**PART C: ROLE OF STAKEHOLDERS**

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| **ITEM No.** | **ROLE OF STAKEHOLDERS** | **APPLICABLE PRINCIPLE** | **RESPONSE** | **REFERENCE/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' welfare? | **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.  **Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements** | Y | **The company, through its** [**mission and vision**](http://www.maa.com.ph/0102-mission.php)**, is committed to meet and address the customers’ needs by providing quality non-life insurance products and services.** |
| C.1.2 | Explains supplier/contractor selection practice? | Y | **As stated under the company’s** [**Code of Business Conduct and Ethics (I, G)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf)**, suppliers/contractors were selected or engaged if they adhere to the company’s law and policy.** |
| 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 ensures that its business conduct is environmental friendly and promotes sustainable development as embodied under its** [**Code of Business Conduct and Ethics (I, F)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf)**.** |
| C.1.4 | Elaborates the company's efforts to interact with the communities in which they operate? | Y | **The company provides a charity work as posted on its** [**company website.**](http://www.maa.com.ph/0107-social.php) |
| C.1.5 | Describe the company's anti-corruption programmes and procedures? | Y | **Under the company’s** [**Code of Business Conduct and Ethics (I, A, 4)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf)**, it is hereby mandated that the company is prohibited to engaged in any activities which is classified as bribery and corruption.** |
| C.1.6 | Describes how creditors' rights are safeguarded? | Y | **The** [**Code of Business Conduct and Ethics (I, G)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf) **of the company describes its relationship with the creditors.** |
|  | ***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 | **The** [**I, E of the Code of Business Conduct and Ethics**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf) **of the company states that any factors affecting the health and safety of anyone who is related/transacting to the company shall not be tolerated.** |
| C.1.8 | Supplier/Contractor selection and criteria | Y | **As stated under the company’s** [**Code of Business Conduct and Ethics (I, G)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf)**, suppliers/contractors were selected or engaged if they adhere to the company’s law and policy.** |
| C.1.9 | Environmentally-friendly value chain | Y | **The company see to it that draft documents are printed on recycled paper and all hazardous materials are well kept and stored, as mandated by the** [**Code of Business Conduct and Ethics (I,F)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf)  **Link/Source Document:**  [**http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf) |
| C.1.10 | Interaction with the communities | Y | [**Company Website (Charity)**](http://www.maa.com.ph/0107-social.php) |
| C.1.11 | Anti-corruption programmes and procedures | Y | [**Code of Business Conduct and Ethics (I, A, 4)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf) |
| C.1.12 | Creditors' rights | Y | [**Code of Business Conduct and Ethics (I, G)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf) |
| C.1.13 | Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section? | **OECD Principle V (A)**:  Disclosure should include, but not be limited to, material information on:  (7) Issues regarding employees and other stakeholders.  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. | Y | **The company has several programs grounded on the principle of** [**Corporate Social Responsibility (CSR) as stated on its website**](http://www.maa.com.ph/0107-social.php)**.** |
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| **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? | **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.  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. | Y | [**The contact details of the company were posted on its website**](http://www.maa.com.ph/0701-contact.php)**.** |
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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? | **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.   Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.  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. | Y | [**The company website discloses the health, safety and welfare of its employees.**](http://www.maa.com.ph/0107-social.php) |
| C.3.2 | Does the company publishrelevant information relating to health, safety and welfare of its employees? | Y | [**The company website discloses the health, safety and welfare of its employees.**](http://www.maa.com.ph/0107-social.php) |
| C.3.3 | Does the company have training and development programmes for its employees? | Y | [**The Company would provide the value training to its employees as stated on the company’s website.**](http://www.maa.com.ph/0107-social.php) |
| C.3.4 | Does the company publish relevant information on training and development programmes for its employees? | Y | [**Company’s Website (Value Training for Employment)**](http://www.maa.com.ph/0107-social.php) |
| 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 | **Company’s Internal Control Procedure (which we cannot provide due to its confidential in nature)** |
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| **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 | **The procedures in filing a complaint for illegal acts were indicated under the reporting of any illegal or unethical behavior of the company’s** [**Code of Business Conduct and Ethics (II, B).**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.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 | **The company provides a protection to those who reveal illegal/unethical behavior through its** [**whistle-blowing policy under the Code of Business Conduct and Ethics (II, D)**](http://www.maa.com.ph/Code%20of%20Business%20Conduct%20and%20Ethics.pdf) |