

# Sustainability Report





# About This Statement

**At Syarikat Takaful Malaysia Keluarga Berhad (“Takaful Malaysia”, “Takaful Malaysia Keluarga” or “Group”), we are strengthening our commitment to sustainability and embedding ESG considerations across our business and operations.**

Today, stakeholders increasingly view sustainability as a barometer of a company’s long-term prospects. As such, our adoption of sustainable practices is a means to both enhance value creation and mitigate emerging risks that may threaten our assets and reputation in the future. To this end, we have introduced an upgraded sustainability framework that identifies four core areas for sustainability integration – our products and services, business processes and culture, our investments, and our social and community activities.

## Our 4 Sustainability Pillars

### Products & Services

Capitalising on new areas for business growth and expanding existing ones, while supporting our clients in their transition to a low-carbon economy

01

### Business Processes & Culture

Improving our environmental performance and incorporating Environmental, Social and Governance (“ESG”) factors in our business processes and practices, as well as inculcating an ESG culture through capacity building, training and awareness programmes

02

### Investments

Generating sustainable value, investing for the future, and lowering our exposure to the risk of stranded assets in a future low-carbon economy

03

### Social & Community

Building a better Malaysia by enabling positive progress in the development of future generations

04





## About This Statement

### Reporting Framework

This statement has been prepared with reference to the Global Reporting Initiative (“GRI”) Standards. Further to this, our approach to sustainability reporting is guided by:

- Bursa Malaysia Securities Berhad’s (“Bursa Malaysia”) Sustainability Reporting Guide
- The FTSE4Good Bursa Malaysia (“F4GBM”) Index’s ESG indicators
- Dow Jones Sustainability Index (“DJSI”)
- United Nations Sustainable Development Goals (“UNSDGs”)

With guidance from the GRI Standards, this statement covers the following key principles:

#### Stakeholder Inclusiveness

Identifying and addressing our stakeholders’ expectations

#### Sustainability Context

Presenting key performance indicators in the wider context of sustainability

#### Materiality

Prioritising the key sustainability issues most relevant to the Group

#### Completeness

Reporting on all sustainability topics that are relevant to the Group, and which influence our stakeholders

### Scope & Boundary

This statement covers the sustainability actions and performance of the Group, comprising Takaful Malaysia Keluarga and Syarikat Takaful Malaysia Am Berhad (“Takaful Malaysia Am”), which manage our Family Takaful and General Takaful businesses, respectively.

### Reporting Period

We follow an annual reporting cycle, and the disclosures contained in this statement cover the period from 1 January 2022 to 31 December 2022 (“FY2022”), unless stated otherwise.

### Sustainability Across Business Partners

In carrying out our business activities, we rely on a trusted network of suppliers and business partners that include corporate agents, partner banks and other value chain partners. Through our adoption of sustainable business practices and initiatives, we aim to set a positive example across our value chain and leverage our varied partnerships to generate long-term value.

### Assurance

The credibility of this statement is supported by strong governance practices, with assurance provided by our Board of Directors (“the Board”). Moving forward, as we make further traction on our sustainability journey, we will consider the adoption of external assurance for our disclosures.

### Availability

This statement and the Integrated Report (“<IR>”) of the Group for FY2022 is publicly available via our website – [www.takaful-malaysia.com.my](http://www.takaful-malaysia.com.my)

### Feedback

We welcome your comments, thoughts and remarks, which may be directed to [esg@takaful-malaysia.com.my](mailto:esg@takaful-malaysia.com.my).



# Sustainability Governance

## In FY2022, we introduced a multi-tiered sustainability governance structure that endows ownership of our sustainability agenda at all levels of the Group.

Our commitment to sustainability derives from the top of our organisation. Sitting at the heart of this governance structure, the Board oversees, advises and endorses our overall sustainability strategy, governance structure, priorities and targets, while driving the implementation and integration of sustainability across the Group towards ensuring sound governance and effective oversight. Further to this, the Board delegates specific sustainability oversight matters to its committees as follows:

**Nomination and Remuneration Committee:** Alignment of our incentive plan to our sustainability targets and KPIs

**Audit Committee:** Oversight of non-financial disclosures, including sustainability matters

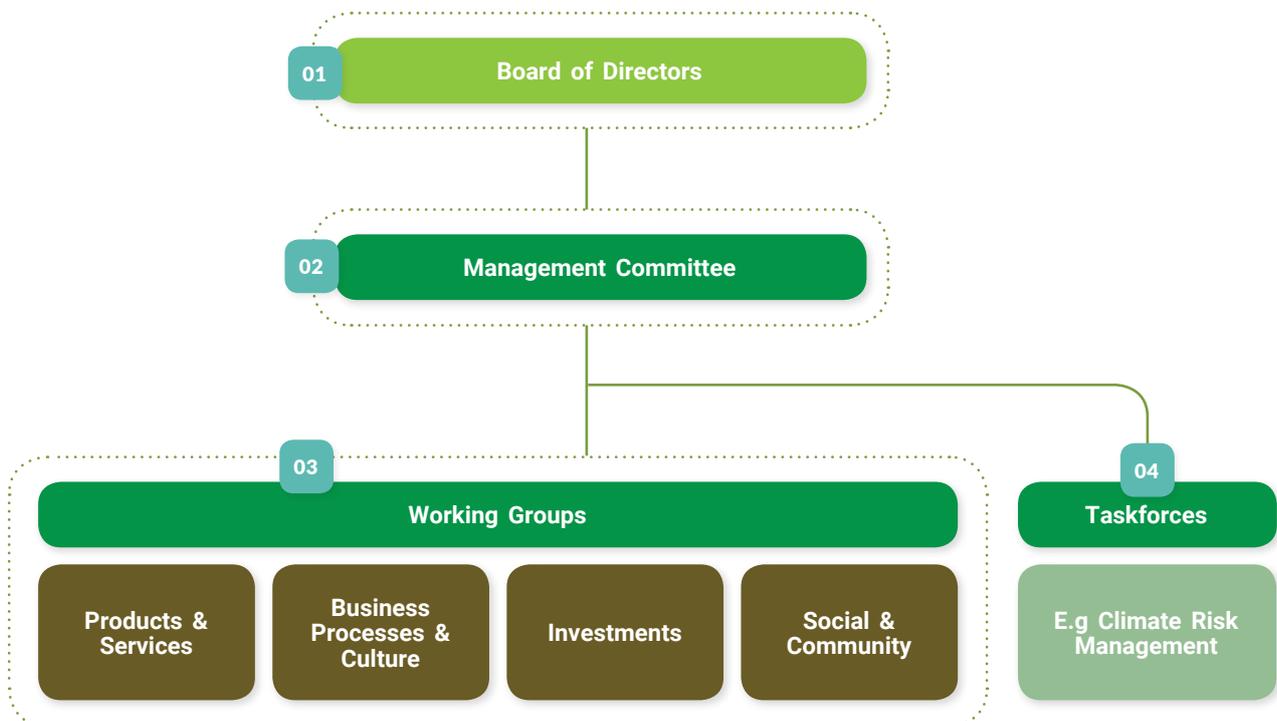
**Investment Committee:** Oversight of sustainable investment policies

**Risk Committee:** Oversight of ESG-related risks

The Management Committee is responsible for developing sustainability strategies, priorities and targets, coordinating initiatives, and ensuring their effective execution. All sustainability issues and strategies identified by the Management Committee are submitted to the Board Committee for deliberation and approval.

The Management Committee is supported by various working groups and taskforces in addressing ESG matters and implementing ESG strategies and initiatives. Working groups have been formed within each of our four sustainability pillars to carry out the execution of approved strategies and initiatives. These working groups are assisted by specially-formed taskforces should the initiative in question require specific focus or additional expertise.

The Board will continue to review and enhance this governance structure as part of our ongoing journey to more effectively align value creation and sustainability.





## Sustainability Governance

Contributing Entity	Roles & Responsibilities
<p><b>Board of Directors</b></p> <p>Embedding and integrating sustainability within the Group’s existing Board, chaired by the Chairman of the Board</p>	<ul style="list-style-type: none"> <li>Overseeing and endorsing the Group’s overall sustainability strategy, and monitoring its execution</li> <li>Areas of oversight include strategy, governance structure, priorities, targets and sustainability integration across the Group</li> <li>Approving content and disclosures to be included in the Group’s annual Sustainability Statement</li> </ul>
<p><b>Board Committees</b></p> <p>Embedding and integrating sustainability within the Group’s existing Board Committees</p>	<ul style="list-style-type: none"> <li>Overseeing specific sustainability matters:                             <ul style="list-style-type: none"> <li><b>Nomination and Remuneration Committee:</b> Alignment of our incentive plan to our sustainability-related targets and KPIs</li> <li><b>Audit Committee:</b> Oversight of non-financial disclosures, including sustainability matters</li> <li><b>Investment Committee:</b> Oversight of sustainable investment policies</li> <li><b>Risk Committee:</b> Oversight of ESG-related risks</li> </ul> </li> </ul>
<p><b>Management Committee</b></p> <p>Embedding and integrating sustainability within the Group’s existing Management Committee, chaired by the Group Chief Executive Officer (with the Chief Executive Officer of Takaful Malaysia Am as an alternate)</p>	<ul style="list-style-type: none"> <li>Deliberating on the Group’s sustainability strategies</li> <li>Overseeing the overall management and execution of sustainability strategies</li> <li>Reporting on and submitting issues for discussion to the Board</li> <li>Proposing sustainability strategies and coordinating sustainability initiatives within the Group through a designated sustainability officer</li> <li>Integrating sustainability within the Group’s existing three lines of defense</li> <li>Incorporating Value-based Intermediation for Takaful (“VBIT”) and other sustainability-related frameworks and standards for Group-wide adoption and implementation</li> <li>Planning content and disclosures to be included in the Group’s annual Sustainability Statement</li> </ul>
<p><b>Working Groups</b></p>	<ul style="list-style-type: none"> <li>Embedding and integrating sustainability within the Group’s existing committees, such as the Product Development Committee, Investment Committee and Risk Management Committee</li> <li>Formulating and executing annual plans for respective sustainability matters, incorporating input from other internal stakeholders</li> </ul>
<p><b>Taskforces</b></p> <p>Comprises internal subject-matter experts, risk management, business and support function representatives</p>	<ul style="list-style-type: none"> <li>Strengthening and aiding the execution of specific sustainability initiatives (e.g. implementing Taskforce on Climate-related Financial Disclosures (“TCFD”) recommendations or climate risk management)</li> </ul>

# Engaging Our Stakeholders

We maintain open and consistent dialogue with our stakeholders to better understand their evolving needs and to stay abreast of prevailing issues. Our core stakeholders, their expectations and our methods of engagement are outlined below.

Stakeholder Group	Their Expectations
<p><b>Customers</b></p>	Providing accessible and purpose-fit products and solutions that meet their protection and investment needs at an affordable price point
<p><b>Employees</b></p>	Maintaining a work environment and culture that promotes diversity and inclusivity, prioritises safety, and provides fair opportunities for career advancement, skills development and income growth
<p><b>Agents &amp; Business Partners</b></p>	Supporting marketing and distribution activities by offering competitive products and solutions, offering training programmes and providing business development support, while maintaining a fair and non-discriminatory approach to business activities
<p><b>Investors &amp; Shareholders</b></p>	Delivering consistent growth in financial performance and shareholder value while maintaining ethical and responsible business practices
<p><b>Industry Peers &amp; Value Chain Partners</b></p>	Furthering the development of the insurance and takaful industry by knowledge-sharing activities, undertaking strategic partnerships and aiding the development of industry-wide standards and best practices
<p><b>Government &amp; Regulators</b></p>	Establishing and enforcing standards and policies that promote and facilitate the adoption of an impact-driven ESG agenda, and integrating this agenda within our operations to generate sustainable and shared value for the economy, local communities and the environment
<p><b>Local Communities</b></p>	Contributing to sustainable community development by providing job opportunities, driving upskilling and undertaking impactful community initiatives, while safeguarding against negative social and environmental impacts
<p><b>Media</b></p>	Maintaining transparent and regular communication on company policies, strategies and performance





## Engaging Our Stakeholders

### Methods of Engagement

- Customer satisfaction surveys
- Online and walk-in customer feedback platforms
- Social media platforms
- Online portals
- Our mobile application
- Our corporate website
- Engagements through our business managers and customer service representatives

- Training programmes
- Engagement programmes
- Internal communications and updates

- Training programmes
- Engagement programmes
- Regular meetings
- Our corporate agency portal
- Our bancatakaful portal
- Our employee benefits scheme portal
- Our online helpdesk

- Our Annual General Meeting
- Our Annual Report
- Quarterly financial results
- Shareholders' circulars
- Meetings with fund managers and investors
- Periodic updates to Bursa Malaysia
- Media releases

- Conferences
- Industry/business partner meetings
- Industry workshops
- Business collaboration programmes

- Regulatory reports
- Industry meetings and briefings
- Seminars and conferences

- Community-based programmes
- Corporate Social Responsibility ("CSR") activities

- Media releases
- Interviews

# Determining What Matters

Our comprehensive materiality determination process provides us with a full and objective picture of the sustainability issues that matter most to the Group.

Combining the insights of our stakeholders with analyses of prevailing economic, environmental and social issues relevant to our industry, and their risks to our business, we form a shortlist of sustainability material matters. These matters are then assessed and prioritised based on their actual or potential impact to our business and to our stakeholders.

## OUR MATERIALITY DETERMINATION PROCESS



## OUR SUSTAINABILITY MATERIAL MATTERS

Sustainability Material Matter	What It Means	Who It Matters To
 <b>Sustainable Growth</b>	<ul style="list-style-type: none"> <li>Delivering consistent growth in revenue, profit and shareholder value</li> <li>Expanding our market share</li> <li>Maintaining our strong financial fundamentals and capital position</li> </ul>	
 <b>Customer Centricity</b>	<ul style="list-style-type: none"> <li>Ensuring a positive experience throughout the customer journey</li> <li>Sustaining customer loyalty and trust, thereby driving retention and growth in our customer base</li> <li>Driving growth in profit and greater competitive advantage</li> </ul>	
 <b>Digital Transformation</b>	<ul style="list-style-type: none"> <li>Meeting the evolving expectations of our customers for digital communication, marketing and customer service</li> <li>Creating value through digital transformation and disruptive innovation</li> <li>Leveraging digital technology to innovate effective protection solutions that meet market demand</li> <li>Utilising digital technology to offer differentiated experiences, customised products and services and seamless end-to-end engagements</li> </ul>	



# Determining What Matters

## OUR SUSTAINABILITY MATERIAL MATTERS

Sustainability Material Matter	What It Means	Who It Matters To
 <p><b>Technical Excellence</b></p>	<ul style="list-style-type: none"> <li>• Differentiating ourselves against our competitors</li> <li>• Equipping ourselves to better manage risks and capture opportunities</li> <li>• Ensuring that advanced technical practices are in place across all business units</li> <li>• Developing profitable and compelling product offerings, and pricing and underwriting strategies</li> <li>• Improving claims handling and related medical cost management activities to increase underwriting accuracy</li> </ul>	
 <p><b>Operational Efficiency</b></p>	<ul style="list-style-type: none"> <li>• Unlocking additional time and cost efficiencies for greater competitive advantage</li> <li>• Achieving greater flexibility and agility in our operations, thereby empowering innovation</li> <li>• Streamlining our business operations through an enhanced and innovative Information Technology ("IT") infrastructure</li> <li>• Meeting the evolving needs of customers and remaining in-step with industry trends</li> </ul>	
 <p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Ensuring secure business transactions and data protection</li> <li>• Enhancing customer confidence in our promise to deliver to their protection needs</li> <li>• Ensuring the sustainability of our business while enhancing shareholder value</li> <li>• Remaining abreast of and prepared for emerging risks</li> </ul>	
 <p><b>Talent Management</b></p>	<ul style="list-style-type: none"> <li>• Maintaining a highly-skilled workforce</li> <li>• Ensuring that our workforce is continually upskilled in emerging areas of development relevant to our industry</li> <li>• Maintaining our reputation as a leading employer while driving talent attraction and retention</li> </ul>	
 <p><b>Ethics &amp; Compliance</b></p>	<ul style="list-style-type: none"> <li>• Operating in line with Shariah requirements, our core values and good ethical practices</li> <li>• Minimising our risk of reputational damage and financial losses related to unethical behaviour</li> <li>• Maintaining our reputation as a leader in ethical business practices within our industry</li> </ul>	
 <p><b>Regulatory Changes</b></p>	<ul style="list-style-type: none"> <li>• Maintaining strict compliance with all regulations, guidelines, policies and procedural changes relevant to our operations, products and services</li> <li>• Minimising the risk of penalties and reputational damage related to non-compliance</li> </ul>	
 <p><b>Integrating Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Maximising the long-term economic, social and environmental value we generate</li> <li>• Differentiating ourselves as a company that values sustainable ways of doing business</li> </ul>	
 <p><b>Community Empowerment</b></p>	<ul style="list-style-type: none"> <li>• Building long-term, mutually beneficial relationships with local communities</li> <li>• Addressing important issues faced in communities and across society as a whole</li> <li>• Building trust with our stakeholder groups</li> </ul>	

# Determining What Matters

## OUR SUSTAINABILITY PILLARS

In adopting an increasingly robust approach to sustainability, we are guided by our four sustainability pillars. These pillars provide the overarching steer for our evolving journey, empowering our teams to deliver long-term value for our business, stakeholders, local communities and the environment.



### PRODUCTS & SERVICES

Description	Our Action Plan
Capitalising on new areas for business growth and expanding existing ones, while supporting our clients in their transition to a low-carbon economy	<ul style="list-style-type: none"> <li>Introducing “green products” in order to meet growing customer demand for sustainable solutions</li> <li>Integrating sustainability considerations in our product design processes and within the customer journey</li> <li>Developing products that includes donation of surplus distribution to sustainability initiatives and charities</li> <li>Working with our bank partners to offer ESG investment-linked funds while screening partners based on their sustainability track record or commitments</li> </ul>



### BUSINESS PROCESSES & CULTURE

Description	Our Action Plan
Improving our environmental performance and incorporating ESG factors in our business processes and practices, as well as inculcating ESG culture through capacity building, training and awareness programmes	<ul style="list-style-type: none"> <li>Ensuring that all new buildings and redevelopments meet industry-recognised green building standards</li> <li>Inculcating a sustainability culture within our workforce</li> <li>Advancing digital transformation and implementing automation within our processes</li> </ul>



### INVESTMENTS

Description	Our Action Plan
Generating sustainable value, investing for the future, and lowering our exposure to the risk of stranded assets in a future low-carbon economy	<ul style="list-style-type: none"> <li>Applying ESG criteria in our investment selection and screening processes</li> <li>Developing emissions reduction targets for our investment portfolio</li> <li>Working towards excluding high-carbon-intensity companies and sectors from our investment portfolio</li> <li>Maintaining ongoing dialogues with the companies we invest in about sustainability risks and opportunities, towards driving their adoption of sustainable practices</li> </ul>



### SOCIAL & COMMUNITY

Description	Our Action Plan
Building a better Malaysia by enabling positive progress in the development of future generations	<ul style="list-style-type: none"> <li>Creating awareness and engagement within local communities on sustainability issues</li> <li>Pursuing strategic partnerships with stakeholders in championing sustainability initiatives</li> <li>Pursuing strategic CSR initiatives that deliver impact for targeted groups</li> </ul>





# Our Sustainability Material Matters



## SUSTAINABLE GROWTH



These practices complement our central focus on delivering high-quality, Shariah-compliant products to our customers, as we believe that Shariah and ESG are complementary approaches which share many common principles.

### Delivering a Strong Financial Performance

#### WHAT SUSTAINABLE GROWTH MEANS TO US:

Delivering consistent improvement in our financial performance and market share by maintaining strong financial fundamentals, a strong capital position and a culture of innovation.

#### WHY IT MATTERS:

Sustainable growth is essential to maintaining long-term, trust-based relationships with our shareholders, thereby improving our ability to fund our expansion, transformation and sustainability activities.

#### OUR INITIATIVES

##### Practicing Responsible Investment

In our quest to achieve growth that is sustainable, we have incorporated ESG criteria within our investment selection and screening processes across all asset classes, whereby we allocate higher preference to constituents of the FTSE4Good Bursa Malaysia Shariah Index ("F4GBMS") and sukuk issued based on the Securities Commission's Sustainable and Responsible Investment ("SRI") Framework or the ASEAN Green, Social, and Sustainability Bond Standards. Further to this, we monitor the ESG activities of our portfolio companies on a regular basis and are working to implement more proactive investment management processes including:

- Implementing emissions reduction initiatives across our portfolio
- Undertaking and maintaining dialogues with our portfolio companies regarding ESG risks and opportunities

Market Capitalisation	
<b>2022</b>	
<b>RM2.9 billion</b>	
<b>2020</b>	<b>2021</b>
RM4.0 billion	RM3.1 billion
Profit Before Zakat & Taxation ("PBZT")	
<b>2022</b>	
<b>RM500 million</b>	
<b>2020</b>	<b>2021</b>
RM427 million	RM439 million
Return On Equity	
<b>2022</b>	
<b>16.8%</b>	
<b>2020</b>	<b>2021</b>
26.5%	24.8%
Earnings Per Share	
<b>2022</b>	
<b>38.08 sen</b>	
<b>2020</b>	<b>2021</b>
43.76 sen	49.43 sen
Market Share – General Takaful Business	
<b>2022</b>	
<b>25%</b>	
<b>2020</b>	<b>2021</b>
24%	24%
Market Share – Family Takaful Business	
<b>2022</b>	
<b>21%</b>	
<b>2020</b>	<b>2021</b>
23%	20%



## CUSTOMER CENTRICITY

**WHAT CUSTOMER CENTRICITY MEANS TO US:**

Developing, marketing and distributing products with our customer needs at the fore, including by innovating products that meet their evolving requirements, serving them through digital channels, and continually engaging with our customers to understand and address their concerns.

**WHY IT MATTERS:**

The growth and sustainability of our business rests on our ability to attract, retain and increase the lifetime value of our customers. In this respect, understanding and meeting their needs is crucial to achieving our goals.

**OUR INITIATIVES:****Introducing Innovative Products**

We strive to remain at the forefront of takaful innovation through products that meet the evolving needs of individuals and businesses alike. Product launch highlights in FY2022 include:

**Takaful myClick MediCare Top-up Rider**

– A medical rider that provides a higher limit to medical protection with no lifetime limit up to 85 years old, meeting the increased demand for medical takaful in the wake of the COVID-19 pandemic

**Takaful mySmart Income Plus**

– A limited pay endowment plan launched with an exclusive bank partner that targets affluent customers, offering annual guaranteed cash benefits without requiring a medical check-up

Our new advisory product, Takaful *myLife Enriched* – a traditional takaful product with the option to invest – is poised to be launched with our bank partners in 2023, providing greater flexibility for our customers to choose their protection needs and investment options according to their risk appetite and budget.

In line with our sustainability agenda, we have also introduced products that provide protection to consumers and businesses who adopt environmentally-friendly practices and technologies. For instance, Takaful *mySolar Protection* is a comprehensive solar panel plan which compensates solar panel owners in the event of loss or damage to their solar photovoltaic (“PV”) system due to fire, theft, lightning and accidental damage.





## Our Sustainability Material Matters

### Delivering Value-added Services to Our Employee Benefits (EB) Clients

In our quest to strengthen our position in the Employee Benefits (“EB”) segment, we continuously seek to introduce value-added services to our offering. In FY2022, this included the incorporation of a lifestyle and wellness programme that assists companies in nurturing a healthy and productive workforce through digital technology-assisted advice and services, thereby reducing their long-term healthcare expenses.

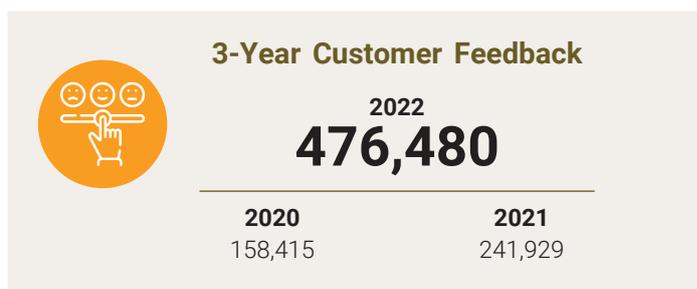
With a customer-centric mindset, we also conduct programme reviews with our corporate clients, whereby we analyse and share insights in areas such as medical claims utilisation and major claims cost drivers. This enables a more cost-effective management of our EB programmes and more stable medical costs for our clients.

Looking forward, we shall strive to improve client engagement – including by providing preventive healthcare services and information through our mobile app – with the aim of continuously strengthening our branding as a professional EB player.

### Maintaining Effective Customer Engagement

We provide our customers with a range of on-ground and online channels through which they can provide timely feedback. These are listed in the table below:

<b>Service Centres</b>
<b>24</b>
<b>Hotline</b>
<b>1 300 88 252 385</b>
<b>Fax</b>
<b>03 2274 0237</b>
<b>Email</b>
<b>csu@takaful-malaysia.com.my</b>
<b>Corporate Website</b>
<b>www.takaful-malaysia.com.my</b>
<b>Click For Cover – Online Sales Portal</b>
<b>online.takaful-malaysia.com.my</b>
<b>Customer Service Portal</b>
<b>myTakaful Customer portal</b>
<b>Facebook/YouTube/TikTok</b>
<b>Takaful Malaysia</b>
<b>Instagram</b>
<b>takafulmalaysia.official</b>



In FY2022, we received a total of 476,421 inquiries and 59 complaints from our customers. This represents an increase in feedback of more than 95% compared to the previous reporting period, and is driven by the accessibility of our service centers and the lifting of the COVID-19 Movement Control Orders (“MCOs”). Nevertheless, even as we received more feedback from our customers, the amount of complaints received has remained almost identical to year 2021’s total of 60.



# Our Sustainability Material Matters



## DIGITAL TRANSFORMATION



### WHAT DIGITAL TRANSFORMATION MEANS TO US:

The deployment of digital technologies and capabilities in our internal and customer-facing processes, the adoption of digital distribution platforms, and the continuous upgrading of our IT infrastructure to meet modern security and quality demands.

### WHY IT MATTERS:

By adopting digital processes and utilising digital platforms, we can reach a wider range of customers and more effectively understand and provide to their needs, all at a lower environmental and resource footprint. Doing this positions us as a future-oriented organisation and provides us with the agility and flexibility to innovate in line with the fast-evolving digital landscape, ultimately safeguarding the sustainability of our business.

In the context of our business, the adoption of digital processes also reduces operating costs, enabling us to maintain affordable product offerings that are competitive in our market.

### OUR INITIATIVES:

#### Investing in Our Marketing and Distribution Digital Platform

In 2018, we embarked on our digital distribution strategy with the launch of Click for Cover, our online sales portal that provides Malaysians with direct digital access to our products. Since then, as the usage of digital platforms has expanded further, we have continued to invest across the digital landscape by introducing the Click for Cover mobile application, launching the Tele Bantuan mobile application for on-demand roadside assistance, and more. The overarching idea is to create a digital ecosystem where customers can upgrade their plans, add on new plans and access services efficiently.

As part of our retail market strategy – introduced in FY2022 - we are leveraging digital technologies for direct control of our marketing activities, enabling us to reach a wider range of potential customers while enhancing our capabilities, capacity and flexibility. Specifically, we invested in a new front-end system which facilitates fast and agile implementation of online protection products and bancatakaful advisory regular contribution products.

The system serves as point of sale system for face-to-face selling by sales advisors and as a web sales portal that can be accessed by direct customers. It is integrated with a real time e-underwriting engine for instant underwriting processing and e-certificate issuance. The system also supports our new product plan, enabling more agile implementation and dynamic marketing campaigns within our digital and direct channel. New products delivered via this new platform will leverage the interactivity and “real-time” features of digital technology to provide a more inclusive and engaging customer journey experience.

As a result, we are now ready to roll out more advisory products which will be marketed by our bancatakaful partners, our branches and other distribution partners.

#### Adopting Paperless Processes

By digitising our existing processes, we are driving improved efficiency while reducing our impact on the environment. In FY2022, we rolled out electronic processes with more bank partners for e-business submissions with e-certificate issuance, auto underwriting and claims submissions. These new practices streamline the distribution and subscription journeys for our bank partners and customers, while enhancing our proposition towards securing new and retaining existing bancatakaful partnerships.

#### Investing in IT Infrastructure

In FY2022, we invested a total of RM17.3 million in IT infrastructure, an increase of 43% compared to the previous reporting period. This included:

- Investment in a new front-end system to support our retail business strategy
- Enhancements to our IT security posture for enhanced cybersecurity and data privacy
- A review of our legacy systems towards ensuring seamless business operations

Moving forward, we will continue to prioritise IT in our capital expenditure (“CapEx”) spending, as it plays a key role in driving improved retail distribution.





# Our Sustainability Material Matters



## TECHNICAL EXCELLENCE



### WHAT TECHNICAL EXCELLENCE MEANS TO US:

Developing compelling and affordable product offerings that meet the changing needs of individuals and businesses, while ensuring that the capabilities of our workforce and the effectiveness of our processes remain in line with or ahead of industry standards.

### WHY IT MATTERS:

Through excellence in our products and processes, we are better placed to execute our strategic plans and mitigate against risks in our operating environment, thereby maintaining our market leadership position and delivering shared value across the ESG spectrum.

### OUR INITIATIVES:

#### Strengthening and Upskilling Our Workforce

We have expanded the size of our product and marketing teams to support our retail market development plan, with these teams now assisted by a large pool of expertise with many years of experience in product development, marketing and actuarial pricing. Furthermore, we have established a new bancatakaful advisory sales support team with the remit of supporting the sales teams of our bank partners through sales training, ongoing advice and performance management.

Within the realm of our internal processes, we have upskilled our IT technology team with IT trainings and certifications, thereby equipping them with the knowledge and competencies they need to strengthen governance controls for risk mitigation and to provide better and more efficient IT support for the implementation of strategic business projects. The trainings provided include the following:



#### IT Governance

##### Certified in the Governance of Enterprise IT ("CGEIT")

Building a stronger understanding of IT governance principles and driving the alignment of our IT systems, thereby enhancing existing techniques and adding value to the Group. The training programmes also cover risk management and resource optimisation towards meeting business intentions and goals.



#### Service Management

##### ITILv4 Foundation

Strengthening our understanding of our service management framework and driving practices that standardise the selection, planning, delivery, maintenance and overall lifecycle management of IT services within the Group.



#### Cybersecurity

##### CompTIA: CompTIA Security+ Certification

Strengthening our understanding of best practices in risk management and risk mitigation, with an emphasis on developing the practical ability to both identify and address security threats, attacks and vulnerabilities.

# Our Sustainability Material Matters



## OPERATIONAL EFFICIENCY



### WHAT OPERATIONAL EFFICIENCY MEANS TO US:

Carrying out operational processes more efficiently by adopting technologies and approaches that minimise financial costs and time spent, all while maintaining industry-leading quality and service standards.

### WHY IT MATTERS:

By maximising time and cost-efficiencies, we can improve our margins and allocate more resources towards areas of improvement across our business, including initiatives to improve customer experiences and deliver shared value for communities and the environment.

### OUR INITIATIVES:

#### Accelerating Automation and Robotics

Our adoption of automation and robotics is a multi-year process that spans all areas of our business. During this time, we have undertaken several key initiatives in this area, including:



Introducing straight-through-processing in handling customer service requests



Introducing Robotics Process Automation ("RPA") for specific operational processes



Adopting paperless alternatives for processes such as e-business submissions with e-claims issuance, auto underwriting and claims submissions

The common benefits of these initiatives are improved processing or turnaround times, minimised operational costs, and the ability to meet customer needs in a more efficient and timely manner.

#### Digitising Legacy Processes

Our operational efficiency drive is accelerated by our ongoing digital transformation journey, offering us the opportunity to introduce digital process alternatives that deliver greater value for our customers, bank partners and the Group. Key improvements implemented in past years include:



Launching self-service channels within our bancatakaful portal for our bank partners to retrieve endorsement and transaction records on demand



Introducing an online nomination facility to expedite takaful benefit payments



Developing a smart underwriting engine within our bancatakaful mortgage and business term takaful e-submission system for instant underwriting approval



Digitising employee benefits claims submission, management and review processes for greater speed and accuracy

In FY2022, we unlocked greater operational efficiency through digitisation by:

- Rebranding our Banca Helpline into a Banca Helpdesk that consolidates all contact points under one roof and further automates key service enquiries and requests, enabling faster response times and improved assistance to our bank partners
- Automating our monitoring processes for pending credit-related new business submissions, thereby expediting coverage issuance for our bank partners to process loan disbursement
- Automating report generation in the validation of contribution and lapse notices
- Implementing the automatic registration of data in our system from individual medical claim documents
- Automating the process of reviewing large medical claims





# Our Sustainability Material Matters



## RISK MANAGEMENT



### WHAT RISK MANAGEMENT MEANS TO US:

Delivering on our customer promise while remaining abreast of and responsive to existing and emerging risks to our business. These include risks that may threaten our market leading position, pose dangers to our customers and workforce, disrupt our business systems and networks, or increase the likelihood of other outcomes that hinder our ability to create value over the long-term.

### WHY IT MATTERS:

We operate in an industry premised on promises made to customers. Therefore, maintaining the confidence that our customers have in us is our utmost priority. To this end, we practice a rigorous approach to managing risks, both current and potential, while remaining ever-responsive to changes in customer and business needs as well as external and market environments. Without such a comprehensive approach to monitoring and responding to changes in our operating environment, we would risk harming our reputation and our ability to meet our business objectives.

### OUR INITIATIVES:

#### Strengthening Our Risk Frameworks and Practices

In line with our strategic move towards diversifying our sources of business, we reviewed and strengthened our core pillars. Supporting this, a review of our internal risk management practices pertaining to our business processes – such as in product development, data security and governance, and third-party arrangements – was carried out, with improvement measures noted and undertaken. Our Risk Management department worked closely with our business lines in this exercise, identifying issues and developing action plans to manage and mitigate risks.

#### Fostering a Culture of Risk Awareness

In any organisation, it is essential that staff at all levels recognise the importance of managing risks. With this in mind, our efforts are geared towards enhancing our employees' awareness of risks and of their responsibilities in managing risks. Initiatives undertaken include conducting risk and governance awareness sessions, delivering purpose-fit training modules, and publishing risk-related newsletters. Further to this, the roles and responsibilities of risk representatives within each business functions have been redefined, thereby enabling them carry out their duties more effectively.

Moving forward, we will continue to explore and implement new and improved ways of managing risks, towards positioning ourselves as a risk-driven organisation and continuing to deliver sustainable value to our customers and shareholders.

#### Being Proactive on Cybersecurity

With our growing digital presence, we are exposed to an increasing set of cybersecurity risks which are becoming ever more complex and multi-faceted. In response, we have developed a Group-wide cybersecurity strategy and embedded it within our operational risk management procedures to safeguard our assets, including our computers, networks and data. Concurrently, our IT department is working to strengthen our security posture and has implemented mitigation measures across potential IT risk areas, including access control, monitoring and detection, and defence systems.

During FY2022, we implemented Privileged Access Management ("PAM"), Identity Access Management ("IAM") and Data Loss Prevention ("DLP") solutions within our system, while enhancing cryptography key management with a Hardware Security Module ("HSM") solution.



PAM helps to protect our systems against cyber threats by monitoring, detecting and preventing unauthorised privileged access to critical resources



DLP combines with technologies and processes to minimise data leakage risks and prevent unauthorised personnel from accessing companies' sensitive information



IAM improves identity governance for critical systems, ensuring that system access rights are assigned to users according to their job functions



HSM is a trusted, hardened, tamper-resistant and dedicated crypto processor designed to strengthen cryptographic operations

Through these security technology initiatives, we have further strengthened our information security posture, thereby minimising the risk of our information system being exposed to security vulnerabilities and cybersecurity threats.

## Our Sustainability Material Matters



### TALENT MANAGEMENT



#### WHAT TALENT DEVELOPMENT MEANS TO US:

Maintaining a work environment and culture that attracts, upskills and retains talent while safeguarding employee safety and well-being, thereby incentivising workforce loyalty and enhancing our reputation as an industry leader.

#### WHY IT MATTERS:

There is a shortage of skilled labour in our current operating environment, a challenge compounded by growing demand for talent across industries such as banking and tech. As a result, being perceived as an attractive place to work is central to attracting and retaining the best talent. Doing so has a direct impact on our ability to create financial and non-financial value.

#### OUR INITIATIVES:

##### Transforming Our Culture

In our quest to enhance our attractiveness as an employer, we have effected a Group-wide culture transformation journey, centred on the objective of creating purposeful and meaningful work environments. This has led to the creation of a new culture framework entitled PIC – Performance, Innovation and Collaboration.

In accordance with this culture framework, we have directed investment towards the upskilling and reskilling of our employees, focusing chiefly on the development of soft skills and innovation capabilities. In complement, we continue to execute the four succession planning programmes that we had previously introduced – our Leadership Development Programme, Leadership Development Programme for High Potentials, Staff Talent Awareness & Retention Programme, and Leadership Intensive Talent Enrichment Programme. These programmes collectively provide continuous professional development and leadership training to staff at all levels of the Group, from junior employees to top management personnel, equipping us to ensure continuity at the highest levels of the Group while furthering our reputation as an organisation that promotes from within.

Looking forward, we plan to further improve our leadership development practices by introducing a structured leadership programme – encompassing purpose-fit upskilling and reskilling initiatives – which will be rolled out in the third quarter (“Q3”) of 2023.





## Our Sustainability Material Matters



### Driving Professional Development Through Training

In FY2022, we conducted more than 250 training sessions, encompassing 152 sessions on technical skills, 63 sessions on soft skills and six certification programmes. In total, these programmes were participated in by more than 700 employees, with 29,010 training hours delivered for an average of 30 training hours per employee.



### Stepping Up Employee Engagement

In FY2022, we adopted a more wide-ranging approach towards employee engagement; one that extends beyond engaging on work-related matters and embraces the need for holistic mental, social and physical well-being.

Spearheaded by our newly-formed Employee Engagement Committee, our upgraded approach includes a year-round calendar of engagement activities such as sports, mental health-related sessions and social programmes. During the past year, we also introduced 'Thrive Days', a series of regular sessions that focus specifically on mental and physical well-being. This is in addition to our quarterly townhalls – where our Group Chief Executive Officer engages employees on topics including Group performance, professional development, organisation efficiency and innovation, amongst others – and ongoing knowledge-sharing sessions.



### Attracting the Next Generation

Cognisant of the importance of attracting high-quality graduates, we continue to invest in partnerships with higher education institutions, which as of FY2022, spanned 14 universities across Malaysia. These partnerships provide us with access to a broad range of Malaysian graduates across a variety of fields, whom we engage through career days, career fairs and roundtable discussions. Our objective through these engagements is to create awareness of the benefits that takaful offers as a career path and highlight the professional advancement opportunities that we provide.

Our continuous work in creating a conducive environment for graduates was recognised in FY2022 when we were named within the Graduates' Choice Award ("GCA") Most Attractive Graduate Employer To Work For (Insurance Category) list by Talentbank. This award is in addition to our listing as one of HR Asia's Best Companies To Work For In Asia 2022 (Insurance; Malaysia Edition) and being named the Most Outstanding Company in Malaysia (Insurance Sector Category) in Asia's Outstanding Companies Poll 2022 by Asiamoney.



### Responding to New Work Norms

Amidst the myriad challenges of the COVID-19 pandemic, one silver lining was that it illustrated just how effective working from home can be. As a result, many people in the workforce are seeking more flexible work arrangements.

While it is not advantageous to our business to provide full work-from-home arrangements, we have introduced flexible working hours which allow staff in certain business divisions to start work from 7:30am to 9:30am and end their working day between 4:30pm and 6:30pm. By implementing this arrangement, we hope to create a culture that is more inclusive to those who need flexibility to care for their loved ones, as well as further our reputation as a forward-thinking organisation that is attuned to the priorities and needs of the modern employee.

# Our Sustainability Material Matters



## ETHICS & COMPLIANCE



### WHAT ETHICS & COMPLIANCE MEANS TO US:

Developing policies and practices as well as inculcating a culture that furthers responsible business practices in line with industry best practices, while operating in line with Shariah requirements and values.

### WHY IT MATTERS:

Our reputation as a responsible and transparent organisation directly impacts our credibility in the eyes of our stakeholders and our attractiveness as a destination for talent and investment. It is especially vital given our role as a leading Malaysian company and a nation-builder.

### OUR INITIATIVES:

#### Driving Compliance at All Levels

We strive to nurture a culture of compliance amongst all employees through general and role-specific e-learning modules as well as engagement sessions that avail staff of the latest laws and regulations relevant to their area of work. This is complemented by our suite of policies and internal framework, which outline specific steps to be taken in identifying, monitoring, remediating and reporting instances of non-compliance. Our policies are regularly reassessed in order to ensure that we remain abreast of changing requirements that may impact our operations and reputation as an organisation.

Further to this, we are committed to the highest standard of compliance with regard to disclosure, transparency, accountability and integrity, as well as to the regulations set by relevant legislation. Supporting this, the procedures documented under our Whistleblowing Policy ("WP") endeavour to improve the operation of our whistleblowing process, eliminate the risk of retaliation and detrimental action against whistleblowers, and improve the integrity of the organisation as a whole through transparent policies and effective procedures. The WP applies to all personnel of Takaful Malaysia, with staff encouraged to raise genuine concerns about possible improprieties in matters of operations, financial reporting, compliance and other malpractices at the earliest opportunity and in an appropriate way through the policies and procedures set out in this WP. The public is also welcome to report any concerns using the reporting channel provided in the WP.

In FY2022, our staff were provided with training and engagements in the following areas:

 <p><b>e-Learning on Anti-Money Laundering and Countering Financing of Terrorism ("AML/CFT")</b></p>	<ul style="list-style-type: none"> <li>• Creating awareness of tactics to prevent our business from being misused as a medium for money laundering or terrorist financing</li> <li>• Providing guidance to our employees in carrying out customer due diligence procedures, customer risk profiling and other important processes</li> <li>• Detailing practices for employees to detect "red flags"</li> </ul>
 <p><b>e-Learning on the Personal Information Record Management Framework ("PRIMF")</b></p>	<ul style="list-style-type: none"> <li>• Increasing awareness of best practices in the handling and management of our customers' personal information</li> <li>• Outlining authorised/permitted disclosures with regard to personal information</li> <li>• Guiding employees in adhering to high security and privacy standards when handling personal information</li> </ul>
 <p><b>e-Learning on the Anti-Corruption Framework ("ACF")</b></p>	<ul style="list-style-type: none"> <li>• Facilitating continuous awareness in combating bribery and corruption in line with our commitment to lawful, ethical and honest behaviour</li> <li>• Educating employees on processes and procedures for reporting activities related to bribery and corruption</li> </ul>
 <p><b>Compliance awareness and engagement sessions with compliance coordinators</b></p>	<ul style="list-style-type: none"> <li>• Educating employees on the role of our compliance coordinators</li> <li>• Discussing compliance-related topics, including anti-money laundering and countering financing of terrorism, personal record information management, and anti-corruption and bribery</li> </ul>





# Our Sustainability Material Matters



## REGULATORY CHANGES



### WHAT REGULATORY CHANGES MEAN TO US:

Being responsive to the evolving regulatory environment across our countries and localities of operation – including regulations related to social and environmental impact – and establishing the necessary internal procedures to ensure compliance at all levels.

### WHY IT MATTERS:

Beyond potential financial penalties, any incidents on non-compliance may result in loss of access to markets or business opportunities, a deterioration in the trust of our stakeholders, and a weakening of our standing as an investment. These potential outcomes directly affect our sustainability as a business.

### OUR INITIATIVES:

In FY2022, we worked towards the publication of the following in driving regulatory awareness and compliance:

#### Policy Document on Bancassurance/Bancatakaful

Sets out requirements and guidance for financial service providers with respect to bancassurance/bancatakaful. It aims to enhance the bancassurance/bancatakaful channel and further strengthen safeguards to ensure the delivery of better customer outcomes.

#### Policy Document of Financial Reporting for Takaful Operators

Clarifies and sets minimum expectations for the application of the Malaysian Financial Reporting Standards to an Islamic Financial Institution (“IFI”). It also aims to ensure adequate disclosures in financial statements to improve comparability for users of financial statements and better facilitate the assessment of an IFI’s financial position and performance.

#### Policy Document on Climate Risk Management and Scenario Analysis

Sets principles and requirements relating to climate risk management and scenario analysis for financial institutions, towards enhancing the resilience of the financial sector against climate-related risks and facilitating a just and orderly transition to a low-carbon economy.

#### Policy Document on Business Continuity Management

Outlines several enhancements to the requirements on business continuity management as compared to the previous guidelines.

#### Exposure Draft on Cloud Technology Risk Assessment Guideline (“CTRAG”)

Sets out the proposed guidance to assess common key risks and considerations of control measures when financial institutions adopt cloud services. The proposed guideline complements the Risk Management in Technology (“RMiT”) policy document to strengthen financial institutions’ cloud risk management capabilities.

#### Exposure Draft on Fair Treatment of Vulnerable Consumers

Sets out requirements and guidance for financial service providers in promoting a culture where they properly consider and respond to the needs of vulnerable consumers and ensure they are treated fairly and equitably. Once finalised, the requirements in this Exposure Draft will be incorporated into the policy document on Fair Treatment of Financial Consumers issued by Bank Negara Malaysia on 6 November 2019.

#### Exposure Draft on Operating Cost Controls for General Insurance and Takaful Business

Sets out the proposed revisions to the requirements on licensed general insurers’ and licensed general takaful operators’ payment of commissions and related expenses to intermediaries, as well as management expenses.

#### Exposure Draft on Management of Customer Information and Permitted Disclosures

Proposes to refine the existing definition of “customer information” and sets out conditions that must be observed by financial service providers when disclosing customer information.

#### Exposure Draft on Hajah and Darurah

Outlines proposed requirements and expectations for the application of hajah (need) and darurah (dire necessity) by IFIs in carrying out Islamic banking and takaful business.

#### Exposure Draft on Medical and Health Insurance/Takaful Business

Seeks to address developments in the Medical and Health Insurance/Takaful (“MHIT”) business as well as to promote more innovative, inclusive and sustainable MHIT business models that better respond to the needs of consumers and the prevailing operating environment.

# Our Sustainability Material Matters



## INTEGRATING SUSTAINABILITY



### WHAT INTEGRATING SUSTAINABILITY MEANS TO US:

Aligning business and sustainability through our strategies, processes and objectives. This means rethinking the ways that we work in order to minimise negative social and environmental impacts, as well as enshrining the creation of shared, sustainable value as a central purpose of our work.

### WHY IT MATTERS:

Assessments of stakeholders – ranging from our investors to potential employees – are increasingly made based on holistic criteria that consider not only our financial performance but our ability to create non-financial value. As such, by integrating sustainability within our thinking and our actions, we can differentiate ourselves and enhance the long-term prospects of our business.

### OUR INITIATIVES:

Minimising our consumption of natural resources such as energy, water and paper is one of our central strategies towards treading more lightly on the planet.

#### Adopting Energy-Saving Technologies

In striving to reduce energy consumption across our workplaces, we have consciously shifted to energy-efficient light bulbs and appliances, adopted centralised air conditioning, and continued to carry out periodic maintenance of our IT equipment, with inefficient equipment promptly replaced. Energy-saving is also a function of everyday practices, and we encourage our employees to adopt environmentally-friendly practices such as switching lights off when not in use.

As a result of these practices, we have managed to reduce our Group-wide energy consumption for the third year running, scoring a significant 6.6% reduction in energy usage for FY2022.





## Our Sustainability Material Matters

### Practising Mindful Consumption of Water

With the ceasing of the government-mandated MCO, FY2022 saw the return of our staff to our premises en-masse and thus the reopening of building facilities such as toilets and cafeterias. As a result, our water consumption increased significantly during the year in review.

While our performance in this respect is unsatisfactory, it is notable that our water consumption decreased from 2020 to 2021 despite a number of staff returning to work during this time, implying that our water-saving tactics have had a positive impact.

In seeking to make progressive improvements to our water consumption, we will continue to carry out regular leak detection checks and practice continuous monitoring of water use across our premises, thereby remaining alert to water use spikes and being able to take prompt remediation actions.



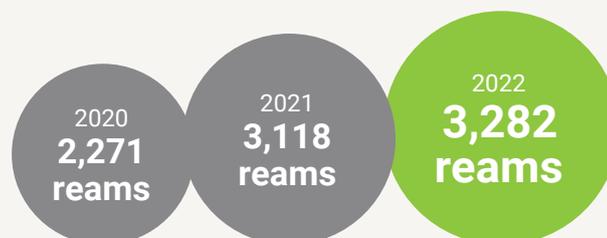
### Reducing Our Use of Paper

Adopting paperless processes is a key area of action within our sustainability agenda as it contributes not only to environmental protection but also supports our digitalisation thrust.

In FY2022, we introduced e-certificates to replace the pre-existing hard copy certificate format while transitioning our distribution application, auto underwriting and claims submission processes to online channels. This has been complemented by an accelerated shift to digital platforms across the customer journey, significantly reducing our use of paper and unlocking greater efficiency for our agents and customers alike.

In encouraging the adoption of paperless processes, all staff have access to our electronic document management system. However, wherever paper is essential, we advocate its responsible use by encouraging responsible printing practices and purchasing paper from suppliers with internationally-recognised environmental certifications that meet international standards, such as FSC C014719 for paper from responsible sources, ISO 9706 for permanency of paper and ISO 14001 for effective environmental management systems.

Driven by the shift from work-from-home to hybrid working arrangements, we witnessed a significant increase in the amount of paper used between FY2020 and FY2021. However, even with the return of all staff and a resumption of full office capacity in FY2022, our paper use only increased by 5%, indicating that our paper-saving strategies are having a positive impact.



## Our Sustainability Material Matters



### COMMUNITY EMPOWERMENT



#### WHAT COMMUNITY EMPOWERMENT MEANS TO US:

Leveraging our financial and human resources to assist marginalised and underserved communities in Malaysia, with the overarching aim of empowering equitable societies where everyone has the opportunity to achieve their fullest potential.

#### WHY IT MATTERS:

Local communities are the bedrock of our business. They provide us with our workforce, subscribe to our products and are the beating heart of the country we call home. By contributing to their advancement and supporting them in times of need, we are earmarking ourselves as a key nation-builder that is committed to sustainable development.

#### OUR INITIATIVES:

In FY2022, we undertook a variety of community empowerment initiatives under our CSR umbrella of Takaful *myJalanan*, which comprises two sub-brands – Takaful *myJalanan* Kasih and Takaful *myJalanan* Ilmu. Our initiatives benefitted various groups including non-governmental organisations (“NGOs”), underprivileged students and orphans. We also distributed zakat contributions to all zakat offices nationwide and eligible Asnaf during the year under review.

Details on all our community empowerment initiatives carried out in FY2022 are as follows:

##### Enabling Opportunities For Youth



- Donated a total of RM446,500 to underprivileged students, with contributions going towards ensuring inclusive, equitable and high-quality education
- Contributed RM10,000 to Raudhatus Sakinah, a youth shelter and guidance centre, helping them to meet their daily expenses which goes towards the rehabilitation of their residents

##### Contributing To Better Healthcare



- Donated a dialysis machine to the Kampar branch of Pusat Dialisis Sinar Amar, facilitating their efforts in helping underprivileged kidney patients receive the treatment they need
- Donated to Pertubuhan Kesihatan dan Kebajikan Umum Malaysia (“PKKUM”) to help provide nourishing food, medical care and counseling services to the 218 residents of Second Shelter Home





## Our Sustainability Material Matters

### Supporting Community Resilience

- Provided relief to 330 families in Puchong affected by floods in their area, including the donation of necessities such as mattresses and pillows
- Donated RM110,186 to flood victims in selected states nationwide
- Donated to the family of a victim who lost three sisters to electrocution during the Kelantan floods
- Handed over two housing units to eligible Asnaf in collaboration with the Zakat Boards of Selangor and Kedah
- Donated to Universiti Malaysia Terengganu to support student tuition fees and established a financial aid program for Asnaf students



### Supporting Asnaf and Muallaf

- Provided financial assistance of RM250 each to 340 Asnaf recipients under the Sumbangan Kasih Asnaf programme, which was organised by our Shariah division in collaboration with our branches nationwide
- Under the Sumbangan Kasih Asnaf programme, donated RM60,000 to the Malaysian Chinese Muslim Association in Kelantan, benefitting a total of 300 Asnaf and Muallaf recipients
- Collaborated with Jabatan Kemajuan Islam Malaysia and Jabatan Agama Islam Perak through the Santun Mahabbah programme organised in Perak and donated RM10,000 to 50 Muallaf from Kampung Orang Asli Kuala Mu, Perak
- Contributed RM5,000 to Surau Jumaat Kampung Orang Asli Keeb to fund their community activities and daily operations
- Donated RM25,000 to the International Islamic Information & Daawah Centre ("IIDAC"), an NGO in Kelantan established to spread the message of Islam, benefitting 150 Asnaf recipients
- Presented zakat contributions to 108 Asnaf, totalling RM21,600, under a collaborative initiative between Takaful Malaysia and the Resident Representative Council ("MPP") of Subang Jaya City Council ("MBSJ")

In FY2022, we contributed a total of RM2,932,939.34 in zakat contributions and charitable donations, marking a more than 100% increase compared to the corresponding figure in FY2021



Further to this, we also donated RM100,000 each to Majlis Agama Islam dan Adat Melayu Perak and Majlis Agama Islam dan Adat Istiadat Melayu Kelantan as part of our Waqf contributions

### Knowledge-Sharing Initiatives

In FY2022, we undertook various knowledge-sharing activities to enhance the knowledge and skills of our employees as well as share information and insights with our stakeholders and the wider community. Our actions and initiatives to this end included:

- Organising regular training sessions on various aspects of takaful, including its principles, products and operations. These sessions were conducted both in-house and with the help of external trainers
- Developing an online knowledge hub known as the *myLearning* & Development app, where employees can access articles, videos, webinars, and other resources that provide information and insights on various aspects of takaful
- Hosting webinars and workshops on specific topics related to takaful and the industry at large, with these sessions attended by employees and other stakeholders
- Participating in industry events such as conferences, seminars and workshops, where we networked with other industry professionals and shared knowledge and insights
- Conducting customer education programmes to help our current and potential customers understand the benefits and principles of takaful