



Perbadanan Insurans Deposit Malaysia
Protecting Your Insurance And Deposits In Malaysia

SUPPLIER CODE OF CONDUCT



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Ref No	PIDM/SS/2012/01	Version No	2.0
Initial Approved Date	31 July 2012	Updated On	23 April 2026
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1.0 PURPOSE AND SCOPE

- 1.1 Perbadanan Insurans Deposit Malaysia (“PIDM”) is committed to conducting its business with the highest standards of integrity, professionalism, transparency, and accountability. This Supplier Code of Conduct (“Code”) outlines PIDM’s expectations of its suppliers, vendors, service providers, and other third-parties (“Suppliers”) engaged for the provision of goods or services.
- 1.2 The Code establishes the ethical, legal, and professional standards that form the foundation of PIDM’s business relationships. PIDM requires its Suppliers to uphold the highest standards of ethics, integrity, and compliance. Other than themselves, Suppliers are also responsible for the compliance of their Business Partners¹ with respect to this Code.
- 1.3 This Code sets out the minimum standards expected of all Suppliers.

2.0 SUPPLIER RELATIONSHIPS

- 2.1 PIDM values relationships built on integrity, transparency, and mutual respect. Suppliers play a critical role in upholding these standards and are expected to apply the principles of this Code throughout the duration or term of their engagement with PIDM. Failure to do so may impact the future ability of a supplier to do business with PIDM.
- 2.2 Suppliers should inform their employees, subcontractors, and any other persons that they engaged in the provision of the services and goods to PIDM (collectively referred to as “Business Partners”) about this Code in order to ensure they understand and apply this Code.
- 2.3 Suppliers are expected to continuously review, monitor, and improve their business practices to remain aligned with this Code. All principles contained in this Code are of equal importance independently of their order of appearance.
- 2.4 PIDM expects Suppliers to actively promote transparency, integrity, and accountability throughout their operations, and to take corrective action promptly where breaches occur.

¹ As defined in paragraph 2.2 below.



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- 2.5 Suppliers are to comply with all applicable laws (including but not limited to the Personal Data Protection Act 2010), regulations, and industry standards, and to strive to exceed best practices.

3.0 LABOUR AND HUMAN RIGHTS

- 3.1 PIDM is committed to upholding and promoting the protection of human rights in all business relationships. Suppliers shall operate in a manner that respects the dignity, rights, and welfare of their employees and all individuals within their operations (including but not limited to temporary, migrant and contract workers).

Prohibition of Forced and Child Labour

- 3.2 Suppliers shall not engage in or support the use of forced, bonded or indentured, or involuntary prison labour.
- 3.3 Suppliers shall adopt fair employment practices in accordance with Malaysian labour and employment laws.
- 3.4 Suppliers shall not require or retain employees' personal documents, such as passports, identity cards, or work permits as a condition of employment. Employees must have unrestricted access to their personal identification and freedom of movement.
- 3.5 Child labour is strictly prohibited. The minimum age for employment shall comply with Malaysian labour and employment laws, and no young person² shall be engaged in work that is hazardous (including but not limited to hazardous work listed in the Malaysian Children and Young Persons (Employment) Act 1966) or work that may be harmful to their health, safety, or moral development.

Working Hours

- 3.6 Suppliers shall ensure that working hours, rest periods, and overtime practices are fair, reasonable, and comply with Malaysian labour and employment laws.

² Refers to an employee between the age of 15 and 18 years or as defined in the Malaysian Children and Young Persons (Employment) Act 1966.



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Wages and Benefits

- 3.7 Suppliers shall comply with all applicable wage and compensation laws, including those pertaining to minimum wages, overtime wages, piece rates, other elements of compensation, and providing legally mandated benefits.

Human Rights

- 3.8 Suppliers shall treat all employees with dignity and respect. Threats of violence, sexual exploitation or abuse, verbal or psychological harassment or abuse are strictly prohibited. No harsh or inhumane treatment or coercion of any kind is tolerated, nor is the threat of any such treatment.
- 3.9 Suppliers shall ensure that employment decisions are made solely based on merit, qualifications, and ability. Discrimination based on race, religion, gender, age, disability, marital status, nationality, or any other protected characteristic under Malaysian law shall not be tolerated.

Safety and Health

- 3.10 Suppliers shall comply with all relevant laws, legislation and regulations in Malaysia to ensure a safe and healthy workplace or any other location where production or work is undertaken and shall ensure, at a minimum, that processes and procedures relating to emergency preparedness and response, industrial hygiene, occupational injury and illness and machine safeguarding are in place.

4.0 ENVIRONMENTAL RESPONSIBILITY

- 4.1 PIDM recognises that responsible environmental management is essential to long-term sustainability. Suppliers are expected to conduct their operations in an environmentally responsible manner and in full compliance with all applicable Malaysian environmental laws and regulations.

Environmental Stewardship

- 4.2 Where applicable, Suppliers shall establish and maintain an effective environmental policy that protects the environment across all aspects of their operations. Suppliers are expected to adopt a precautionary and proactive approach to prevent pollution, minimise waste, and reduce their ecological footprint.



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- 4.3 Suppliers are encouraged to promote environmental responsibility by implementing sustainability initiatives, adopting resource-efficient and low-impact technologies, and applying life-cycle management practices that consider environmental impacts from design through disposal.

Chemical and Hazardous Materials

- 4.4 Where applicable, Suppliers must identify and manage all chemicals and other hazardous materials to ensure safe handling, transport, storage, use, recycling, and disposal. All hazardous materials shall be managed in accordance with applicable environmental and occupational safety laws to prevent pollution, spills, or accidental releases.

Wastewater and Solid Waste Management

- 4.5 Where applicable, Suppliers shall ensure that all wastewater and solid waste generated from operations, production, or sanitation facilities are properly monitored, controlled, and treated before discharge or disposal. Waste management practices must comply with statutory requirements and minimise adverse environmental impacts.

Air Emissions

- 4.6 Where applicable, Suppliers shall identify, monitor, and control air emissions including but not limited to volatile organic compounds, aerosols, corrosives, particulates, and combustion by-products, to prevent environmental pollution. Emissions must be treated as required by law prior to release into the atmosphere.

Resource Efficiency and Waste Reduction

- 4.7 Where applicable, Suppliers shall manage resources responsibly and take practical steps to minimise waste, emissions, and inefficiency in their operations. They are expected to use materials, energy, and water efficiently and to implement practices that support sustainable consumption and production.

5.0 ANTI-BRIBERY, ETHICAL BUSINESS CONDUCT, AND FAIR COMPETITION

Anti-Bribery and Corruption

- 5.1 PIDM maintains a zero-tolerance policy towards bribery, corruption, fraud, and any form of unethical business conduct. Suppliers are expected to uphold the highest standards of integrity, honesty, and transparency in all interactions with PIDM and other stakeholders.



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- 5.2 Suppliers shall comply with all applicable anti-corruption and anti-bribery laws and regulations, including the Malaysian Anti-Corruption Commission Act 2009³. Suppliers must ensure that their employees and Business Partners⁴ comply with the Anti-bribery Laws.
- 5.3 Suppliers must conduct their business with transparency and fairness, maintaining accurate, complete and auditable records of all transactions.
- 5.4 Suppliers are expected to disclose to PIDM any situation that may appear as a conflict of interest, and disclose to PIDM if any PIDM official or professional under contract with PIDM may have an interest of any kind in the Supplier's business or any kind of economic ties with the Supplier.
- 5.5 PIDM has a zero tolerance policy and does not accept any type of gift or any offer of hospitality beyond that of a representational nature. PIDM will not accept any recreational trips to sporting or cultural events, offers of holidays, transportation, or invitations to extravagant lunches or dinners. PIDM expects Suppliers not to offer any benefit such as free goods or services or a work position to a PIDM staff member or a former PIDM staff member in order to facilitate the Supplier's business with PIDM.
- 5.6 Suppliers are expected to establish and enforce appropriate policies, procedures, and controls to prevent corruption, bribery, and unethical conduct within their operations. Any violation of applicable Anti-bribery Laws or Part 5 of this Code may result in termination of the business relationship and, where necessary, reporting to the relevant authorities.
- Fair Competition**
- 5.7 Suppliers shall comply with all applicable competition laws, including the Malaysian Competition Act 2010. The competition laws require the conduct of business fairly and refrain from engaging in any anti-competitive practices such as price-fixing, bid-rigging, market allocation, or any other activity that restricts fair and open competition.

³ Referred to as "Anti-bribery Laws".

⁴ As defined in paragraph 2.2 above.



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- 5.8 Suppliers must not share confidential or commercially sensitive information (such as bids, proposals, or pricing strategies) with competitors, nor participate in any discussion or arrangement that could be perceived as collusive or anti-competitive.
- 5.9 PIDM expects all Suppliers to compete on the basis of merit, quality, and value, and to uphold transparency and fairness in every business transaction.

6.0 REPORTING VIOLATIONS OF THE CODE

- 6.1 Suppliers should report any known or suspected violation of this Code or any form of unethical behaviour involving their dealings with PIDM.
- 6.2 Reports of actual or potential improper conduct⁵ (such as corruption) may be made through PIDM's whistleblowing channel. Individual who have concerns about detrimental action⁶ may also report via this channel. Subject to the fulfillment of all statutory requirements, disclosures made through whistleblowing will be accorded protection under the Whistleblower Protection Act 2010.
- 6.3 All reports will be treated with appropriate confidentiality, and PIDM will take reasonable steps to protect individuals who report improper conduct⁷ in good faith via PIDM's whistleblowing channel from detrimental action⁸.
- 6.4 Any questions related to this Code of Conduct, please email procurement@pidm.gov.my.

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⁵ As defined under PIDM's Policy for Disclosure of Information Concerning Improper Conduct / Whistleblowing Policy.

⁶ As defined in Section 2 of the Whistleblower Protection Act 2010.

⁷ As defined under PIDM's Policy for Disclosure of Information Concerning Improper Conduct / Whistleblowing Policy.

⁸ As defined in Section 2 of the Whistleblower Protection Act 2010.