

ASEAN CORPORATE GOVERNANCE SCORECARD (ACGS) QUESTIONNAIRE_2017

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 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>Allianz PNB Life Annual Report 2017 page 9</p> <p>Allianz PNB Life Code of Sales and Business Conduct (page 3-6)</p> <p>‘Contact Us’ 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>Vision and Mission in Company website <i>(“To be the most trusted partner of Filipino Families on their journey to prosperity and well-being. We care for our customer and deliver our promise. We provide innovative solutions to our customer’s convenience”)</i></p>

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	Allianz PNB Life Code of Conduct page 5 No. 18 Allianz PNB Life Environment-Friendly Value Chain
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	Allianz PNB Life Annual Report 2017 page 18-19 Inquirer Read-Along teaches kids about friendship, jealousy Corporate Social responsibility in the company website
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	Allianz PNB Life Anti-Corruption Policy
C.1.6	Describes how creditors' rights are safeguarded?		Y	Allianz PNB Life Creditor's Rights Allianz PNB Life Annual Report 2017 page 26
<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	Allianz PNB Life Customer Health and Safety Allianz PNB Life Corporate Safety Measures Annual Check - up

C.1.8	Supplier/Contractor selection and criteria		Y	Allianz PNB Life Procurement Guidelines
C.1.9	Environmentally-friendly value chain		Y	Allianz PNB Life Code of Conduct page 5 No. 18 Allianz PNB Life Environment-Friendly Value Chain
C.1.10	Interaction with the communities		Y	Allianz PNB Life Annual Report 2017 page 18-19 Inquirer Read-Along teaches kids about friendship, jealousy Corporate Social responsibility in the company website
C.1.11	Anti-corruption programmes and procedures		Y	Allianz PNB Life Anti-Corruption Policy Annual Report List of Trainings for employees for anti fraud and anti corruption
C.1.12	Creditors' rights		Y	Allianz PNB Life Annual Report 2017 page 26

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	CSR Company Website
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>‘Contact Us’ 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>Allianz PNB Life Insurance’s Social Media accounts allows customers to instantly voice their concerns</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> <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	Policy on Health, Safety, and Welfare of Employees Allianz PNB Life Annual Report Dare to be Fit page 15
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		Y	Policy on Group Medical Plan Allianz PNB Life Corporate Safety Measures Allianz PNB Life Annual Report Dare to be Fit page 15 Allianz PNB Life Health and Safety and Annual Check - up
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		Y	Policy on Compensation

	company beyond short-term financial measures?			
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 Allianz PNB Life Code of Conduct page 6, No. 21 Ethical Conduct of Business Allianz PNB Life Anti-Fraud Policy page 5 no. 9.1
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behaviour from retaliation?		Y	Allianz PNB Life Whistleblowing Guidelines Allianz PNB Life Code of Conduct page 6 No. 23 Allianz PNB Life Anti-Fraud Policy page 5 no. 9.1