

## PART C: ROLE OF STAKEHOLDERS

ITEM No.	ROLE OF STAKEHOLDERS	APPLICABLE PRINCIPLE	RESPONSE	REFERENCE/SOURCE DOCUMENT
<b>C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.</b>				
<i>Does the company disclose a policy that:</i>				
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	<b>OECD Principle IV (A):</b> The rights of stakeholders that are established by law or through mutual agreements are to be respected. In all OECD countries, the rights of stakeholders are established by law (e.g. labour, business, commercial and insolvency laws) or by contractual relations. Even in areas where stakeholder interests are not legislated, many firms make additional commitments to stakeholders, and concern over corporate reputation and corporate performance often requires the recognition of broader interests.  <b>Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements</b>	Y	The company, through its <a href="#">Mission and Vision</a> , is committed to meet and address the customers' needs by providing quality non-life insurance products and services.  See also: <a href="#">MAA "Contact Us " for inquiries</a>
C.1.2	Explains supplier/contractor selection practice?		Y	As stated under <a href="#">Part G, item I of the Company's Code of Business Conduct and Ethics (page 3)</a> , suppliers/contractors were selected or engaged if they adhere to the company's laws and policies.
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?		Y	The company ensures that its business conduct is environmental friendly and promotes sustainable development as embodied under <a href="#">Part F of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics (page 4)</a>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	The company provides a charity work as posted on its <a href="#">company website</a> and <a href="#">Corporate Social Responsibility</a>
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	Under the <a href="#">Item No. 4, Part A of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a> , it is mandated that the company is prohibited to engage in any activities which is classified as bribery and corruption.
C.1.6	Describes how creditors' rights are safeguarded?		Y	<a href="#">Part G of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a>

<i>Does the company disclose the activities that it has undertaken to implement the above-mentioned policies?</i>				
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	<a href="#">Part E of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a> of the company states that any factors affecting the health and safety of anyone who is related/transacting to the company shall not be tolerated.
C.1.8	Supplier/Contractor selection and criteria		Y	<a href="#">Part G of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a>
C.1.9	Environmentally-friendly value chain		Y	<a href="#">Part F of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a>
C.1.10	Interaction with the communities		Y	<a href="#">News and Events at Company Website</a>
C.1.11	Anti-corruption programmes and procedures		Y	<a href="#">Item No. 4, Part A of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a>
C.1.12	Creditors' rights		Y	<a href="#">Part G of I. Standards of Business Conduct and Ethics, Company Code of Business Conduct and Ethics</a>
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<p><b>OECD Principle V (A):</b> Disclosure should include, but not be limited to, material information on: (7) Issues regarding employees and other stakeholders.</p> <p>Companies are encouraged to provide information on key issues relevant to employees and other stakeholders that may</p>	Y	The company has several programs grounded on the principle of <a href="#">Corporate Social Responsibility (CSR)</a> as stated on the Company website.

		materially affect the long-term sustainability of the company.		
<b>C.2 Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</b>				
C.2.1	Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	<p><b>OECD Principle IV (B):</b> Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</p> <p>The governance framework and processes should be transparent and not impede the ability of stakeholders to communicate and to obtain redress for the violation of rights.</p>	Y	<p>See <a href="#">Website for the Contact Details of the Company</a></p> <p>Also see <a href="#">"Contact Us"</a></p>
<b>C.3 Performance-enhancing mechanisms for employee participation should be permitted to develop.</b>				
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	<p><b>OECD Principle IV (C):</b> Performance-enhancing mechanisms for employee participation should be permitted to develop. In the context of corporate governance, performance enhancing mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm specific skills.</p> <p>Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.</p> <p>Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as works councils that consider employee viewpoints in certain key decisions. With respect to performance enhancing mechanisms, employee stock ownership plans</p>	Y	<a href="#">The company website discloses the health, safety and welfare of its employees.</a>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		Y	<a href="#">The company website discloses the health, safety and welfare of its employees.</a>  <a href="#">Information is available in MAAGAP's Corporate Social Responsibility (CSR) Section</a>
C.3.3	Does the company have training and development programmes for its employees?		Y	<a href="#">The Company provides value training to its employees as stated on the company's website.</a>
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		Y	<a href="#">Company's CSR Section (Value Training for Employment &amp; Employee and Stakeholder Training)</a>
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?		Y	<b>Company's Internal Control Procedure (which cannot be publicly disclosed due to confidentiality)</b>

		or other profit sharing mechanisms are to be found in many countries.		
<b>C.4 Stakeholders including individual employee and their representative bodies should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.</b>				
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	<b>OECD Principle IV (E):</b> Stakeholders, including individual employees and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.	Y	The procedures can be found in <a href="#">Part B of II. Enforcement and Monitoring of the Code, Company Code of Business Conduct and Ethics</a>
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	The Company has a Whistleblowing Policy stated in <a href="#">Part D of II. Enforcement and Monitoring of the Code, Company Code of Business Conduct and Ethics</a>