

		Source Document	Answer	Remarks
C.1	The rights of stakeholders that are established by law or through agreements are to be respected.			
	Does the company disclose a policy that:			
C.1.1	Stipulates the existence and scope of the company's effort to address customer's welfare?	Employee's Hand Book	Y	Page 6- Chapter III
C.1.2	Explains supplier/contract selection practice?	Vendor Accreditations, Canvassing, Sealed bidding, procurement	N	
C.1.3	Describes the company's effort to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?		N	
C.1.4	Elaborates the company's effort to interact with the communities in which they operate?		N	
C.1.5	Describe the company's anti-corruption programmes and procedures?	Code of Ethics	Y	Page 13
C.1.6	Describes how creditors' rights are safeguarded?	Code of Ethics	N	Pages 7-8
	Does the company disclose the activities that it has undertaken to implement the above mentioned policies?			
C.1.7	Customer health and safety	Safety & Sanitations Permit, Fire Protection Permit	Y	
C.1.8	Supplier/contractor selection and criteria	Vendor Accreditations, Canvassing, Sealed bidding, procurement	Y	
C.1.9	Environmentally-friendly value chain		N	
C.1.10	Interaction with the communities		N	
C.1.11	Anti-corruption programmes and procedures	Code of Ethics	Y	Page 13

Company Name: PHILIPPINES FIRST INSURANCE CO., INC.

Financial Year End: 2016

C.1.12	Creditors' right		Y	PhilsFirst is committed to meet its contractual obligations with the policyholders, suppliers and 3rd party service providers. In accordance with law, they will be given the priority in payments of the company's obligations, in the normal course of business and in the event of liquidation.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?		N	
C.2.	Where stakeholder interest 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, supplies, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	www.philippinesfirstinsurance.com.ph		See website.
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?	Employees' Handbook	Y	Code of Conduct - E. Health Safety and Security
C.3.2	Does the company publish relevant information relating to T T health, safety and welfare of its employees?	Group Accident for Philcare Health Card Office Expense	Y	1 Philcare - Acct No. 12001/23022 2. PFIC- Personal Accident Pol.
C.3.3	Does the company have training and development programmes for its employees?		Y	PhilsFirst operating procedures that all newly hired employees should undergo the basic general insurance course at the Insurance Institute for Asia and the Pacific.

Company Name: PHILIPPINES FIRST INSURANCE CO., INC.

Financial Year End: 2016

C.3.4	Does the company publish relevant information on training and development programmes for its employees?		N	
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Retirement Plan	Y	The Company has a retirement program mandated by the law.
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?	Compliance Committee	Y	Page 3 -5 Ethics & Compliance Committee
C.4.2	Does the company have a policy of procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Code of Ethics	Y	Application and Administration