

PART C: ROLE OF STAKEHOLDERS				
ITEM NO.	GOVERNING STANDARD	APPLICABLE PRINCIPLE	RESPONSES	REFERENCE/SOURCE DOCUMENT
B.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
<i>Does the company disclose a policy that:</i>				
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	<p>OECD Principle IV (A): The rights of stakeholders that are established by law or through mutual agreements are to be respected. In all OECD countries, the rights of stakeholders are established by law (e.g. labour, business, commercial and insolvency laws) or by contractual relations. Even in areas where stakeholder interests are not legislated, many firms make additional commitments to stakeholders, and concern over corporate reputation and corporate performance often requires the recognition of broader interests.</p> <p>Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements.</p>	Y	<p>Through the adoption of its Compliance Rules, the Company is committed to discharge its corporate social responsibilities to satisfy the expectations and trust vested by the insuring public. The Company has developed and designed operationally efficient tenets to observe fair business practices to protect the public interest and meet its mission and vision.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Compliance-Rules.pdf</p> <p>The Company's Code of Conduct provides that employees shall strive at all times to work towards the attainment of customer satisfaction by providing prompt, courteous and complete services.</p> <p>Please see excerpts from the Company's Employee Handbook, page 65.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</p> <p>The Company also adopts the Insurance Commission's Bill of Rights of Policyholders to safeguard the interest and welfare of the customers.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/Bill-of-Rights-of-Policy-Holders.pdf</p>

C.1.2	Explains supplier/contractor selection practice?		Y	The Company Policy provides for the Procedures on the supplier's evaluation and selection criteria.
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>The Company plays an important role in promoting sustainable development through its products and services designed to protect everything its customers value— from hard-earned and precious possessions such as home and businesses to something priceless as their health and well-being. By insuring the customers against uncertain risks, the Company helps improves the standard of living. The Company will remain steadfast and innovative to provide new products and services that are relevant to the needs of the customers.</p> <p>Please see page 06 to 09 of the Annual Report for the Company's updated Products and Services.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf</p> <p>The Company strives to maintain and develop practices that are environmentally friendly such as maintaining a relationship with suppliers for proper disposal of toner, using scratch paper for printing of internal documents, turning off the lights during lunch break and using LED lights to minimize energy consumption, eliminating the use of plastic pouch for Insurance Policy and shifting to the use of eco-friendly document envelope, and encouraging employees to segregate their trash.</p>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	<p>The Company had organized a Bloodletting Program and Outreach Program for Hospitalized Children and Cancer Survivors as part of its Annual Corporate Social Responsibility Activity.</p> <p>Please see page 65 to 68 of the Annual Report.</p>

			https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf https://www.pgasompo.com.ph/media/corporate-social-responsibility/
C.1.5	Describe the company's anti-corruption programmes and procedures?	Y	<p>PGA SOMPO has adopted its Anti-Fraud Plan for purposes of preventing, detecting, and investigating suspicious or actual acts of insurance fraud perpetrated against the Company. The Anti-Fraud Plan defines the responsibilities and actions promoting and observing the Company's policy on fraud and to set out guidance to officers, employees, and business partners on how to prevent, detect and report fraud, in particular, and how to recognize and deal with fraud in general.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Anti-Fraud-Plan.pdf</p>
C.1.6	Describes how creditors' rights are safeguarded?	Y	<p>The Company is dedicated to doing business in accordance with the highest standards of ethics. Toward this end, it affirms its commitment to promote a culture of good corporate governance and consistently conducts its business and relationships with highest integrity and moral standards which will improve organizational wellbeing, promote the Company's corporate image and consistently earn trust of its stakeholders</p> <p>Please see excerpts from the Company's Employee Handbook, page 59.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</p>

Does the company disclose the activities that it has undertaken to implement the above-mentioned policies?					
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	<p>Through the adoption of its Compliance Rules, the Company is committed to discharge its corporate social responsibilities to satisfy the expectations and trust vested by the insuring public. The Company has developed and designed operationally efficient tenets to observe fair business practices to protect the public interest and meet its mission and vision.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Compliance-Rules.pdf</p> <p>The Company's Code of Conduct provides that employees shall strive at all times to work towards the attainment of customer satisfaction by providing prompt, courteous and complete services.</p> <p>Please see excerpts from the Company's Employee Handbook, page 65.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</p>	
C.1.8	Supplier/Contractor selection and criteria			Y	The Company Policy provides for the Procedures on the supplier's evaluation and selection criteria.
C.1.9	Environmentally-friendly value chain			Y	The Company strives to maintain and develop practices that are environmentally friendly such as proper disposal of toner, use of scratch paper for printing of internal documents, turning off of the lights during lunch break and using LED lights to minimize energy consumption, eliminating the use of plastic pouch and using of document envelope for

			Insurance Policy, encouraging employees to segregate their trash.
C.1.10	Interaction with the communities		<p>The Company had organized a Bloodletting Program and Outreach program for Hospitalized Children and Cancer Survivors as part of its Annual Corporate Social Responsibility Activity.</p> <p>Please see page 65 to 68 of the Annual Report.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf</p> <p>https://www.pgasompo.com.ph/media/corporate-social-responsibility/</p>
C.1.11	Anti-corruption programmes and procedures		<p>PGA SOMPO has adopted its Anti-Fraud Plan for purposes of preventing, detecting, and investigating suspicious or actual acts of insurance fraud perpetrated against the Company. The Anti-Fraud Plan defines the responsibilities and actions promoting and observing the Company's policy on fraud and to set out guidance to officers, employees, and business partners on how to prevent, detect and report fraud, in particular, and how to recognize and deal with fraud in general.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Anti-Fraud-Plan.pdf</p>
C.1.12	Creditors' rights		<p>The Company is dedicated to doing business in accordance with the highest standards of ethics. Toward this end, it affirms its commitment to promote a culture of good corporate governance and consistently conducts its business and relationships with highest integrity and moral standards which will</p>

				<p>improve organizational wellbeing, promote the Company's corporate image and consistently earn trust of its stakeholders</p> <p>Please see excerpts from the Company's Employee Handbook, page 59.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</p>
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<p>OECD Principle V (A): Disclosure should include, but not be limited to, material information on: (7) Issues regarding employees and other stakeholders.</p> <p>Companies are encouraged to provide information on key issues relevant to employees and other stakeholders that may materially affect the long term sustainability of the company.</p>	Y	<p>https://www.pgasompo.com.ph/media/corporate-social-responsibility/</p>

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?	<p>OECD Principle IV (B): Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</p> <p>The governance framework and processes should be transparent and not impede the ability of stakeholders to communicate and to obtain redress for the violation of rights.</p>	Y	<p>https://www.pgasompo.com.ph/contact-us/</p> <p>Officers, employees, and business partners can report directly to PGA SOMPO's anti-fraud email address at report@pgasompo.com.</p> <p>All reports on suspected fraud will be treated seriously, systematically, and confidentiality.</p> <p>Please see page 19 of the Annual Report.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf</p>

C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.
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C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	<p>OECD Principle IV (C): Performance-enhancing mechanisms for employee participation should be permitted to develop. In the context of corporate governance, performance enhancing mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm specific skills.</p> <p>Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.</p> <p>Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as works councils that consider employee viewpoints in certain key decisions. With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries.</p>	Y	<p>Through the adoption of the Employee Handbook, the Company is committed to safeguard the health and safety of its employee and adopts appropriate measures and procedures to ensure healthy and productive workforce.</p> <p>Please see excerpts from the Company’s Employee Handbook, page 34.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</p>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		Y	<p>Please see pages 69 to 75 of the Annual Report.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf</p>
C.3.3	Does the company have training and development programmes for its employees?		Y	<p>Under the Company’s Employee Handbook on Learning and Development, all employees regardless of rank and status are expected to keep abreast of development within their own area of expertise and are encourage to undertake professional development activities through training, coaching, mentoring, project assignments, conferences or seminars, e-learning, reading or job rotation.</p> <p>Please see excerpts from the Company’s Employee Handbook, page 37.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</p> <p>Please see also page 69 to 75 of the Annual Report.</p>

			https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		<p>Y</p> <p>Please see page 69 to 75 of the Annual Report.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2020/07/PGA-Sompo-Annual-Report-2019_opt.pdf</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>Y</p> <p>The Company believes that behind its continued success are the employees' valuable contribution and support in the attainment of its goals and objectives. As such, the Company is committed not only in providing them protection for their overall health and wellbeing but also assisting them and their family during emergencies. Part 2 of the Employee Handbook provides for employees' benefits.</p> <p>In addition, the Company has a Performance Appraisal which is a means of managing and improving the employee's performance and accountability. It serves as a feedback mechanism and is used as a reference for regularization, merit increase, salary adjustments, promotions or training needs.</p> <p>Please see excerpts from the Company's Employee Handbook, pages 23 and 41.</p> <p>https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Employee-Handbook-Redacted.pdf</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.

C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	OECD Principle IV (E): Stakeholders, including individual employees 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.	Y	Officers and employees can report directly to PGA SOMPO's anti-fraud email address at report@pgasompo.com. All reports on suspected fraud will be treated seriously, systematically, and confidentiality. https://www.pgasompo.com.ph/wp-content/uploads/2019/12/PGA-SOMPO_Anti-Fraud-Plan.pdf
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?			Y