



**AYA Myanmar Insurance**  
No.23, Kan Yeik Thar Road,  
Mingalar Taung Nyunt Township,  
Yangon, Myanmar

Office 95-1-291797, 8619409, 10  
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## STATEMENT OF COMMITMENT

As a young company in the developing country, AYA Myanmar Insurance (AMI) aims to play a pivotal role in driving social and economic development in Myanmar. We commit to making United Nations Global Compact's Ten Principles part of our long term strategy and it is in our DNA to fulfill Corporate Social Responsibility to the community we serve.

As the company's slogan "Partner for Life" states, we aim to be the positive force in protecting the people and communities against uncertainties of tomorrow in a sustainable manner. AMI believes in fair and ethical business dealings and focus on our corporate social responsibilities (CSR) by implementing the ten principles in the areas of human rights, labor standards, environment and anti-corruption advocated by United Nations Global Compact (UNGC).

We will at all times observe the highest principles of ethical behavior, respect for society, the law and environment. We would like to express our appreciation to our shareholders for their confidence in the direction we are taking, their on-going support and encouragement and our gratitude to the management and employees for their efforts that have contributed to the healthy growth in our performance.

AMI has adhered to the 10 principles of UN Global Compact in its strategic management and has shown strong commitment in implementing the UN Global Compact Principles. We invest significant amount of time and funds into the social initiatives with the focus on contributing to the society that we operate in the long run.

Sincerely Yours,

Myo Min Thu  
Managing Director  
AYA Myanmar Insurance



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## HUMAN RIGHTS

- Principle 1 - Businesses should support and respect the protection of international proclaimed human rights
- Principle 2 - Make sure Businesses are not complicit in human right abuses

AYA Myanmar Insurance Company Ltd (AMI) acknowledges and respects the principles contained in the International Bill of Human Rights, and the International labor organization's Declaration on Fundamental Principles and Rights at work. We recognize our responsibility to respect human rights and avoid complicity in human right abuses, as stated in the UN Guiding Principles on Business and Human Rights. AMI is in full compliance the labor laws and regulations applicable to our activities.

AMI make sure there is no discrimination within the organization. We will be resolute in upholding human rights in everything we do and will not tolerate such discrimination within the employees. We respect each employee's human rights and provide equity of opportunity and treatment in employment, including hiring, compensation, promotion, training or discipline, for the purpose of eliminating discrimination on the basis of ethnicity, gender, religion, nationality, age, social status , martial status and skin colors.

We treat our employees equally and respectfully. We make employee to demonstrate respect toward each other and we do not tolerate any form of harassment or discrimination. We seek to create an inclusive work environment where employee regardless of their backgrounds can contribute to their potential. We appreciate the diversity and individuality of our employee and do not discriminate based on personal characteristics such as nationality, gender, ethnicity, religion or disabilities. We provide our employee fair and competitive wages based on performance and ethical conduct. We protect from unfair or unethical working conditions, including bonded, forced or child labor, or any unsafe working conditions. We train our employees and rotate them in all areas of our business to focus on providing best customer services and innovative solutions while adhering to the respective laws governing those activities. We strive for the highest customer satisfaction. We listen to our customers and provide solutions that add value and create mutual benefit for both parties.

## LABOUR STANDARDS

- Principle 3 Businesses should uphold freedom of association and effective recognition of the right to collective bargaining
- Principle 4 The elimination of all forms of forced and compulsory labor
- Principle 5 The effective abolition of child labor
- Principle 6 Eliminate discrimination in respect of employment and occupation

AMI employment is voluntary. We do not use forced, bonded or indentured labor. All employees have a written contract of employment, with agreed terms and conditions, including notice periods on both sides. All employees are entitled to reasonable rest breaks, access to toilets, rest facilities and portable water at their place of work, and paid holiday leave in accordance with Myanmar labor law. All employees are provided with appropriate job skills and career development learning programs. AMI pays its employees at least the minimum wage required by Myanmar industry law and provides legally mandated benefits including gazette Myanmar holidays and leaves.

Our working hours are 8 hours per day including one hour for lunch and 40 hours per week. The employees receive his/ her Basic Monthly salary in Kyats. Overtime pay, which is applicable every employee for the amount of time that exceeds 8 working in a day or 44 hours a week. Overtime work is permitted only with the consent of the employee concerned. If it becomes necessary to work overtime due to the unavoidable requirement, an employee may work overtime but the overtime period does not exceed 12 hours in a week. AMI does not use or employ child labor under any circumstance, as defined in the international Labor Organization Convention 182, Article 3 (Worst Forms of Child Labor). AMI employees are at least age 18. AMI does not use or employ child labor under any circumstances, as defined in the International Labor Organization Convention 182, Article 3 (Worst Forms of Child Labor).



**AMI staffs actively involved in various activities such as blood donation, cleaning of hospital compound and providing lunchboxes to patients and their families.**



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## Environment

- Principle 7 Business should support a precautionary approach to environmental challenges  
Principle 8 Undertake initiatives to promote greater environmental responsibility  
Principle 9 Encourage the development and diffusion of environmentally friendly technology

AMI works towards being a responsible business entity, we strive to achieve business success in ways that reveal respect for people and the planet that we live in, and uphold the values and high standards of ethics. We have always taken into consideration long and short term impacts to the environmental and community when we making business decisions.

We follow the environmental requirements such as conserving energy, water, raw materials and other natural resources and comply with health and safety requirements. These are also communicated regularly to all employees of the organization through seminars, awareness campaigns and printed materials.

We make efficient use of natural resources and minimize the environmental impact of our activities. AMI believes that as a responsible corporate citizen, it is our duty to minimize the impact of our operations on the environment using risk management strategies based on valid data and sound science and to protect and enhance the quality of the environment in areas where we operate.

We have embarked on digital platform leveraging on the advancement of technology to create a paperless office. At present, it's a matter of embracing the new technology and providing training and encouragement for new business workflows and practices. Reduce paper flow with customers communicate goals to customers and enlist their support in switching to more productive and accurate electronic solutions such as:

- Elimination of paper usage in underwriting processes
- Paperless invoices and statements for customers
- Electronic invoicing from and payment
- Online banking



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- Internal online routing of documents for approval
- Sharing electronic documents and publications

We have also engage dashboards consisting of business intelligence software that combines system data and offer tools to more effectively analyze data, manage risk on our underwriting portfolios and online reports.

Paperless Collaboration implement ways to minimize paper shared on projects and between departments: Email documents, Share server folders. Environmentally-friendly printing saves energy, reduces paper use, cuts down on waste, and improves bottom line. Educate all employees about new practices and create an easy-to-access, online paperless practices reference document explaining all practices. Environmental awareness training are incorporated into employee learning programs, to ensure all employees carry out their daily operation in an environmentally conscious manner and are able to fulfill their environmental responsibilities.





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## Anti-Corruption

**Principle 10** Business should work against all forms of corruption, including extortion and bribery

At AMI, we are fully committed to act professionally, fairly and with integrity in doing business or engaging with all stakeholders and customers. We will uphold with highest honor to all relevant and prevailing laws of Myanmar including Anti- corruption law in respect of our conduct to all stakeholders. Corruption is a crime not only punishable with imprisonment but also can destroy our company's integrity and as such we take our legal responsibility seriously. Our Management always emphasizes on transparency and openness in communication with all stakeholders such as employees, shareholders, customers, suppliers, etc. and encourages information and knowledge sharing between all stakeholders. In case of any corruption occurred in organization, we have internal policies in place to carry out thorough investigation and never hesitate to take appropriate action accordingly regardless of any level of stakeholder involvement.

AMI has implemented its policy on 'Anti-Bribery' in support of wide Corporate Governance framework in preventing bribery and corruption. 'Code of Conduct' and 'Conflicts of Interest' Policies commits us never to engage in bribery, any form of unethical payment including facilitation payments and 'kickbacks'. Any employees who suspects or becomes aware of any violation of applicable law must report to the Designated Person, or Board Members who shall in turn report the matter to the Board.

If there is any case of customer complaint about corruption, our management team takes immediate action to investigate the incident by interviewing all respective personnel, by detail checking of all documents and by reviewing the CCTV records. Based upon the result and report of our inspection team, the management makes careful review of the case and takes necessary actions accordingly.