

# SUSTAINABILITY STATEMENT

## INTRODUCTION

MAA Group Berhad (“MAAG”) is pleased to present our Sustainability Statement. Recognizing the ever-increasing relevance of sustainability in our business value, our statement aims to make the three pillars of Economic, Environmental and Social (“EES”) concerns key parts of our business operations. The disclosures include MAAG head office operations, the Education sectors which consists of Imperium International College (“IIC”), St John International School (“SJIS”), Kasturi Academy (“Kasturi”), the Hospitality sector under the H360 Group of Companies and finally, the Insurance sector involving of MAA General Assurance Philippines, Ltd (“MAAGAP”).

At MAAG, we are not merely focusing our efforts to improve the financial performance of our businesses but also, to integrate sustainable practices such as environmental conservation and social welfare into the heart of our business decisions.

As a business, our commitment to continue providing favourable returns to our shareholders and investors is of great importance to MAAG. This quest for financial success however, must not take precedence over our concerns regarding any negative impact this may have on the environment, as well as our contribution to the socioeconomic welfare of the communities that MAAG operate in. Our pursuit of this balance is distinctly shown through the sustainable strategies we have carefully mapped out and implemented.

## FRAMEWORK

This statement is prepared with reference to the Bursa Malaysia Securities Berhad Main Market Listing Requirements, with reference to Bursa Malaysia Sustainability Reporting Guide and the Global Reporting Initiative (“GRI”) Standards. On 26 September 2022, Bursa revised the Sustainability Framework to strengthen the quality of disclosure for stakeholders. The enhanced framework requires all listed companies to report on 9 Common Sustainability Matters for those financial reporting falls on or after 31 December 2023, and to include the remaining 2 Common Sustainability i.e Waste and Emission Management to be disclosed for reports issued on or after 31 December 2024.

## OUR REPORTING APPROACH

This Sustainability Statement is structured into four (4) sections. The first section gives an overview of our reporting approach, scope and boundaries and the sustainability governance. The second section sets out the stakeholder engagement in deriving the material concerns while the third section records the process that we have undertaken to identify and prioritise the material matters. The fourth section reports on MAAG’s practices and performance in managing the material sustainability matters.

MAAG’s Sustainability Statement has been prepared with reference to the latest Global Reporting Initiative (“GRI”) Standards and follows the GRI Standards Reporting Principles for defining reporting content, which include:

- Stakeholder Inclusiveness; capturing our stakeholder’s expectations and concerns;
- Sustainability Context; presenting our performance in the wider context of sustainability;
- Materiality; identifying and prioritising the key sustainability issues that our Group encounters; and
- Completeness; reporting all sustainability topics that are relevant to our Group and influence our stakeholders.

We have also included the 9 Common Sustainability Matters that are deemed material and applicable for all listed issuers as per required by Bursa Malaysia as a common set of prescribed sustainability matters and indicators.

## SCOPE AND BOUNDARIES

The Group identifies the sustainability practices and progress of the Group, including our Malaysian and Philippines based subsidiaries, unless otherwise stated. The reporting will cover the period for FYE 30 June 2023.

References to ‘MAAG’, ‘the Company’, ‘the Group’, ‘the Organisation’, ‘our’ and ‘we’ refer to MAA Group Berhad and relevant subsidiaries.

References to ‘MAAGAP’ refer to our subsidiary, MAA General Assurance Philippines Inc.

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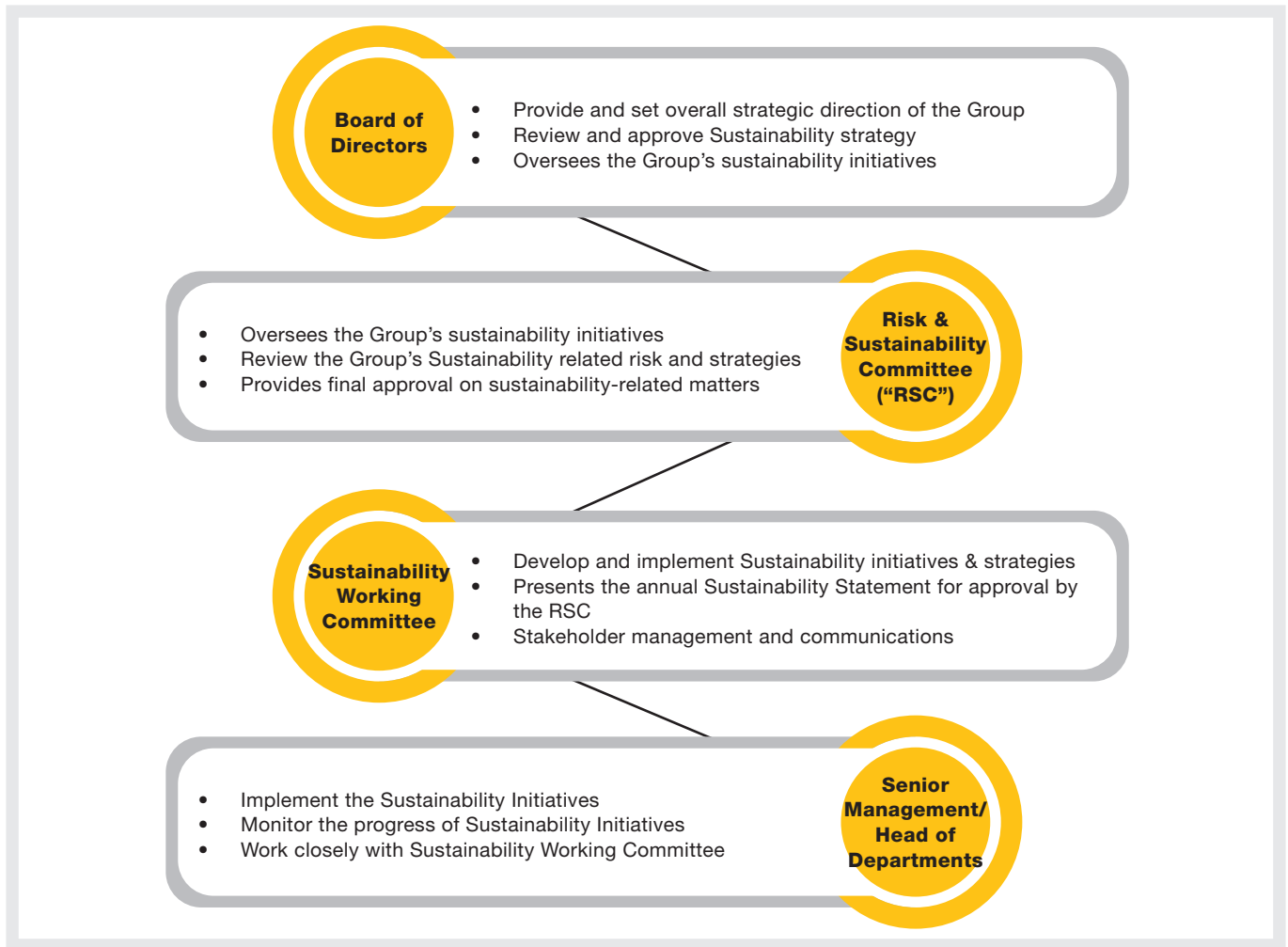
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## OUR SUSTAINABLE GOVERNANCE

The responsibility to promote sustainability in MAAG’s business strategies lies with the Board of Directors. To be in line with Recommendation 1.4 of the Malaysia Code on Corporate Governance 2012, we have incorporated our sustainability agenda under the Risk & Sustainability Committee (“RSC”).

The RSC is responsible for managing and reviewing the Group’s sustainability strategy and communicating relevant concerns to the Board. The RSC ensures that the Group’s best practices and disclosures on sustainability are made in accordance with the required standards.

MAAG’s sustainability governance structure is as follows:



## FEEDBACK

Our statement is incorporated in the Company’s Annual Report, which can be accessed via <https://www.maa.my>. Should you have any input or feedback on our Sustainability Statement, please direct your correspondence to:

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51200 Kuala Lumpur, Malaysia

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## STAKEHOLDER ENGAGEMENT

MAAG places great emphasis on understanding the needs and concerns of our stakeholders. We are committed to providing shareholders, regulators and employees with comprehensive, accurate and timely disclosure of information relating to the Group. Our stakeholders have been segmented into seven key groups, allowing us to ascertain the needs and requirements of each segment.

The table below illustrates our current methodology:-

**Table 1: Stakeholder Engagement Table**

Stakeholder Group	Mode of Engagement	Frequency of Engagement	Concerns Raised
Shareholders Investors	Annual General Meeting Annual Report Quarter Financial Report Analyst Briefing Extraordinary General Meeting Shareholder Communication Announcement on Bursa Malaysia and Corporate Website	Annually Annually Quarterly As and when needed As and when needed As and when needed As and when needed	Economic Performance Corporate Governance
Employees	Annual Performance Appraisal Briefings and Trainings Event, Celebrations and Sporting Activities Management, Operational and Committee Meetings	Annually Periodic Periodic As and when needed, Monthly and periodic	Economic Performance Career Progression Fair Benefits Business Integrity
Customers	Feedback Channels such as Emails, Phone Calls and Hotlines Website and Social Media Product Launches and Roadshows Marketing and Promotional Programmes and Events	As and when needed As and when needed As and when needed As and when needed As and when needed	Product Delivery Customer Privacy, Health & Safety Environmental Performance
Government Regulators	Income Tax Filing Annual Return Official Meetings and Visits Industry Events and Seminars	Annually Annually As and when needed As and when needed	Regulatory Compliance Occupation & Customer Health & Safety
Suppliers Contractors	Product Launches and Roadshows Meetings and Site Visits Supplier Assessment System Briefings and Trainings	As and when needed As and when needed As and when needed As and when needed	Business Integrity Ethical Procurement Employment Conditions
Local Communities	Community Outreach and Development Programmes Strategic Partnerships Charitable Contributions Website and Social Media	Periodic Upon Mutual Agreement As and when needed As and when needed	Community Outreach Employment
Media	Press Releases Site Visits Interviews Events Website and Social Media	As and when needed As and when needed As and when needed As and when needed As and when needed	Regulatory Compliance CSR Initiatives

Our corporate website, [www.maa.my](http://www.maa.my) provides reliable information on our business activities as well as financial information, including our annual report. Information in our website is updated regularly, as part of our commitment to provide current and accurate information to all our stakeholders as well as the public at large.

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## MATERIALITY MATRIX

Effectively identifying material sustainability concerns for our organisation is crucial to ensure that our report reflects the topics most relevant to us. With the inclusion of both the Hospitality sector and the Education Sector to MAAG Group, we have re-evaluated our material sustainability and a total of ten (10) Material Sustainability Matters have been identified, of which four (4) from the previous reporting period remained equally relevant to our business operations and stakeholders. These Material Sustainability Matters were identified as they reflect the Group's significant economic, environmental and social impacts. We have also included 9 Common Sustainability Matters which is part of Bursa Malaysia enhanced sustainability reporting requirements for public listed companies.

The material topics for MAAG were determined through a stakeholder engagement workshop; during which, due consideration was given to the concerns identified from the survey responses in the Stakeholder Engagement Table 1.

The materiality matrix is determined through ranking the concerns and topics by importance on a scale of low-to-high measuring the economic, environmental, and social ("EES") impact of our business activities then marked accordingly by the weight of importance placed by our stakeholders.

The key issues prioritised and determined are as follows:

### Common Sustainability Matters

- 1) Anti-Corruption
- 2) Community/Society
- 3) Diversity
- 4) Energy Management
- 5) Health & Safety
- 6) Labour Practice & Standards
- 7) Supply Chain Management
- 8) Data Privacy & Security
- 9) Water

### Material Sustainability Matters

- 1) Economic Performance (GRI 201-1)
- 2) Communication and training about anti-corruption policies and procedures (GRI 205-2)
- 3) Confirmed incidents of corruption and actions taken (GRI 205-3)
- 4) Energy consumption within the organization (GRI 302-1)
- 5) Reduction of energy consumption (GRI 302-4)
- 6) New employee hires and employee turnover (GRI 401-1)
- 7) Average hours of training per year per employee (GRI 404-1)
- 8) Programs for upgrading employee skills and transition assistance program (GRI 404-2)
- 9) Percentage of employees receiving regular performance and career development reviews (GRI 404-3)
- 10) Non-compliance with laws and regulations in the social and economic area (GRI 419-1)

### Common Sustainability Matters: **Anti-Corruption**

MAAG strives to undertake all our business operations with integrity. This is a critical issue to any successful company as we seek to ensure stakeholders' confidence in the management of the business as well as ensuring our reputation remains unblemished in the public eye. Corruption and fraudulent practices are some of the main causes of inefficiency for any business. These actions can result in serious ramifications; from criminal sanctions, to the halting of further business activities, as well as reputational damage in the areas we operate. At MAAG, we have undertaken rigorous measures in order to avoid corruption at any level. We will continue to remain vigilant in upholding any and all applicable local and international laws that apply to our business.

At MAAG, we have established an anti-fraud framework, Enterprise Risk Management ("ERM") mechanism and whistle-blowing policy that govern all our subsidiaries. Operations that cross over from Malaysian boundaries are subjected to additional international regulations which are fully complied with. To ensure that corrupt practices are discouraged, MAAG conducts training on relevant procedures dealing with corrupt practices.

In line with the requirement under 15.29 of the Listing Requirements of Bursa Malaysia Securities, Berhad ("Bursa Securities"), the company has established the Anti-Corruption Policy, guided by the Guidelines on Adequate Procedures issued pursuant to section 17A(5) of the Malaysian Anti-Corruption Commission Act 2009 by the Prime Minister Department on 4 December 2018, of which, management and employees must adhere to.

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All employees and every level of management, including the Board of Directors are also required to attend the compulsory training for Anti- Corruption. Future employees will attend the same. The company's latest Anti-Corruption Policy can be viewed here; <https://www.maa.my/maa/maagroup/index.php?anti-corruption-policy>.

The Compliance division manages the implementation of all internal training and reporting processes to the management and Board of Directors. Any incident related to financial corruption will be under the purview of our external auditors, while on an operational level, our internal audit processes are in place to ensure any wrongdoing is properly dealt with.

Training provided to employees on anti-corruption and bribery practices is summarised below:

Anti-Corruption Training	Period/No. of Participants by employee category			
	July 2022 - June 2023			
	Senior Management (%)	Middle Management (%)	Executive (%)	Non-Executive (%)
1) Introduction Course	1	24	36	39
2) Refresher Course	6	19	41	34

During this reporting period, no cases relating to confirmed incidents of corruption, dismissal of employees due to corruption, termination of business contracts due to corruption or public legal cases against the Company related to corruption were discovered or reported.

## Common Sustainability Matters: Community/Society

We recognise the importance of creating sustainable communities where our business operates. We understand that our actions have the potential to impact local communities and the environment, and we are committed to minimizing any negative impact and maximizing positive outcomes.

To achieve this, we engage with local communities to better understand their needs, and we conduct impact assessments to identify and address any potential negative impacts that our operations may have. We also develop programs that promote community development and improve the well-being of residents. Our aim is to foster long-term relationships with local communities based on mutual respect, trust, and collaboration.

We recognise that our operations have the potential to negatively impact local communities, and we take this responsibility seriously. We work to minimise any negative impacts by implementing robust environmental and social impact assessments and developing strategies to mitigate these impacts. We also work with our suppliers and other stakeholders to ensure that they adhere to our sustainability standards and commitments.

Our commitment to sustainability extends beyond our operations to the wider community. We actively support and participate in community development initiatives, including education, health, and infrastructure projects, to help build resilient and sustainable communities. We also prioritize the recruitment of local talent and work to build the capacity of local businesses and suppliers, contributing to economic growth and job creation.

Overall, at MAAG, we believe that our long-term success is closely linked to the well-being of the communities where we operate. We are committed to creating sustainable communities by engaging with local stakeholders, minimising negative impacts, and maximising positive outcomes through our operations and community development initiatives.

Contribution to the communities are summarised as per below:

Total amount invested in the communities	RM	Total number of beneficiaries of the investment in communities	Pax
Budimas Home Charity Fund	2,669,652.00	Homes	1,995
Budimas Children Food Financial	2,475,125.00	Schools	5,366
Budimas Children Education	2,127,777.00	Education (scholarship and libraries for orang asli)	2,026
<b>Total</b>	<b>7,272,554.00</b>	<b>Total</b>	<b>9,387</b>

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## Common Sustainability Matters: Diversity

We believe that diversity and inclusion are essential to our long-term success. We recognise that a diverse and inclusive workplace not only benefits our employees but also drives innovation, fosters creativity, and improves our ability to connect with and serve our customers.

We are committed to creating a workplace culture that values and respects differences in gender, ethnicity, age, disability, and other factors. We believe that diversity in our governance bodies and employees is critical to our success, and we are committed to building a diverse and inclusive workforce.

We are committed to promoting gender equality and addressing any gender pay gaps within our organisation. We regularly review our pay policies to ensure that they are fair and equitable. We also prioritise gender diversity in our recruitment and promotion processes and support women's career development and leadership programs.

We understand that diversity and inclusion require ongoing commitment and effort, and we are committed to continuous improvement. We regularly review our policies and practices to ensure that they align with our values and promote diversity and inclusion in all aspects of our operations.

Overall, at MAAG, we believe that diversity and inclusion are essential to our success and our ability to make a positive impact on society. We are committed to creating a diverse and inclusive workplace and promoting gender equality in our organisation. We will continue to work towards creating a workplace culture that values and respects differences and fosters innovation and creativity.

### Percentage by Gender:

Employee Category	Period: July 2022 - June 2023	
	Male (%)	Female (%)
Board of Directors	80	20
Senior Management	85	15
Middle Management	48	52
Executive	37	63
Non-Executive	63	37

### Percentage by Age Group:

Employee Category	Period: July 2022 - June 2023		
	Under 30 years old (%)	30 - 50 years old (%)	Over 50 years old (%)
Board of Directors	-	-	100
Senior Management	-	52	48
Middle Management	11	64	25
Executive	46	49	5
Non-Executive	57	36	7

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## Common Sustainability Matters: Energy Management

The hotel industry constitutes one of the most energy intensive branches of the tourist industry. Air-conditioning, ventilation and cooling systems typically account for a major, and frequently the largest, portion of the energy consumed in a hotel. Other significant end-uses include hot water production, lighting, elevators and escalators.

The Hospitality Sector under the H360 Group which manages the Ramada KLCC and Shahzan Hotel, Kuantan are pioneering the energy conservation efforts within the Group.

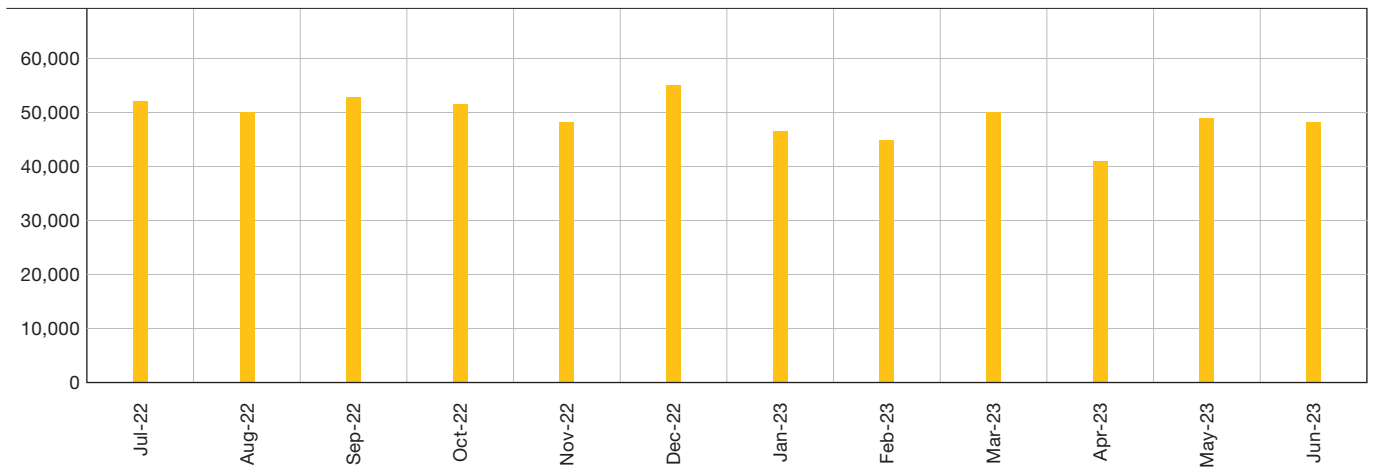
Below are the energy conservation measures implemented at the hotels:

- 1) Energy saving auto-switch in all guest rooms where electricity is only activated by the room's key card
- 2) Use of energy saving light bulbs in all guest rooms and common corridors
- 3) Deactivation of air-conditioning in common corridors throughout the day
- 4) All timer programmed to run intermittently to avoid power surge
- 5) Disconnect main power supply and appliances for closed floors
- 6) Exhaust fans in guest bathrooms are equipped with timer
- 7) Corridor lighting for guest rooms is on timers
- 8) Swimming pool pump controlled with timer

These efforts above have been implemented since 2019 for Ramada KLCC and 2020 for Shahzan Hotel; both properties have been utilising energy efficient solutions and practices to prevent waste and lessen the impact on the environment.

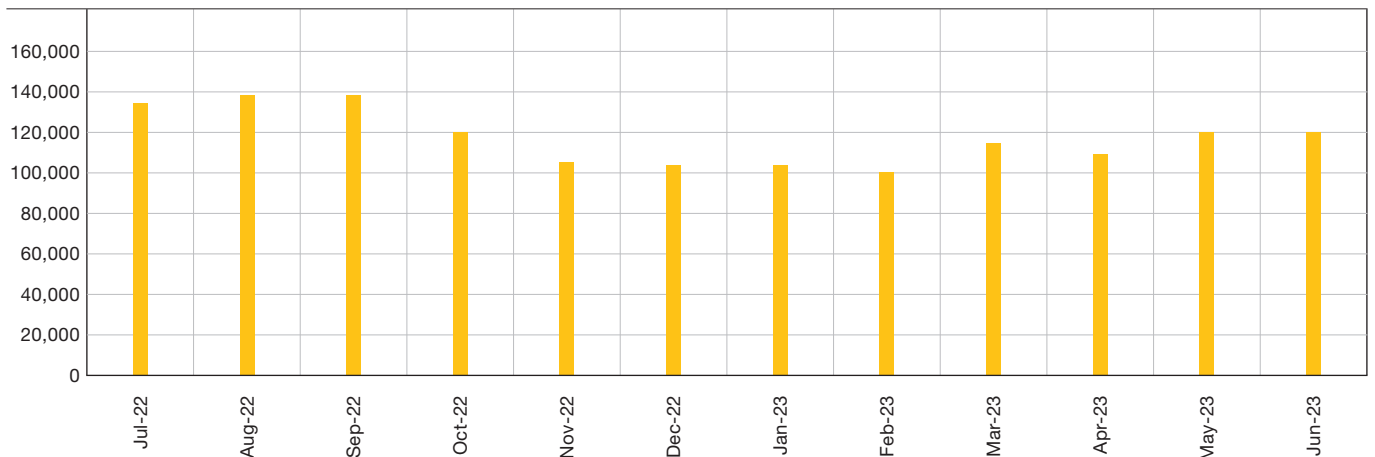
### Ramada KLCC Energy Usage:

● Total Electricity Used - (megajoule)



### Shahzan Hotel Energy Usage:

● Total Electricity Used - (megajoule)



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## Common Sustainability Matters: Health & Safety

At MAAG, we are committed to maintaining a safe and healthy workplace for all our employees, contractors, and visitors. We recognise that a strong health and safety culture is critical to the well-being of our workforce and the success of our business. As such, we adhere to the Global Reporting Initiative (GRI) standards, particularly GRI 403, to ensure we effectively manage health and safety risks and continuously improve our performance in this area.

As part of our commitment to health and safety, we regularly review and update our policies and procedures to reflect current best practices and comply with relevant legislation. We recognise that our success in managing health and safety risks is not just important for our employees and business but also for the broader community. As such, we engage with stakeholders to understand their expectations and concerns and to ensure that we are effectively managing any potential risks to their health and safety.

In summary, we are committed to maintaining a strong health and safety culture, where employees are involved in managing risks, and we continuously monitor and improve our performance. Our commitment to health and safety is not only crucial to our workforce and business success, but it is also critical to the well-being of our stakeholders and the broader community. Hence, in the near future we are also planning to engage health and safety experts to provide talks and training to all our staff.

### No. of work related fatalities



1 Jul 2022- 30 Jun 2023

### Lost time incident Rate



1 Jul 2022- 30 Jun 2023

## Common Sustainability Matters: Labour Practices & Standards

We believe in fair and ethical labour practices that prioritise the well-being of our employees. We understand that our workers are the backbone of our business, and we are committed to providing them with a safe and supportive work environment.

In line with GRI 402, we ensure that our employees are given adequate notice periods regarding operational changes. We believe that this is an important aspect of respecting our employees' rights and giving them time to prepare for any changes that may impact their work or livelihoods.

We regularly review our labour practices to ensure that we are meeting the highest standards of fairness and transparency. This includes providing competitive compensation packages and benefits, implementing measures to prevent discrimination and harassment, and fostering a culture of diversity and inclusivity.

We are committed to upholding our responsibilities towards our employees and will continue to engage with them to ensure that their voices are heard, and their needs are met. We also strive to work closely with our stakeholders to identify and address any labour-related issues that may arise, and to find mutually beneficial solutions that promote sustainable and responsible business practices.

We believe that a responsible approach to labour practices and standards is critical to our long-term success as a company, as well as to the broader communities in which we operate. We are committed to making continuous improvements in this area and to working collaboratively with our stakeholders to create positive social and economic impact. We did not receive any complaints concerning human rights violations during this reporting period.



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## Total Number of Training Hours:

Employee Category	Period: July 2022 - June 2023
	Training hours
Senior Management	187
Middle Management	965
Executive	2,568
Non-Executive	1,219

## Total Number of New Staff vs Resigned:

Employee Category	Period: July 2022 - June 2023	
	New staff	Resigned
Senior Management	5	7
Middle Management	44	70
Executive	155	160
Non-Executive	191	158

## Common Sustainability Matters: Supply Chain Management

We recognise that our supply chain plays a critical role in achieving our sustainability goals. As such, we have implemented measures to ensure that our local suppliers align with our values and commitment to sustainability.

In accordance with GRI 414, we screen all new suppliers carefully to ensure they meet our standards for labour practices, human rights, and environmental management. By doing so, we aim to reduce any negative social impacts in our supply chain and promote sustainable business practices throughout our network.

In instances where negative social impacts are identified, we take immediate action to address the issue. This includes working with our local suppliers to implement corrective actions, offering guidance and support, and providing resources to help them improve their practices. Additionally, we work closely with our suppliers to identify areas for improvement and encourage them to adopt sustainable practices.

We believe that by engaging with our local suppliers and working together, we can make a positive impact on the communities in which we operate. We strive to build strong, long-term relationships with our suppliers based on trust, transparency, and a shared commitment to sustainability.

Our efforts in supply chain management align with our broader sustainability goals and support our mission to create value for all stakeholders. We are committed to continuously improving our practices and to be a leader in responsible supply chain management.

In conclusion, at MAAG, we are committed to working with our local suppliers to ensure they meet our sustainability standards and to minimise any negative social impacts in our supply chain. We believe that by doing so, we can build a more sustainable and equitable future for all.

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## Common Sustainability Matters: Data Privacy & Security

We are committed to upholding the highest standards of data privacy and security for our customers. We understand the importance of protecting personal information and strive to ensure that all sensitive data is safeguarded against unauthorized access, use, or disclosure.

As part of our commitment to sustainability, we adhere to the Global Reporting Initiative (GRI) standard 418-1 which requires us to report on substantiated complaints concerning breaches of customer privacy and losses of customer data. Any complaints that are received are taken seriously, thoroughly investigated, and appropriate actions are taken to address any concerns and prevent future incidents.

To further strengthen our data privacy and security practices, we have implemented a range of measures to protect customer information. This includes regular security assessments and updates to our systems, as well as strict access controls and monitoring of data usage. We also conduct regular training for all employees to ensure that they are aware of our policies and procedures and understand their role in safeguarding customer data. MAAG fully complied with the requirements as laid down by the Personal Data Protection Act 2010 (Act 709).

Overall, we are committed to continuously improving our data privacy and security practices to meet the evolving needs and expectations of our stakeholders. By adhering to the GRI standards and reporting on our progress, we aim to provide transparency and accountability in our sustainability efforts and contribute to a more sustainable future for all.

During the reporting period for FYE 30 June 2023, we did not receive any complaints concerning breaches of customer privacy and losses of customer data.

## Common Sustainability Matters: Water

As a public listed company in Malaysia, we recognise our role in promoting sustainable development and ensuring the long-term health of our planet. Our commitment to sustainability is grounded in the belief that business success should not come at the expense of the environment, society, or future generations. We strive to operate in a responsible and sustainable manner across all aspects of our business, including our use of water resources.

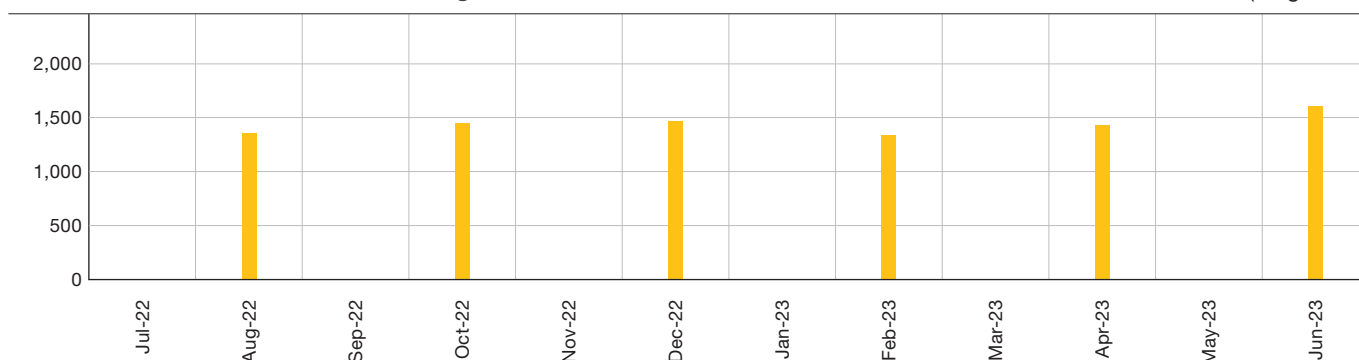
We are committed to measuring, monitoring, and reporting on our water usage and impacts, in line with the Global Reporting Initiative (GRI) standards. We recognise that water is a finite resource and essential to many aspects of human life and economic activity, including our own operations. As such, we are dedicated to ensuring that our water usage is responsible and sustainable, and that we minimise our impacts on water resources wherever possible.

Overall, our commitment to water sustainability is a critical component of our broader sustainability strategy. We recognise the importance of responsible water usage and the vital role that water plays in sustaining life and supporting economic activity. We are committed to measuring, monitoring, and reporting on our water usage and impacts, and to continuously improving our water management practices and ensuring a sustainable future for all.

### Total volume of water used:

Ramada KLCC Total Volume Water Usage:

● Total Water Used - (megalitres)

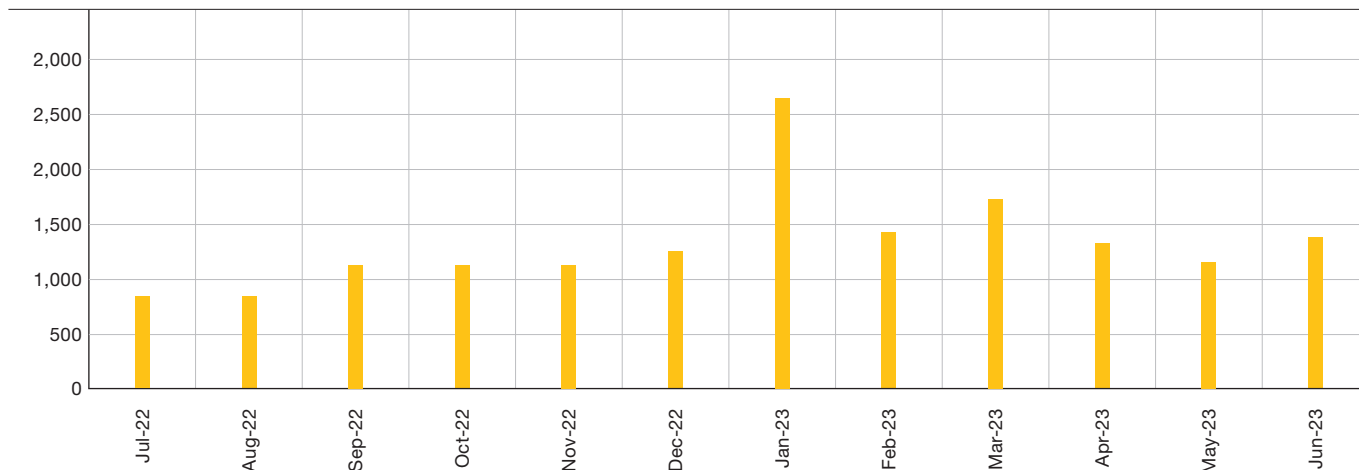


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## Shahzan Hotel Water Usage:

● Total Water Used - (megalitres)



## Material Sustainability Matters: Economic Performance

A sound economic strategy is key to guaranteeing our Group's profit, operational cash flow, and dividend distribution is not only maintained but will grow sustainably. Stable economic performance is a key target for MAAG in order to display a favourable business representation, an important factor to sustain as the Group looks to acquire new businesses that align with the Group's vision, allowing us to expand our reach as well as steer ourselves back to the regularised main market listing.

MAAG's economic performance is guided by a long-term value creation approach. We prioritise sustainable growth that considers not only short-term financial gains but also the broader impacts on society, the environment, and the well-being of all stakeholders.

In the last quarter of 2019 and 2020, the Group has strengthened its presence in the education industry by acquiring Imperium International College (formerly known as HELP College of Arts and Technology Sdn Bhd), Scholastic IB International Sdn Bhd, but also in the hospitality industry, by acquiring H360 Group respectively. Our operations are now able to generate more employment opportunities, both directly and indirectly, stimulating economic growth and enhancing local livelihoods. Additionally, we also engage with local suppliers and service providers, fostering economic partnerships that benefit communities.

In order to ensure that our Group's economic performance is optimally managed, we are guided by the Group-wide Standard Operating Procedures ("SOPs") on the Budget Process, which is managed by the Group Finance Department. We monitor our Group's financial performance on a monthly basis for all major subsidiaries and compare our budgets against the data provided on a quarterly basis. In order to best achieve the Group financial targets, we have invested heavily in our human capital through training initiatives. To further strengthen the infrastructure of the Group's financial management, we also engage external auditors for regular financial audits, undergo internal audit for business operations and engage risk management advisory for the Group.

## Material Sustainability Matters: Employment

For MAAG, it is crucial that we strive to be a fair and equitable employer that genuinely cares for the growth and future of our employees. Their performance, commitment and loyalty to the job are critical not only in achieving the company's goal and objectives, but more importantly, for our long-term survival and sustainability.

The employment process at MAAG is managed by our Group Human Resources ("GHR") Department, with the Head of GHR reporting directly to the Executive Chairman. Crucial and important details are reported to the Remuneration and Nomination Committee ("RNC"); made up of members of the Board of Directors. GHR prepares a comprehensive report detailing the turnover rate for the RNC annually.

HR Policies are developed and managed at Group level through our Handbook and Internal Control Procedures ("ICPs"). Our policies are reviewed annually by GHR with the support of all departments. Individual employee performance is evaluated through their annual KPIs. We encourage all our employees to consult GHR to have a more in-depth understanding of their KPIs, GHR policies and ICPs.

In enhancing learning and retention of local talents, it is our practice to offer practical training to undergraduates who are required to fulfill their training requirements. On the job training provides opportunities for trainees to gain insight of our corporate culture, our processes and our operations.

We are constantly nurturing the skills and knowledge of our employees. Staff are encouraged to participate in in-house or external training to enhance their skills and productivities. Our Company education sector under Imperium International College, offers various training Programmes approved by HRDF for staff participation.

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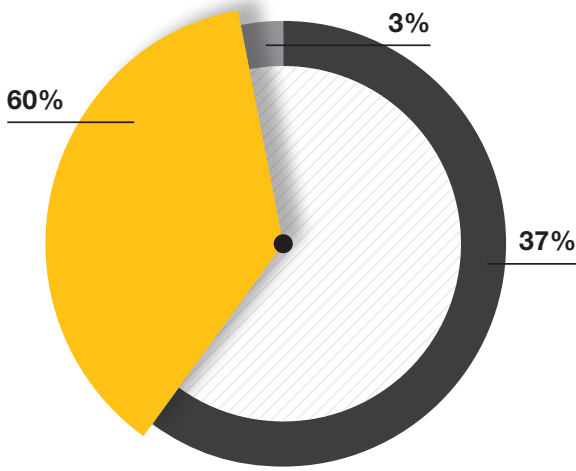
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Staff performance is guided by the Company’s Performance Evaluation and Key Performance Indicator (“KPI”). These are carried out on yearly basis. Staff evaluation is done on two (2) parts i.e. work performance and personal attributes. The performance evaluation is performed for all staff annually. At MAAG, we believe staff performance evaluation is key in achieving the management responsibility of guiding employees towards success that adds to the success of the business.

## New Employee by Age Group and Gender:

### New Hire - Age Group

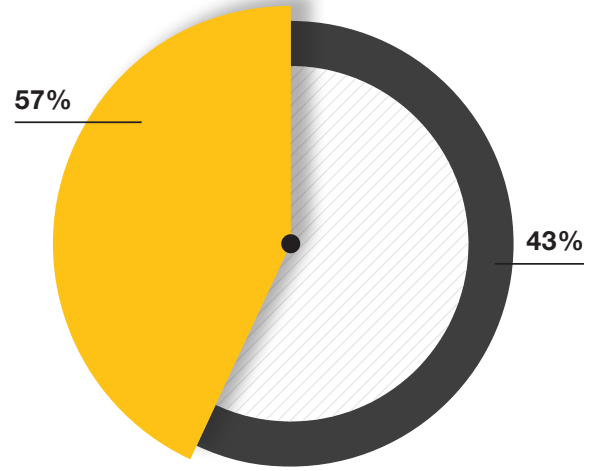
Period: July 2022 - June 2023



● Under 30 years old    ● 30-50 years old    ● Above 50 years old

### New Hire - Gender

Period: July 2022 - June 2023

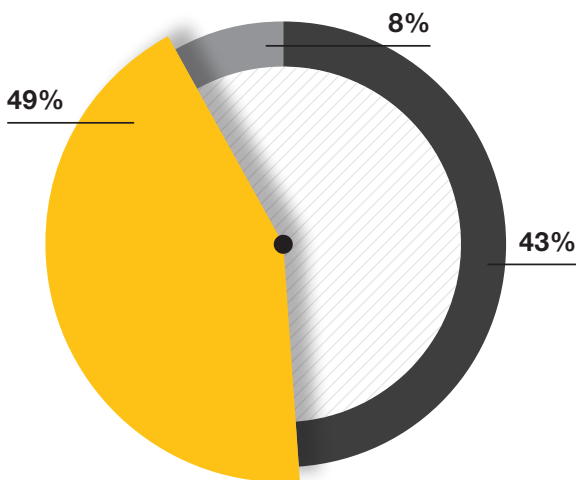


● Male    ● Female

## Breakdown of employee turnover by Age Group and Gender:

### Turnover - Age Group

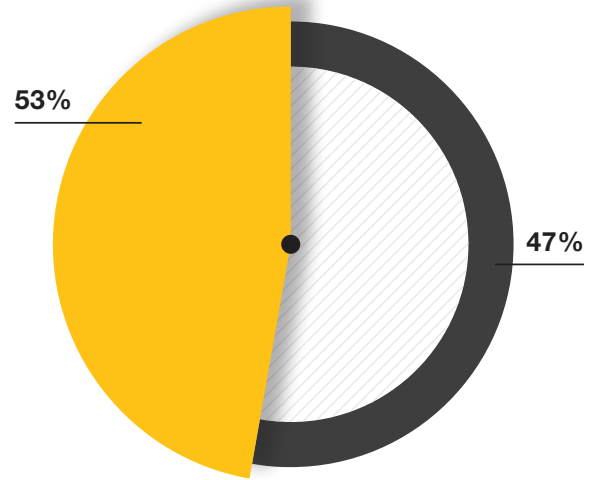
Period: July 2022 - June 2023



● Under 30 years old    ● 30-50 years old    ● Above 50 years old

### Turnover - Gender

Period: July 2022 - June 2023



● Male    ● Female

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## Material Sustainability Matters: **Socio-Economic Compliance**

Socioeconomic compliance is an important aspect of maintaining the image and reputation of MAAG. From the group level, MAAG have set in place several policies such as the Anti-Fraud Framework, Policy of Conflict of Interest, Compliance Framework and Enterprise Risk Management in place, in order to ensure that compliance to social and economic legislation is adhered.

In the Philippines Insurance industry, MAAGAP has achieved growth in the market share through an increased volume of our branch operations. We have solidified and expanded our relationship with the relevant government agencies relating to insurance companies' operations. Our commitment and performance, particularly in the settlement of claims, assists in shaping and stabilising of the local industry, resulting in a more competitive market.

The insurance business in the Philippines is one that is very competitive and strictly regulated. To transact in this competitive insurance environment and at the same time, maintain our position as a dominant player in the market, maintaining MAAGAP's operating license is vital. MAAGAP ensures adherence to the Insurance Commission's regulation via its Certificate of Authority as proof of compliance in all areas required by law.

An ISO management team, designated by the President and CEO of MAAGAP, is in place to manage our operations and policy compliance. This practice is crucial; it safeguards us alongside any audit conducted on our operations, such as the annual random audit of policies by the Insurance Commission ("IC") in the Philippines. Management of MAAGAP is responsible for reviewing the audit results and managing the improvement of MAAGAP's processes based on the ISO team's recommendations.

On a group level, HR monitors due processes and report grievances to ensure that violations against the Company's Code of Conduct are zero in nature, or at least, kept to a minimum. Offenders of the Group's internal policies will be dealt through disciplinary measures including suspension and termination of employment. The Group considers socioeconomic compliance a priority and has made its implementation a company-wide effort. Further details on these policies are laid out in our Company quality plan.

There were no sanctions of non-compliance with the laws and regulations that resonates with anti-bribery or corruption and anti-competition law within the reporting period.

## **STATEMENT OF ASSURANCE**

Our Sustainability Statement is a comprehensive representation of our sustainability journey, encompassing our objectives, achievements, challenges, and ongoing commitments. We have implemented robust internal processes to collect, verify, and report data accurately, and we have engaged stakeholders across our value chain to validate the relevance and authenticity of the information shared.

While we have yet to appoint an auditor to provide formal assurance on this Sustainability Statement, we want to emphasise our commitment to accuracy, integrity, and transparency in reporting. As a public listed company, we have taken the necessary steps to ensure the reliability of the information presented herein to the best of our abilities.

In the near future, we intend to engage a reputable external auditor to provide independent assurance on the accuracy, reliability, and adherence to recognised reporting standards within our Sustainability Statement. This assurance process will further enhance the credibility of our sustainability reporting and reinforce our commitment to transparency and accountability.