

ASEAN CORPORATE GOVERNANCE SCORECARD (ACGS) QUESTIONNAIRE_2018

Version: 2014

PART C: ROLE OF STAKEHOLDERS

Role of Shareholders	Yes or No	Reference/Source Document
<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</p> <p style="text-align: center;">Y</p> <p>Please see Page 8 “Customer Centricity – Daring to Serve Better” of the Allianz PNB Life Annual Report 2018 Allianz PNB Life Annual Report 2018</p> <p>Please see Page 3 to 6 of Allianz PNB Life Code of Sales and Business Conduct. Allianz PNB Life Code of Sales and Business Conduct</p> <p>‘Contact Us. We are here to help’ page in Company website</p> <p>Allianz PNB Life Facebook Page</p> <p>Allianz PNB Life Twitter Account</p> <p>Allianz PNB Life Instagram Account</p> <p>Please see the Company’s Mission / Vision in the website. Our Vision – “To be the most trusted partner</p>

		often requires the recognition of broader interests.		of Filipino Families on their journey to prosperity and well-being". Our Mission – "We care for our customer and deliver our promise." "We provide innovative solutions to our customer's convenience"
		Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements		Mission and Vision
C.1.2	Explains supplier/contractor selection practice?		Y	Allianz PNB Life Procurement Guidelines
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	Please see Page 5 of the Code of Conduct under Item No. 18 "Protection of Group Property and of Natural Resources" Allianz PNB Life Code of Conduct Please see Allianz PNB Life Environment-Friendly Value Chain Allianz PNB Life Environment-Friendly Value Chain Please see Allianz PNB Life's Go Green Movement. Allianz PNB Life Go Green Movement!
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	Please see page 17 to 19 "Allianz in the Community" of the Allianz PNB Life Annual Report 2018 Allianz PNB Life Annual Report 2018 Please see Allianz PNB Life's Go Green Movement.

				<p>Allianz PNB Life Go Green Movement!</p> <p>Please see the Corporate Social Responsibility in the Company website.</p> <p>Corporate Social Responsibility</p>
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	<p>Allianz PNB Life Anti-Corruption Policy</p>
C.1.6	Describes how creditors' rights are safeguarded?		Y	<p>Allianz PNB Life Vendor Code of Conduct</p> <p>Please see Page 27 “Creditor’s Rights” of the Allianz PNB Life Annual Report 2018</p> <p>Allianz PNB Life Annual Report 2018</p>
<i>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</i>				
C.1.7	Customer Health and Safety	OECD Principle IV (A) & Global Reporting Initiative	Y	<p>Allianz PNB Life Customer Health and Safety</p> <p>Allianz PNB Life Corporate Safety Measures</p> <p>Allianz PNB Life Health And Safety Annual Medical Exam</p>
C.1.8	Supplier/Contractor selection and criteria		Y	<p>Allianz PNB Life Procurement Guidelines</p>

C.1.9	Environmentally-friendly value chain		Y	<p>Please see Page 5 Item no. 18 of Allianz PNB Life Code of Conduct.</p> <p><u>Allianz PNB Life Code of Conduct</u></p> <p><u>Allianz PNB Life Environment-Friendly Value Chain</u></p> <p><u>Allianz PNB Life Go Green Movement!</u></p>
C.1.10	Interaction with the communities		Y	<p>Please see page 17 to 19 “Allianz in the Community” of the Allianz PNB Life Annual Report 2018</p> <p><u>Allianz PNB Life Annual Report 2018</u></p> <p>Please see email of Allianz Brings Smiles to the Aetas.</p> <p><u>Allianz Brings Smiles to the Aetas</u></p> <p>Please see the Corporate Social Responsibility in the Company website.</p> <p><u>Corporate Social Responsibility</u></p>

C.1.11	Anti-corruption programmes and procedures		Y	<p>Please see Allianz PNB Life Anti-Corruption Policy.</p> <p>Allianz PNB Life Anti-Corruption Policy</p> <p>Please see page 26 “ANTI-CORRUPTION PROGRAM AND PROCEDURES” of the Allianz PNB Life Annual Report 2018</p> <p>Allianz PNB Life Annual Report 2018</p>
C.1.12	Creditors' rights		Y	<p>Allianz PNB Life Vendor Code of Conduct</p> <p>Please see Page 27 “Creditor’s Rights” of the Allianz PNB Life Annual Report 2018</p> <p>Allianz PNB Life Annual Report 2018</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</p>	Y	<p>Please see the Corporate Social Responsibility in the Company website.</p> <p>Corporate Social Responsibility</p>

		stakeholders that may materially affect the long term sustainability of the company.		
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>Please see 'Contact Us' link in Company Website. "At Allianz PNB Life, we are here to help".</p> <p>'Contact Us. We are here to help'</p> <p>Please see Page 27 "Whistleblowing Policy" of the Allianz PNB Life Annual Report 2018 – "For concerns and complaints, you may contact us using the details below"</p> <p>Allianz PNB Life Annual Report 2018</p>
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?	<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>	Y	<p><u>Policy on Health, Safety, and Welfare of Employees</u></p> <p><u>Allianz PNB Life Health And Safety Annual Medical Exam</u></p> <p><u>DARE TO BE FIT 2.0</u></p> <p><u>Fitness Tip of the Day #veggies D2BF 2.0</u></p> <p><u>A Documentary Film Showing presented by D2BF2.0</u></p> <p><u>Allianz Conquer Challenge 1ST EVER NIGHT OBSTACLE RACE</u></p> <p><u>Allianz Conquer Challenge</u></p>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	<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</p>	Y	<p><u>Policy on Group Medical Plan</u></p> <p><u>Allianz PNB Life Corporate Safety Measures</u></p> <p><u>Allianz PNB Life Health And Safety Annual Medical Exam</u></p> <p><u>DARE TO BE FIT 2.0</u></p> <p><u>Fitness Tip of the Day #veggies D2BF 2.0</u></p> <p><u>A Documentary Film Showing presented by D2BF2.0</u></p> <p><u>Allianz Conquer Challenge 1ST EVER NIGHT OBSTACLE RACE</u></p>

		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.		Allianz Conquer Challenge
C.3.3	Does the company have training and development programmes for its employees?		Y	List of Trainings for employees for Employee development
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		Y	List of Trainings for employees for Employee development
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	Policy on Compensation
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	Allianz PNB Life Whistleblowing Guidelines Allianz PNB Life Anti-Corruption Policy Please see Page 6, No.21 Ethical Conduct of Business of the Allianz PNB Life Code of Conduct. Allianz PNB Life Code of Conduct Please see Page 5 No. 9.1 "Employee Reporting" of Allianz PNB Life Anti-Fraud Policy. Allianz PNB Life Anti-Fraud Policy

C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behaviour from retaliation?		Y	<p><u>Allianz PNB Life Whistleblowing Guidelines</u></p> <p>Please see Page 6, No.23 “Protection of Employee in Case of Communication about Illegal or Questionable Activities” of the Allianz PNB Life Code of Conduct.</p> <p><u>Allianz PNB Life Code of Conduct</u></p> <p>Please see Page 5 No. 9.1 "Employee Reporting" of Allianz PNB Life Anti-Fraud Policy.</p> <p><u>Allianz PNB Life Anti-Fraud Policy</u></p>
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