

CODE OF CONDUCT & ETHICS FOR BUSINESS PARTNERS

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CODE OF CONDUCT & ETHICS FOR BUSINESS PARTNERS

**Reference in
the Relevant
Legislation (if
applicable)**

1 OVERVIEW OF THE CODE

1.1 PURPOSE

Hong Leong Assurance Berhad (“HLA” or “the Company”) wishes to ensure that any person permitted to perform duties and functions for or supply goods or services to HLA, including but not limited to current or prospective suppliers, vendors, partners, service providers, landlords, tenants, contractors and agency staff (“Business Partners”), commit to a high standard of professionalism and ethics in the conduct of their business and professional activities as set out in this Code of Conduct & Ethics (“Code”).

1.2 SCOPE

This Code applies to all Business Partners.

1.3 POLICY STATEMENT

You are responsible for fully understanding and complying with the Code. You are required to provide an affirmation that you have read, fully understood and will comply with the Code annually.

The Code shall form part of the terms and conditions of the service agreement (“Agreement”) between you and HLA. Failure to comply with this Code may result in termination of the Agreement.

2 PRINCIPLE 1: COMPETENCE

2.1 CARE, SKILL & DILIGENCE

You shall exercise reasonable care, skill and diligence in discharging your obligations under the Agreement (“Services”) in accordance with the terms of the Agreement.

2.2 APPROVAL AND LICENCES

You warrant, represent and undertake that you have and shall continue to hold all necessary regulatory approvals and licenses necessary to perform the Services.

2.3 COMPLIANCE WITH LAWS AND REGULATIONS

You must comply at all times with all applicable laws, compliance and regulatory requirements, particularly in the performance of the Services, and be open and transparent with regulators. You must fully cooperate with and provide accurate information for any internal or external investigations.

3 PRINCIPLE 2: INTEGRITY

3.1 MISUSE OF INFORMATION

You are prohibited from using material, non-public information about HLA, our customers or other companies that conduct business with us to gain a direct or indirect advantage for yourself or any other person.

3.2 THE COMPANY'S ASSETS

Where HLA's assets are extended to you, you are to use HLA's assets for the legitimate purpose of the Agreement only and appropriately safeguard them including against cyber-related attack, theft, loss, waste or abuse.

HLA monitors how you use our assets, including email and internet, as permitted by law and regulation, to detect misconduct.

3.3 REPORTING ILLEGAL OR UNETHICAL ACTS

You must inform HLA if you are improperly instructed or advised to carry out illegal or unethical acts or if you witness any wrongdoing by HLA's employees, customers or other Business Partners, in the course of your performance of the Services.

You are required to promptly report any known or suspected violations of the Code or any law, compliance or regulatory requirements applicable to the HLA's business. Reporting is required whether or not you are involved in the violation. Just as you will be held responsible for your own actions, you can also be held responsible for failing to report the actions or inactions of others if you knew or should reasonably have known that they were in violation of any applicable policy, law, compliance or regulatory requirements.

4 PRINCIPLE 3: CONFIDENTIALITY

4.1 PROTECTING CUSTOMER AND HLA'S CONFIDENTIAL INFORMATION

In the course of, or after the termination of the Agreement, you must not disclose or misuse customer or HLA's confidential information which may be in any form or medium, whether or not for personal financial gain or otherwise.

You have a duty to protect such confidential information and must take the following precautions, as applicable:

- (a) Do not share confidential information with friends, family, your/ HLA's employees or any other party who are not authorised to receive such information;
- (b) Do not discuss it in public or common places where others could hear you (lift, lobby, etc);
- (c) Do not access or use confidential information for unauthorised purposes;
- (d) Do not circulate confidential information, in internal mass postings, or outside HLA (including to your own personal email address);
- (e) Collect confidential papers immediately from printers, photocopiers and fax machines. Do not leave them unattended;
- (f) Do not hand over bank documents and other confidential information to office cleaners or third parties to shred on your behalf;
- (g) Shred any documents containing confidential information when they are no longer needed; and
- (h) Practice due care to safeguard bank documents and other confidential information.

4.2 PUBLIC STATEMENTS

You shall not make any (oral, written or other) public statements including in social media and other online channels regarding HLA without obtaining the prior written approval of HLA.

You must promptly inform HLA if you are approached by a member of the media to comment on any matter pertaining to HLA.

5 PRINCIPLE 4: OBJECTIVITY

5.1 CONFLICT OF INTEREST

You must not engage directly or indirectly in any personal or business activity that competes or conflicts with the interest of HLA.

5.2 MISUSE OF POSITION

You must not use your position as a Business Partner of HLA to gain business and personal advantage for yourself or for others.

5.3 ANTI-BRIBERY AND CORRUPTION

HLA practices a zero-tolerance position towards any form of bribery and corruption. You must at all times comply with HLA's Anti-Bribery and Corruption Policy, all local anti-bribery and corruption laws and regulations and all such relevant provisions of the Agreement. You are required to complete HLA's Anti-Bribery and Corruption self-training module.

6 PRINCIPLE 5: ENVIRONMENT

6.1 SAFE WORKPLACE

You are to comply with applicable laws such as the Occupational Safety and Health Act 1994 as they relate to ensuring the health, safety and security of your workforce and all persons that may be present at HLA's premises including our employees and our customers.

Any acts or threats of violence towards another person or HLA's property is prohibited and should be reported immediately to HLA. The unauthorised possession or use of weapons, or menacing references to weapons, while performing your Services, on HLA's premises or during HLA's events, is also prohibited.

While at HLA's premises, practice good physical security habits and be on the alert to ensure the safety of your/HLA's employees and customers. Do not allow unauthorised individuals into secure areas. We rely on you to promptly report any criminal or suspected criminal activity or situations that could pose a threat to you or to others.

You are to always practice the following:

- (a) If you become aware of any actual or potential health or safety hazard, to report it immediately to HLA.
- (b) Any accidents at HLA's premises involving injury or damage must be reported to HLA.; and
- (c) Always maintain a clean, hazard free and healthy environment.

6.2 CONDUCT

You must not, at any time, engage in, or support acts of harassment or inappropriate or abusive conduct by or against our employees, customers or Business Partners. Examples of unacceptable conduct include unwelcomed jokes, threats, physical contact, derogatory comments, teasing, bullying, intimidation or other offensive or abusive language or action.

6.3 DRUG-FREE WORKPLACE AND ALCOHOL CONSUMPTION

You must not consume or be under the influence of alcohol at any time during the performance of your Services, at HLA's premises and/or at HLA's sanctioned event.

You must not sell, manufacture, distribute, possess, use or be under the influence of illegal drugs in HLA's premises or while performing your Services. HLA reserves the right to conduct searches for any illegal drugs on HLA's premises.

6.4 OFFICE

Where you are granted access to HLA's premises, you are reminded to always be mindful and sensitive in your actions and words at HLA's premises. You are prohibited from:

- (a) Carrying out personal activities such as promoting religious or political beliefs among the occupants of HLA's premises;
- (b) Carrying out political campaigns at HLA's premises; and
- (c) Performing prayer rituals at places other than prayer rooms.