



Etiqua's Sustainability Statement



Etiqua's Sustainability Statement

This document encapsulates our commitment to embrace sustainability.

The Key Elements that form Etiqua's Sustainability Statement are the Journey, Focus Areas, Ambitions, and Governance.

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Etiqua's Sustainability Journey 2019-2023

2019

- **January**
Maybank best practices for non-ILP funds assets management implemented
- **August**
ESG Risk policy localised
- **October**
VBI Steering Committee set up - Awareness program initiated
- **October**
Group Sustainability Council established
- **November**
1st issuance of ESG/VBI Digest (on monthly basis)
- **November**
Set up of Group Sustainability Council PMO team

2020

- **January**
Sustainability Offsite 1.0 - Education & Awareness to Management
- **January**
Launch of Etiqua's Recycling Program (iCycle bin)
- **April**
BSR Materiality Assessment Project (BSR: a global non-profit consultancy specializing in Sustainability)
- **July**
Sustainability Offsite 2.0 - Management's high-level decision to integrate into procurement, investment & underwriting processes
- **August**
Education: 1st Webinar session with staff on Recycling (Embracing Recycling as Our Culture) & workshop partnership with SwissRe
- **September**
Launch of Maybank Group Sustainability Strategy, House & its pillars
- **October**
Inclusion of ESG as a topic during Reinsurance renewal
- **December**
Education: 2nd Webinar Session with staff (including regional) on Upcycling Workshop (Sustainable Lifestyle: DIY)
- **December**
Approval of Etiqua's Sustainability Roadmap, to include 4 dimensions of Internal & Social, Suppliers, Investment & Underwriting

2021

- **March**
1st issuance of Regional ESG Digest (on monthly basis)
- **July**
Announcement of Maybank's 4 Key Sustainability Commitments
- **August**
1st issuance of Sustainability News (on weekly basis)
- **August**
Project: Green Assessment & Dashboard for Etiqua Malaysia by Greentech
- **September**
Setting up of Etiqua's Sustainability governance
- **September**
Data consolidation to calculate Etiqua's carbon footprint
- **October**
Approval of Etiqua's 3 ESG ambitions
- **October**
Roll out of Drive Less Save More
- **December**
Launch of EV Chargers at Dataran Maybank
- **December**
Set up of Etiqua's VBI Sustainability Steering Committee
- **December**
Approval of ESG Risk Management Framework

2022

- **January**
Issuance of Maybank Group Sustainability Framework
- **March**
Etiqua Vertical Farming - pilot project in Human Capital floor
- **March - April**
"CleanWater Project" to selected villagers in Kuala Lipis, Pahang & Sik, Kedah
- **April**
Food & aid contribution to severely flood affected villagers in Pasir Mas, Kelantan
- **May**
Sustainability webpage featuring Etiqua's Sustainability statement on myetiqua.com
- **July**
Launch of affordable life and critical illness protections under Employee's Provident Fund (EPF) i-Lindung platform
- **October**
Marine Restoration : Coral Adoption with LEGES Divers
- **October**
Launch of Electric Vehicle (EV) Home Charger add-on coverage
- **November**
Launch of i-CARE OKU Online Takaful
- **December**
Launch of Free Mammogram Programme (Phase 5) and Etiqua's National Mobile Screening Programme

2023

- **January**
Launch of Free Cervical Screening Programme (Phase 3)
- **February**
New Recycling Contract with AFES
- **February - March**
"CleanWater Project" to selected villagers in Baling & Kuala Krai, Kedah
- **March**
First Signatory in Malaysia and 3rd in Singapore on the UN PSI
- **January - May**
BNM CRM SA-Gap Analysis & Roadmap Exercise

Legend:

- Initiatives at Etiqua
- Initiatives at Maybank Group

Etiqua's Sustainability Focus Areas

Our Sustainability Focus Areas are aligned to the four core dimensions that address Environment, Social & Governance (ESG) in the context of an insurer. We believe that these four core dimensions allow us to align our business to the key issues pertinent in sustainability which are related to climate, environment, community & financial resilience. In doing so, Etiqa is committed to contributing to the United Nations' Sustainable Development Goals (UN SDG).



Dimension 1: Internal & Social (VBI)

We begin with building the foundations by educating & building a culture of sustainability.

The objective of Dimension 1 is to create sustainable value to the community & environment by both changing the mindset & culture of the company, staff & community and to be highly effective & improve our self governance to deliver Fast & Easy service & provide Best Advice to the customers.



Dimension 2: Supplier

We believe that we need to reach out to our suppliers as they are one of the operational pillars that ensure our business is run efficiently & smoothly.

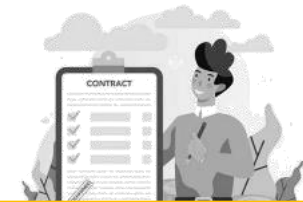
The objective of Dimension 2 is to educate & advocate sustainable practices to our suppliers who are yet on the sustainability journey so that they as our business partners, can grow together with us.



Dimension 3: Investment

As we journey further, we believe that the way we conduct our investments are pivotal in supporting our Sustainability goals.

Our objective in Dimension 3 is guided by evaluating all our investable assets in an integrated qualitative & quantitative analysis that is tried & tested, thus giving a comprehensive ESG analysis when evaluating our investment activities.



Dimension 4: Underwriting / Clients

Underwriting is one of the most pertinent component within an insurance business. We believe that we need to address our Underwriting activities conscientiously.

Our objective for Dimension 4 will allow for a robust methodology that analyses our clients & portfolio for ESG/ climate risk & impacts. In doing so, we hope to expand our existing green clientele and provide more innovative green products & services.

Etiqua's Sustainability Ambitions

Our Sustainability Ambitions are aligned with the Maybank Group's Sustainability Commitments. Through a timeline between 2025 to 2030, we have set three Sustainability Ambitions. Our first two Ambitions are to meet Internal ESG requirements on our Investments and improve the lives of 889,387 households by 2025. Our third target in 2030 is to achieve Carbon Neutral status for Scope 1 & 2 emissions.

<p>1</p>  <p>Meet the internal ESG Requirements for Equity Investments by 2025</p> <p><i>All Etiqua's Equity Investments to meet internal ESG requirements by 2025</i></p>	<p>2</p>  <p>Improve the lives of 889,387 households by 2025</p> <p><i>Provide sustainable solutions for the social, health and education needs of the communities, targeting to improve the lives of 889,387 households by 2025</i></p>	<p>3</p>  <p>Achieve Carbon Neutral status for Scope 1 & 2 emissions by 2030</p> <p><i>Achieve Carbon Neutral status for Scope 1 and 2 by 2030 and go beyond this to implement zero single-use plastic for all Etiqua buildings, zerorise paper usage and all Etiqua vehicles as EV by 2030</i></p>
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Etiqua's Sustainability Ambitions

For Ambition 1, we want to be able to determine the ESG grade of a company and in so doing, ensure we invest in companies that deliver profits from work that benefits humanity.

1



Meet the internal ESG Requirements for Equity Investments by 2025

All Etiqa's Equity Investments to meet internal ESG requirements by 2025

Our internal Investment ESG seeks to align with Maybank or client's mandated ESG needs.

We evaluate our investment activities by having ongoing engagement with relevant parties, continuously integrating environmental, social and governance (ESG) factors in our financial decisions and determining an acceptable ESG grading that can deliver profit to Etiqa.

Etiqua's Sustainability Ambitions

Ambition 2 will be achieved by expanding the offering of micro insurance and related products to the B40 communities in the region as well as via CSR and CZR activities.

2



Improve the lives of 889,387 households by 2025

Provide sustainable solutions for the social, health and education needs of the communities, targeting to improve the lives of 889,387 households by 2025

We believe that affordability and accessibility with good protection value is what our customers want.

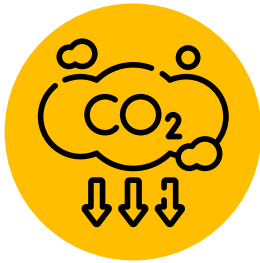
This will address our aim to enable a wider protection coverage for the community and provide financial inclusion to the under-served & B40 groups. Hence, we strive to make our offerings, easy to understand, simple to purchase and trouble free to make claims.

In addition, we will continue with our notable CSR and CZR activities which include the flagship programmes of Clean Water for Rural Villages, Free Mammograms and Cervical Cancer Screening for Underprivileged Women.

Etiqua's Sustainability Ambitions

For Ambition 3, we are aligned with Maybank's Sustainability Commitment of "Carbon Neutral position for Scope 1 and 2 emissions by 2030 and Net Zero Carbon Equivalent position by 2050".

3



Achieve Carbon Neutral status for Scope 1 & 2 emissions by 2030

Achieve Carbon Neutral status for Scope 1 and 2 by 2030 and go beyond this to implement zero single-use plastic for all Etiqua buildings, zerorise paper usage and all Etiqua vehicles as EV by 2030

In October 2021, Maybank had signed a letter of intent with Tenaga Nasional Bhd's wholly owned subsidiary TNBX Sdn Bhd to purchase Malaysia Renewable Energy Certificates (mRECs), equivalent to 70% of its Malaysian operations' Scope 2 carbon emissions including for Etiqua.

Our current activities via the Value Based Intermediation (VBI) initiatives continue to show positive results in the overall reduction of paper, water, electricity & plastic usage in all of our Etiqua premises.

Etiqua's Sustainability Governance



Our Sustainability Governance is an extension of the existing Value Based Intermediation (VBI) Structure to also include the Conventional Insurance entities. With the support from all the Senior Management, we believe that we are moving steadily in our Sustainability journey.

As we expand our reach in the Sustainability agenda throughout the Group, we have set a proper monitoring platform that covers both the Conventional and Takaful entities.

The structure & Term of Reference (TOR) for this Value Based Intermediation & Sustainability Steering Committee is co-chaired by the 4 Malaysian operating entities' CEOs.

Our Board and Senior Management are fully committed to our Ambition and this ESG Journey. To affect the journey, our Senior Management meets on a regular basis to track our progress and map out the next steps for Etiqua. Regular updates are provided to our Board to seek their guidance.

Thank you