



PGA Sompso Insurance Corporation

EMPLOYEE HANDBOOK





PART ONE

HR Policies and Procedures



PERFORMANCE APPRAISAL

The performance appraisal is a means of managing and improving the employee's performance and accountability. It serves as a feedback mechanism and is used as a reference for regularization, merit increases, salary adjustments, promotions, or training needs.

Our Performance Management and Appraisal System focuses both on tangible results and competencies necessary for the achievement of the individual goals.

HEALTH AND SAFETY

PGA Sompō is committed to safeguard the health and safety of its employees and adopts appropriate measures and procedure to ensure a healthy and productive workforce.

LEARNING AND DEVELOPMENT

All employees regardless of rank and status are expected to keep abreast of developments within their own area of expertise and are encouraged to undertake professional development activities through training, coaching, mentoring, project assignments, conferences or seminars, e-learning, readings or job rotation.

PART TWO

Employee Benefits

PGA Sompso believes that behind the Company's continued success are the employees' valuable contributions and support in the attainment of the Company's long-term goals and objectives. As such, the Company is committed not only in providing them protection for their overall health and well-being but also assisting them and their family during emergencies.

The succeeding section outlines the benefits that employees are entitled to upon regularization unless stated otherwise.

PART THREE

Code of Conduct

INTRODUCTION

PGA Sompo is dedicated to doing business in accordance with the highest standards of ethics. Toward this end, it affirms its commitment to promote a culture of good corporate governance and consistently conduct its business and relationships with the highest integrity and moral standards which will improve organizational well-being, promote the Company's corporate image and consistently earn the trust of its stakeholders.

Our Code of Conduct sets out a common baseline of ethical standards required of all of us. It may not possibly cover every situation you may be presented with, but it can provide the frame of reference and some of the tools and resources necessary to help you exercise good judgment in deciding what actions to take. In making decisions, you must also be certain that your actions are guided by a strong sense of personal accountability.

As a PGA Sompo employee, you are expected to take to heart the principles and guidelines in this Code and vigilantly apply them as you carry out your work and address ethical responsibilities we have to our colleagues, clients and business partners.

4. Excellent Customer Relations

PGA Sampo employees shall strive at all times to work towards the attainment of customer satisfaction by providing prompt, courteous and complete services.

PGA Sampo employees are expected to behave in a responsible and professional manner at all times, and to treat their colleagues, customers and third party they come in contact with the highest courtesy and respect.