

**Country** Philippines  
**Name** The Philippine American Life and General Insurance Company (Philam Life)  
**StockCode**  
**Expert Name**  
**Sector** Insurance  
**Year** 2012  
**Date of Financial Year End**

C Role of Stakeholders			
	Question	Answer	Remarks & Source Document
<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?	Y	<p><b>Remarks:</b> 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.</p> <p><b>Source Document:</b> Annual Report, p. 5</p>
C.1.2	Explains supplier/contractor selection practice?	Y	<p><b>Remarks:</b> 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.</p> <p><b>Source Document:</b> Annual Report, p. 5</p>
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	<p><b>Remarks:</b> 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, and is disclosed in the Annual Report and Company Website.</p> <p><b>Source Document:</b></p> <ul style="list-style-type: none"> <li>• Annual Report, p. 10</li> <li>• Philam Foundation/Corporate Social Responsibility (CSR) Report</li> </ul>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	<p><b>Remarks:</b> The Company's policy on the matter is sufficiently covered by Corporate Social Responsibility arm of the Company, which is the Philam Foundation, Inc., and is disclosed in the Annual Report and Company Website.</p>

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C.1.5	Directs the company's anti-corruption programmes and procedures?	Y	<b>Remarks:</b> The Company has Anti-Corruption Policy and Anti-Fraud Policy, which are disclosed in the Company Website. <b>Source Document:</b> Annual Report, p. 5
C.1.6	Describes how creditors' rights are safeguarded?	Y	<b>Remarks:</b> 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. <b>Source Document:</b> <ul style="list-style-type: none"> <li>• Manual of Corporate Governance, p. 11 &amp; 12, B, a</li> <li>• A Financial Reporting, no. 2</li> <li>• Annual Report, p. 5</li> </ul>

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			Does the company disclose the activities that it has undertaken to implement the above mentioned policies?		
C.1.7		Customer health and safety		Y	<b>Remarks:</b> 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.1.8		Supplier/Contractor selection and criteria		Y	
C.1.9		Environmentally-friendly value chain		Y	
C.1.10		Interaction with the communities		Y	<b>Source Document:</b> <ul style="list-style-type: none"> <li>• Manual of Corporate Governance, p. 12, B, a</li> <li>• Annual Report, p. 5</li> <li>• Sustainability CR Report</li> </ul>
C.1.11		Anti-corruption programmes and procedures		Y	
C.1.12		Creditors' rights		Y	<b>Remarks:</b> 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.  <b>Source Document:</b> <ul style="list-style-type: none"> <li>• Manual of Corporate Governance, p. 12, B, a</li> <li>• Annual Report, p. 22 - 24</li> <li>• Press release</li> <li>• Publication of approved synopsis</li> </ul>
C.1.13		Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?		Y	<b>Remarks:</b> The Company has a separate corporate responsibility (CR) report/section in its Annual Report.  <b>Source Document:</b> <ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Sustainability CR Report</li> </ul>

**C.2** Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.

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?		Y	<b>Remarks:</b> 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>Source Document:</b> Annual Report and Company Website
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C		Role of Stakeholders		
	Question	Answer	Remarks & Source Document	
C.3		Performance-enhancing mechanisms for employee participation should be permitted to develop.		
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	Y	<p><b>Remarks:</b> 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.</p> <p><b>Source Document:</b></p> <ul style="list-style-type: none"> <li>• Company Website/Intranet</li> <li>• Annual Report, p. 5</li> </ul>	
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?	Y	<p><b>Remarks:</b> 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</p> <p><b>Source Document:</b> Company Website/Intranet</p>	
C.3.3	Does the company have training and development programmes for its employees?	Y	<p><b>Remarks:</b> 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.</p> <p><b>Source Document:</b> Company Website / Company Intranet/Training Calendar</p>	
C.3.4	Does the company publish data on training and development programmes for its employees?	N	<p><b>Remarks:</b></p> <p><b>Source Document:</b></p>	
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	<p><b>Remarks:</b> The Company has a reward/compensation policy that accounts for the performance of the Company beyond short-term financial measures.</p> <p><b>Source Document:</b> Annual Report, p. 17</p>	

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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.

C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Y	<p><b>Remarks:</b> 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.</p> <p><b>Source Document:</b> Annual Report, p. 5</p>
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Y	<p><b>Remarks:</b> 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.</p> <p><b>Source Document:</b> Annual Report, p. 5</p>