

## CORPORATE GOVERNANCE TOWARDS SUSTAINABLE DEVELOPMENT

### CORPORATE GOVERNANCE IS THE FOUNDATION FOR THE SUSTAINABLE DEVELOPMENT OF ENTERPRISES

To enhance efficiency and improve business activities, the Company has adjusted business models and strategies based on the new 5-year financial plan, while strictly complying with the provisions of Vietnamese laws, it continues to strengthen the operating apparatus, ensuring transparency in management, administration, decentralization, authorization, and principles of inspection and control.

The year 2023 marks a milestone, representing 28 years of Bao Long's operation. To enhance efficiency and improve business activities, the Company has adjusted business models and strategies based on the new 5-year financial plan, while strictly complying with the provisions of Vietnamese laws, continues to strengthen the operating apparatus, ensuring transparency in management, administration, decentralization, authorization, and principles of inspection and control. Simultaneously, Bao Long has also issued a system of internal regulations and rules to create a unified and thorough governance mechanism to control and monitor operations in a professional, efficient, and transparent manner, contributing to ensuring the interests of Shareholders and harmony with the interests of Customers, Employees, and the Community.

As an enterprise operating in the non-life insurance sector for many years, the Company's Board of Directors has implemented new internal policies with many contents focusing on developing benefits and in-depth training for employees that strengthen and create a brand culture and a cohesive entire company. Motivated by this vision, Bao Long's staff are determined to make every effort to contribute to bringing Bao Long further, creating many spectacular breakthroughs as well as bringing more good values for the community and society.



## BUILDING SUSTAINABLE RELATIONSHIP WITH STAKEHOLDERS

### WITH AUTHORITY BODIES AND GOVERNMENT

Bao Long strictly complies with the control of the entire operating system according to the provisions of law.

Bao Long always operates on the principle of compliance with State regulations, while actively fostering opportunities for exchange and cooperation with relevant agencies to actively support sustainable development. Bao Long has updated regularly information and contributed opinions through the Insurance Association; Appointing staff to participate in specialized seminars on insurance, seminars related to disseminating amendments and supplements to the State's insurance policies and laws, etc. to enhance the exchange as well as such as providing practical contributions and support for the development of Bao Long in particular and the entire insurance industry in general.

### WITH SHAREHOLDERS AND INVESTORS

Bao Long continued to build relationships with shareholders and investors based on the trust, prestige, and guarantee to maximum value and benefits.

In 2023, Bao Long continues to focus on developing a prestigious brand while also fostering long-term confidence among investors and shareholders:

#### EFFECTIVE DEVELOPMENT, INCREASE IN PROPERTY VALUE

- ☆ Implemented good corporate governance to enhance business efficiency
- ☆ Preserved and increased value of assets, including tangible assets and intangible assets of the Company, thereby increasing value of shareholders

#### CREATING COMMUNICATION CHANNELS AND ENGAGING IN DIALOGUE

- ☆ Establish and maintain efficient information channels for Investors and Shareholders. Improve open and ongoing communication channels with stakeholders in order to effectively and timely communication strategies that benefit investors and shareholders.

#### FINANCIAL DATA TRANSPARENCY

- ☆ Financial data transparency and company performance transparency generate accurate information sources for investors and shareholders interested in Bao Long, Maximize shareholders' value and benefits.

### WITH CLIENTS

With the motto "accompanying, co-sharing", Bao Long has constantly improved to provide the best service to clients.

Through a broad and extensive distribution system such as bancassurance, brokerage, and mobile assurance..., Bao Long is devoted to providing consumers with acceptable products and swift and timely services. Especially fast and accurate compensation service. In addition, Bao Long's customer service network is constantly being upgraded, with a 24-hour support switchboard. In the insurance industry, swift action is essential after a loss to ensure that customers receive the maximum benefit. Bao Long has completed the construction of the vertical inspection system and put it into use. Furthermore, Bao Long consistently reviews and enhances the assessment and compensation process in a timely and effective manner to eliminate administrative procedures and meet the increasing demands of customers.

### WITH EMPLOYEES

"Human resources are invaluable assets", and contributing to Bao Long's effective business results.

For Bao Long, "Human resources are invaluable assets", thus Bao Long has established a policy of offering attractive remuneration and salaries. Bao Long continually strives to cultivate a united and competitive working environment so that officers and employees can maximize their full potential and effectively contribute to Bao Long's business results. Bao Long is committed to ensuring that the salary, bonus and welfare policies for employees are fully implemented in accordance with the provisions of the Labor Law and other regulations of the state.

Moreover, along with the new policy and proposed 5-year financial plan goals, Bao Long prioritizes the development of its human resources through internal activities to create a brand culture and a highly professional and well-behaved team.

## CORPORATE ENVIRONMENTAL RESPONSIBILITY

Bao Long's business activities in the non-life sector do not have a significant impact on the environment. During 28 years of operation, Bao Long has always paid attention to the management and operation of buildings such as security and order, maintenance of technical systems, maintenance of facilities, management of garbage collection, manage the surrounding air environment, to create the perfect working space for employees and commit to joining hands with the community to build a clean, safe and sustainable green environment.



### ENERGY SAVING

Special emphasis is always made to energy issues and energy conservation. Bao Long practices energy and water conservation by employing smart electrical equipment that uses less energy and emits fewer pollutants.

#### SOLUTION THAT USES LESS ENERGY

- ☆ Machine and equipment routine maintenance
- ☆ Keep the temperature in the air-conditioned environment between 25-27°C to avoid temperature difference, etc.
- ☆ After 5 p.m., turn off all HVAC systems
- ☆ Use energy-efficient lighting technologies instead inefficient lighting systems (incandescent bulbs, fluorescent lamps with ferromagnetic ballasts, etc.). (energy-saving compact light bulbs, electronic ballasts...).
- ☆ Automatic on/off control outdoor lighting equipment (from time to time, according to the brightness of the environment...).

### SOLID WASTE

Employees' workplace activities generate the majority of solid waste. Damaged printing paper, out-of-ink pens, cardboard and fruit peels... are all examples of solid waste components.

#### METHOD OF PROCESSING

- ☆ Garbage cans are located on each floor of the building
- ☆ The Company's cleaning crew cleans each room every day and sweeps the corridors, parking lots, and surrounding area
- ☆ At the end of the day, the cleaning crew will collect all garbage from the trash cans on the floors and transport it to the garbage can in front of the business.

#### ENVIRONMENTALLY FRIENDLY ALTERNATIVES

- ☆ Raising staff awareness of the importance of printing documents in order to reduce paper use
- ☆ Reuse stationery resulting from resource exploitation such as printing references on single-sided paper, using discarded plastic pens and office supplies, etc.

### EMISSIONS

The following sources of gaseous emissions are the most common:

- ☆ Vehicle entry and exit for visitors
- ☆ Traffic vehicles
- ☆ The Company's employees' health will be harmed when air pollution levels rise

#### TECHNICAL PROCESSES AND MEASUREMENTS

- ☆ Keep dust at bay by using potted plants.
- ☆ When entering the Company, turn off the engine.
- ☆ Assist customers arriving at Bao Long with parking.
- ☆ Clean the Company's building area at least once a day.
- ☆ Install ventilation fans in the building's basement parking lot.

#### ENVIRONMENTALLY FRIENDLY SOLUTIONS

- ☆ To protect the health of staff, Bao Long always plants reasonable trees in the office.

### UTILIZING INFORMATION TECHNOLOGIES AND SOCIAL MEDIA

Using online document management software and systems creates conditions for units throughout the system to continuously update documents and policies from Bao Long. At the same time, the core Megamind system was put into operation, first applied to the Human Insurance service department. This not only helps to save printing costs, protect the environment and postal delivery costs but also serves customers in the fastest way. Clients and Employees can easily check information and access features with smart devices conveniently. Increase the use of videoconference and advanced technical means to organize meetings between Units in the system to save travel costs.