

**2017 ASEAN CORPORATE GOVERNANCE SCORECARD  
THE FIRST NATIONWIDE ASSURANCE CORPORATION**

**PART C: ROLE OF STAKEHOLDERS**

C.1	The rights of stakeholders that are established by law or by mutual agreement are to be respected.	Source Document	Yes/No	Remarks
<b>Does the Company disclose a Policy that:</b>				
C.1.1	Stipulates the existence and scope of the Company's efforts to address customers' welfare?	Annual Report: Corporate Policies (Page 16); Annual Report: Company's statement of Mission and Vision (Page 139)	Y	The Company's Customer Health and Safety policy takes into account its customer's welfare. It is also provided in the Company's Mission Statement that the company will provide policyholders the best non- life insurance protection. The public can access Annual Report through the Company's website.
C.1.2	Explains supplier/contractor selection practice?	Annual Report: Corporate Policies (Page 16); ISO Certificate of Registration No. CI/10298 dated 19-Jan-2015 valid until 18-Jan-2018 issued by Certification International (UK) Ltd.	Y	The Company adopts a policy for accreditation and evaluation of: supplier of goods and services. This is embodied in the Quality Management Systems Manual accessible to all employees. The Company also had its ISO 9001:2008 certification affirmed by the Certification International U.K., following the successful audit of the company's Quality Management System (QMS). The public can access Annual Report through the Company's website.
C.1.3	Describes the Company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Code of Ethics (Page 3)	Y	As a member of the Malayan Group of Insurance Companies, the Company adopts the Malayan Insurance Co., Inc. Code of Ethics. The Code of Ethics discloses the Company Policy on encouraging sustainable development and preservation of a healthy environment. The source document may be accessed by the public through the Company's website.
C.1.4	Elaborates the Company's efforts to interact with the communities in which they operate?	Annual Report: Corporate Policies (Page 16)	Y	The policy on Community Interaction may be found in the Annual Report which the public may access through the Company's website.
C.1.5	Describe the Company's anti-corruption programmes and procedures?	Code of Ethics (Pages 7, 8, 12); Code of Business Conduct and Ethics (Pages 3, 4, 6)	Y	As a member of the Yuchengco Group of Companies (YGC), the Company adopts the YGC Code of Business Conduct and Ethics (CBCE). Likewise, as member of the Malayan Group of Insurance Companies (MGIC), the Company also adopts the Code of Ethics of MGIC. The Code of Ethics and Code of Business Conduct and Ethics demonstrate the Company's policy against all forms of corruption. The public can access the Code of Ethics and Code of Business Conduct and Ethics through the Company's website.

C.1.6	Describes how creditors' rights are safeguarded?	Annual Report: Corporate Policies (Page 16)	Y	The public can access the Annual Report through the Company's website.
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	Does the Company disclose the activities that it has undertaken to implement the above mentioned policies?			
C.1.7	Customer health and safety	Annual Report: Corporate Policies (Page 16); Malayan Magazine 1st to 4th Quarter, 2017 Issues	Y	The Malayan Magazine is a quarterly publication of Malayan and its subsidiaries which includes FNAC. The Company holds various forms and disseminates information on health and safety to its customers. Activities undertaken by the Company are documented in its publication quarterly. The public can access the Malayan Magazine through the Company's website.
C.1.8	Supplier/Contractor selection and criteria	Annual Report: Corporate Policies (Page 16); Malayan Magazine 1st to 4th Quarter, 2017 Issues	Y	The Company adopts a policy for accreditation and evaluation of supplier of goods and services. This is embodied in the Quality Management Systems Manual accessible to all employees, as well as the Annual Report on Corporate Policies. The Company also had its ISO 9001:2008 certification affirmed by the Certification International U.K., following the successful audit of the company's Quality Management System (QMS). The public can access the Annual Report through the Company's website.
C.1.9	Environmentally-friendly value chain	Code of Ethics (Page 3); Annual Report: Corporate Policies (Page 16); Malayan Magazine 1st to 4th Quarter, 2017 Issues	Y	Activities undertaken by the Company are documented in its publication quarterly. The public can access the Malayan Magazine through the Company's website.
C.1.10	Interaction with the communities	Annual Report: Corporate Policies (Pages 16-17); Malayan Magazine 1st to 4th Quarter, 2017 Issues	Y	
C.1.11	Anti-corruption programmes and procedures	Code of Ethics (Pages 7-8 & 12); Code of Business Conduct and Ethics (Pages 3-4 & 6); Annual Report: Corporate Policies (Pages 16-17)	Y	The Company is a member of the Malayan Group of Insurance Companies (MGIC) and adopts its Code of Ethics. Likewise, the Company is a member of the Yuchengco Group of Companies (YGC) and adopts its Code of business Conduct and Ethics. Anti-corruption programs and procedures are found in the Company's Code of Ethics and Code of Business Conduct. The public can access the Code of Ethics and Code of Business Conduct and Ethics through the company's website.
C.1.12	Creditors' rights	Annual Report - Corporate Policies (Page 16)	Y	The Company has provided for a means to contact its representatives for any complaints via the Company Website.

C.1.13	Does the Company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<a href="http://ygc.com/CSR/SitePages/Home.aspx">http://ygc.com/CSR/SitePages/Home.aspx</a> ; and Malayan Magazine 1st to 4th Quarter, 2017 Issues	Y	The First Nationwide Assurance Corporation is a proud member of the Yuchengco Group of Companies (YGC) and adheres to the values and ideals set by it. Corporate Responsibility Report/ Sector is found on page 9 of the Annual Report. The public can access the Malayan Magazine through the company's website.
<b>C.2</b>	<b>Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</b>			
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?	Company Website, <a href="http://www.fnac.com.ph">http://www.fnac.com.ph</a>	Y	Customers may reach the Company via its "Contact us" form in the website. Numbers of various department are likewise posted there.
<b>C.3</b>	<b>Performance-enhancing mechanisms for employee participation should be permitted to develop.</b>			
C.3.1	Does the Company explicitly disclose the health, safety, and welfare policy for its employees?	Annual Report: Corporate Policies (Pages 16-17); Code of Ethics (Page 4)	Y	As a member of the Malayan Group of Insurance Companies (MGIC), the Company adopts the Code of Ethics of Malayan Insurance Co, Inc. The public can access the Code of Ethics through the Company's website.
C.3.2	Does the Company publish relevant information relating to health, safety and welfare of its employees?	Annual Report : Corporate Policies (Page 16)	Y	The Company regularly publishes relevant information relating to health, safety and welfare of its employees through "MICO Health Tips" at the Lotus Workspace being utilized by the Company as a means of communication. The public can access Annual Report through the Company's website.
C.3.3	Does the Company have training and development programmes for its employees?	Annual Report: Corporate Policies (Pages 16-17)	Y	The Company has training and development programs for its employees as shown in the attached issues of the Company publication. It is accessible to the public through company's website.
C.3.4	Does the Company publish relevant information on training and development programmes for its employees?	Annual Report - Corporate Policies (Page 16-17); Malayan Magazine 1st to 4th Quarter 2017 Issues	Y	The Company has training and development programs for its employees as shown in the attached issues of the Company publication. It is accessible to the public through company's website.
C.3.5	Does the Company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Annual Report: Corporate Policies (Page 16)	Y	The Compensation and reward policy is found in Malayan and You, available for access to all employees of the Company. In fact, these benefits are highlighted in the New Employees Orientation (NEO) Program of the Company. The public can access the Annual Report through the Company's website.

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?	Code of Ethics (Pages 14-15); and Code of Business Conduct and Ethics (Page 12)	Y	The Company is a member of the Malayan Group of Insurance Companies (MGIC) and adopts its Code of Ethics. Likewise, the Company is a member of the Yuchengco Group of Companies (YGC) and adopts its Code of business Conduct and Ethics. The Company has provided for a procedure to address complaints against employees concerning corruption and unethical behavior. The procedure is embodied in the Company's Code of Ethics. The public can access the Code of Ethics and Code of Business Conduct and Ethics through the Company's website.
C.4.2	Does the Company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Code of Ethics (Page 14-15); Code of Business Conduct and Ethics (Page 12)	Y	The Company adopts a procedure to protect an employee who reveals illegal or unethical behavior from retaliation, this policy is embodied in the Code of Ethics of MGIC and Code of Business Conduct of YGC, which the Company adopts, being a member of both the MGIC and YGC. The public can access the Code of Ethics and Code of Business Conduct and Ethics through the Company's website.