

## CUSTOMER HEALTH, SAFETY AND WELFARE POLICIES

To address customer health, safety, and welfare, Pru Life UK adheres to the Group Code of Business Conduct and its supporting policies including the Regional Suitability Framework, Group Customer Commitments Policy, Customer Conduct Risk Policy and Group Resilience Policy. These policies help ensure that the relevant customer elements of the Group Code of Business Conduct are met in addition to local regulatory requirements.

### *I. Group Code of Business Conduct<sup>1</sup>*

Our purpose is to help people get the most out of life. We make healthcare affordable and accessible, we protect people's wealth and grow their assets, and we empower our customers to save for their goals.

We have always thought very carefully about how best to behave towards each other and towards our customers. Every time we sell one of our products, we are asking a customer to let us look after their hard-earned money now and, in return, at some time in the future we will help them to meet an important financial need or life goal.

With every transaction, with every promise, we are saying: "Trust us." Customers give us their trust only if they believe we operate in the right way. That's why our founders named this company after the human quality that was the most important to them: "Prudence".

Over the years, many things have evolved: the markets where we do business, the technology available to us, and the way we use language. What has not changed is the need for an organisation like ours to have a strong moral compass.

To fulfil our purpose and deliver benefits to our customers, we adhere to the highest professional and ethical standards of conduct.

Putting yourself in the customer's shoes is the best possible discipline for any business. Our businesses are committed to upholding five customer conduct standards - treating customers fairly and honestly; providing and promoting products and services that meet customers' needs, are clearly explained and deliver real value; maintaining the confidentiality of customer information, ensuring the personal financial or investment interests of employees do not compete, conflict or detract from the interests of customers; providing and promoting high standards of customer service; and acting fairly to address customer complaints and any errors we find.

Furthermore, our standards in five key areas – financial crime, conflicts of interest, information & dealing, communication, and people – form part of this Code of Business Conduct. Members of the Board and all our employees are required to confirm that they both understand and adhere to those standards. It is vital that all of us uphold these standards, and if employees believe colleagues are not meeting the standards set out in this Code, they should not hesitate to speak up.

The Group's purpose applies to all employees. We know that career decisions are big ones – and that our employees bring us their time, talent, and passion. This is what powers our ambitions in Asia and Africa. In exchange, to honour the trust they place in us, we pledge to make Prudential a place where they can Connect, Grow, and Succeed supported by a culture that promotes their safety, inclusion, and wellbeing.

We need to act with integrity in everything we do. Integrity is doing the right thing, even when no one's watching.

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<sup>1</sup> [group-code-of-business-conduct-2022.pdf \(prudentialplc.com\)](#)

To ensure that we're always doing the right thing for our customers, our people, our business and our communities, and continuously innovating to improve, we have defined a core set of values – a high-level guide to how we should behave.

### **Courageous**

We need to have the fortitude to do the right thing, even when we might be under pressure, from ourselves or others, to take the easy way out. We need to speak up and innovate by feeling safe to take calculated risks even when they don't work out as planned, to have honest and open conversations, and to provide two-way feedback that is transparent, constructive and respectful.

### **Empathetic**

Listening to and learning about others is important for success. We need to listen proactively and attentively, and seek diverse perspectives and the opinions of diverse people when faced with challenging decisions. We should listen to others without judgement, treat them with respect and try to see things from their point of view.

### **Curious**

In this fast-changing world, curiosity is more important than ever, including being curious about each other. Experimenting and becoming comfortable with failure enable creativity. We need to take the initiative, drive our own learning and development, and learn continuously.

### **Nimble**

Being nimble is about aligning change to purpose, learning from experimenting and pushing beyond our comfort zones. We need to reflect on our own failures and challenges to foster resilience and self-improvement. This is how we will create the future capabilities that will help us extend our leadership positions.

### **Ambitious**

Ambition is about always striving for new, better and sometimes surprising ways of serving customers. Individuals and teams need to have clear targets, and those targets should be aligned with those of the organisation. We need to have a strong focus on understanding and responding to customer needs, and to take responsibility for what we do.

These values are all fundamental. Each one applies equally to each of us. Through these values, we will continue to deliver for our customers, our investors and the communities in which we work, to improve our business and to achieve strong and lasting satisfaction in what we do.

Mark FitzPatrick  
Group Chief Executive  
Prudential plc  
November 2022

## **II. Regional Suitability Framework**

### **RCS 19: Suitability**

Helping our customers achieve their insurance and financial needs through our products and services lies at the heart of the Group's business strategy. The values and standards for how the Group deals with its customers are laid out in the Group Code of Business Conduct, which are required to be followed by all employees and other persons acting on behalf of the Group or the Company. Protecting customers' interests is also a key area of regulatory focus across the region and evolving regulations are placing increasing accountability on financial institutions to better manage and protect customers' interests.

It is therefore imperative that the Company proactively undertakes effort to prudently address evolving customer expectations and regulatory requirements in the area of customer suitability, i.e. helping customers achieve their insurance and financial needs through the right product and service offering.

This standard sets out the following Group's principles for customer suitability for its insurance businesses and is a key element of Group's conduct compliance framework.

- a. Transparency: We provide adequate disclosure that is fair, clear and not misleading in relation to the key benefits, risks, charges and features of our products;
- b. Fair Customer Outcomes: We offer appropriate advice and products to customers in consideration of their financial needs, objectives and background to enable them to make an informed purchase decision;
- c. Prudence: We continuously align our products, policies and standards to customer and regulatory expectations on suitability; and
- d. Fit and Proper: We ensure all sales force are qualified and fulfil requirements of fitness and propriety.

This standard must be applied in conjunction with other conduct compliance standards, considering the intrinsic linkages amongst them, and any specific guidance provided by Group Compliance. Given this consideration, implementation requirements for customer suitability have been specified within other applicable conduct compliance standards. Fulfilment of each of the above principles could be enabled by specifically complying to the following RCS:

- a. Transparency:
  - i. RCS 20: Product Compliance
  - ii. RCS 21: Advertising, Product Marketing and Sales Promotion
  - iii. RCS 23: Insurance Sales Process
  - iv. RCS 24: Non-Face-to-Face Insurance Sales Processes

- b. Fair Customer Outcomes:
  - i. RCS 20: Product Compliance
  - ii. RCS 23: Insurance Sales Process
  - iii. RCS 24: Non-Face-to-Face Insurance Sales Processes
  
- c. Prudence:
  - i. RCS 25: Insurance Sales Monitoring
  - ii. RCS 26: Complaint Handling and Management
  - iii. RCS 27: Sales Malpractice and Disciplinary Actions
  
- d. Fit and Proper:
  - i. RCS 22: Fitness and Propriety of Sales Force

To ensure a pragmatic application of this standard, the Group Compliance have in place two distinctive groups in operationalizing the Suitability Framework in consideration of their market maturity levels and regulatory environment. The distinction of the two groups implies different expectation levels on its implementation and thus variance in the requirements, wherever it is expressly specified in these standards or in any associated guidance. Group Compliance shall review this allocation whenever these standards are reviewed and updated.

a. Established Market Group: These markets typically have comprehensive customer protection regulations and an established customer suitability regime. Emphasizing on integrated financial advice, services and a full-scale product suite, financial institutions are subject to stringent requirements from business conduct and prudential regulations as well as direct regulatory oversight and intervention.

b. Developing Market Group: This group includes developing and emerging markets which typically have little or no regulations on customer suitability, though topics around customer protection and relevant regulations could be rapidly evolving. Regulators of these markets often examine and implement customer protection regimes of developed markets with revision to local market considerations. Fulfillment of suitability requirements are often interpreted by financial institutions as disclosure, affordability or customer declaration. PLUK forms part of this group.

Prudential Business Units (LBUs), including Pru Life UK, are required to:

Ref. no.	Requirement Details	Associated Requirement	Group
PCARCS-99	Establish and maintain processes and controls to deliver outcomes to fulfil the customer suitability principles (i.e. transparency, fair customer outcomes, prudence and fit & proper), and associated standards/guidance. LBUs must also be able to measure and demonstrate that desired outcomes as per these requirements are being achieved in their day-to-day operations. Established Market Group LBUs are also required	--	

	to have mechanisms in place that aim to improve existing suitability controls and measures to further enhance the effectiveness of their suitability regime, and proactively address any related conduct risks.	
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**III. Group Customer Conduct Risk Policy**

The Group Conduct Risk Policy (“the Policy”) is part of a set of Group Risk, Compliance and Security policies that address the risks to which the Prudential plc Group (“the Group”) is exposed. Conduct risk forms a core component of the Group Risk Framework (“GRF”). The Group Chief Executive Officer describes the standards and expectations of every employee within the Group Code of Business Conduct (the Code). This policy should therefore be read in conjunction with the Code.

Conduct risk is defined in the GRF as:

“The risk to customers, and the subsequent impact on our stakeholders, that arises from Group companies, or our intermediaries conducting their business in a way that does not ensure the fair treatment of customers at any stage of the product lifecycle.”

The objectives of this Policy are to set out:

- a. The Group’s conduct risk appetite that BU / LBUs should adhere to, and the framework that supports BUs in managing the Group’s exposure to conduct risk;
- b. The Group’s conduct risk appetite that BU / LBUs should adhere to, and the framework that supports BUs in managing the Group’s exposure to conduct risk;
- c. The Group’s conduct risk appetite that BU / LBUs should adhere to, and the framework that supports BUs in managing the Group’s exposure to conduct risk;
- d. The Group’s conduct risk appetite that BU / LBUs should adhere to, and the framework that supports BUs in managing the Group’s exposure to conduct risk;
- e. The Group’s conduct risk appetite that BU / LBUs should adhere to, and the framework that supports BUs in managing the Group’s exposure to conduct risk;

**Group Conduct Risk Framework**

Understanding what drives poor conduct can prevent problems emerging in the future. Drivers of conduct risks range from poor culture, remuneration structures that do not support good customer outcomes, the complexity of products, to diverse distribution channels, and the need to manage customers’ expectations. Regarding the use of artificial intelligence (AI), we must ensure that no unfair customer bias is created, either intentionally or unintentionally. Prudential has a duty to manage conduct risk via robust conduct controls.

The Group’s conduct risk framework is designed to support Prudential’s BU / LBUs in managing their conduct risks. Prudential’s ‘Key conduct risks’ are those risks that arise from us, or our intermediaries, conducting business in a way that significantly impacts the Groups ability to give fair outcomes to its customers.

Prudential’s Business Strategy and Management sets the tone for how conduct risks are managed within the Group, supported by enterprise-wide frameworks & policies. Conduct risk can arise at any time during the customer lifecycle, until all obligations have been fulfilled. When products are manufactured consideration should be given to ensuring they offer real value and meet the needs of specific customers and institutional clients, sales should be based on needs and expectations must be managed.

## Group Customer Conduct Standards

Senior management at Group level are responsible for understanding the nature and level of conduct risk assumed by the Prudential Group. Senior BU management have a similar responsibility for their respective BUs. The Prudential plc Board has set out five customer conduct standards that BUs are expected to meet. These are:

- a. **“Treat customers fairly”**: BUs need to consider where there is a risk that they may fall short of this requirement and what controls are in place to mitigate / manage this risk throughout the customer lifecycle, attention should be paid to managing conflicts of interest and ensuring no unfair customer bias is introduced through the use of AI.
- b. **“Provide and promote products and services that meet customer needs, are clearly explained and that deliver real value”**: Although many of the financial needs and objectives that customers have are simple, the products we design may be complex from a customer’s perspective. This complexity may make it difficult for a customer to understand the costs and value of the product, and how best to utilise the products to avoid poor outcomes. BUs need to consider product design, the quality of their communication with customers and the value that products are likely to bring to customers, given the variety of factors involved, for example, customer behaviour and circumstances or expected long term market returns.
- c. **“Maintain the confidentiality of our customer information”**: Customers trust us and our representatives with their personal information and as a Group, we have a duty to ensure we properly safeguard it, both where we hold it on our systems and where it is handled by our representatives / partners.
- d. **“Provide and promote high standards of customer service”**: Consistent, ongoing, high quality service and communication with our customers helps ensure our products meet their needs and expectations. BUs should have in place a comprehensive suite of customer service metrics which cover the relevant product and customer lifecycle. Claims should be handled in a timely, fair and transparent manner. Product, contractual and other relevant updates should be disclosed promptly.
- e. **“Act fairly and timely to address customer complaints and any errors we find”**: Customer complaints are an invaluable source of feedback about the quality and success of our business. BUs should consider whether they have in place mechanisms to ensure all complaints are identified and addressed fairly. BUs should also have processes for analysing complaints to understand their underlying cause with the aim of reducing the overall number of complaints. BUs should perform ongoing monitoring to identify any issues which could lead to customer detriment and take prompt action to address any errors.

## Conduct Risk Management Requirements

Prudential LBUs, including Pru Life UK, are required to:

### **4.1 Identification of conduct risk**

Conduct risks need to be identified in order to be managed. A well designed and properly managed risk assessment process covering the five conduct standards, that facilitates bottom-up discussions of conduct risks between the first and second line of defence, will offer significant insight into a BU’s conduct risk and control environment.

The Risk Control Assessment (RCA) process, an integral element of the overall operational risk framework, underpins the conduct risk framework. For further guidance and context on conduct risk RCAs, refer to the RCA Guidance document.

**Risk Assessment:** Perform a risk assessment to identify significant conduct risks and assess the controls in place to ensure good customer outcomes. Risk assessments should be repeated at least annually.

#### **4.2 Management of conduct risk**

Controls can take many forms, simply put they are mechanisms, rules and procedures put in place to manage risk. BUs must ensure that they have controls in place to properly manage their conduct risks.

**Key Conduct Risk Controls: Establish, document, implement and maintain processes and controls to manage conduct risk and meet the five customer conduct standards. Local policies and procedures should be established as required to ensure the fair treatment of the customer throughout the customer lifecycle. Policy, procedures, processes and controls must be reviewed periodically, along with evidence supporting adherence to the requirements within this policy.**

#### **4.3 Monitoring of conduct risk**

Monitoring is a means of providing management with an insight into a business's risk profile and performance. Regular monitoring supports the early identification of potential conduct risks and allows a business to quickly mitigate the risk. As digitalisation grows and additional data management capability becomes available, these should be used to perform real-time monitoring of conduct risks.

**Regular monitoring:** Implement the regular review and monitoring of key conduct risks and associated controls to ensure the risks continue to be properly managed.

**Indicators:** Establish a set of indicators with which to monitor and report on conduct risks. These should cover the customer lifecycle, including the sales process, and after sales service (claims and complaint handling).

#### **4.4 Reporting of conduct risk**

Regular reporting on conduct risks is required to support the Group and BU CEOs, the Prudential Board and Compliance in properly exercising oversight responsibilities with respect to Conduct risk and ensuring the fair treatment of customers across the Group.

**Reporting:** Regularly report conduct risk MI and data to BU governance fora and Group Compliance to adequately inform / describe the level of conduct risk in the BU as well as the maturity of conduct risk controls.

#### **IV. *Group Operational Resilience Policy***<sup>2</sup>

The policy helps Prudential build and maintain operational resilience across its physical security, travel, business continuity (BCM), health and safety (H&S) functions. The policy incorporates legal and regulatory requirements, as well as industry best practices aligned with the principles in the ISO 31000:2018, 22301:2019 and 45001:2018 family of international standards in the context of Prudential strategic, operational, and commercial imperatives.

In summary, this policy provides directives on physical and travel security, H&S and BCM requirements across all Prudential LBUs and Head offices, and aims to identify, assess, prioritise, and treat reasonably foreseeable risks and scenarios in evolving threat landscapes to protect Prudential people, assets, and operations. The Policy covers:

- Governance— to ensure structured and iterative risk management frameworks are in place, and roles and responsibilities defined to protect people, assets, and operations.
- Legal requirements – to ensure Prudential identifies and meets its legislative and regulatory obligations.
- Risk management – to ensure a structured, iterative taxonomy provides an analytical basis to identify security, H&S and BCM threats, vulnerabilities, risk profiles and commensurate mitigations aligned with strategic, operational, and commercial imperatives.
- Crisis response plans – to ensure Prudential has strategies to identify, respond and mitigate reasonably foreseeable business disruption and threat scenarios, and test efficacy of its incident management and business continuity plans.
- Incidents – to ensure security, travel and H&S incidents are reported, investigated, and root causes identified, and treatment plans forestall reoccurrence.
- Work with third-party providers - to ensure contractors, procurement of goods, equipment, and services meet security, H&S and BCM requirements and objectives.
- Training – to ensure information, knowledge and education programmes deliver technical and functional competency in physical and travel security, H&S and BCM disciplines and influence desired behavioural changes.
- Communication and consultation –to ensure transparency, leverage and build inclusive collaborative internal partnerships with key stakeholders and across cross-functional teams to create an environment of ambition, customer-focus, and professionalism.
- Welfare and wellbeing – to ensure facilities and wellbeing strategies and programmes identify risks, and develop responses aligned with Prudential Human Resource programmes.
- Monitoring, review, and audit – to ensure efficacy of security, H&S and BCM programmes, compliance, and identification of opportunities for continual improvements

#### **V. *Activities Undertaken to Implement Customer Welfare, Health, and Safety Policies***

For the year 2022, Pru Life UK has undertaken and continues to undertake the following activities to implement the customer welfare, health, and safety policies:

- A. Pru Life UK provides a dedicated lane for Persons with Disability (PWD) and senior citizens in its major business centers.
- B. Pru Life UK continues to improve the services it provides to its customers by introducing

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<sup>2</sup> [group-resilience-policy-june2022.pdf \(prudentialplc.com\)](#)

new processes, tools and technologies for its client-facing application systems including back-office facilities like short message service (“SMS”) blasts or alerts. The intent is to improve overall user experience when interfacing with the various customer touchpoints. Pru Life UK has also launched the PULSE app in Android and IOS, where customers can buy products, subscribe to communities, view their policies, request after-sales transactions, and take advantage of AI-powered features.

- C. Pru Life UK provides SMS and email notification for New Business and After Sales transactions which alerts customers that their policy has been processed, issued and released or that a financial transaction has been received and successfully processed. The notifications will keep customers informed of the status of their requests with Pru Life UK. For claims, Pru Life UK corresponds primarily with the servicing agents to communicate progress and the requirements for claims processing.
- D. Pru Life UK offers 24/7 telephone hotline through Interactive Voice Response System (“IVRS”) which provides customers instant access to their policy information any time and any day of the week. Live agents are also available on Mondays to Fridays from 9:00am to 4:00pm.
- E. Pru Life UK offers PRUaccess which is a web portal developed for its policyowners. Through PRUaccess, policyowners can electronically submit requests such as top ups, fund switches, premium redirection, withdrawal transactions and update details such as contact information, and beneficiary information. In addition, customers can view their policy details, monitor due dates and access premium notices, learn the answers to basic insurance questions through the Frequently Asked Question (FAQ) page, and know the latest updates on Pru Life UK, from any location 24/7. Customers may also chat with a live customer support representative for any inquiries or concerns with their policy on Mondays to Fridays, from 9:00am to 7:00pm.
- F. Pru Life UK continuously reviews and improves its benefit payment process in order to provide faster and more convenient disbursement of policy benefits. Because of the community quarantine, Pru Life UK has pushed for digital disbursements/fund transfers. Pru Life UK is also able to partner with/accredit more banks for a faster disbursement process. Check disbursements are carried out for customers who do not have accounts with accredited bank partners. Pru Life UK has also made available the Online Payment Request.
- G. Pru Life UK provides the following friendly and convenient payment facilities:

**For Collection:**

1. Online/web payment facility through PRUaccess
2. Recurring credit card payment facility
3. Automatic Debit Arrangement (ADA)
4. Online Banking, Automated Teller Machine (ATM), and phone banking
5. Over the counter (“OTC”) bills payment with accredited banks
6. Fund transfer payments through accredited banks. Pru Life UK has accredited the

- 8. top banks in the Philippines to enable clients to pay at their preferred banks
- 8. OTC credit card payment in some Pru Life UK regional offices, branches, and business centers
- 9. Cash and check payments in SM Payment Centers and Bayad centers, and check payments in Pru Life UK Branches
- 10. Gcash payment facility
- 11. Shopee payment facility

**For Disbursement:**

- 1. Fund Transfers to top banks
  - 2. Check Payments
  - 3. Check pick up and OTC cash withdrawal at Security Bank releasing branches nationwide
  - 4. Direct deposit to bank account
  - 5. OTC dollar cash withdrawal at Metrobank's provincial branches
  - 6. OTC dollar cash withdrawal at Standard Chartered Bank-Main Office for Metro Manila clients
- H. Pru Life UK conducts random welcome calls to policyowners of new policies issued every month as part of the check and balance of its entire sales process.
- I. Pru Life UK employees are required to enroll and attend training programs focusing on customer centricity.
- J. Pru Life UK has strengthened the capability of its staff with the customers in mind through its holistic transformation program called "Make It Easy". Pru Life UK promotes continuous improvements in mindset to deliver effortless experience for the customers (e.g. enhancement of forms). New Business, Underwriting, After Sales Management and Claims process improvement events were held to streamline the end-to-end process.
- K. The Life Operations Division conducts regular quality assurance reviews, improvement events, and other service improvement initiatives to improve operational efficiency and customer experience. The implementation of performance management reviews and the promotion of employee engagement aim to increase the customers' overall welfare.
- L. Pru Life UK continues to provide financial education and inclusion programs for its customers, agency force, and the public through PRUWise. Under this umbrella, theme and content were differentiated following its existing customer market segmentations, as follows:
- 1. PRUWise Webinars – Pru Life UK remained committed in offering engaging and focused financial education and inclusion programs for its customers, agency force, and the public through PRUWise. In 2022, more than 7,000 participants from all over the country were reached from 15 webinars conducted that focused on personal finance, investments, retirement, money parenting, and understanding market volatilities. These were led by featured subject matter experts and

influencers, such as Robi Domingo, Melai Francisco, and celebrity twins Mavy and Cassey Legaspi, among others.

Furthermore, Pru Life UK also continuously abreast its agency force and distributors through the conduct of regular webinars through “Monthly Market Pulse.” Among the wide range of topics covered include market updates, fundamentals of PRULink funds, and basics of investments.

2. PRUWealthfluencers – This new initiative aims to spread financial education through the wide reach of social media. Dubbed as “WealthTOK,” this features carefully selected Pru Life UK insurance agents called as “Wealthfluencers,” who headline bite-sized informational videos about personal finance, insurance, and investments. These contents are showcased via Pru Life UK’s official Facebook, Instagram, and TikTok accounts, which has a total of 485K followers and members. From July to December 2022, a total of 9 Pru Life UK agents were already featured and reached over 42K views and 147K impressions across all platforms.
  3. Greenvestors – A recognized PRU Employee Community, this was created by a group of same-minded Pru Life UK employees who envision to make every Pru Lifer a responsible and proactive investor. It also supports the company’s overall ESG strategy and advocacies. It held two webinars about responsible investing and greenwashing. The community also served as a channel to launch Pru Life UK’s Healthscape PH webisodes on climate change.
- M. Pru Life UK continues to strengthen its health and wealth proposition via digital with Wealth@Pulse on the Pulse app. This hosts an array of exciting features aimed to make financial planning and management simpler for every Filipino. It offers financial education, money goal-setting and budgeting tools, and a personal AI-powered wealth assistant chatbot named Ruby. It also allows customers of Pru Life UK Investments, Pru Life UK’s asset management and trust subsidiary, to view their Unit Investment Trust Fund (UITF) account value with ease, 24/7.
- N. The Agency Division of Pru Life UK has promoted the use of the Life Stage Financial Planning (“LSFP”) and the Suitability Assessment Form (“SAF”). The LSFP is a step- by-step sales presentation that is hinged on identifying and prioritizing the different financial needs of a customer. The SAF is an insurance application document that establishes the correlation between the priority need of the customers and the product recommendation made by the agent. The SAF must be endorsed by an agency leader and is a requisite for Pru Life UK to accept the application. The LSFP and SAF complement each other to achieve a more needs- based approach to selling.

The needs-based approach to selling, including the SAF and LSFP, is part of the Recruit Onboarding Program and the annual refresher course training deck and examinations. BQ-Quality Assurance also conducts the Compliance Monitoring Program on a per-month basis, which includes the sampling of issued businesses and ensuring alignment of these applications with needs-based selling requirements, SAF, and other guidelines

- O. The Agency Division of Pru Life UK has implemented several initiatives for a more seamless need-based approach to clients (i.e. The client proposal system and PRUone have been enabled to generate quotations based on a sum assured input or premium payment input).
- P. Quality Assurance reviews are conducted in identified branches annually to check on the product knowledge and sales practices of the Agency force of Pru Life UK.
- Q. Pru Life UK's product pricing is in accordance with generally accepted actuarial practices and requirements as set by the Insurance Code or Republic Act No. 10607. Product approval goes through a rigorous review process from local product committee, Group Head Office, and the Insurance Commission, the local regulator. The foregoing ensures that the (i) product provides value to customers, (ii) product disclosures are clear so that customers are aware of corresponding risks and benefits, and (iii) customers are treated equitably.
- R. The Board has appointed a Data Protection Officer to provide oversight on the overall data privacy program of Pru Life UK to ensure that the confidentiality of its customer information is maintained and always safeguarded.
- S. Pru Life UK established a Health & Safety (H&S) Committee that identifies roles and responsibilities associated with Health & Safety, primarily to promote occupational health and safety within the Company, develop safer and healthier ways of working, and implement the necessary improvements that lead to increased productivity of the employees. Appropriate training for the H&S Officers and Working Committee Members were provided on a regular basis.
1. In compliance with the Department of Labor and Employment's (DOLE) implementing rules and regulations (IRR) for the implementation of Republic Act No. 11058, also known as the Occupational Safety and Health Standards (OSHS) law that became effective last January 2019, the H&S Committee conducted the following orientations and seminars:
- Basic Safety and Health Seminar,
  - Occupational Illness Orientation (HIV, Tuberculosis, Drugs Free Workplace, Mental Health),
  - Behavioural-Based Defensive Driving,
  - Fire and Earthquake Preparedness Seminar, and
  - First Aid.

Evacuation drills were conducted in the head office and several branches this year to check the readiness of the employees in the event of an incident and to familiarize them with their appointed building evacuation sites.

In addition to the mandatory trainings and seminars offered by Pru Life UK as part of complying with D.O. 198, the materials used for new hires orientation by the H&S Officer include but are not limited to the following:

- incident management,
- fire and earthquake safety,
- electrical safety,
- mail handling,
- robbery and theft,
- ergonomics, and
- other related facility and maintenance services.

2. Pru Life UK has certain statutory and compliance obligations to report workplace accidents, injuries and dangerous occurrences to relevant health and safety authorities, primarily to ensure that Pru Life UK meets its obligations following the reporting procedures prescribed by the law. All employees are encouraged to report near-misses, minor or major accidents, incidents and illnesses encountered by Pru Life UK employees, contractors and visitors while in office premises or as they perform their function even when outside the premises via [ireportincident@prulifeuk.com.ph](mailto:ireportincident@prulifeuk.com.ph)

Inquiry and investigation may take place depending on the incident reported and assistance from the various functional units handling housekeeping, clinic, maintenance and security may be required.

Investigations are required for the Committee to understand the cause and to prevent similar accidents occurring in the future. The investigation should help the Committee to understand the facts so that appropriate actions may be taken and similar incidents will be avoided in the future.

- T. Pru Life UK enhanced the safety features of the existing branch offices by providing evacuation maps. Fire maps, exit and fire extinguishers signs have been posted at strategic locations (walk-way and entrance) to display escape routes, first aid arrangement, fire evacuation reminders, etc. These maps are equipped with emergency telephone numbers of hospitals, police and fire stations that anyone can dial during emergency situations. Trainings were also provided to Customer Service Support and outsourced personnel such as security guards who underwent a fire safety evacuation seminar.
- U. Pru Life UK offices are guarded 24/7 by security personnel. CCTV cameras are set up covering main entry/exit points including general areas on top of the electronic door access. These CCTVs are managed and monitored by the Corporate Asset Management Team and/or the assigned security representative on site, morning and night operations.
- V. The Head Office of Pru Life UK follows local and regional standards on Information Technology (e.g. safe and friendly cabling and network equipment, local and international call facilities, and redundant uninterruptible power supply (UPS) and Security (e.g. closed-circuit television [CCTV], roving guards, and high-technology door lock) designed to drive operational effectiveness and performance in order to better serve its customers.
- W. The branch offices of Pru Life UK are constructed/renovated in such a way to ensure that

they are fully functional and well-maintained in order to better serve and ensure the safety of its customers.