

### **Communicating with Regulators and Other Government Officials**

Inquiries from regulators outside the normal course of AIA's regulatory relationships, must be reported immediately to the Compliance officer assigned to your business or a designated AIA Legal Counsel before a response is made. Financial reporting related inquiries may be responded to by authorised comptrollers. Responses to regulators must contain complete, factual and accurate information.

During a regulatory inspection or examination, documents must never be concealed, destroyed or altered, nor must lies or misleading statements be made to regulators. Requests from auditors are subject to the same standards.

### **Anti-Corruption and Bribery**

We must never use improper means to influence another person's business judgment. No AIA employee, agent, or independent contractor may provide bribes or other improper benefits to another person in order to obtain or retain business or an unfair advantage in any business interaction that involves AIA, our customers, or employees.

Payments or promises to pay something of value to obtain or retain business or otherwise secure an improper advantage must never be made to a government official or employee. Government officials may include senior management of enterprises that are controlled or owned in whole or in part by a government.

Anti-corruption laws also prohibit the creation of inaccurate or false books and records and they require companies to develop and maintain adequate controls regarding corporate assets and accounting. All AIA employees and officers are required to comply with AIA's Anti-Corruption Policy and Guidelines.

Any AIA employee who has knowledge of, or in good faith suspects, a violation of any of these laws, regulations or policies must report them promptly to the Compliance officer assigned to their business or otherwise as set out in the Speak Up section.

*For more information, please see the [AIA Group Anti-Corruption Policy](#) on the AIA Intranet.*

### **Social and Environmental Responsibilities**

Through sustainable practices, each of us can do our part to help AIA make a positive contribution to society and the environment.



AIA contributes positively to the social and economic development of the communities in which it operates, with support extended to people and communities in need. AIA and its employees volunteer time and funds to programmes that promote health, financial literacy, education and other community needs. AIA is committed to reducing the impact of its operations on the environment and raising awareness about sustainability by taking part in activities that highlight these issues.

Do not use AIA funds or assets to promote personal causes, or make personal donations in the company's name without prior authorisation.

### **Communicating with the Public**

Only persons who are authorised to do so must speak on behalf of AIA, and the information they provide must be full, fair, accurate, timely and understandable. All requests from investors, analysts and the media must be referred to AIA's Group Communications & Branding.

Never give the impression that you are speaking on behalf of AIA in any personal communication, including user forums, blogs, chat rooms and bulletin boards. When we publicly express our personal views, we must ensure it is done in circumstances that will not reflect poorly on AIA, and where it is clear the views expressed are our own personal views.

### **Social Media**

AIA recognises the value of social media to engage with stakeholders in innovative and interactive ways. When using social media in our personal lives, we must conduct ourselves professionally. Social media includes blogs, forums, chat rooms, professional and social networking sites, photo and video sharing sites, and other interactive online media such as Twitter.

*For more information, please see the [AIA Group Social Media Policy and Guidelines \(Employees\)](#) on the AIA Intranet.*

#### **Social Media Guide**

- Do not communicate on social media on AIA's behalf unless you are designated to do so.
- Do not use social media to harass or disparage our co-workers, customers, competitors, or others, or express any opinions or ideas attributed to AIA.
- Do not discuss sensitive information, including confidential and material non-public information on social media.

## **Q &A**

**Q:** I heard from my manager that a new supplier is being used in connection with a newly-developed product that will be announced to the public in four weeks. Investing in that supplier seems like a great investment idea. Can I let others know?

**A:** No. This type of information is considered material non-public information. You cannot trade while possessing it, nor must you share it with others who may use the information.

**Q:** If I am asked to comment about AIA's financial outlook by a member of the media, may I give my opinion if I state it as such?

**A:** No. You must not provide any comments, even personal opinion, to the press without prior approval from AIA Corporate Communications. You must refer all media requests for information to Corporate Communications.

**Q:** An executive of a state-owned company has suggested that if we make a donation to a local charity he believes our sales efforts in his country would be more favourably received. I'm uncomfortable with this. What must I do?

**A:** You are right to be uncomfortable. The payment may be a violation of anti-bribery laws. Discuss the situation with the Compliance officer assigned to your business.