

## 1. ASSA Recognition Award

- 1.1 The ASSA Recognition was first introduced by the Employees Provident Fund (EPF) of Malaysia in 2015. The purpose of the Award is to recognise ASSA member organisations' achievements.
- 1.2 The criteria and categories for the ASSA Recognition Award are as follows.

No.	Categories of Recognition	Description of the Categories
1.	Innovation Recognition Award	Creation of an innovative technology, product or service which has led to improvements in services or products.
2.	Transformation Recognition Award	A practice that has resulted in improvement in the overall effectiveness, efficiency, and success of the organisation.
3.	Customer Service Recognition Award	Organisations that have implemented successful customer service strategies which are able to meet customers' expectations in terms of delivery and quality of service.
4.	Continuous Improvement Recognition Award	Organisations that are in a never-ending effort to expose and eliminate root causes of problems. It usually involves many incremental steps towards improvements rather than one overwhelming innovation.
5.	Strategic Communication Recognition Award	Organisations that have pushed the boundaries when it comes to their communications strategy in order to ensure they truly engage with their members using various communication channels.
6.	Information Technology Recognition Award	Organisations that run their business using effective and reliable technologies that are essential to drive efficiency and productivity, and improve organisational outcomes and performance.
7.	Insurance Coverage Recognition Award	Insurance and social security schemes that have developed their proposition with a clear focus on retirement, health and meeting members' needs.
8.	Financial Literacy Recognition Award	Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.

1.3 The write-up should include the following:

### WRITE UP TEMPLATE

<b>CATEGORY</b>	:	Continuous Improvement Recognition Award
<b>ORGANISATION</b>	:	Tabung Amanah Pekerja (TAP) / Employees' Trust Fund Brunei Darussalam
<b>CONTACT PERSON</b>	:	Sarirani Abdul Ghani Performance Division Tabung Amanah Pekerja <a href="mailto:Sarirani.ghani@tap.com.bn">Sarirani.ghani@tap.com.bn</a>
<b>NAME OF PROJECT</b>	:	Anti-Fraud Policy and Whistleblowing Policy
<b>OBJECTIVE AND NATURE OF PROJECT</b>	:	To formally adopt Anti-Fraud programs to further enhance TAP's control environment against any possible fraud risk.
<b>WHY IT SHOULD BE RECOGNISED</b>	:	<ol style="list-style-type: none"> <li>1. The project shows TAP's continuous commitment in combating fraud and related issues.</li> <li>2. The project raises awareness on Anti-Fraud amongst TAP staffs (as well as TAP members) which will ultimately lead to the development of Anti-Fraud culture in TAP.</li> <li>3. The project supports TAP's Core values, Code of Ethics and Governance so that its employees place high values of integrity and trust in carrying out their assigned responsibilities</li> <li>4. The project sets out clear processes and procedures in order to ensure that right decisions are made with regards to taking action against any identified fraudulent activities.</li> <li>5. The project aims to strengthen and maintain TAP's reputation as a statutory body responsible for the security and confidentiality of its members</li> </ol>
<b>SUMMARY OF THE PROJECT</b>	:	<ol style="list-style-type: none"> <li>1. Provides guidelines on the implementation of complaints handling processes related to fraudulent activities in TAP, as well as the procedures for investigation and for taking action against it.</li> <li>2. Establishment of Anti-Fraud Committee, responsible for reviewing and assisting in the implementation of TAP Anti-Fraud Policy and TAP Whistleblowing Policy whilst ensuring good integrity and ethical behaviour is practiced throughout the implementation process.</li> <li>3. Provides clear definitions of fraudulent acts of corruption, Brunei Darussalam Penal Code, Section 22 and fraudulent activities that may involve financial loss.</li> <li>4. Guides TAP staffs and TAP members on specific actions to be taken in the case where they suspect any occurrences of fraudulent activity within TAP.</li> </ol>

	<ol style="list-style-type: none"><li data-bbox="472 159 1398 226">5. Provides an official and secure channel for any individual to report any wrongdoing in TAP; whistleblowing.</li><li data-bbox="472 264 1398 331">6. Protection against whistleblowers reporting or witnessing fraudulent activity (TAP staffs only).</li><li data-bbox="472 369 1398 436">7. It is a final policy for TAP staff, in order to prohibit fraudulent activity of any kind in TAP.</li></ol>
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