

# Communication on Progress AYA SOMPO Insurance (2021-2022)

COMMUNICATION  
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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## STATEMENT OF COMMITMENT

AYA SOMPO Insurance (AYA SOMPO) has remained committed to its membership to the United Nations Global Compact (UNGC) for six years. Such membership carries with it responsibilities to which AYA SOMPO has remained dedicated and has since consciously upheld as an organisation. In sending this Statement of Commitment for the sixth time, we are affirming that we categorically remain committed to adhere to the 10 principles outlined within and by the UNGC.

We have continued to remain steadfast in 2021, manoeuvring the company with learnings from the previous year on how to handle the Covid-19 pandemic through our robust business continuity plan (BCP). The BCP is built based on three key pillars: 1.) Safety and Wellbeing of our Employees, Partners, Stakeholders, and Community, 2.) Meet Customers' Servicing Needs without disruption, and 3.) Sustainability of our Business Operations. But as we welcomed the second month of 2021, we were met with an unwelcomed political situation no one saw coming.

The country came to a standstill in the months of February and March 2021. Large scale public demonstrations took place in Yangon, Myanmar's largest city and across the country denouncing the political upheaval. As a for-profit organisation, we respected the political views of our employees. The company did not restrict or discriminate against anyone for their political beliefs and have given space for their freedom of political expression. While doing so, we moved physical operations online through our company's strong information technology backbone. Digital insurance claims and renewal service features allowed us to service customers remotely through innovative ways, and our new

online appointments provided the digital space for our insurance agents to talk to their audience without much disruption to our business processes.

As Covid-19 worsens amidst the backdrop of the political situation in the country, we provided assistance to our employees and their families through the creation of AYA SOMPO Covid Care Program. This internally led initiative brought medicine, food supplies, teleconsultation by medical health professionals, and financial support to affected employees and their families. The program continuously aids employees to avail of much required vaccination against Covid-19, ensuring everyone is protected.

AYA SOMPO upholds its commitment to the principles of the UNGC. Our company and the group that we belong to are steadfast to the promotion of community development within Myanmar. We will continue to ethically pursue transparency in all our actions and to ensure that we remain true to the work that we do. On behalf of the company, AYA SOMPO affirms its pledge to continue as a member of the United Nations Global Compact.

Yours Sincerely,



**Mr. Myo Min Thu**  
Chief Executive Officer



## **A Brief Profile of AYA SOMPO Insurance**

In 2019, AYA General Myanmar Insurance Company Limited (AMGI), a subsidiary of AYA Myanmar Insurance Company Limited (AMI), and Sompo Japan Nipponkoa Insurance Inc. (Sompo) obtained an approval to form a joint venture from Myanmar's Ministry of Planning, Finance, and Industry. In line with the joint venture agreement between AMGI and Sompo, AMGI was renamed AYA SOMPO Insurance Company Limited (AYA SOMPO) and entered into the market with a new vision, mission, key values, and branding.

AYA SOMPO is endeavouring to become a strong brand in the country's insurance industry sector -- giving value-added products and services to both the sector and the country's business community. Our unique combination of local knowledge and network from our beginnings as AMGI, together with the 150 years of international expertise from Sompo give our customers the best of both worlds while strengthening the ties of friendship between our two countries. AYA SOMPO is beyond the regular insurance company. We aim to give better quality services, innovative value-added products, and fulfil our company promise to our customers – “Your Partner for Life”. AYA SOMPO is driven by an innovative spirit to deliver ever-better products and services and build up human capital beyond our company's needs, for the needs of our country.

AYA SOMPO operates in more than 40 cities across Myanmar with more than 600 employees -- a vast network of 50 customer service kiosks, 10 branches, 3 regional offices, and a wholly owned business tower which serves as the company's headquarters

in Yangon's downtown district. Our innovation brings 24/7 customer service through claims and enquiry handling and digital services on various online platforms ranging from insurance premium calculation, e-appointment bookings which has proven most useful during lockdowns, and digital submission of insurance claims.

AYA SOMPO is an ISO compliant company. We've received our ISO 9001:2015 certificate for the quality and management system through independent ISO evaluator [Guardian Independent Certification](#) on 9 April 2020. As a testament to the level of excellence of our work, AYA SOMPO was awarded the "Best Insurance Company Digital Transformation Myanmar 2020" given by the [Global Banking and Finance](#) and the "Best Companies to Work in Myanmar – Corporate Winner" award organised by [JobNet Myanmar](#).



HUMAN RIGHTS



LABOUR



ENVIRONMENT



ANTI-CORRUPTION



## HUMAN RIGHTS

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# Human Rights

AYA SOMPO's policy guidelines, rules, and regulations uphold basic human integrity and dignity, and protect employees from office-related human rights abuses. AYA SOMPO is compliant with the principles of international human rights. Policy guidelines, rules, and regulations comply not only with existing local Myanmar laws but also international human rights laws and regulations. AYA SOMPO does not tolerate discrimination based on gender, skin colour, religion, ethnicity, nationality, age, or civil status. A non-discrimination policy is in place at AYA SOMPO.

We have revised and updated our Whistle Blowing Policy in 2020. This policy encourages our employees to raise their concerns about misconduct or malpractice within the company without fear of victimisation, subsequent discrimination, being disadvantaged, or arbitrary dismissal. It also promotes the free expression of individual identity amongst our various stakeholders regardless of gender, religious affiliation, and colour. Employees escalate their concerns through an effective, easy and user-friendly channel embedded in the company's digital HR Management System. The procedures and disciplinary actions are clearly and transparently defined in the policy.

Other additional workplace interventions are in also place. AYA SOMPO employs a complaints/feedback/suggestion box, regular sessions ranging from "Staff Dialogue" to

“Get Together with CEO and COO” and “Coffee with CEO and COO” sessions, and regular townhall meetings arranged through and by the Human Resource Department. These sessions allow employees to transparently share their opinions, provide feedback on workplace conditions, and other areas for improvement both personally and from within the company. The continuity of these events and activities have been moved to online channels due to Covid-19 prevention measures. Internal disputes at AYA SOMPO are never swept under the rug and employees are encouraged to find solutions through enacted policies.

***“Access to health is a human right”***

AYA SOMPO is a member of the AYA Financial Group (AFG), one of the top financial service providers in Myanmar. As a member of the AFG, AYA SOMPO has tremendously offered support to the group’s socio-civic work through its sister organisation the AYA Foundation, a non-profit organisation which aims to help and support the people of Myanmar. Amidst the outbreak of Covid-19 in the country, AYA SOMPO and AYA Foundation instituted the privately led Thuwanna Quarantine Facility (TQF). The TQF became the leading quarantine facility in the country and has been made the model for other similar facilities throughout Myanmar. It was immensely successful and was replicated in Mandalay, Myanmar’s second largest city.

As health and safety are main focus areas at AYA SOMPO, standard procedures and guidelines regarding Covid-19 are implemented to ensure our employees are able to work safely from their homes. Covid Rapid Response Care Program (CRRCP) was arranged



during the peak of the 3<sup>rd</sup> Wave of Covid-19 in Myanmar between the months of June and July 2021. The initiative is employee led and provides support to colleagues and families adversely affected by the pandemic. The CRRCP is an ultimate success and received seed funding from the company to ensure continued provisions for successive outreach.



***AYA SOMPO Insurance's community support initiatives  
during the Covid-19 pandemic period in Myanmar***



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## Labour

AYA SOMPO follows international standardised operating procedures, rules and regulations for the workplace. A strong area of compliance is the prohibition of recruitment of child labour, which on its own is stipulated under Myanmar's local labour law. All of the more than 600 employees from AYA SOMPO are above 18 years of age. As employees are our valuable assets, we maintain a focus on our human capital development for sustainable growth of the company and to also create a safe, healthy, and professional work environment. Standard operating procedures and job descriptions are clearly disclosed. The employee handbook supports a safe and supportive work environment. Employees are inspired through positive reinforcement, encouragement and respect of the individual – core values enshrined in the employee guidelines. The whistleblowing and non-discrimination policies foster an atmosphere of mutual respect, where our employees feel accepted, able to work with dignity and to their full potential, and embrace the benefits that diversity brings into the organisation. AYA SOMPO supports the freedom of association and recognises the right to collective bargaining. For the company's human capital development, the core insurance competency essential for employees is developed and online trainings are provided via AYA SOMPO's internal training systems. Soft skills trainings and other programs for professional enhancements are made

available to employees either through internal initiatives or through the support of AYA SOMPO's corporate partners.

AYA SOMPO enacted the BCP in adherence to the public health policy implementation for the prevention of the spread of Covid-19. The plan limits physical meetings and trainings, preferred utilisation of online channels, and remote means of conducting daily operations. With the ongoing pandemic crisis, AYA SOMPO focused on our customer's and staff member's health and safety through the implementation of temperature checks at all locations, antiseptic dispensers, provision of face masks, and face shields. Front line service staff were also fully provided personal protection equipment (PPE). AYA SOMPO provided employee health insurance with Covid-19 health coverage, remaining true to ensuring that our employees have happier and healthier lives.

As a major initiative in promoting a healthy environment for our employees to work, AYA SOMPO launched its "Protecting Partners" Covid-19 Vaccination Campaign on 17 September 2021. Approximately 300 employees, a fraction of the entire cohort of AYA SOMPO's workforce, were registered to avail of and have been inoculated with the much needed Covid-19 vaccine – free of charge. The "Protecting Partners" Vaccination Campaign was very successful with a 94% turnaround. To put this campaign into context, during the same period, only 8.2 million single doses of the vaccine have been administered in Myanmar – a small fraction of the country's 55 million population.

***Protecting Partners Covid-19 Vaccination Campaign***





## ENVIRONMENT

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### Environment

AYA SOMPO knows the value in protecting the environment. We consciously take steps in the sustainable utilisation of our company's resources, ensuring that we have smart systems that promote efficient use of energy, and most importantly conscientious disposal and recycling of waste. Our corporate actions have been guided by and instituted with the assurance that we uphold our commitment to the environmental principles mandated by the UNGC.

Our innovative systems allow our business operations to go paperless, lowering the company's reliance on both virgin wood pulp and recycled paper. This is facilitated through the implementation of key IT initiatives such as the new customer relationship (CRM) system which allows both our corporate communications and customer experience teams to send digital policy documents to our policyholders. The company's HR management system benefits in doing paperless records of employees' information. The sales portal and the company's core system developed for insurance sales and the main database of customer records allow remote access and for other paperless processes.





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## Anti-Corruption

AYA SOMPO adheres to a policy of zero-tolerance in the face of corruption. Our internal regulations are sufficient to mitigate and address anti-corruption efforts from within the organisation and from those outside. We act with integrity as a business leader and we value all of our stakeholders. We discourage corruption, bribery and encourage honesty and open communications among each other and share information transparently to all stakeholders. We have internal policies to carry out investigations on extortion, bribery, and any other form of corruption. We never hesitate to take appropriate actions accordingly regardless of any level of stakeholder involvement. AYA SOMPO follows corporate governance guidelines and anti-bribery policies.

AYA SOMPO's policies are intended and targeted to protect from financial misuse, fraud and malpractice, misallocation of budget, misuse of authority and of the power of the position and/or department for the personal benefit or any other illicit purpose, non-compliance with regulations, and malicious concealment/omission of information.

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