

COMPANY
SECTOR
FINANCIAL YEAR END
COMPANY STRUCTURE

BPI-Philam Life Assurance Corporation (BPLAC)
Insurance
31-Dec-14
Class 3

C Role of Stakeholders				
	Question	Answer	Remarks	Source Document
C.1	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?	Y	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 BPI-Philam 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.	AIA Code of Conduct, page 8
C.1.2	Explains supplier/contractor selection practice?	Y	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.	<ul style="list-style-type: none"> • AIA Code of Conduct, page 15 • 2014 Annual Report
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'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 Company Website.	2014 Annual Report, p. 16 - Corporate Social Responsibility (CSR) Report
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	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	<ul style="list-style-type: none"> • AIA Code of Conduct, page 24 • 2014 Annual Report
C.1.5	Directs the company's anti-corruption programmes and procedures?	Y	Under its Anti-Corruption and Bribery Policy, the Company has committed to conduct business in an environment of honesty and integrity, and strive to eliminate fraud from all its operations.	AIA Code of Conduct, page 24
C.1.6	Describes how creditors' rights are safeguarded?	Y	The Fair Dealing policy of the Company ensures that businesses with the customers, service providers, supplier and competitors are conducted in a fair manner.	AIA Code of Conduct, page 24
	Does the company disclose the activities that it has undertaken to implement the above mentioned policies?			
C.1.7	Customer health and safety	Y	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.	2014 Annual Report, p. 16 - Corporate Social Responsibility
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		
C.1.11	Anti-corruption programmes and procedures	Y		

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C.1.12	Creditors' rights	Y	The Company regularly discloses the activities it has undertaken to implement the above-mentioned policies through various company announcements and CSR Report.	2014 Annual Report, p. 16 - Corporate Social Responsibility
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Y	The Company has a separate corporate responsibility (CR) report/section in its Annual Report.	2014 Annual Report, page 16 - Corporate Social Responsibility
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	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. All stakeholders can send an email for Policy Inquiries at BPI-Philam_CustomerService@aia.com and for Policy Concerns at BPI-Philam_CustomerExperience@aia.com or they can access the BPI-Philam's official website: www.bpi-philam.com	Company Website
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	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.	AIA Code of Conduct, page 8
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?	Y	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.	2014 Annual Report & Company website
C.3.3	Does the company have training and development programmes for its employees?	Y	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.	2014 Annual Report & Company Website

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C.3.4	Does the company publish data on training and development programmes for its employees?	Y	The Company regularly updates the employees about various policies and information, such as those pertaining to employee training development.	2014 Annual Report
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	The Company has a reward/compensation policy that accounts for the performance of the Company beyond short-term financial measures.	2014 Annual Report, p. 16 - Retirement Benefit
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	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.	2014 Annual Report, p. 16 - Operating Philosophy & Whistleblower Policy
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's policy or procedures to protect an employee/person who reveals illegal/unethical behavior is sufficiently covered by the Company's Code of Conduct for employees and Whistle Blowing Protection Policy.	2014 Annual Report, p. 16 - Operating Philosophy and Whistleblower Policy