

COMPANY NAME:

The Insular Life Assurance Co., Ltd.



FINANCIAL YEAR END:

2017

SECTOR:

Life Insurance

COMPANY STRUCTURE: Class 4 (Mutual Company)

Part C

	Y/ N	Reference/Source document
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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?	Y	<p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, "Stakeholder Relations");</p> <p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, "Stakeholder Relations", under sub-header, "Members and Customers' Welfare", 1st sentence: "Our mission statement stipulates that we provide a full range of high-value insurance products and other related services that empower families to attain financial security and fulfill their dreams, thus helping build a stronger Philippines");</p> <p>2017 Annual Report (pages 28-31, <i>Sharing INLIFE with the Filipino: 2017 Corporate Social Responsibility Report</i> Section);</p> <p>Corporate Governance Main Page in Company Website (<i>Safe and Sustainable Operations</i> Section);</p> <p>Insular Foundation Page in Company Website</p>
C.1.2	Explains supplier/contractor selection practice?	Y	<p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, "Stakeholder Relations", under sub-header, "Suppliers, Contractors, And Third Party Providers", 3rd sentence: "It is the policy of the Company that we regularly conduct 1) regular review, selection, and accreditation of Suppliers, Contractors and Third Party providers; 2) participation only of accredited Suppliers, Contractors and Third Party providers in the Company's bidding process; 3) selection of winning bidder using pre-established set of criteria and 4) disclosure</p>

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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	<p>2017 Annual Report (page 16, Corporate Governance Section, "Stakeholder Relations", under sub-header, "Community and Environment", 1st sentence: "it is the Company's policy to conduct its business in a sustainable and environmentally-friendly way.");</p> <p>Corporate Governance Main Page in Company Website (Safe and Sustainable Operations Section)</p>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	<p>2017 Annual Report (pages 28-31, Sharing INLIFE with the Filipino: 2017 Corporate Social Responsibility Report);</p> <p>2017 Annual Report (page 16, Corporate Governance Section, "Stakeholder Relations", under sub-header, "Community and Environment", 1st sentence: "it is the Company's policy to conduct its business in a sustainable and environmentally-friendly way".);</p> <p>Corporate Governance Main Page in Company Website (Safe and Sustainable Operations Section);</p> <p>Insular Foundation Page in Company Website</p>

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C.1.5	Describe the company's anti-corruption programmes and procedures?	Y	<p>Corporate Governance Main Page in Company Website (<i>Compliance with the Codes Section, ABC Programs</i>);</p> <p>Code of Conduct;</p> <p>2017 Annual Report (pages 14-21, <i>Corporate Governance Section</i>);</p> <p>2017 Annual Report (pages 16-17, <i>Corporate Governance Section, "Stakeholder Relations"</i>, under sub-header, "Anti-Corruption Programs and Procedures");</p> <p>2017 Annual Report (pages 16-17, <i>Corporate Governance Section, "Disclosure and Transparency"</i>, under sub-header, "Related Party Transactions Policy")</p>
C.1.6	Describes how creditors' rights are safeguarded?	Y	<p>2017 Annual Report (page 16, <i>Corporate Governance Section, "Stakeholder Relations"</i>, under sub-header "<i>Creditor's Rights</i>", 1st sentence: "<i>It is the policy of the Company to protect our Creditor's rights</i>".);</p> <p>Corporate Governance Main Page in Company Website (<i>Creditor's Rights Section</i>)</p>
Does the company disclose the activities that it has undertaken to implement the above mentioned policies?			
C.1.7	Customer health and safety	Y	<p>2017 Annual Report (pages 28-31, <i>Sharing INLIFE with the Filipino: 2017 Corporate Social Responsibility Report Section</i>);</p> <p>Corporate Safety Measures;</p> <p>News Article on Customers (published in <i>Malaya Business Insight</i> on 07 December 2017);</p>

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			<p>IMPORTANT NOTE: The hyperlinks that refer to the source document/s for each specific item will only lead to the first page of the said document. Please proceed to the exact page/section/paragraph as indicated below.</p> <p>News Article on Customer Health and Safety (published in Business Mirror on 15 February 2017);</p> <p>News Article on Rewarding Careers in Insular Life (published on various newspapers throughout 2017);</p> <p>Safety Reminder on the Use of ILCC Auditorium</p>
C.1.8	Supplier/Contractor selection and criteria	Y	<p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, "Stakeholder Relations", under sub-header "Suppliers, Contractors, And Third Party Providers", 3rd sentence, "...we regularly conduct 1) regular review, selection, and accreditation of Suppliers, Contractors and Third Party providers; 2) participation only of accredited Suppliers, Contractors and Third Party providers in the Company's bidding process; 3) selection of winning bidder using pre-established set of criteria and 4) disclosure of their related party relationship pursuant to the Company's Related Party Transactions (RPT) policy.");</p> <p>Sample Accreditation Request;</p> <p>Sample Pre-payment Monitoring Schedule</p>
C.1.9	Environmentally-friendly value chain	Y	<p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, "Stakeholder Relations", under sub-header "Community and Environment", 2nd sentence: "In 2017, we implemented a paperless insurance application and underwriting system, we unveiled a newly-renovated Leadership in Energy and Environmental Design (LEED) - certified building, we participated in 2017 World Bamboo Day and sponsored disaster-resilient classrooms.");</p>

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			<p>News Articles on Environmentally Friendly Value Chain (published on various newspapers throughout 2017);</p> <p>News Article on Innovation (published on <i>Business Mirror</i> on 26 December 2017);</p> <p>News Articles on Community and Environment (published in <i>Malaya</i> Newspaper on 20 October 2017);</p> <p>Life Cycle Article on Innovation;</p> <p>Corporate Governance Main Page in Company Website (<i>Safe and Sustainable Operations</i> Section)</p>
C.1.10	Interaction with the communities	Y	<p>2017 Annual Report (pages 28-31, <i>Sharing INLIFE with the Filipino: 2017 Corporate Social Responsibility Report</i>);</p> <p>News Articles on Community and environment (published in various newspapers of general circulation);</p> <p>News Articles on Environmentally Friendly Value Chain (published on various newspapers throughout 2017);</p> <p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, "Stakeholder Relations", under sub-header "Community and Environment", 2nd sentence: "In 2017, we implemented a paperless insurance application and underwriting system, we unveiled a newly-renovated Leadership in Energy and Environmental</p>

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			<p><i>Design (LEED) - certified building, we participated in 2017 World Bamboo Day and sponsored disaster-resilient classrooms.”;</i></p> <p>2017 Annual Report (page 27, “Keeping Inlifers for Good: People and Talent Section, under subtitle “Sparking Volunteerism”);</p> <p>2017 Annual Report (pages 28-31, <i>Sharing INLIFE with the Filipino: 2017 Corporate Social Responsibility Report</i>);</p> <p>Life Cycle on Article on Adoption of Marawi Soldiers;</p> <p>Life Cycle on Article on Financial Literacy;</p> <p>Insular Foundation Page in Company Website (under the following Projects: “The Insular Life Golden Eagle Incentive Program”, “College Scholarship Grant for Education and BS Math Students”, “Adopt-A-School Program”, “Adopt-A-Scholar Program”, “Teacher Training, “Employee Volunteerism”)</p>
C.1.11	Anti-corruption programmes and procedures	Y	<p>Corporate Governance Main Page in Company Website (<i>Compliance with the Codes Section, ABC Programs</i>);</p> <p>Code of Conduct (page 6, Section 2.3.3, “Employees are prohibited from accepting...”);</p> <p>2017 Annual Report (page 17, <i>Corporate Governance Section, “Stakeholder Relations”</i> under sub-header, “Anti-Corruption Programs and Procedures”);</p>

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			<p>2017 Annual Report (page 20, <i>Corporate Governance</i> Section, under subtitle "Responsibilities of the Board", sub-header "2017 Corporate Governance Seminar");</p> <p>News Article on Insular Life as Trusted Brand (published in Inquirer on 27 March 2017);</p> <p>Corporate Governance Main Page in Company Website (<i>Whistleblowing Policy</i> Section)</p>
C.1.12	Creditors' rights	Y	<p>News Articles on Creditor's Rights (published on various newspapers throughout 2017);</p> <p>Corporate Governance Main Page in Company Website (<i>Creditor's Rights</i> Section);</p> <p>2017 Annual Report (page 16, <i>Corporate Governance</i> Section, under subtitle "Stakeholder Relations", sub-header "Creditor's Rights", 1st paragraph)</p>
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Y	<p>2017 Annual Report (pages 28-31, <i>Sharing INLIFE with the Filipino: 2017 Corporate Social Responsibility Report</i> Section);</p> <p>Insular Foundation Page in Company Website</p>
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,	Y	<p>2017 Annual Report (page 17, <i>Corporate Governance</i> Section, under subtitle "Expanded Whistleblowing Policy", "Any concerns and/or complaints about</p>

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	suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?		<p><i>possible violation of rights may be reported through any of the Company's whistleblowing platforms..");</i></p> <p>Corporate Governance Main Page in Company Website (Whistleblowing Policy Section)</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?	Y	<p>2017 Annual Report (page 26, "Keeping Inlifers for Good: People and Talent Section, under subtitle "Promoting Wellness at the Workplace"; <i>We continuously espouse a culture where wellness, health and safety are of paramount importance. This is why we actively support sports tournaments, organize fitness classes, and regularly promote health, safety, and welfare initiatives in our various offices. We also held a month long wellness campaign – called Healthy Month Celebration – which included activities on proper diet, financial planning, physical exercises, and positive thinking and attitude);</i></p> <p>Corporate Governance Main Page in Company Website (Talent Development and Succession Planning Section, <i>Promoting employee Health and Safety</i>)</p>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Y	<p><u><i>On Health, Safety and Welfare:</i></u></p> <p>2017 Annual Report (page 20, <i>Corporate Governance</i> Section, under subtitle "Stakeholder Relations", sub-header "Employees", 4th sentence: <i>Some of the activities we provide for our employees include provision for medical and dental facilities; employee sport tournament; organize fitness and cultural upliftment classes; periodic town hall meetings; weekly publishing of Insular Life magazine;</i></p>

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C.3.3	Does the company have training and development programmes for its employees?	Y	<p>2017 Annual Report (page 26, "Keeping Inlifers for Good: People and Talent Section, under subtitle "Talent Development");</p> <p>Code of Conduct (page 11, Section 4.1.2, "It is the employee's responsibility to upgrade his/her level of competency...");</p>
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Y	<p>2017 Annual Report (page 26, "Keeping Inlifers for Good: People and Talent Section, under subtitle "Talent Development");</p> <p>2017 Annual Report (page 27, "Keeping Inlifers for Good: People and Talent Section, "Participation of Insular Life employees in Various External Professional Organizations");</p> <p>Corporate Governance Main Page in Company Website (Talent Development and Succession Planning Section, "Training and Continuing Education Programs")</p> <p>Life Cycle on Innovation;</p> <p>Life Cycle on Recognition of Outstanding Employees;</p> <p>News Articles on Employee Development (published in various Newspapers of general circulation)</p>
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	<p>2017 Annual Report (page 25, "Keeping Inlifers for Good: People and Talent Section, under subtitle "Rewarding Performance");</p>

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<p>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.</p>			
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Y	<p>2017 Annual Report (page 17, <i>Corporate Governance</i> Section, “Stakeholder Relations” under sub-header, “Anti-Corruption Programs and Procedures”, subtitle “Expanded Whistleblowing Policy”);</p> <p>2017 Annual Report (Page 1, <i>About the Report</i> Section, under subtitle “Feedback”);</p> <p>Corporate Governance Main Page in Company Website (<i>Whistleblowing Policy</i> Section)</p>
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Y	<p>2017 Annual Report (page 17, <i>Corporate Governance</i> Section, “Stakeholder Relations” under sub-header, “Anti-Corruption Programs and Procedures”, subtitle “Expanded Whistleblowing Policy”, last paragraph, last sentence: “All reports received in good faith shall be kept confidential and will be protected from any form of retaliatory action, in accordance with the Company’s Whistleblowing Policy”);</p> <p>Corporate Governance Main Page in Company Website (<i>Whistleblowing Policy</i> Section)</p>