



CORPORATE OVERVIEW

The Employees Provident Fund (EPF), established in 1951, is one of the oldest and largest retirement funds in the world. We have transformed significantly from our early days, driven by our Vision to help members achieve a better future.



01 INTEGRITY

We practice a zero-tolerance policy on breaches of integrity and ethics, in order to maintain the highest level of trust and confidence in our organisation.



02 CONTINUOUS IMPROVEMENT

We encourage a performance-driven culture and ensure EPF employees undergo regular training and skills enhancement, in order to keep pace with the rapid changes in the operating environment by using latest technologies in delivering for a more effective and efficient services.



03 CUSTOMER FOCUSED

We are committed to providing our members with fast, accurate and pleasant service whether through kiosks, telephone, face-to-face, online transaction, email or traditional mail.



04 TEAMWORK

We instil the values of teamwork by breaking down silos to create a healthy and vibrant working environment.

Realising our mission members' savings and excellent services



CONTENTS

OVERVIEW OF RESULTS

- Facts At A Glance For 2017
 - 2 Chairman's Statement
 - 7 Chief Executive Officer's Statement
-
-

FUND AND INVESTMENTS

- 12 Five-Year Financial Highlights
 - 14 EPF Over the Years (1951-2017)
 - 16 Group Corporate Structure
 - 18 68 Branches Across Malaysia
 - 22 Corporate Diary 2017
-
-

GOVERNANCE

- 24 Statement on Corporate Governance
 - 30 Statement on Shariah Governance
for Simpanan Shariah
 - 34 Shariah Advisory Committee Report
 - 35 Risk Management
 - 44 Statement on Risk Management and
Internal Control
 - 48 Board Audit Committee Report
 - 51 Statement on Internal Audit
 - 53 Statement on Investment Risk Management
-
-

ORGANISATION

- 54 Members of the Board
 - 65 Alternate Members of the Board –
Government Representatives
 - 66 Members of the Investment Panel
 - 70 Outgoing Board Members, Alternate Board
Members and Investment Panel
 - 70 Newly Appointed Board Members,
Alternate Board Members and Investment Panel
 - 71 Board and Investment Panel Committees
 - 72 Shariah Advisory Committee Members 2017-2019
 - 73 Organisation Structure
 - 74 Deputy Chief Executive Officers/
Chief Financial Officer
 - 76 Senior Management
-
-

BUSINESS REVIEW BY DIVISION

- 84 Investment Division
 - 90 Operations Division
 - 96 Strategy Division
 - 100 Finance and Services Division
-
-

THE FINANCIALS

- 104 Financial Overview and Analysis
- 107 Financial Statements
- 262 EPF Properties in Malaysia
- 263 Glossary

CORPORATE OVERVIEW

The Employees Provident Fund (EPF), established in 1951, is one of the oldest and largest retirement funds in the world. We have transformed significantly from our early days, driven by our Vision to help members achieve a better future.



01 INTEGRITY

We practice a zero-tolerance policy on breaches of integrity and ethics, in order to maintain the highest level of trust and confidence in our organisation.



02 CONTINUOUS IMPROVEMENT

We encourage a performance-driven culture and ensure EPF employees undergo regular training and skills enhancement, in order to keep pace with the rapid changes in the operating environment by using latest technologies in delivering for a more effective and efficient services.



03 CUSTOMER FOCUSED

We are committed to providing our members with fast, accurate and pleasant service whether through kiosks, telephone, face-to-face, online transaction, email or traditional mail.



04 TEAMWORK

We instil the values of teamwork by breaking down silos to create a healthy and vibrant working environment.

Realising our mission to safeguard members' savings and deliver excellent services



V I S I O N

HELPING MEMBERS ACHIEVE
A BETTER FUTURE

M I S S I O N

SAFEGUARD MEMBERS'
SAVINGS AND DELIVER
EXCELLENT SERVICES