

C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.	Y/ N	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?	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.	REF: 2018 CODE OF ETHICS (Revised) 6. RULES OF CONDUCT IN RELATIONS WITH THIRD PARTIES <i>(6.1 Relations with clients, pages 10-11)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF
C.1.2	Explains supplier/contractor selection practice?		REF: 2018 CODE OF ETHICS (Revised) 6. RULES OF CONDUCT IN RELATIONS WITH THIRD PARTIES <i>(6.1 Relations with providers and collaborating companies, pages 11-12)</i> --- ADDITIONAL REF: SUPPLIER SELECTION POLICY <i>(Purchasing and Supplier Selection Procedures)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ADDITIONAL REF

C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements	Y	REF: 2015 ENVIRONMENTAL POLICY --- ADDITIONAL REF: 2018 CODE OF ETHICS (Revised) 4. PRINCIPLES OF ETHICAL, TRANSPARENT AND SOCIALLY RESPONSIBLE BEHAVIOR <i>(4.4 Respect for the Environment page 6)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ ADDITIONAL REF
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	REF: 2018 CODE OF ETHICS (Revised) 4. PRINCIPLES OF ETHICAL, TRANSPARENT AND SOCIALLY RESPONSIBLE BEHAVIOR <i>(4.4 Respect for the Environment page 6)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ ADDITIONAL REF
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	REF: 2018 CODE OF ETHICS (Revised) 6. RULES OF CONDUCT IN RELATIONS WITH THIRD PARTIES <i>(6.9 Anti Corruption, Anti Bribery page 14)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF

C.1.6	Describes how creditors' rights are safeguarded?		<p>REF: ANNUAL REPORT 2018 <i>(Company Policies)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Annual Report → click Annual Report 2018 to view REF</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		<p>REF: 2018 CODE OF ETHICS (Revised) 6. RULES OF CONDUCT IN RELATIONS WITH THIRD PARTIES <i>(6.1 Relations with clients, pages 10-11)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF</p>
C.1.8	Supplier/Contractor selection and criteria	OECD Principle IV (A) & Global Reporting Initiative	<p>REF: 2018 CODE OF ETHICS (Revised) 6. RULES OF CONDUCT IN RELATIONS WITH THIRD PARTIES <i>(6.1 Relations with providers and collaborating companies, pages 11-12)</i> --- ADDITIONAL REF: SUPPLIER SELECTION POLICY <i>(Purchasing and Supplier Selection Procedures)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ADDITIONAL REF</p>

C.1.9	Environmentally-friendly value chain	OECD Principle IV (A) & Global Reporting Initiative	Y	REF: 2015 ENVIRONMENTAL POLICY --- ADDITIONAL REF: 2018 CODE OF ETHICS (Revised) 4. PRINCIPLES OF ETHICAL, TRANSPARENT AND SOCIALLY RESPONSIBLE BEHAVIOR <i>(4.4 Respect for the Environment page 6)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ ADDITIONAL REF
C.1.10	Interaction with the communities		Y	REF: 2018 CODE OF ETHICS (Revised) 4. PRINCIPLES OF ETHICAL, TRANSPARENT AND SOCIALLY RESPONSIBLE BEHAVIOR <i>(4.4 Respect for the Environment page 6)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ ADDITIONAL REF
C.1.11	Anti-corruption programmes and procedures		Y	REF: 2018 CODE OF ETHICS (Revised) 6. RULES OF CONDUCT IN RELATIONS WITH THIRD PARTIES <i>(6.9 Anti Corruption, Anti Bribery page 14)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF

C.1.12	Creditors' rights		Y	REF: ANNUAL REPORT 2018 <i>(Company Policies)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Annual Report → click Annual Report 2018 to view REF
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	REF: 2015 CORPORATE SOCIAL RESPONSIBILITY POLICY --- ADDITIONAL REF: ANNUAL REPORT 2018 <i>(Corporate Social Responsibility)</i> Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance OR Annual Report → click Corporate Policies OR Annual Report 2018 to view REF / ADDITIONAL REF
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	REF: COMPLAINTS MANAGEMENT UNIT --- Note: Go to www.mapfre.com.ph click Customer Service → refer to Need Help? → click Complaints → accomplish Complaints Form

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>	Y	<p>REF: 2015 POLICY ON HEALTH, WELL-BEING AND PREVENTION OF OCCUPATIONAL RISK ---</p> <p>ADDITIONAL REF: 2018 CODE OF ETHICS (Revised) 5. RULES OF CONDUCT IN RELATIONS WITH AND BETWEEN EMPLOYEES <i>(5.5 Health, well-being and prevention of occupational risk pages 9-10)</i> ---</p> <p>Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF/ ADDITIONAL REF</p>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	<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>REF: ANNUAL REPORT 2018 (Corporate Social Responsibility) Note: Go to www.mapfre.com.ph click About Us → click Annual Report → click Annual Report 2018 to view REF</p>
C.3.3	Does the company have training and development programmes for its employees?		Y	<p>REF: EMPLOYEE TRAINING ---</p> <p>Note: Go to www.mapfre.com.ph click About Us → click Corporate Policies → refer to HR Policies and Procedures -Training and Development click Employee Training → to view REF</p>

C.3.4	Does the company publish relevant information on training and development programmes for its employees?		Y	REF: EMPLOYEE TRAINING --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Policies → refer to HR Policies and Procedures -Training and Development click EMPLOYEE TRAINING → to view REF
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	REF: 2016 COMPENSATION POLICY 5. STAFF COMPENSATION <i>(5.1 Remuneration Structure, pages 4-6)</i> --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF
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	REF: 2011 WHISTLE BLOWING CHANNEL --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF

C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		REF: 2011 WHISTLE BLOWING CHANNEL 7 PROTECTION OF WHISTLEBLOWERS, page 5 --- Note: Go to www.mapfre.com.ph click About Us → click Corporate Governance → click Corporate Policies to view REF
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