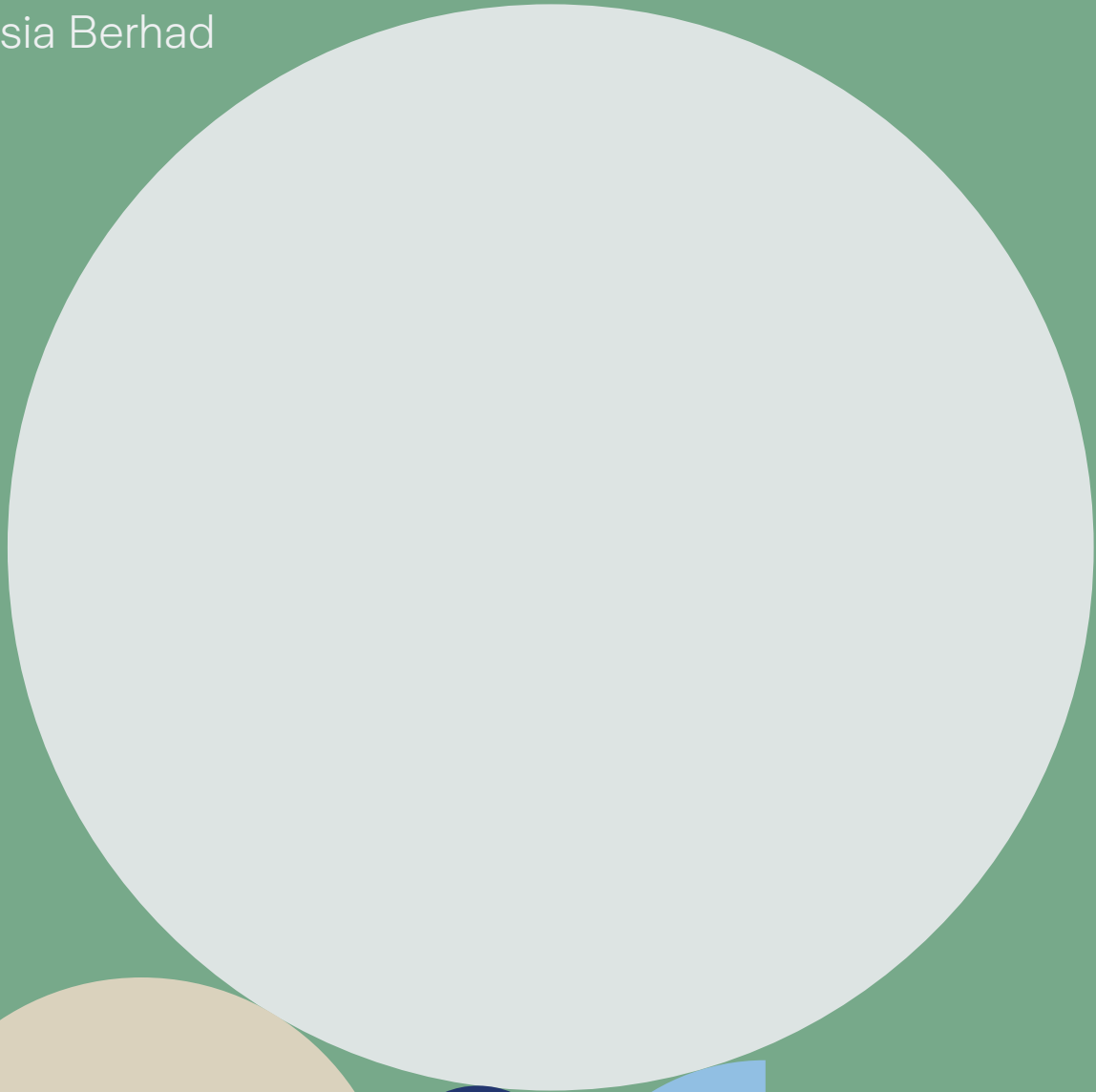


Speaking Up about Integrity Concerns

Local Standard – Zurich General
Insurance Malaysia Berhad



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1. Introduction

1.1. Introduction and Background

Zurich is committed to fostering a ‘Speak Up’ culture across the organization; a culture marked by an inclusive workplace where employees and third parties (includes but not limited to intermediaries, contractors/vendors, consultants, and customers) feel a sense of belonging, are free to express their views and opinions without fear of retaliation, and confident that their voices will be heard. Employees and third parties (includes but not limited to intermediaries, contractors/vendors, consultants, and customers) are encouraged to constructively express their opinions, contribute ideas, or challenge the status quo to help Zurich create a brighter future together. Employees and third parties (includes but not limited to intermediaries, contractors/vendors, consultants, and customers) speak up promptly and report alleged wrongdoing or suspected or actual illegal, fraudulent, improper or unethical conduct (“**Integrity Concerns**”).

Zurich does not tolerate retaliation against any employee who reports such Integrity Concerns or participates in any investigation in good faith.

1.2. Purpose and Scope

This Local Standard is aimed at employees, Board members and third parties (includes but not limited to intermediaries, contractors/vendors, consultants, and customers) of Zurich General Insurance Malaysia Berhad (ZGIMB). The purpose of the Local Standard is to provide practical and clear direction as to how they can report Integrity Concerns.

2. Practical Guidance for Requirements of the Group Policy

2.1. Reporting Integrity Concerns

If an employee or other person becomes aware of misconduct or wrongdoing, there are multiple channels to speak up and raise Integrity Concerns, including to people managers, Compliance, Human Resources (HR) and Legal.

The Zurich Ethics Line may also be used by a Reporting Person (defined as the person reporting an Integrity Concern) to report Integrity Concerns either via telephone or online via a web form.

Examples of Integrity Concerns

Integrity Concerns may include, but are not limited to:

- Fraud, bribery, theft or other crime;
- Financial irregularities;
- Falsification of company business or financial records;
- Misuse of company resources;
- Impermissible gifts;
- Improper destruction of documents;
- Questionable or unethical business practices;
- Violations of our Code of Conduct (unethical conduct) or other Zurich policies;
- Harassment and discrimination; or/and
- Actions that could cause Zurich financial or reputational damage.

Providing evidence of misconduct

Providing evidence of wrongdoing will often assist an investigation but it is not required in order to report an Integrity Concern. Even if you only have a suspicion of wrongdoing, you may still report your Integrity Concern, provided you do so in good faith.

Raising issues about your own conduct

Misconduct can sometimes occur because an employee was unaware at the time that they breached a law, regulation or internal standard, or they simply made a mistake. In such cases, it is always better to speak up to enable Zurich to appropriately address the situation in a timely manner. Failing to report something can make the situation worse.

The facts of each report will always be reviewed objectively to ensure a fair outcome.

If you believe you may have participated in any wrongdoing, the best course of action is to raise the issue as soon as possible through one of the available channels.

2.1.1. Zurich Ethics Line (ZEL)

The Zurich Ethics Line (ZEL) is a reporting channel that allows Reporting Persons to report Integrity Concerns either via telephone (1-800-81-4427) or online via a web form, and to do so anonymously if they choose. The Zurich Ethics Line is managed by an independent third-party provider (NAVEX Global) and is maintained by Group Compliance. The independent third-party employs trained operators to receive reports at any hour of the day and every day of the year. The independent third-party provider documents all reports received and directs them to the appropriate Triage Committee as defined below for review in accordance with Zurich's confidentiality obligations.

When making a report via the Zurich Ethics Line, the Reporting Person may request that the report be initially reviewed at the Group level by a member of the Corporate Center Triage Committee.

2.1.2. People managers and Compliance, Human Resources and Legal colleagues

Employees can raise Integrity Concerns to a people manager or anyone from Compliance, HR or Legal.

People managers, local Compliance, HR or Legal colleagues (no later than three business days after receipt) submit the concern using the Open Door Report Form.

2.1.3. Open Door Report Form

The Open Door Report Form, is intended for use by people manager, members of the Compliance, HR and Legal functions to capture any Integrity Concern that has been reported to them (no later than three business days after receipt). Reports submitted via this form will be automatically added to the EthicsPoint Incident Management (EPIM) system for further handling by the respective Triage Committee.

2.1.4. Anonymity

Employees and other persons are given the option to report an Integrity Concern anonymously, including by using the Zurich Ethics Line, if they are not comfortable identifying themselves. Employees who choose to report their Integrity Concern anonymously via ZEL will be given a reporting key which enables them to respond anonymously to any questions or comments the investigator has posed. If you report your Integrity Concern in this manner, you should periodically call the hotline or check the website for any updates.

2.1.5. No retaliation

Zurich does not tolerate retaliation, including threats and attempts of such, against any Reporting Person who reports an Integrity Concern with reasonable grounds to believe the information reported was true at the time of reporting, i.e., in good faith. Thus, when making a report, Reporting Persons do not need to be certain or have definitive proof, but only need to have reasonable grounds to believe that the information reported is true at the time of reporting. If it turns out that they were mistaken, they will not face negative consequences for speaking up and reporting. However, deliberately or knowingly providing false or misleading information when reporting an Integrity Concern or in the course of an investigation (e.g., by a Reporting Person or witness) is not tolerated. Protection against retaliation is also extended to those who participate in an investigation in good faith (e.g., witnesses) or provide information/evidence in the course of any investigation. Corrective actions, up to and including termination of employment, criminal and/or civil charges and other possible remediation actions, are to be expected.

Zurich employees who believe they are victims of retaliation speak up promptly and report retaliatory conduct to Compliance, HR or Legal, or they make a report in the Zurich Ethics Line or through one of the available reporting channels.

Retaliation includes direct or indirect intimidation, threats, harassment or other similar conduct against a Reporting Person, witness or investigator as a result of a report and/or investigation, as well as recommendation, encouragement or condonation of such conduct. Managers condoning or enabling the retaliatory acts of others may also be subject to corrective action, up to and including termination of employment.

Corrective action, up to and including termination of employment, is to be expected for engaging in or tolerating retaliation against a Reporting Person, witness, investigator or other third persons who are connected with the Reporting Person and could suffer retaliation in a work-related context, such as colleagues or relatives of the Reporting Person.

2.1.6. HR Complaints

Integrity Concerns can include various types of HR-related allegations and complaints (collectively, "HR Complaints"). However, it is important to appreciate that not every HR Complaint is necessarily an Integrity Concern subject to the Group Policy and this Local Standard. Employees are encouraged to reach out to their people managers or HR regarding issues, suggestions or questions about their jobs, working conditions or career progress. Please contact Head Of Employee/Industrial Relations about HR complaints matter.

2.2. Reviews of Reports

Zurich is committed to reviewing and, if required, investigating all Integrity Concerns, as well as taking appropriate measures in response.

The review of Integrity Concerns is carried out by one of three types of Triage Committee specified below, collectively referred to as "Triage Committees".

2.2.1. Types of Triage Committees

All reports received through the Zurich Ethics Line or any other reporting channels must be reviewed by a Triage Committee. Triage Committees are comprised in general of representatives from Compliance, HR and Legal. The Triage Committees must evaluate every report received, and determine, based on the nature, type and severity of the allegations or suspicions raised:

- whether the matter is an Integrity Concern;
- if an Integrity Concern, whether an investigation is required; and
- if so, which function should investigate and/or undertake next steps.

There are three types of Triage Committees at Zurich:

1. Group Triage Committee;
2. Corporate Center Triage Committee; and
3. Regional and Local Triage Committees.

Malaysia has adopted a hybrid approach of Regional and Local Triage Committee. Reports will be reviewed by the Local Triage Committee, which is comprised of the Local General Counsel, Local Chief Human Resources Officer and Local Compliance Officer. The Local Triage Committee has the responsibility in the first instance for triaging all reported matters other than those raised against Regional level employees. Where a decision cannot be reached by the Local Triage Committee, the decision will be escalated to the Regional Triage Committee which is comprised of the General Counsel APAC, Head of Compliance APAC and Human Resources Business Partner APAC for resolution. The Local Triage Committee will also seek guidance and support from the Regional Triage Committee as necessary.

Matters involving a Group ExCo member, Country CEO or Key Risk Taker will in all instances be forwarded to the Group Triage Committee for evaluation, and determining next steps.

Please refer to the Group Policy and Manual on Dealing with Integrity Concerns for further details.

2.2.2. Investigations

Zurich is committed to conducting investigations of Integrity Concerns in a timely, thorough and professional manner, consistent with all local laws and regulations, and in a way that will gather the facts necessary to allow for an assessment of the issue raised.

Employees and reporting parties have a responsibility to cooperate with investigation, subject to local laws and regulations. People manager must **submit via Open Door Report Form (no later than three business days after receipt)** and must not conduct their own investigations.

All participants in the investigation, including the Reporting Person and the person who is the subject of the report, must be treated with equal respect, fairness and consideration.

Corrective actions, up to and including termination of employment, criminal and/or civil charges and possible remediation actions, are to be expected if any wrongdoing is found.

2.2.3. Confidentiality and the “need to know” principle

Zurich treats all reports of Integrity Concerns confidentially (i.e., on a strict need-to-know basis), including the identity of the Reporting Person and persons who are the subject of the report and/or part of the investigation. Individuals who are interviewed or asked for information during the course of an investigation are asked to maintain confidentiality as to the interview/request and the reported misconduct.

2.2.4. Conflicts of interest

If members of a Triage Committee are in an actual or perceived conflict of interest, they must recuse themselves from the triaging process.

At no time can an investigation into allegations directed at a local function be assigned to that same local function to investigate. However, representatives from that function at the Group or Regional level could be given responsibility for such an investigation, consistent with local laws and regulations applicable at that point in time.

2.2.5. Communications with the Reporting Person

If required during the course of an investigation, the Triage Committee and/or the investigator will be in contact with the Reporting Person and the person who is the subject of the report at different stages. Subject to legitimate considerations of Zurich, the Reporting Person will also be informed at the conclusion of an investigation. Such communication will be carried out anonymously via the Zurich Ethics Line tool if the Reporting Person has raised an Integrity Concern anonymously through the Zurich Ethics Line. While the aim is to be transparent, some information about the investigation will need to remain confidential.

3. Responsibilities

As a Zurich employee you:

- Speak up about Integrity Concerns;
- Must comply with the requirements of the Group Policy, Local Standard and, as applicable, the wider Local Integrity Concerns Framework and Group Policy Manual;
- Must participate in, and successfully complete, training where required;
- Must cooperate with internal investigations, subject to local laws and regulations; and
- Must not retaliate against anyone who raises an Integrity Concern with reasonable grounds to believe the information reported was true at the time of reporting.

The role of your Manager:

It is not a requirement that you first report your Integrity Concern to your manager. However, if you choose to do so, your manager must submit it via Open Door Report Form (no later than three business days after receipt) and not conduct his or her own investigation. If you have raised an Integrity Concern with your manager but do not feel as though the appropriate course of action has been taken, please report this immediately through one of the other available channels.

Manager Responsibilities:

- Speak to your employees about the importance of ethical behaviour;
- Remind employees of the various channels available to report their Integrity Concerns;
- If an Integrity Concern is reported directly to you, submit it via Open Door Report Form (no later than three business days after receipt) and refrain from conducting your own investigation; and
- Ensure that no retaliation is taken against any employees who reports an Integrity Concern in good faith.

4. Further Information

4.1 Policy References

This Local Standard fully aligned and must be read together with the following documents:

Group Policies:

- Group Policy on Speaking Up about Integrity Concerns (“Group Policy”);
- Group Policy Manual on Speaking Up about Integrity Concerns;
- Manual on Dealing with Integrity Concerns;
- Guidance on Conducting Investigations of Integrity Concerns; and
- Zurich’s Code of Conduct.

which can be found in the Group Policy library [SharePoint site](#).

Local Policies:

- Triage Committee Charter; and
- Manual of Investigation Process (Hawkeye) or any amendments thereof.

Bank Negara Malaysia Policy Documents, Local Regulations and Legislations:

- Corporate Governance.

Speaking Up on Integrity Concern Local Standard can be found at [Compliance Sharepoint](#).

Link to Zurich Ethics Line (ZEL) website:

<https://secure.ethicspoint.eu/domain/media/en/gui/102164/index.html>

Further information and guidance on Integrity Concerns can be found by contacting your Local Compliance at compliance.integrity@zurich.com.my, Local Human Resources at hr.integrity@zurich.com.my or/and Local Legal Functions at alan.ho@zurich.com.my.