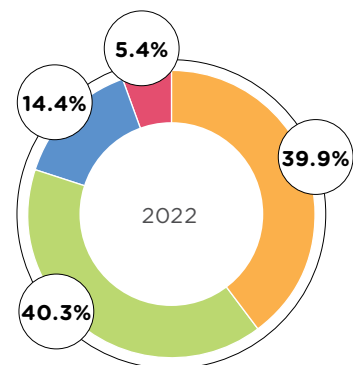
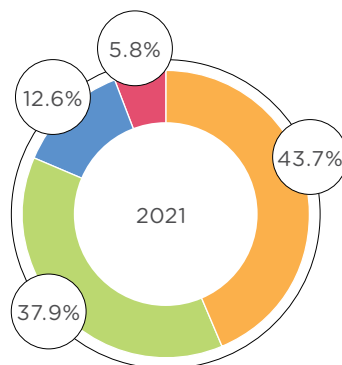
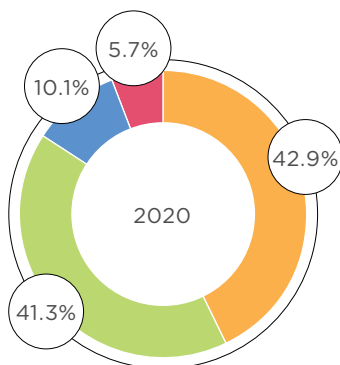


● <30 ● 30-<40 ● 40-<50 ● 50 & above

Note:

Data provided by employee category is in alignment with the 2022 amendments to Bursa Malaysia's Sustainability Reporting Guidelines on Common Material Topics. To enhance our reporting, we have standardised classifications of job categories for employees across three years of historical data.

By Ethnicity (%)



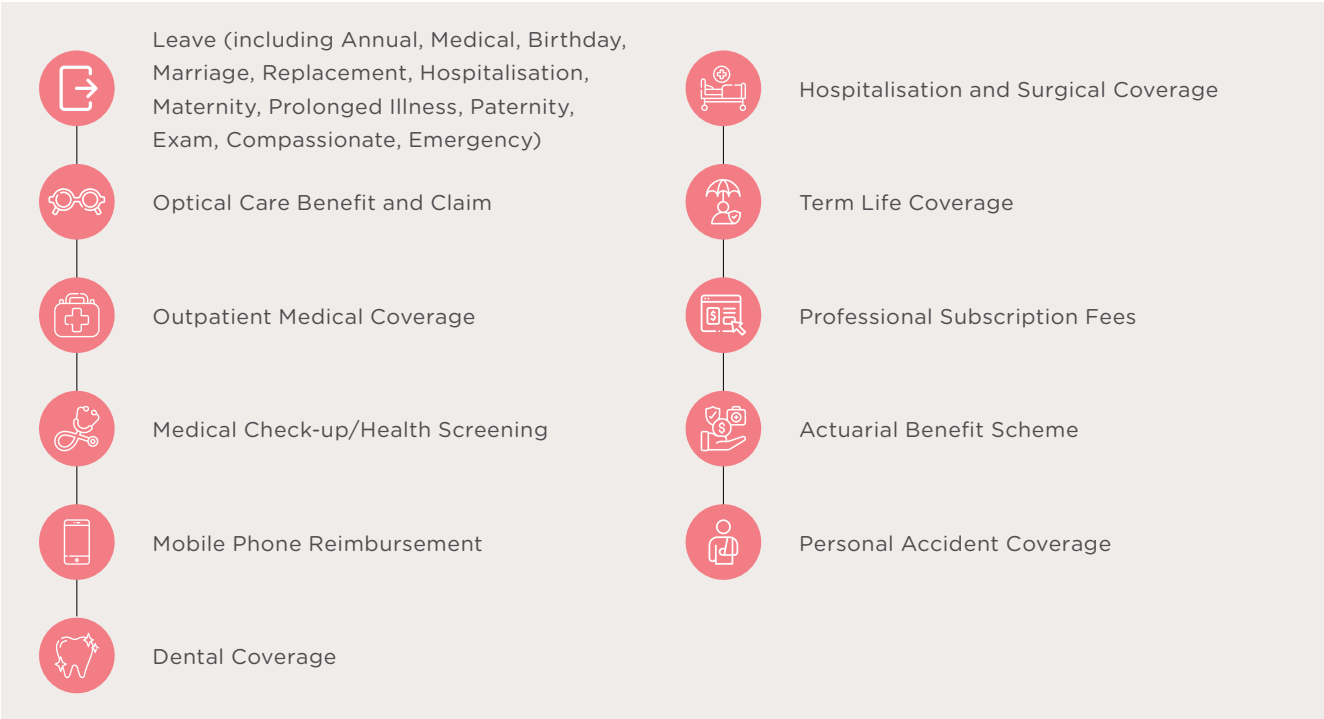
● Chinese ● Malay ● Indian ● Others

SUSTAINABILITY STATEMENT

Inclusive Work Arrangements and Benefits

Our human capital is the driving force of our goals, ambitions and success. As such, we value each individual and their contributions as our diverse workforce is made up of varied experiences and perspectives that drive our business to thrive. We continue to adopt fair recruitment practices and provide job opportunities for all, including those with who are differently-abled.

In relation to compensating our employees for their commitment to their work, time and efforts, we provide fair and living wage remuneration in line with the Minimum Wages order, and offer attractive benefits to promote equal opportunities, as shown below:



In 2022, we enhanced our parental leave policies to 90 days of maternity leave and 14 days of paternity leave, beyond the minimum statutory provisions under the Malaysian Employment Act 1955. All employees are entitled to parental leave, regardless of probationary or confirmed status. All employees who applied for Parental Leave in 2022 returned to work after the allocated period.



SUSTAINABILITY STATEMENT

We have been practicing workplace flexibility since 2021 under our FWA to accommodate our employees' work-life balance, in addition to supporting women in our workplace who may have extra responsibilities at home. Tune Protect Thailand has also adopted the FWA towards the end of 2022.

FLEX WORKING ARRANGEMENTS

1

Flex-Dress

Dress comfortably

2

Flex-Time

Adjust your working hours to suit your and your team's needs, ensuring coordination and collaboration with team members

3

Flex-Space

Work from home or at any other ideal location. Manage your own time and schedule.



'Wo Suka You': A Malaysia Day Short Film

A diverse group of in-house talents from Tune Protect gathered to produce a 7-minute short film to celebrate Malaysia Day 2022. The making of the short film has encouraged internal staff to showcase their talents and highlight the core values of Tune Protect – 'Better Together' and 'Be Curious and Bold'.



SUSTAINABILITY STATEMENT

Training & Development

Investing in our employees' training and development needs are important as it can positively impact our company culture, improve job satisfaction and also increase employee engagement and retention. It is vital to provide our employees with access to learning, development and training opportunities as underscored in our Group Learning and Development Policy. We continue to offer our employees a broad range of learning activities that are necessary for their jobs, which include coaching or mentoring and structured training programmes.

Through our e-learning platforms, we ensure that all employees have access to learning materials even when WFH or on-the-go.

Total Training Hours by Employee Category

Job Category	Total Hours
Heads & Above (Senior Management)	2,916.0
Managers	7,233.9
Executives	5,549.0
Others*	874.7

* Comprises mix of non-executive and other job categories

TOTAL EMPLOYEE
TRAINING HOURS

16,573.6 hours

AVERAGE TRAINING HOURS
PER EMPLOYEE

34.2 hours per annum

AVERAGE TRAINING DAYS
PER EMPLOYEE

1.4 days



▶ Predator Alert Self-Defence Workshop with Colleen Augustin



Best In-House Certification Programme

Our Lean Ninja Programme received the GOLD award from Human Resources Online in the 2022 Employee Experience Awards as the Best In-House Certification Programme. The award acknowledged our in-house talents and efforts towards developing an agile workforce. Eight employees were recognised as scrum masters in 2022.

SUSTAINABILITY STATEMENT

In 2022, we introduced a wide spectrum of training programmes, workshops, succession planning and leadership programmes, knowledge sharing sessions and other initiatives to keep our employees fully engaged.



▶ GAP Participants and Trainers



Graduate Apprenticeship Programme ("GAP")

- ✓ Launched in September 2022, GAP is year-long graduate programme specifically tailored for new graduates.
- ✓ The programme provides graduates with foundational knowledge and skills via experiential learning and a 360-development programme to cultivate the right attitude and philosophy.
- ✓ GAP also serves as a platform for participants to learn and grow in a structured manner to nurture future leaders.
- ✓ At the last leg of the GAP journey, there will be a final selection of four apprentices based on 70% passing marks or two votes by assessors, who will advance to an onboarding on 9 January 2023.

Tune Protect's 12 months GAP Journey

Learning approach:

✓ On-the-job training

✓ Classroom training

✓ Mentoring

9 Jan 2023



Pulse Check 1/4

Recruitment

Joined

Onboarding

Resilience
Bootcamp

Rotation 1



Pulse Check 4/4



Pulse Check 3/4



Pulse Check 2/4

Rotation 4

Leadership
programme

Rotation 3

Rotation 2



Career Talk

Corporate Social
Responsibility
Project

Assessment
& Graduation

GAP Graduation
Ceremony

Absorption into Permanent
Employment at Respective
Department /Entity

Six Months Probation
(Month 13-18)

Confirmation of
Employment

Continuous
Learning

SUSTAINABILITY STATEMENT

Succession Planning & Leadership Programmes

We make every effort to have a steady pipeline of leaders to ensure our Group's long-term success. Through succession planning, we are able to identify and nurture suitable people within the Group to fill critical roles whenever required. In 2022, we identified 18 roles as Mission Critical Roles which led to role management and technical ratings being conducted for these roles, where we established about 36 potential successors. To expand our efforts in this area, we also launched the following:

FLAME

A leadership competency framework and leadership programme

ADVANCED LEADERS PROGRAMME (ALP)

15 participants

EXPERIENCED LEADERS PROGRAMME (ELP)

13 participants

INDIVIDUAL LEADERS PROGRAMME (ILP)

21 participants

EXECUTIVE COACHING PROGRAMME

7 leaders

MENTORING PROGRAMME

3 leaders

TALENT MOBILITY PROGRAMME

4 leaders



Tulips Movement coaching session participants

SUSTAINABILITY STATEMENT

EMPLOYEE ENGAGEMENT

Culture Transformation

Workplace culture is crucial to the growth of our organisation as it impacts employee satisfaction, enhances productivity and increases staff retention. We believe that nurturing a positive culture will foster a sense of belonging and motivate our workforce. Additionally, a strong workplace culture can help us to attract the best talents in the industry and strengthen our reputation, enabling us to meet our goals and objectives. We continue to keep our employees fully engaged digitally and physically, internally and externally via Workplace by Facebook, WhatsApp and Microsoft Teams – to enhance well-being and ownership across the organisation.

In 2022 we established SPARK, the Sports and Recreation Club, where all employees were placed into houses based on our Core Values. The Culture Committee-led group organised several sports events and physical activities, such as a Bowling League for all employees, including those based in Bangkok and Dubai, and coordinated participation for sports competitions held for financial institutions and insurance companies.

12 individuals which comprised of members of the Culture Club committee and employees also climbed Mount Kinabalu in October, led by our Group CEO, Rohit and TPM CEO Jubin Mehta.



SPARK Activities

- ✓ Tune Protect Bowling League 2022
- ✓ Employee Gala Dinner
- ✓ Futsal Friendly
- ✓ The 14th Malaysian Insurance Institute (MII) Inter-Insurance Companies Bowling Tournament 2022
- ✓ Credit Tip-Off Service (CTOS) Inter-Financial Institutions Badminton Championship 2022

Other engagement activities organised to foster teamwork and embed our core values amongst employees include:

Triathlon Series in Melaka, Port Dickson, and Putrajaya (March, June, August, November 2022)

As the exclusive Insurance Partner for the 2022 Triathlon Series, we encouraged employees to participate as a motivation to adopt a healthy and active lifestyle.



Tune Protect Thumb Wrestling (October to December 2022)

A bi-monthly event was organised to encourage employees to participate in friendly competition and increase camaraderie.



SUSTAINABILITY STATEMENT

Knowledge Sharing

We conducted internal engagement activities such as THINK Thursdays to increase the knowledge of our employees in their individual roles, through providing a wealth of information. They include insurance, cybersecurity, sustainability and environmental awareness, healthcare, General Insurance 101, knowledge on statutory bodies and practices of the Employees' Provident Fund ("EPF"), the Inland Revenue Board of Malaysia ("LHDN") and more. Conducted on selected Thursdays, the sharing sessions were facilitated by our internal or external speakers and subject matter experts. Through these engagements, we continued to work with the Free Tree Society to organise a session on the environment, while our Sustainability team conducted a session on how Climate Change impacts each person individually. In 2022, the following knowledge sharing sessions were held for the benefit of our employees:

- ✓ X Factor & Be Smart with Your Money with Ringgit Malaysia
- ✓ Elevate Your Career, Secure Your Future
- ✓ Cybersecurity: Keep the Hackers Away
- ✓ Product & Development Team
- ✓ General Insurance 101
- ✓ Sustainability & Me
- ✓ Our Planet is Screaming, Are We Listening?
- ✓ Roles of an Underwriter

Other Employee Engagements and Internal Contests

We utilise social media such as TikTok and Workplace to engage employees in the following initiatives:

Banana Invasion

Distributed free bananas to random Tune Protectors in the office to promote our CSR events with YCK and encourage participation within internal staff.

***Guess the Landmark: Merdeka Contest*** (August 2022)

We organised a contest in conjunction with Merdeka to encourage the participation and engagement of internal staff on Tune Protect's Tik Tok. Our Tune Protectors were tested on their knowledge regarding Malaysia's landmarks.



SUSTAINABILITY STATEMENT

World Cup Trivia with Tune Protectors

Engaging with employees on their knowledge on World Cup, we took the opportunity to highlight the importance of togetherness through a shared passion for football and the celebration of World Cup.



#WinWith333

An awareness-raising campaign on our Group-wide 3-3-3 commitment to internal and external stakeholders. Our engagement was fully digital with an open-ended concept to encourage creativity.



Sustainability Tagline Contest: 'In Tune for a Better Tomorrow'

To encourage Tune Protectors to embrace sustainability and to refresh our sustainability tagline, a contest was held for all employees to submit fresh, and creative taglines to be used across our corporate communications. A total of 108 taglines were submitted by 36 participants, with eight entries that were shortlisted for voting. The top three taglines received spa gift vouchers.

All participants received gift packs which supported our flagship Orang Asli Financial Literacy, Empowerment & Entrepreneurship Programme (FLEE) entrepreneurs, OA Bamboo Straws Enterprise, as well as Eat Shoots & Roots, a social enterprise aimed at encouraging urban farming and fighting food scarcity.



Measuring Employee Satisfaction

With strategic and inclusive employee engagement throughout 2022, we have increased our Employee NPS to +26% from +5% (as at end of 2021). We prioritise an open working environment where leadership and employees are encouraged to exchange ideas and consult across departments. This is reflected in our Employee Survey findings, which indicated that the majority of employees rated their experiences highly in the realm of leadership effectiveness and working processes. Overall ratings of employee well-being dimensions increased as well, a testament to our commitment to employee care.

SUSTAINABILITY STATEMENT



OCCUPATIONAL HEALTH & SAFETY

Governing Health and Safety Practices

At Tune Protect, we value our people highly and constantly work towards providing a safe and conducive workplace. Since the pandemic, we took strict measures to curb the spread of COVID-19 according to the fundamental health and safety guidelines under:

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

A COVID-19 emergency team was established to give support to our employees during challenging times. Our Group Occupational Safety and Health Committee (“GOSHComm”) and Group Occupational Safety and Health Team (“GOSH Team”) were tasked with providing safety protection to our Group including branches and extending to those under our collective bargain agreements as well as our visitors. The GOSHComm and GOSH Team consist of representatives from each entity and branch including our associate and joint venture companies.

The GOSHComm is accountable for leading and championing initiatives for:

1 Safety

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

2 Health

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

3 Security

- ✓ General security practices

During the year, both GOSHComm and GOSH Team have organised several initiatives in line with our Safety and Health pillar. These initiatives are aligned with Goal 3: Promoting Good Health and Well-Being.

GOSHComm launched the first GOSH ‘Challenge Your Summit’ Talk on safety and mental resilience, in collaboration with Ravi Everest. Ravi Everest is a celebrated professional mountain climber who conquered Mount Everest twice before and after our Summit. Over 300 employees from Malaysia, Thailand and the UAE attended the talk physically and virtually.

Meanwhile, the GOSH Team, which also functions as Fire Marshals and Emergency Response Team members in their respective locations, were involved in purposeful activities that helped our employees and at the same time, contributed back to society:

Fire Safety & Prevention

We held three fire safety sessions during the year. The first session was the face-to-face Fire Prevention Seminar by the Fire Preventor’s Society, specially arranged to ensure HQ Fire Marshals are prepared for emergencies. The second session was conducted digitally, through a Fire Prevention Webinar, organised simultaneously with the first session for our branch Fire Marshals. A third webinar training session was also organised for those who were unable to attend previous sessions. In another activity, Fire Safety walkabouts were conducted on the Level eight and nine at our HQ to raise awareness on fire exit locations, action plans in a fire situation, the location and usage of fire extinguishers. The same walkabout was also carried out for onboarding of new employees.

Personal Safety & Accident Prevention

We worked with Colleen Augustin, a 2019 International Mixed-Martial Arts Federation (IMMAF) World Bronze medallist and Asian Champion to deliver a Predator Alert Self-Defence Workshop. The workshop included useful safety tips such as prevention (carpark and street safety), self-defence and minimising injury techniques. Both physical and virtual sessions were conducted, with the virtual session archived for future reference.

SUSTAINABILITY STATEMENT

Natural Disasters Management

The Oh My GOSH Flood Advisory initiative released an animated advisory in anticipation of the year-end major floods. Employees were given pointers at the workplace via WhatsApp chatgroups on the following aspects:

Office Safety	Food & Drinking Water Safety
Home Safety	Personal Safety
Protection against COVID-19 & Infectious Diseases	Travel Safety

In 2022, we did not experience any Lost Time Injuries or work-related fatalities.

Supporting Health and Well-being

We carried out our sixth Blood Donation Drive in collaboration with the National Blood Bank for the World Heart Day 2022, conducted in our HQ as well as our branches in Ipoh, Miri and Kota Kinabalu. The Blood Bank received 60 bags of blood donated by other Wisma Tune affiliates and tenants including Tune Group, AirAsia, Tune Talk, Ormond, EMIR research and building manager Rahim & Co. Early bird donors were rewarded with merchandise such as Tune Protect caps, and all donors were presented with a Tune Protect Limited Edition Superhero collectible badge. The blood donations received are expected to save 180 lives.

Aside from that, we organised a Tune Protect Corporate Massage session in partnership with the Malaysian Association for the Blind to help dozens of colleagues in the HQ to de-stress, detox and unwind with complimentary massages whilst helping the blind masseurs generate income.



LOCAL COMMUNITIES

Charitable and Community Support

CSR is an integral component of our organisation and we stand guided by our CSR framework to support the unserved, underserved and underprivileged communities. Our CSR framework comprises three pillars including financial literacy, entrepreneurship and protection ("FEP"), that is aligned with various UN SDGs which promote inclusivity, equality, addressing Climate Change and more.

In 2022, we have collaborated with various parties to conduct initiatives with external and internal stakeholders and also ensured that we did our part for the environment. During the year, we have contributed RM150,000 and 1,517 CSR hours in meaningful activities such as:

Flood Relief Efforts - Kuala Terengganu and Hulu Terengganu

Responding to the wave of floods in December 2022, we partnered with airasia grocer and supplied Flood Relief Packs which contained food and necessities to victims. This initiative was a truly holistic effort as airasia grocer partnered with local entrepreneurs and Non-Governmental Organisations ("NGO") to purchase, pack and deliver the goods to the flood-stricken families.

150 packs were distributed, amounting to approximately RM15,000 in groceries and basic necessities.



SUSTAINABILITY STATEMENT

Serving Underprivileged Children

We worked closely with YCK, an NGO dedicated to supporting underprivileged children to organise three CSR activities during the year. We assisted YCK in their cause by providing required medical and healthcare support, encouraging good health and well-being among kids from the NGO and at the same time, inculcated the spirit of volunteerism among Tune Protectors.

a) Madhya's Gift

We donated to Madhya's Gift, which is a critical illness healthcare fund for the underprivileged children under the patronage of YCK. RM6 was donated to the funds for every policy (excluding Travel and PA products) sold on Tune Protect's B2C channels including our website and mobile application.

RM30,000 was raised and channelled to the fund via this initiative for the second year.

**b) CSR Movie Screening**

We organised a special day for the children and teenagers from YCK by hosting a movie screening session in GSC 3 Damansara. Our employees volunteered by bringing them for lunch and participating in games coordinated by our Culture Committee before the movie screening.

64 Tune Protectors cared for 73 children and teenagers with a collective 512 CSR hours invested.

**c) Mobile Football Clinic**

In conjunction with the World Cup season, we engaged a youth football coach and a team of players to teach the children to play in a football mobile clinic held at Sunway Velocity Mall. The children were also invited to join the fun at the Tune Protect World Cup activation booth which was equipped with penalty shootout space. We enrolled them in our PUMP mobile application and organised other fun activities such as assembling puzzles and face painting.

12 Tune Protectors were part of this activity with 80 CSR hours invested.



We also supported Bake With Dignity, an organisation that empowers individuals with learning disabilities by providing them with training and job opportunities in the baking industry by contributing over RM11,000 worth of cookies and baked goods as gifts for our events with YCK.

SUSTAINABILITY STATEMENT

Taking Care of the Environment

In doing our part for the environment, we teamed up with various partners for the following activities:

a) Tree Planting with The Malaysia Nature Society

Teaming up with The Malaysia Nature Society ("MNS"), we created awareness on the importance of trees in earth's ecosystem by getting Tune Protectors to be part of the solution. We participated in a half-day tree planting activity at the Pantai EcoPark Community Centre where each participant planted one tree sapling. Prior to the tree planting activity, we were given a half an hour sharing session by an MNS representative on Climate Change, forest preservation and the different types of trees planted that are common in the forest.

46 Tune Protectors participated in the tree planting activity with 181 CSR hours invested.



b) Beach Clean Up

We conducted the Tune Protect Beach Clean Up at the Lexis Hibiscus Beach Resort Port Dickson. Our goal for this activity was to raise awareness on coastal pollution and contribute to the reduction of garbage and plastic in the ocean.

14 Tune Protectors were present at the beach clean-up with 20 CSR hours invested.



c) Tree Planting with the Free Tree Society

In our aim to conserve the vast green lung of the Tugu Trail and convert it into an urban forest park for the community, we worked with the Free Tree Society to organise a Tree Planting Day. The activity which took place in Taman Tugu not only heightened the environmental awareness among our employees but also enabled us to increase the Biodiversity of Parks and Urban Forests.

18 Tune Protectors were part of this initiative with 54 CSR hours invested.



SUSTAINABILITY STATEMENT



Community Investments by Tune Protect Thailand and Tune Protect EMEA

In 2022, our colleagues in Thailand and the Middle East also conducted community investment programmes:

One Root, One Communi-Tree Project - TPEMEA partnered with Emirates Environment Group to divert waste materials away from landfills, in a community engagement and indigenous tree-planting initiative. This programme ran from mid to end of September.

Sang BanDarnJai Project - '*Enlightening Lives with Tune*' - Partnering with Foundation for Children in Baan Tantawan, TPT provided 60 solar cell wall lamps and participated in the lamp installation in late November 2022. Employees travelled to Nakhon Pathom Province to engage with 100 children from the foundation, sharing a meal with them and organising games and recreational activities.



CUSTOMER PRIVACY

Data Governance

We are committed to safeguarding our customers' data to protect them against security breaches. We apply behaviour analysis across our systems, monitoring and analysing traffic flows to identify threats and block exploits. Additionally, we enforce strict security protocols for all employees to ensure data security across the organisation.

In 2022, as we began hosting the first phase of our core system on the cloud, we enhanced our authentication systems to introduce multifactor layers to protect the cloud infrastructure. We also initiated enhancements to consolidate our management endpoints and are rolling out additional security through the multilayer authentication of on-premise infrastructures.

Additionally, we enhanced our system resilience, completing two Disaster Recovery Plans (DRP) across the Group per BNM requirements and migrating our database backup to mitigate the exposure of our systems to flood risks.

 To know more about our data governance practices, please refer to Governance at page 45.

Protecting Our Customers' Data

As a company offering financial services, we receive customers' data as part of the process whenever customers purchase our products or services. As such, the security of their data is our top priority as we strive to prevent cybercrimes or data exploitation. The following are the continuous measures we have implemented to strengthen our cybersecurity:

- Regular email reminders to increase awareness on cyber risks
- Conducting bi-annual phishing activities
- Organising yearly cyber drills according to the Cyber Incident Response Plan
- Daily monitoring of security threat via Security Operations Centre monitoring
- Upgrading data security systems to combat potential phishing and malware attacks
- Implementing prevention plans to stop any leaks of confidential information
- Conducting ongoing reviews and assessments of IT operations to ensure the latest versions of software are utilised Group-wide and adheres to regulatory requirements
- Carrying out regular data backups and storage to provide accuracy and accessibility of data

SUSTAINABILITY STATEMENT

Common Sustainability Matters

In line with the updated Bursa Malaysia Sustainability Reporting Guidelines, we are progressively enhancing our sustainability reporting with our inaugural table of Common Indicators. We will continue to enhance the disclosure in our reporting suite in the coming year by assessing the materiality of indicators not available in the following table on our business.

Category	Indicator	2022	Notes				
Anti-Corruption (under Business Ethics & Compliance)	(a) Percentage of employees who have received training on anti-corruption by employee category	100%	We are continuously enhancing our corruption risk assessment processes.				
	(b) Percentage of operations assessed for corruption-related risks	Not Available					
	(c) Confirmed incidents of corruption and action taken	0					
Community/ Society (under Local Communities)	(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	RM150,000	Since 2022, our investment in local communities has been measured in total number of volunteering hours. We are enhancing the measurement of this indicator.				
	(b) Total number of beneficiaries of the investment in communities	Not Available					
Diversity (under Diversity & Equal Opportunity)	(a) Percentage of employees by gender and age group, for each employee category	Job Category/Gender (%)		Male	Female		
		Heads & Above (Senior Management)		61.8%	38.2%		
		Managers		44.0%	56.0%		
		Executives		35.8%	64.2%		
		Non-Executives		30.8%	69.2%		
		Total		42.1%	57.9%		
		Job Category/ Age (%)		<30	30-<40	40-<50	> 50
		Heads & Above		0.0%	20.0%	49.1%	30.9%
		Managers		3.7%	35.2%	38.0%	23.1%
		Executives		42.2%	28.3%	20.9%	8.6%
		Non-Executives		0.0%	19.2%	38.5%	42.3%
		Total		18.0%	30.0%	32.6%	19.4%
		(b) Percentage of directors by gender and age group	Age/Gender (%)		Male	Female	
<30			0.0%	0.0%			
30 - <40			0.0%	0.0%			
40 - <50			0.0%	33.3%			
>50			100.0%	66.7%			
Energy Management (under Climate Change)	(a) Total energy consumption	524,083 kWh					

SUSTAINABILITY STATEMENT

Category	Indicator	2022	Notes				
Health and Safety (under Occupational Health & Safety)	(a) Number of work-related fatalities	0	All employees are provided with training on our health and safety standards upon onboarding, with regular reminders and refreshers posted on our social media channels.				
	(b) Lost time incident rate	0					
	(c) Number of employees trained on health and safety standards	Not Available					
Labour Practices and Standards (under Diversity & Equal Opportunity)	(a) Total hours of training by employee category	Job Category		Total Hours	Others comprises mix of non-executive and other job categories		
		Heads & Above (Senior Management)		2,916.0			
		Managers		7,233.9			
		Executives		5,549.0			
	Others		874.7				
	(b) Percentage of employees that are contractors or temporary staff	Year		Permanent	Contract		
		2020		95.3%	4.7%		
		2021		92.2%	7.8%		
		2022		90.9%	9.1%		
	(c) Total number of employee turnover by employee category	Year		Heads & Above	Managers	Executive	Non-Executive
2021		7	34	24	2		
2022		11	44	30	2		
	(d) Number of substantiated complaints concerning human rights violations	None					
Supply Chain Management (under Economic Performance)	(a) Proportion of spending on local suppliers	93.7%					
Data Privacy and Security (under Business Ethics & Compliance)	(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	None					
Water (under Materials)	(a) Total volume of water consumed	1,009 m ³					
Waste Management (under Materials)	(a) Total waste generated, and a breakdown of the following: (i) total waste diverted from disposal (ii) total waste directed to disposal	Not Available				Waste management is overseen by the building manager at our HQ, Wisma Tune. We are assessing the capacity to measure and manage this indicator.	
Emissions Management (under Climate Change)	(a) Scope 1 emissions in tonnes of CO ₂ e	7.4 tCO ₂ e				Our Scope 2 emissions are computed using a location-based approach. We are enhancing our capacity to measure and manage our Scope 3 emissions.	
	(b) Scope 2 emissions in tonnes of CO ₂ e	294.0 tCO ₂ e					
	(c) Scope 3 emissions in tonnes of CO ₂ e (at least for the categories of business travel and employee commuting)	Not Available					