

C Role of Stakeholders					
<b>C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.</b>					
	Does the company disclose a policy that :				
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' health and safety?	Company website/Sustainability or Corporate Responsibility Report (CSR); Policies on the matter/Annual Report, p. 18/Manual of Corporate Governance	Y	1	The Company's policies on customers' and stakeholders' health and safety are extensively covered by various announcements, policies and activities of HR, and are disclosed in the Company Website. In addition, the Code of Conduct (page 6) provides that AIA is committed to conducting business in a manner that protects the health, safety and security of AIA employees and customers.
C.1.2	Explains supplier/contractor selection practice?		Y	1	Code of Conduct (page 10) provides that AIA seeks supplier partnerships with diverse businesses. AIA particularly value suppliers that share AIA's dedication and commitment to diversity and social responsibility. The Company's policy on supplier/contractor selection practice is extensively covered by its Supplier Manual, and is disclosed in the Company Website.
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	1	The Company's policy on the matter is sufficiently covered by its Security and Safety Policy, as well as the Corporate Social Responsibility Policy of the Company.
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	1	The Company has Anti-Corruption Policy and Anti-Fraud Policy, which are disclosed in the Company Website.
C.1.5	Directs the company's anti-corruption programmes and procedures?		Y	1	The Company has Anti-Corruption Policy and Anti-Fraud Policy, which are disclosed in the Company Website.
C.1.6	Describes how creditors' rights are safeguarded?	Company website/financial statements	Y	1	The Company's policy on creditors' rights are sufficiently covered by the Manual of Corporate Governance, which is disclosed in the Annual Report and Company Website. AIA's Code of Conduct (page 10, Fair Dealing) provides that AIA must conduct business in fair manner with business partners.
Does the company disclose the activities that it has undertaken to implement the above mentioned policies?					
C.1.7	Customer health and safety	company website/Sustainability or CR Report/Annual Report, p. 18	Y	1	The Company regularly discloses the activities it has undertaken to implement the above-mentioned policies through various company announcements and CSR Report.
C.1.8	Supplier/Contractor selection and criteria		Y	1	-do-
C.1.9	Environmentally-friendly value chain		Y	1	-do-
C.1.10	Interaction with the communities		Y	1	-do-
C.1.11	Anti-corruption programmes and procedures		Y	1	-do-
C.1.12	Creditors' rights	Company website/Financial Statements/Annual Report, p. 18	Y	1	The Company regularly discloses the activities it has undertaken to implement the above-mentioned policies through various company announcements, Annual Performance Report and CSR Report.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	company website/Sustainability or CR Report/Annual Report, p. 18	Y	1	

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<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?	Company website	Y	1	The Company makes sure that all its stakeholders (i.e. customers, suppliers, general public etc.) have the avenue to voice their concerns and/or complaints.
<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?	Company website/Annual Report, p. 18	Y	1	The Company explicitly discloses the health, safety, and welfare policy for its employees. Aside from the Company Website, it has an intranet facility accessible only to employees of the Company. In the Intranet, the Company regularly updates the employees about various policies and information, such as those pertaining to employee training and development, health, safety, welfare and security.
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?	Company website	Y	1	The Company publish the health, safety, and welfare policy of its employees through its Company Website and intranet facility accessible only to employees of the Company. In the Intranet, the Company regularly updates the employees about various policies and information, such as those pertaining to employee training and development, health, safety, welfare and security.
C.3.3	Does the company have training and development programmes for its employees?	Company website	Y	1	The Company provides various training and development programs for its employees. Aside from the Company Website, it has an intranet facility accessible only to employees of the Company. In the Intranet, the Company regularly updates the employees about various policies and information, such as those pertaining to employee training and development.
C.3.4	Does the company publish data on training and development programmes for its employees?		N	0	
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?		N	0	
<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?	<ul style="list-style-type: none"> <li>Annual Report, p. 18</li> <li>Company Website/Intranet</li> </ul>	Y	1	The Company's policy on illegal and unethical behavior is sufficiently covered by the Company's Code of Conduct for employees and Whistle Blowing Protection Policy.
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	<ul style="list-style-type: none"> <li>Annual Report, p. 18</li> <li>Company Website/Intranet</li> </ul>	Y	1	The Company's policy on illegal and unethical behavior is sufficiently covered by the Company's Code of Conduct for employees and Whistle Blowing Protection Policy.