

COMPANY: The Philippine American Life and General Insurance (Philam Life) Company	
SECTOR: Insurance	
FINANCIAL YEAR END: 31 December 2015	
COMPANY STRUCTURE: Class 2	
C Role of Stakeholders	
The rights of stakeholders that are established by law or through mutual agreements are to be respected.	
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?	<p>Answer: Yes. The Company's corporate policies, include among others the AIA Code of Conduct which provides for the ethical guidelines for conducting business on behalf of AIA companies, of which Philam Life is a member. It specifies, among others the Company's commitment to conduct the business in a manner that protects the health, safety and security of the employees, customers and other stakeholders. Philam Life has undertaken the following activities to implement the policy relating to health, safety and welfare of its employees and stakeholders:</p> <ul style="list-style-type: none"> • Head Office - Maintained 1 medical/dental clinic manned by resident Doctor/Dentist and/or Nurse. For employees outside head office, they could go to any of the medical clinics and hospitals accredited by MaxiCare Health Corporation, the Company's HMO provider. • Philam Vitality was launched in October 2015, the science-backed and global wellness programme that rewards its members for being healthy. <p>Source: AIA Code of Conduct, page 15 Annual Report, pages 12 to 13 - Philam Vitality Philam Vitality Brochure Philam Vitality Media Pickups</p>
C.1.2 Explains supplier/contractor selection practice?	<p>Yes. The Code of Conduct 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>Source: AIA Code of Conduct, page 15</p>

<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?</p>	<p>Answer: Yes. 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>Source: AIA Code of Conduct, page 24 2015 Annual Report, page 17 - Corporate Social Responsibility CSR News Clippings</p>
<p>C.1.4 Elaborates the company's efforts to interact with the communities in which they operate?</p>	<p>Answer: Yes. The Company's policy on the matter is sufficiently covered by Corporate Social Responsibility arm of the Company, which is the Philam Foundation, Inc., the Code of Conduct also provides the social and environmental responsibilities of the Company.</p> <p>Source: 2015 Annual Report, page 17 - Corporate Social Responsibility AIA Code of Conduct, page 24 CSR News Clippings</p>
<p>C.1.5 Directs the company's anti-corruption programmes and procedures?</p>	<p>Answer: Yes. AIA sets out guidelines to conduct business in an honest and ethical manner. Bribery and corruption of any form is not acceptable. Employees are prohibited from offering, paying, any bribe or any form of payment with corrupt intent. In addition, the company conducts due diligence on third party vendors to ensure they are reputable, honest, and they adhere to the spirit of the Anti-Corruption Policy. The Company monitors payment to government officials and Compliance approval is required before making these payments.</p> <p>Source: 2015 Annual Report pages 29 to 30, - Operating Philosophy (Anti-Corruption Policy and Guidelines)</p>
<p>C.1.6 Describes how creditors' rights are safeguarded?</p>	<p>Answer: Yes. The Fair Dealing policy of the Company ensures that businesses with the customers, service providers, supplier and competitors are conducted in a fair manner.</p> <p>Source: AIA Code of Conduct, page 15 2015 Annual Report, pages 28-29 – Fair Dealing</p>
<p>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</p>	

<p>C.1.7 Customer health and safety</p>	<p>Answer: Yes. AIA sets out guidelines to conduct business in an honest and ethical manner. Social and Environmental Responsibilities, which encourages the Corporation and its employees to make a positive contribution to the society and the environment, to contribute positively to the social and economic development of the communities in which it operates, and to promote health, financial literacy, education and other community needs. The Corporation and its employees volunteer time and funds to programs that promote health, financial literacy, education and other community needs. AIA and Philam Life are committed to reduce the impact of its operations on the environment and raise awareness about sustainability by taking part in activities that highlight these issues.</p> <p>Source: 2015 Annual Report, page 29 - Operating Philosophy (Social and Environment Responsibilities)</p>
<p>C.1.8 Supplier/Contractor selection and criteria</p>	<p>Answer: Yes. AIA sets out guidelines to conduct business in an honest and ethical manner. Supplier Selection, which provides that selection of suppliers and vendors should be selected on the basis of performance and merit in accordance with a fair and transparent process. Requirements for suppliers and vendors to follow the standards in the Code must be included in the vendor management program.</p> <p>Source: 2015 Annual Report, page 28 - Operating Philosophy (Supplier Selection)</p>
<p>C.1.9 Environmentally-friendly value chain</p>	<p>Answer: Yes. AIA sets out guidelines to conduct business in an honest and ethical manner. Social and Environmental Responsibilities, which encourages the Corporation and its employees to make a positive contribution to the society and the environment, to contribute positively to the social and economic development of the communities in which it operates, and to promote health, financial literacy, education and other community needs. The Corporation and its employees volunteer time and funds to programs that promote health, financial literacy, education and other community needs. AIA and Philam Life are committed to reduce the impact of its operations on the environment and raise awareness about sustainability by taking part in activities that highlight these issues.</p> <p>Source:</p>

	<p>2015 Annual Report, page 29 - Operating Philosophy (Social and Environment Responsibilities)</p>
C.1.10 Interaction with the communities	<p>Answer: Yes. AIA sets out guidelines to conduct business in an honest and ethical manner. Social and Environmental Responsibilities, which encourages the Corporation and its employees to make a positive contribution to the society and the environment, to contribute positively to the social and economic development of the communities in which it operates, and to promote health, financial literacy, education and other community needs. The Corporation and its employees volunteer time and funds to programs that promote health, financial literacy, education and other community needs. AIA and Philam Life are committed to reduce the impact of its operations on the environment and raise awareness about sustainability by taking part in activities that highlight these issues.</p> <p>Source: 2015 Annual Report, page 29 - Operating Philosophy (Social and Environment Responsibilities)</p>
C.1.11 Anti-corruption programmes and procedures	<p>Answer: Yes. AIA sets out guidelines to conduct business in an honest and ethical manner. Bribery and corruption of any form is not acceptable. Employees are prohibited from offering, paying, any bribe or any form of payment with corrupt intent. In addition, the company conducts due diligence on third party vendors to ensure they are reputable, honest, and they adhere to the spirit of the Anti-Corruption Policy. The Company monitors payment to government officials and Compliance approval is required before making these payments.</p> <p>Source: 2015 Annual Report pages 29 to 30 - Operating Philosophy (Anti-Corruption Policy and Guidelines)</p>
C.1.12 Creditors' rights	<p>Answer: Yes. Philam Life undertakes to uphold creditor's rights by honoring its contractual obligations with all its creditors in accordance with the provisions of their contracts and the law. As of to date, Philamlife does not have outstanding loans from banks/credit institutions.</p> <p>Source: Manual of Corporate Governance, page 2, B.a 2015 Annual Report, page 29 - Creditors Right</p>

<p>C.1.13 Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?</p>	<p>Answer: Yes. The Company has a separate corporate responsibility (CR) report/section in its Annual Report. Source: 2015 Annual Report, page 17 - Corporate Social Responsibility</p>
<p>C. 2 Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</p>	
<p>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>	<p>Answer: Yes. 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. Source: 2015 Annual Report, page 3 - Contact Us Company Website</p>
<p>C. 3 Performance-enhancing mechanisms for employee participation should be permitted to develop.</p>	
<p>C. 3.1 Does the company explicitly disclose the health, safety, and welfare policy for its employees?</p>	<p>Answer: Yes. The Company explicitly discloses the health, safety, and welfare policy for its employees under the policy, the Company commits to conduct business in a manner that protects the health, safety and security of its employees and customers. The Company regularly conducts basketball, volleyball, badminton and bowling tournaments, among others, for the physical and health benefits of its employees. In addition, the Company requires all its employees to undergo annual physical examination to ensure that employees remain fit and healthy. Source: AIA Code of Conduct, page 8</p>
<p>C.3.2 Does the company publish data relating to health, safety and welfare of its employees?</p>	<p>Answer: Yes. The Company has been investing in the physical well-being and the safety of its employees through its various programs and initiatives. The Company has also engaged in various corporate partnership and activities to promote fitness in its employees. The Philam Group regularly conducts basketball, volleyball, badminton and bowling tournaments, among others, for the physical and health benefits of its employees. In addition, the Group requires all its employees to undergo annual physical examination to ensure that employees remain fit and healthy. The Company regularly updates the employees about various policies and developments relating to employee welfare.</p>

	<p>Source: Annual Report, page 15 - Promoting Health and Well-Being</p>
<p>C.3.3 Does the company have training and development programmes for its employees?</p>	<p>Answer: Yes. The Company provides various training and development programs for its employees, such as the Management Trainee Program, wherein the Company constantly develops potential leaders through on-the-job trainings, mentorship and classroom session. The Company follows the 70-20-10 training framework. Source: 2015 Annual Report, pages 14 to 15 -Growing in Excellence Certification from HR on trainings conducted/attended by employees for the year 2015</p>
<p>C.3.4 Does the company publish data on training and development programmes for its employees?</p>	<p>Answer: Yes. The Company regularly updates the employees about various policies and information, such as those pertaining to employee training development. Source: 2015 Annual Report, pages 14 to 15 - Growing in Excellence E-mail Announcements on Employee Training</p>
<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?</p>	<p>Answer: Yes. The Company has a reward/compensation policy that accounts for the performance of the Company beyond short-term financial measures. Source: 2015 Annual Report, page 15 - Rewarding Performance Certification on the approval of Short Term Incentive (STI) and Long Term Incentive (LTI)</p>
<p>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.</p>	
<p>C.4.1 Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?</p>	<p>Answer: Yes. The Company's policy on illegal and unethical behaviour is sufficiently covered by the Company's Code of Conduct and the Whistleblower Protection Policy. Source: 2015 Annual Report, page 27- Operating Philosophy, Code of Conduct 2015 Annual Report, pages 30 to 31 – Operating Philosophy, The WhistleBlow Program</p>

C.4.2 Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?

Answer: Yes. The AIA Code of Conduct provides for the general provision regarding the protection extended to employees who reported or is going to report any illegal or unethical behaviour. It specifically pointed to the AIA Group Whistleblower Protection Policy. To reinforce the AIA Code of Conduct, there is also the AIA Group Compliance Whistleblower Programme Standard Operating Procedure which particularly mentions the protection program including protection from retaliatory acts from the alleged erring employee. Speak up culture is being encouraged and widely promoted in the company. Posters are displayed, brochures are distributed, to promote reporting whenever employees see or suspect potential misconduct or fraud. A hotline is made available and the employee may choose to be anonymous. Here's the link to the AIA ethics and Compliance hotline www.aiaethicsline.com

Source:

[2015 Annual Report, page 27 - Operating Philosophy, Code of Conduct](#)
[Annual Report, pages 31 to 32 – Operating Philosophy, The WhistleBlow Program](#)