

Communication on Progress AYA SOMPO Insurance (2021-2022)

COMMUNICATION
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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STATEMENT OF COMMITMENT

AYA SOMPO Insurance (AYA SOMPO) has remained committed to its membership in the United Nations Global Compact (UNGC) for seven years. Such membership carries with it responsibilities to which AYA SOMPO has remained dedicated and has since consciously upheld as an organization. In sending this Statement of Commitment for the seventh time, we are affirming that we categorically remain committed to adhering to the 10 principles outlined within and by the UNGC.

After the hardships of the 2021 Covid-19 cases and going through the political and business operations changes, we have been resilient. We continuously follow our business continuity plan (BCP) which is built based on three key pillars: 1.) Safety and well-being of our Employees, Partners, Stakeholders, and Community, 2.) Meet Customers' Servicing Needs without disruption, and 3.) Sustainability of our Business Operations.

Since we have built our work process around technology and had digitalized our platform, for processes of insurance claims and renewal service features allowed us to service customers remotely in innovative ways, and our new online appointments provided the digital space for our insurance agents to talk to their audience without much disruption to our business processes during physical distancing and time management factors.

AYA SOMPO continued to assist our employees and their families through the creation of AYA SOMPO COVID Care Program. This internally led initiative brought medicine, food supplies, and financial support to COVID-affected employees and their families. The program aids employees to also continue to inject booster vaccinations against Covid-19, ensuring everyone is protected.

AYA SOMPO upholds its commitment to the principles of the UNGC. Our company and the group that we belong to are steadfast in the promotion of community development within Myanmar. We will continue to ethically pursue transparency in all our actions and ensure that we remain true to our work. On behalf of the company, AYA SOMPO affirms its pledge to continue as a member of the United Nations Global Compact.

Yours Sincerely,



Mr. Myo Min Thu
Chief Executive Officer



BRIEF PROFILE OF AYA SOMPO

In 2019, AYA General Myanmar Insurance Company Limited (AMGI), a subsidiary of AYA Myanmar Insurance Company Limited (AMI), and Sompo Japan Nipponkoa Insurance Inc. (Sompo) obtained approval to form a joint venture from Myanmar’s Ministry of Planning, Finance, and Industry. In line with the joint venture agreement between AMGI and Sompo, AMGI was renamed AYA SOMPO Insurance Company Limited (AYA SOMPO) and entered the market with a new vision, mission, key values, and branding.

AYA SOMPO is endeavouring to become a strong brand in the country’s insurance industry sector -- giving value-added products and services to both the sector and the country’s business community. Our unique combination of local knowledge and network from our beginnings as AMGI, together with the 150 years of international expertise from Sompo gives our customers the best of both worlds while strengthening the ties of friendship between our two countries. AYA SOMPO is beyond the regular insurance company. We aim to give better quality services, and innovative value-added products, and fulfil our company promise to our customers – “Your Partner for Life”. AYA SOMPO is driven by an innovative spirit to deliver ever-better products and services and build up human capital beyond our company’s needs, for the needs of our country.

AYA SOMPO operates in more than 40 cities across Myanmar with more than 600 employees -- a vast network of 50 customer service kiosks, 10 branches, 3 regional offices, and a wholly-owned business tower that serves as the company’s headquarters in Yangon’s downtown district. Our innovation brings 24/7 customer service through claims and inquiry handling and digital services on various online platforms ranging from insurance premium calculation, e-appointment bookings which has proven most useful during lockdowns, and digital submission of insurance claims.

AYA SOMPO is an ISO compliant company. We received our ISO 9001:2015 certificate for the quality and management system through the independent ISO evaluator [Guardian Independent Certification](#) on 9 April 2020. As a testament to the level of excellence of our work, AYA SOMPO Insurance was awarded the “Asian Experience Award” for our AI Chatbot, CRM Solutions.



HUMAN RIGHTS



LABOUR



ENVIRONMENT



ANTI-CORRUPTION

AWARDS AND CERTIFICATES



“ISO 9001:2015” certificate with International Quality Management



Customer Experience of The Year Asian Experience Awards 2021



HUMAN RIGHTS

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

- AYA SOMPO has been complying with all aspects of human rights principles in all of our business operations and relations with all stakeholders including customers and employees.
- esteems and follows the principles stated in the International Bill of Human Rights, and the International Labor Organization's Declaration on Fundamental Principles and Rights at work.
- treats equally to employees in all aspects including employment, compensation, promotion, training, and discipline, regardless of gender, religion, age, social status, marital status, and sexual orientation, in accordance with the company's non-discrimination policy.
- all employees are encouraged to declaim their grievances about the experience of non-discrimination and harassment through the employee grievance procedure.
- AYA SOMPO has continuously been prioritizing to provide employees with safe and suitable workplace and protecting employees from occupational health hazards. (disinfection spray at the workplace, promoting employees' awareness of Covid-19 and other potential hazards by continuously sharing necessary information)
- AYA SOMPO has been adopting a whistleblowing policy and under this policy, the company has been providing equal opportunity to all employees to report malpractice and wrongdoing within the workplace without having to worry about retaliation.
- AYA SOMPO is in full compliance with Myanmar labor laws and regulations. Formed Workplace Coordination Committee in accordance with Settlement of Labor Dispute Law so that employees can raise their dissatisfaction with the decisions of the management or HR.



Protecting Partners Vaccination



Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

respects the right of employees to freely and voluntarily resign from the company with respective notice period as stated in the employment contract which is in line with Myanmar labor law. never engages in any form of unethical employment such as employment bond, forced labor, or exploitation of child labor.

promotes diversification throughout the recruitment process and all areas of business operation by employing a workforce which provides gender equality, age diversity, and other diversities such as religion. makes sure there is no discrimination in all operations of the organization. We make sure a diverse workforce operates in a fair and equal workplace.

employee's handbook covers policies concerning our ethical code of conduct and employees' responsibilities, employees' rights, compensations, and benefits. the employee handbook has been being reviewed and refined on a yearly basis and updated as necessary in compliance with the update global and local labor law and regulations.

make sure to provide employees with benefits and compensations and the rights which are legitimate in accordance with labor law. AYA SOMPO complies with minimum wage standards for working hours, overtime hours, and overtime pay. AYA SOMPO's employees are allowed to enjoy leave entitlements which are even higher than the entitlements stated in labor law and allowed to enjoy public holidays in accordance with government statement.

AYA SOMPO believes that creating a workplace with the highest efficiency means having an engaged workforce. we continuously endeavor to develop staff communication and employee engagement through various initiatives and communication channels and programs that bridge employee and management. (reach HR procedure for sharing employees' options through HR to management,

various forms of meetings, events like annual staff party). Also, arrange events with initiative and fun activities for employees every quarter aiming to promote employees' sense of belonging.

continuously supports the health and well-being of employees. Provide welfare support for marriage, pregnancy, hospitalization, death of employee, and death of employee's relative. Also, provide support for the expense of employees' children as one of the employee welfare packages. Organized the COVID-19 vaccination programs for all employees and ensured employees are fully aware and complied with Covid-19 protocol and has been continuously supporting Covid-care package for COVID-19-positive employees. In addition, organized tele-health service program in coordination with Pun Hlaing Hospital. Also, arrange wellness programs and sport activity for employees' fitness.

supports skill and career development of all employees by providing various learning and development opportunities, arranging career development training programs in various forms, and by providing sponsorship for external training as suitable. Also, provide opportunities for career change by establishing an internal vacancy announcement procedure and internal transfer process.



Health and Well-being Initiatives



ENVIRONMENT

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Always take into account the impact on the environment and community in all of our business operations. Continuously pay attention to environmental challenges and ensure environmental compliance and have been continuously constructing a sustainable and environmentally friendly working environment that promotes the well-being of its employees and community in which utilizing green technologies and practices in the office.

- practice the rule to turn off electrical devices when not in use
- and installing a motion light system to save energy and preserve environment with minimal carbon emission
- implement under sink water filter system instead of single-use plastic water bottles
- all work flows, procedures, processes and communication systems have been designed for a paperless system

also supports the sustainable development of the community by frequently engaging in CSR activities.

- as AYA SOMPO's 9th-anniversary celebration project, AYA SOMPO employees got involved in various CSR activities such as blood donation, planting 999 trees as one of the green promoting activities, and making donations at Pan Pyo Latt Monastery which provides monastic education, that is free education, to school-age children from impoverished and needy communities
- Another one of our CSR activities is that we have been providing employment opportunities for the youths of Myanmar who are still preparing to be ready for employment. With paid internship programs, provide on-job-training for further improvement in their career and job experience to build a strong resume. With apprenticeship program, provides the opportunities to work and earn a salary while attending school and the opportunity to learn theoretically and practically at the same time.

AYA SOMPO assures that all employees are well equipped with environmental awareness and fully committed to the company's support of environmental responsibility.



Supporting Sustainable Development of Community



ANTI-CORRUPTION

Anti-Corruption

AYA SOMPO adheres to a policy of zero-tolerance in the face of corruption. Our internal regulations are sufficient to mitigate and address anti-corruption efforts from within the organisation and from those outside. We act with integrity as a business leader and we value all of our stakeholders. We discourage corruption, bribery and encourage honesty and open communications among each other and share information transparently to all stakeholders. We have internal policies to carry out investigations on extortion, bribery, and any other form of corruption. We never hesitate to take appropriate actions accordingly regardless of any level of stakeholder involvement. AYA SOMPO follows corporate governance guidelines and anti-bribery policies.

AYA SOMPO's policies are intended and targeted to protect from financial misuse, fraud and malpractice, misallocation of budget, misuse of authority and of the power of the position and/or department for the personal benefit or any other illicit purpose, non-compliance with regulations, and malicious concealment/omission of information.

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