

		Source Document/ Location of Information	Yes or No	Point	REMARKS
C	Role of Stakeholders				
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?	Updated Company Policy on Customer's Profile: Statement of Service to Customers, Efforts to Address Customer's Health and Safety / Code of Business Conduct and Ethics	Y	1	In practice, customer's profile is always addressed and considered, particularly their health and safety.
C.1.2	Explains supplier/contractor selection practice?	Updated Company Policy on Customer's Profile: Statement of Service to Customers, Efforts to Address Customer's Health and Safety / Code of Business Conduct and Ethics	Y	1	The company explains and discloses its supplier/contractor selection practices.
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Letter of Appreciation and Commitment Renewal from the Philippine Business for Social Progress dated March 6, 2014 for contributions made in 2013.	Y	1	The company is an annual member of the Philippine Business for Social Progress and is a contributor to their efforts in building flagship programs in Health, Education, Environment, and Livelihood and enterprise Development.
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Certificate of Recognition from the Department of Education Adopt a School Program dated July 19, 2013.	Y	1	The company gave valuable support to schools affected by typhoon Pablo. The company helped in rebuilding schools and made sure that children are equipped with much-needed learning resources.
C.1.5	Directs the company's anti-corruption programmes and procedures?	Updated Company Policy on Anti-Corruption Programs and Procedures / Code of Business Conduct and Ethics	Y	1	The company discloses its anti-corruption programmes and procedures.
C.1.6	Describes how creditors' rights are safeguarded?	Sample of Cash Voucher showing payments in 2013	Y	1	Payables are paid before due dates. Provisions of the contract is strictly observe.
	Does the company disclose the activities that it has undertaken to implement the above mentioned policies?				

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C.1.7	Customer health and safety	Updated Employee Manual	Y	1	The updated employee manual shows the statement of service to customers and efforts to address customer's health and safety.
C.1.8	Supplier/Contractor selection and criteria	Updated Company Policy on Procedures for the Procurement, Issuance and Maintenance of Office Supplies and Printed Forms	Y	1	In practice, the selection Process and criteria are disclosed to all concerned units/departments
C.1.9	Environmentally-friendly value chain	List of extension offices as approved by Insurance Commission	Y	1	The Company's extension offices in Metro Manila and nearby provinces are all environment friendly
C.1.10	Interaction with the communities	Certificate of Participation	Y	1	The company discloses its activities that it has undertaken to implement its policy on interaction with the communities. The company made tremendous contribution in the Gawad Kalinga activities conducted by Philippine Life Insurance Association.
C.1.11	Anti-corruption programmes and procedures	Updated Company Policy on Anti-Corruption Programs and Procedures / Code of Business Conduct and Ethics	Y	1	The Company discloses activities in relation to anti-corruption programmes and procedures.
C.1.12	Creditors' rights	Sample of Cash Voucher showing payments in 2013	Y	1	Policy implemented by closely monitoring creditors right like policy on procurement, maintenance, payment and provisions of contract between the company and the creditor.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Cash Donations Forms, Receipts and Letter of Appreciation for Donations Made	Y	1	The Company makes monetary donations to Philippine Red Cross, People Management Association of the Philippines, Philippine Business for Social Philippine and to the Comtemplative of the Two Hearts of Jesus and Mary among others
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?	Website, Brochures and Business Cards	Y	1	The Company provides contact details via company's website. It is found in the "Contact Us" Menu of the website.

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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?	Updated Employee Manual	Y	1	The Company explicitly discloses the health, safety, and welfare policy for its employees.
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?	Updated Employee Manual	Y	1	Employees are provided with benefits, privileges and other incentives.
C.3.3	Does the company have training and development programmes for its employees?	Updated Employee Manual and Official Website (Company Policies)	Y	1	The Company has training and development programmes for its employees.
C.3.4	Does the company publish data on training and development programmes for its employees?	Updated Company Policy on Training and Development Programs of the Employee Manual	Y	1	Employees are being sent to Basic Life Insurance courses, LOMA Insurance Education Programs and other in-service seminars.
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Updated Employee Manual	Y	1	Employees are given Service Awards to show appreciation and recognition starting on the 10th year of service and every 5th year thereafter. The company also awards cash bonuses to employees who pass the qualifying examinations of the Actuarial Society of the Philippines and the LOMA Insurance Education Program as well as government examinations like the CPA and Bar Examinations.
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?	Updated Employee Manual	Y	1	The company has procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour.
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Updated Employee Manual	Y	1	The Company has a policy that protects an employee/person who reveals illegal/unethical behavior from retaliation. Appendix A of the Employee Manual shows various offenses meriting disciplinary actions