

Annex A: Reporting Template

(For additional guidance on how to answer the Topics, organizations may refer to Annex B: Topic Guide)

Contextual Information

Company Details	
Name of Organization	Beneficial Life Insurance Company, Inc.
Location of Headquarters	166 BenLife Bldg., Salcedo St. Legaspi Village, Brgy. San Lorenzo Makati City, Philippines
Location of Operations	Nationwide
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	N/A
Business Model, including Primary Activities, Brands, Products, and Services	Life Insurance
Reporting Period	1 January 2021 to 31 December 2021
Highest Ranking Person responsible for this report	Asst. Vice President - Atty. Kaima Via B. Velasquez

**If you are a holding company, you could have an option whether to report on the holding company only or include the subsidiaries. However, please consider the principle of materiality when defining your report boundary.*

Materiality Process

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics. ¹
<p>The material topics included in this report were selected using the materiality principle as the Company's primary guide and pillar. Key matters affecting both past, current and future endeavors of the Company in relation to the immediate community it operates on, the society in general and the country as a whole are taken in utmost consideration. In particular, legal and regulatory matters, social endeavors and environmental aspirations that are germane, relevant, timely and urgent are deemed material and are included in this report.</p>

¹ See [GRI 102-46](#) (2016) for more guidance.

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)	2,141,529,723	PhP
Direct economic value distributed:		
a. Operating costs	1,380,800,597	PhP
b. Employee wages and benefits	102,927,244	PhP
c. Payments to suppliers, other operating costs	326,246,472	Php
d. Dividends given to stockholders and interest payments to loan providers	122,309	PhP
e. Taxes given to government	41,033,154	PhP
f. Investments to community (e.g. donations, CSR)	100,000	PhP

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</p> <p>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</p> <p>The good economic performance of the Company is important to guarantee the continuation of the business operations to ensure that its obligations are met and responded to.</p>	<p>(e.g. employees, community, suppliers, government, vulnerable groups)</p> <p>Shareholders, employees, agents and business partners.</p>	<p>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</p> <p>The Company endeavors to always meet its obligations and responsibilities to its shareholders and employees. This is a commitment that BenLife will always adhere to. As a public corporation, with numerous shareholders of different financial capabilities, it is important that the Company maintains its good business position for the benefit of its shareholders, employees, agents and business partners.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach

<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Primary risk is business interruption as well as other factors outside the control of the Company that disrupts business operations, i.e. pandemic, government restrictions</i></p>	<p><i>Shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</i></p>	<p><i>The Company further strengthened contingency planning to make sure that future interruptions will have minimal impact in business operations.</i></p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>Opportunities to develop new and in-demand life insurance products that may assist the insuring public in the wake of the pandemic is available.</i></p>	<p><i>Community, clients, insured and beneficiaries.</i></p>	<p><i>New insurance products that are relevant to the current needs of the insuring Filipino people are being developed to address the need.</i></p>

Climate-related risks and opportunities²

Governance	Strategy	Risk Management	Metrics and Targets
<p>Disclose the organization's governance around climate-related risks and opportunities</p> <p>Climate-related risks are governed and overseen by the Corporate Governance Committee which is composed six (6) Board of Directors members of the Company. Final recommendations are brought to the level of the Board of Directors as the need arises</p>	<p>Disclose the actual and potential impacts³ of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material</p> <p>Potential impacts of climate-related risks and opportunities relate to mostly natural disasters, i.e. storms and flooding that may interfere with normal operations.</p>	<p>Disclose how the organization identifies, assesses, and manages climate-related risks</p> <p>Climate-related risk issues or topics that are relevant are identified and assessed at the Board Committee Level. Items to be discussed may be brought to the Committee's attention</p>	<p>Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p> <p>The metrics used with regard climate-related risks are as follows:</p> <ol style="list-style-type: none"> 1. Important and Urgent – brought to the immediate attention of

² Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

³ For this disclosure, impact refers to the impact of climate-related issues on the company.

		through reports from the Company Department Heads and included in the agenda for the next meeting.	<p>the Corporate Governance Committee</p> <ol style="list-style-type: none"> 2. Important but not Urgent – calendared into the next scheduled meeting of the Corporate Governance Committee 3. Not Important but Urgent – brought to the immediate attention of the President 4. Not Important and not Urgent – calendared into the next free meeting of the Corporate Governance Committee
Recommended Disclosures			
<p>a) Describe the board’s oversight of climate-related risks and opportunities</p> <p>The Corporate Governance Committee primarily tasked with handling climate-related risks and opportunities are composed of members of the Board of Directors. When an item needs the consideration of the Board of Directors, the issue is immediately inserted into the</p>	<p>a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term</p> <p>Short Term – Discussions and updates on the Business Continuity Plan (BCP) were undertaken to ensure that business operations will continue on regardless of any factors that might affect the same. This primarily includes</p>	<p>a) Describe the organization’s processes for identifying and assessing climate-related risks</p> <p>The duty to primarily identify climate-related risks are left to the officers of the different Departments of the Company. When a climate-related risk is identified, the same is brought to the attention of the President or the Corporate Governance Committee as may be appropriate depending</p>	<p>a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process</p> <p>The metrics used with regard climate-related risks are as follows:</p> <ol style="list-style-type: none"> 1. Important and Urgent – brought to the immediate attention of the Corporate

agenda for the next Board Meeting.	<p>climate-related risks, i.e. storms, floods, rising sea levels, etc.</p> <p>Medium Term – Investments in “green” bonds and other environment friendly papers are being heavily studied and considered.</p> <p>Long Term – The Board has long term plans in actively engaging in “green” businesses as another source of income including clean energy options such as solar and wind energy.</p>	on its urgency who will then deliberate on it and bring to the Board of Directors as may be warranted.	<p>Governance Committee</p> <ol style="list-style-type: none"> Important but not Urgent – calendared into the next scheduled meeting of the Corporate Governance Committee Not Important but Urgent – brought to the immediate attention of the President Not Important and not Urgent – calendared into the next free meeting of the Corporate Governance Committee
<p>b) Describe management’s role in assessing and managing climate-related risks and opportunities</p> <p>The management, composed of the officers of the Company were all made aware of the processes of the Company in dealing with climate-related risks. They are hence tasked to elevate any matter related to the same to the President of the Corporate Governance</p>	<p>b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.</p> <p>Climate-related risks are always taken into consideration in all business planning activities of the Company.</p>	<p>b) Describe the organization’s processes for managing climate-related risks</p> <p>The duty to primarily identify climate-related risks are left to the officers of the different Departments of the Company. When a climate-related risk is identified, the same is brought to the attention of the President or the Corporate Governance Committee as may be appropriate depending on its urgency who will then deliberate on it and bring to the Board</p>	<p>b) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets</p> <p>The primary target in managing climate related-risks relates to ensuring that business continuity is ensured. This is met by updating the BCP of the Company and its constant review to make sure that it remains up-to-date and able to respond to different kinds of disruptions.</p>

Committee as may be appropriate.		of Directors as may be warranted.	
	<p>c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario</p> <p>The Company is gravitating towards and very optimistic in adapting into a 2°C or lower scenario. As an insurance company, moving towards e-policies and reducing our carbon footprint primarily relates to moving towards e-commerce (non-paper) and compliance with relevant government regulations.</p>	<p>c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management</p> <p>Being a matter of great importance, climate-related risks are overseen by the Corporate Governance Committee that is composed of members of the Board of Directors. With this composition, all vital climate-related risks are transparent and made known to the entire organization.</p>	

Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects,</i>

<p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>As a wholly Filipino-owned corporation, the Company understands the value of supporting local suppliers and vendors over foreign ones. It is important to make sure that we buy Filipino products and patronize local suppliers for all our needs unless there is no available local supplier to an urgent need. Having Filipino businesses are able to thrive with local business patronage.</i></p>	<p><i>Community and suppliers</i></p>	<p><i>programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The policy governing all facets of the relationship of the Company and its suppliers and vendors is contained in the Procurement Policy on Vendor Accreditation and Performance Evaluation.</i></p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>One possible risk with supporting 100% local suppliers is the limited options when finding a particular need.</i></p>	<p><i>Community and suppliers.</i></p>	<p><i>The Company will always attempt to source needs from local suppliers first and foremost. Only when the same is unavailable shall the Company opt to look at foreign suppliers.</i></p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to create lasting business relationships and partnerships with local suppliers</i></p>	<p><i>Community and suppliers.</i></p>	<p><i>Having long term, beneficial, fruitful and cordial business relationships with its suppliers creates a harmonious relationship between the Company and its local suppliers which in the long term benefits all parties to the engagement.</i></p>

that may prove helpful and useful over the years.		
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Anti-corruption

Training on Anti-corruption Policies and Procedures

Disclosure	Quantity	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of directors and management that have received anti-corruption training	100	%
Percentage of employees that have received anti-corruption training	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Anti-corruption policies and procedures of the Company take foremost importance both when it comes to primary business operations and also supply chain transactions. Regular training and audit of processes and procedures helps prevent any corruption within the Company which is very important especially in a financial company such as a life-insurance corporation.</i></p>	<p><i>(e.g. employees, community, suppliers, government, vulnerable groups)</i></p> <p><i>Employees, community, suppliers, agents, clients, insureds and beneficiaries.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The BenLife Anti-Bribery and Corruption policy covers all facets of anti-bribery and corruption goals, commitments and grievance mechanisms of the Company. This document is taught to all employees of the Company and made readily available for reference.</i></p>

What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Corruption risks exists everywhere. In an insurance company, this usually occurs in relation to remittance of premiums. Having multiple people with authority to collect premium payments open up the possibility and temptation of corruption.</i></p>	<p><i>Employees, agents, clients and insureds.</i></p>	<p><i>To help prevent corruption, regular training, constant supervision as well as scheduled and surprise audits year-round are undertaken.</i></p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to select people without any semblance or history of corruption should be ceased.</i></p>	<p><i>Employees, agents.</i></p>	<p><i>Instilling honesty and drilling down the value of loyalty must be highlighted during introductory training on anti-corruption is performed as well as reminded in all opportunities of re-training.</i></p>

Incidents of Corruption

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	0	#
Number of incidents in which employees were dismissed or disciplined for corruption	0	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach

<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>For the year 2021, the Company did not have any reported incidents of corruption. This may possibly be due to constant training, reminders and audits. This may also be an impact of the pandemic which severely disrupted normal operations.</i></p>	<p><i>(e.g. employees, community, suppliers, government, vulnerable groups)</i></p> <p><i>Employees, agents.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The BenLife Anti-Bribery and Corruption policy covers all facets of anti-bribery and corruption goals, commitments and grievance mechanisms of the Company. This document is taught to all employees of the Company and made readily available for reference.</i></p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Corruption risks exists everywhere. In an insurance company, this usually occurs in relation to remittance of premiums. Having multiple people with authority to collect premium payments open up the possibility and temptation of corruption.</i></p>	<p><i>Employees, agents.</i></p>	<p><i>Instilling honesty and drilling down the value of loyalty must be highlighted during introductory training on anti-corruption is performed as well as reminded in all opportunities of re-training.</i></p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p>		

<i>The opportunity to demonstrate the capacity of the Company to investigate and root out causes and instances of corruption is available when such unfortunate incidents occur.</i>	<i>Employees, agents.</i>	<i>Proper audits and investigation and filing of appropriate charges with the regulatory bodies as well as courts will demonstrate the seriousness and gravity of corruption and how the Company will not stand for such.</i>
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ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)	0	GJ
Energy consumption (gasoline)	0	GJ
Energy consumption (LPG)	0	GJ
Energy consumption (diesel)	8.44	GJ
Energy consumption (electricity)	432,000	kWh

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	0	GJ
Energy reduction (LPG)	0	GJ
Energy reduction (diesel)	0	GJ
Energy reduction (electricity)	0	kWh
Energy reduction (gasoline)	0	GJ

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</p> <p>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</p> <p>The Company monitors its energy consumption regularly both as a measure to help preserve the environment, but also as a cost-saving method. Any decrease in the consumption of energy is beneficial to the organization as well as to the community and environment as a whole.</p>	<p>(e.g. employees, community, suppliers, government, vulnerable groups)</p> <p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</p> <p>Monthly and yearly monitoring of energy consumption is performed by the Facilities Department. Any fluctuation from the normal is reported to management. Energy saving reminders are sent to thru email, posting on the walls and implemented within the Company.</p> <p>Most recent energy saving method utilized was the installation of motion sensors that activate light is common areas and stairwells to help reduce energy consumption.</p>

What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p>Identify risk/s related to material topic of the organization</p> <p>Excessive use of energy by employees and visitors is detrimental to the company's bottom line of saving on costs and streamlining all processes.</p>	<p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p>Constant reminders and enforcement of energy-saving methods are implemented in all Company locations nationwide.</p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>Identify the opportunity/ies related to material topic of the organization</p> <p>The Company sees the opportunity to adapt new and evolving technologies that allow less consumption of energy in all its endeavors.</p>	<p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p>Everyday, technological advancements are discovered that can improve the way the Company consumes energy. The Company grabs all these opportunities and implements them to save on operations costs as well as to help save the planet.</p>

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	4,800	Cubic meters
Water consumption	4,000	Cubic meters
Water recycled and reused	2,000	Cubic meters

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach

<p>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</p> <p>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</p> <p>Water use is monitored by the Company in all of its locations both as a cost-saving method but also as a way of being aware of water shortages in the community, the country and the world.</p>	<p>(e.g. employees, community, suppliers, government, vulnerable groups)</p> <p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</p> <p>Monthly and yearly monitoring of water consumption is performed by the Facilities Department. Any fluctuation from the normal is reported to management. Water saving reminders are sent to thru email, posting on the walls and implemented within the Company.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p>Identify risk/s related to material topic of the organization</p> <p>Over use of water outside of normal parameters by employees is possible. If there is water shortage, health and sanitation will be in danger.</p>	<p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p>To manage the risk of water waste, reminders and advisories to all employees are disseminated. Bathrooms and pantry areas with faucets are filled with reminders to conserve water.</p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>Identify the opportunity/ies related to material topic of the organization</p> <p>The opportunity to instill deep value of water-saving measures must be inculcated in each person using water as a resource. Individual responsibility of everyone must be highlighted.</p>	<p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p>Quick reporting and response to issues of water waste such as leaking faucets as well as regular check-ups of pipes in all offices must be monitored both for cost efficiency and water conservation.</p>

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume		
• renewable	n/a	kg/liters

• non-renewable	n/a	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	n/a	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		

Ecosystems and biodiversity (whether in upland/watershed or coastal/marine)

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	(identify all sites) n/a	
Habitats protected or restored	n/a	ha
IUCN ⁴ Red List species and national conservation list species with habitats in areas affected by operations	(list) n/a	

What is the impact and where does it occur? What is the	Which stakeholders are affected?	Management Approach
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⁴ International Union for Conservation of Nature

organization's involvement in the impact?		
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	n/a	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	n/a	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	n/a	Tonnes

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>

<i>linked to impacts through its business relationship)</i>		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		

Air pollutants

Disclosure	Quantity	Units
NO _x	n/a	kg
SO _x	n/a	kg
Persistent organic pollutants (POPs)	n/a	kg
Volatile organic compounds (VOCs)	n/a	kg
Hazardous air pollutants (HAPs)	n/a	kg
Particulate matter (PM)	n/a	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>		

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	2,720	kg
Reusable	0	kg
Recyclable	520	kg
Composted	0	kg
Incinerated	0	kg
Residuals/Landfilled	2,200	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p>Solid waste management is deemed an important part of running any business as a sanitation issue and also as an environmental issue.</p>	<p><i>(e.g. employees, community, suppliers, government, vulnerable groups)</i></p> <p>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p>The Company encourages all its employees to segregate solid wastes, reuse all reusable items, recycle those recycle and limit items thrown in the trash.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>		

<i>The higher volume of solid waste generated presents environmental and sanitation problems for the company, the community and the environment.</i>	<i>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</i>	<i>Facilities to segregate waste and to encourage reuse and recycle are provided in all Company sites.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		
<i>The opportunity to go paperless is on the horizon.</i>	<i>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</i>	<i>With more and more people adapting to the digital life, the opportunity to go paperless especially in printing policies and receipts is now possible. The Company slowly but surely is gearing towards electronic policies in the future to reduce solid wastes.</i>

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	n/a	kg
Total weight of hazardous waste transported	n/a	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach

<i>Identify risk/s related to material topic of the organization</i>		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	0	Cubic meters
Percent of wastewater recycled	0	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i>	<i>(e.g. employees, community, suppliers, government, vulnerable groups)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>		

Environmental compliance

Non-compliance with Environmental Laws and Regulations

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	0	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	0	#
No. of cases resolved through dispute resolution mechanism	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Compliance with all laws including environmental is a top priority to preserve the environment as well as keep all the Company's permits and licenses to operate intact.</i></p>	<p><i>(e.g. employees, community, suppliers, government, vulnerable groups)</i></p> <p><i>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The Company's Officers and Management is very hands-on in all matters of compliance. All regulatory compliance matters including environmental compliance is brought to upper management and even the Board of Directors for deliberation and disposition.</i></p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Failure to comply with environmental rules will inevitably cause harm to the environment and can also mean violation and imposition of penalty on the Company.</i></p>	<p><i>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</i></p>	<p><i>The Company's Officers and Management is very hands-on in all matters of compliance. All regulatory compliance matters including environmental compliance is brought to upper management and even the Board of Directors for deliberation and disposition.</i></p>

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to take a proactive approach to helping the environment through operating a responsible Company as well as directing resources towards environmentally friendly options and ways of doing business is foreseeable.</i></p>	<p><i>Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.</i></p>	<p><i>The Company's Officers and Management is very hands-on in all matters of compliance. All regulatory compliance matters including environmental compliance is brought to upper management and even the Board of Directors for deliberation and disposition.</i></p>

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees ⁵	244	
a. Number of female employees	150	#
b. Number of male employees	94	#
Attrition rate ⁶	3.2	rate
Ratio of lowest paid employee against minimum wage	1	ratio

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	8.39	2.27
PhilHealth	Y	4.20	4.54
Pag-ibig	N	0	0
Parental leaves	Y	1.33	1.06
Vacation leaves	Y	95.33	93.62
Sick leaves	Y	95.33	93.62
Medical benefits (aside from PhilHealth))	Y	83	98
Housing assistance (aside from Pag-ibig)	N	0	0
Retirement fund (aside from SSS)		0	1.14
Further education support	N	0	0
Company stock options	N	0	0
Telecommuting	Y	100	100
Flexible-working Hours		100	100
(Others)			

⁵ Employees are individuals who are in an employment relationship with the organization, according to national law or its application ([GRI Standards 2016 Glossary](#))

⁶ Attrition are = (no. of new hires – no. of turnover)/(average of total no. of employees of previous year and total no. of employees of current year)

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>The Company is committed to giving its employees all statutory rights and meeting all its obligations and even more.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The Company's Human Resource Policy Manual contains all policies of the Company relating to employees with include all additional benefits, how to avail, as well as disciplinary measures in cases of violations.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>The pandemic has brought new ways of doing work. Working from home as well as flexible methods of work have caused significant changes and impacted productivity.</i></p>	<p><i>Management has chosen to embrace changes specially during the pandemic to protect the life and health of its employees while still maintaining operations at an acceptable level.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to improve ways of doing work, i.e. hybrid is being considered and studied.</i></p>	<p><i>The Management is open to exploring all possibilities in work arrangements if it means healthier and happier employees without any effect on the normal business operations of the Company.</i></p>

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees	874	
a. Female employees	273	hours
b. Male employees	559	hours
Average training hours provided to employees		
a. Female employees	1.12	hours/employee
b. Male employees	2.29	hours/employee

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Continuous and life-long learning must be made part and parcel of the lives of all employees of the Company.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>Training opportunities are disseminated by Management to all interested parties. This includes in-house training and those managed and delivered by third-parties.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Disruptions in the normal way of doing work such as the recent pandemic has limited training opportunities and interest.</i></p>	<p><i>Even with disruptions, the Management still finds available learning opportunities for employee development.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>Training conducted via other means, i.e. zoom, google meet and other electronic platforms are now more available.</i></p>	<p>Management has embraced e-learning together with new ways of doing business, meeting and training to make the "new normal" work.</p>

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	0	%
Number of consultations conducted with employees concerning employee-related policies	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
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<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>As the Company continues to perform and commit to its value of making sure that employees are happy aside from regulatory compliance will all labor laws – harmony between management and all of its employees will last.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The Company, aside from meeting all minimum regulatory labor requirements continuously give more to its employees in recognition of their contribution to the continued success of the business.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Changes in the way work is delivered, such as during the pandemic can cause disconnect and miscommunication between Management and the employees.</i></p>	<p><i>Being transparent and clear in the direction of the Company as well as going beyond the ordinary in meeting employee needs is an effective tool in preventing miscommunication.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to strengthen the bond between the Company and its employees is ever present but more so during times of uncertainty or difficulty.</i></p>	<p><i>Consistently meeting the employees' needs as well as fair treatment are vital in keeping the relationship pleasant and harmonious.</i></p>

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	61.5	%
% of male workers in the workforce	38.5	%
Number of employees from indigenous communities and/or vulnerable sector*	4	#

**Vulnerable sector includes, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>The Company is proud of having a healthy number of female employees who are hugely contributing to the continued success of the business.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>Management has always recognized the contribution of women in the workplace. Not only are there more women within the Company than men, but there are also a lot of women holding supervisory, lower, middle and upper managerial posts within the organization. This demonstrates the commitment of the Company in ensuring fairness between male and female employees.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>The risk of having chauvinistic tendencies of biases against women is always present.</i></p>	<p><i>Having a proactive approach against any indications or reports of gender based advances or abuse is taken seriously by the Company. Having many women take the lead in key positions discourages gender bias within the organization.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to further empower women in the workplace by giving more chances for women to advance or training to move up the corporate ladder is available.</i></p>	<p><i>Actively presenting and offering assistance to women in the workplace (training and promotion) as well as recognizing their role in the success of the organization ensures that women feel valued and stay.</i></p>

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	164,320	Man-hours

No. of work-related injuries	0	#
No. of work-related fatalities	0	#
No. of work related ill-health	22	#
No. of safety drills	1	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Having a safe and healthy workplace is of primordial importance to the Company. Making sure that all workers in the workplace are secure and healthy contribute to the overall productivity of the employees.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>Management is keen on keeping the zero work-related accidents. As to work related illnesses, the twenty-two reported were all Covid-19 which ravaged the country and the world and moving forward, health protocols to keep these numbers down have been implemented.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Risks such as the Covid-19 pandemic has exposed public health gaps that needs to be addressed by the Company.</i></p>	<p><i>The experience gained by the Company during the Covid-19 Pandemic has driven Management to update health protocols and policies that can address novel situations.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to have a more participative workforce in determining steps and processes concerning the employees is available.</i></p>	<p><i>The Company has made decisions relating to changes in policy that directly affect employees a consultative process – with employee feedback, requests and suggestions taken and considered.</i></p>

Labor Laws and Human Rights

Disclosure	Quantity	Units
No. of legal actions or employee grievances involving forced or child labor	0	#

Do you have policies that explicitly disallows violations of labor laws and human rights (e.g. harassment, bullying) in the workplace?

Topic	Y/N	If Yes, cite reference in the company policy
Forced labor	N	
Child labor	N	
Human Rights	N	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Ensuring that only people of legal age, with their valid consent to render work while also ensuring all of their rights are protected guarantees fairness and equity within the Company.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>Strict hiring procedures that check qualifications of employees are in place and enforced. The Company does not and will not use child and forced labor. All human rights are respected and protected.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>There are facets of human rights are evolving, such as right to data privacy. Violations of this right may be possible.</i></p>	<p><i>Making data privacy a big deal and giving all employees training to equip and educate the workers is underway.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>Opportunities to learn and be more knowledgeable, open and recognizing the evolution of human rights is forthcoming.</i></p>	<p><i>Management is open and always willing to listen, learn and recognize changes in law and practice.</i></p>

Supply Chain Management

Do you have a supplier accreditation policy? If yes, please attach the policy or link to the policy:

Procurement Policy on Vendor Accreditation and Performance Evaluation

Objective

To provide guidelines on supplier selection and requirements for vendor accreditation

Scope

All personnel with procurement function.

Policy

I. Supplier Accreditation

1. The Facilities and Procurement Department shall continuously search for vendors with the intention of establishing strategic and long-term business relationships.

2. The selection of Suppliers/Vendors is the responsibility of Procurement personnel. In making the selection, Procurement will coordinate closely with the requisitioning department/subsidiaries to obtain adequate and reasonable specifications.

Procurement should endeavor to place orders with regard to the dependability and service record of the supplier, the nature of the guaranty and warranty, its price and the quality. Preference should be given to the following types of suppliers, providing this involves no sacrifice in quality, service or price:

2.1 Suppliers who are developing new and improved products and equipment, or designing and developing a special product for the Company's exclusive use, and

2.2 Supplier with adequate financial strength who also have a reputation for adhering to specifications and delivery schedules.

3. Suppliers/Vendors are subject to accreditation based on the following standards:

(i) quality of product or service

(ii) technical competence

(iii) competitive pricing

(iv) delivery timeframe; and

(v) customer service.

4. There will be two types of accreditation, specific to vendor class:

4.1 Non-primary –

Supplier may either be New (with minimal transaction and no established performance history) or Accredited (with frequent transactions but on a short-term basis). Accreditation will focus on establishing legality of business and Supplier's capability to supply/deliver.

4.2 Primary –

Supplier who has demonstrated an excellent performance history and transactions are on a long-term basis. Evaluation will focus on establishing Supplier's capability to sustain excellent performance and support long-term relationship with the company.

5. The following documents must be submitted for accreditation

5.1 Non-primary

5.1.1 Standard Documentation - Supplier Information Sheet, Company Profile, List of Goods and Services, Incorporation Papers (if applicable), Certificate of Registration, Business Permit, List of machinery/Equipment (for printers/ Fabricators), Certificate of Authority to Sell (for resellers/dealers, Exclusive distributors)

5.2 Primary

5.2.1 Standard Documentation - Supplier Information Sheet, Company Profile, List of Goods and Services, Incorporation Papers (if applicable), Certificate of Registration, Business Permit, List of machinery/Equipment (for printers/ Fabricators), Certificate of Authority to Sell (for resellers/dealers, Exclusive distributors)

5.2.2 Additional document requirement, whichever is applicable –Latest 2 years Audited Financial Statement, Certificate of Technical competence, Endorsement/Support Letter from Principal/ Manufacturer, Quality Certification (e.g. ISO).

5.2.3 Company Analysis - includes Performance Evaluation, Plant Facility Inspection and Trade references investigation (suppliers and/or customers). This requirement is to be performed by Facilities & Procurement Department.

6. Exceptions to Vendor accreditation are limited to the following:

6.1 Emergency Purchase – acquisition requiring immediate delivery in which the time frame is shorter than the prescribed lead-time.

6.2 If the materials and services requested are not available in any of the suppliers on the list of accredited vendors.

6.3 If a vendor has exclusive dealership of the item/service being acquired.

All exceptions to vendor accreditation require the approval of the Head of Facilities & Procurement Department.

7. All Supplier Accreditation and the exceptions to the process require the approval of the Head of Facilities & Procurement Department.

II. Performance Evaluation

1. Suppliers will be subjected to periodic Performance Evaluation to update supplier classification, to monitor and assess supplier's performance and compliance to the company's standards, and to improve key processes of supplier that may be related to the company's operations.

2. Evaluation will be performed depending on the supplier class:

2.1 Non-primary - on a per transaction basis, recorded in the Receiving Report (R.R.), relative to timeliness of delivery and quality of product.

2.2 Primary – annually, to assess performance and to monitor compliance to company's standards.

3. Supplier's performance will be evaluated based on the following criteria:

3.1 Price – competitiveness, fair pricing/ low profit margin, provides cost reduction options

3.2 Quality – provides products that meet the company's quality requirements, low percentage of defective/rejected products.

3.3 Delivery – delivers the correct quantity at the right time, flexibility in changes of schedules, provides updates on progress or problems.

3.4 Service – Value-added services, timely response and resolution, Willingness to share information.

4. Supplier over-all rating of 5 is the highest, with over-all rating of 3 as the passing rate. Any supplier achieving lower than the passing rate for two (2) consecutive years will be demoted/removed from the list.

5. Exceptions to performance evaluations are limited to the following:

5.1 Vendor with minimal (1-2) transaction in a calendar year;

5.2 Vendor with no transaction for two (2) consecutive years

6. Supplier's Performance Evaluations require the approval of the Head of Facilities & Procurement Department.

7. The results of Performance Evaluation/Supplier classification covering a 6-month period (at the minimum) shall be reported to the Facilities & Procurement Department and Compliance Officer at the end of the calendar year. The report will cover results of Supplier accreditation, performance evaluation and changes in supplier classification

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	N	
Forced labor	N	
Child labor	N	
Human rights	N	
Bribery and corruption	N	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Having a written policy on procurement guides the personnel vested with the responsibility to procure the needs of the Company in choosing the best options for the benefit of the organization.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The Procurement Policy on Vendor Accreditation and Performance Evaluation is an important document that assists procurement personnel in performing their functions.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Risk of fraud or misrepresentation is present when performing procurement activities.</i></p>	<p><i>Relying on known suppliers with a good track records is a good way of ensuring quality of procured products and services.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to widen procurement policies and use the same to support local and worthy suppliers must be seized.</i></p>	<p><i>Management is open to finding and supporting worthy suppliers that deliver value and quality.</i></p>

Relationship with Community

Significant Impacts on Local Communities

Operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this	Location	Vulnerable groups (if applicable)*	Does the particular operation have impacts on indigenous people (Y/N)?	Collective or individual rights that have been identified that or particular concern for the community	Mitigating measures (if negative) or enhancement measures (if positive)

has to be business operations)					
Micro Life-Insurance Products	Nationwide	Class D & E	N	Financial education and literacy for Filipinos belonging in the D & E classes	Better marketing of micro-life insurance products to reach far-flung and rural places.

**Vulnerable sector includes children and youth, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E)*

For operations that are affecting IPs, indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certification Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available: _____

Certificates	Quantity	Units
FPIC process is still undergoing	0	#
CP secured	0	#

What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>The poor are more widely affected by abrupt societal and economic changes and difficulties making insurance and financial products the least of their concerns.</i></p>	<p><i>Sharing the benefits and highlighting the security that can be gained by taking on affordable insurance by financial literacy education is an important tool utilized by the Company.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>Having products designed and targeted to reach the members of the D & E classes make financial literacy</i></p>	<p><i>The Company has always been proud of serving the insurance needs of Filipinos that belong in the D & E classes. Management will continue to cultivate this market to ensure that protection</i></p>

<i>and financial security widely available to all classes of people and not only the rich.</i>	<i>and financial security is distributed as widely as possible.</i>
<i>The opportunity to make private micro life insurance a household commodity and on top of traditional public social security is a priority.</i>	<i>Management highlights information dissemination and selling to the fringes of the country, not only to the urbanized areas to reach more people.</i>

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	85	N

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>As a life insurance company, client servicing is considered as one of the most important facets in keeping clients. Customer satisfaction is hence given a very heavy importance.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>Customer concerns must always be attended to by the agents and also the employees of the Company.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Miscommunication most specially since the pandemic has greatly affected personal communication channels is common.</i></p>	<p><i>Ensuring that even though some transactions are done virtually, and with fewer personal contact, that the details of the products, payment schemes and benefits are clearly explained.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p>	

<i>Customers are now open to communicating using other modes of communications such as virtual or electronic means.</i>	<i>With new modes of communication available, it is easier than ever before to address customer complaints and ensure satisfaction.</i>
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Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	0	#
No. of complaints addressed	0	#

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i> <i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i>	<i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i>
What are the Risk/s Identified?	Management Approach
<i>Identify risk/s related to material topic of the organization</i>	
What are the Opportunity/ies Identified?	Management Approach
<i>Identify the opportunity/ies related to material topic of the organization</i>	

Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	0	#
No. of complaints addressed	0	#

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p>	
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p>	

Customer privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	0	#
No. of complaints addressed	0	#
No. of customers, users and account holders whose information is used for secondary purposes	0	#

*Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Data privacy is a recent concept that reached the shores of the country. Making sure that data shared in confidence by the clients and other stakeholders maintains the trust reposed on the Company, making data privacy a key concern.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The Company is taking data privacy seriously and complying with all regulatory requirements of the National Privacy Commission.</i></p>

What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Lack of awareness is a major risk as data privacy is relatively new.</i></p>	<p><i>Management is very proactive in teaching all Company stakeholders including employees and agents all facets of data privacy and compliance.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to highlight the capacity and ability of the Company to maintain data privacy and confidentiality will be a key point especially considering the nature of the life insurance business.</i></p>	<p><i>Capacity building of Company stakeholders like employees and agents to ensure data privacy is a major endeavor for the Company, with rigid training and education being conducted regularly.</i></p>

Data Security

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Identify the impact and where it occurs (i.e., primary business operations and/or supply chain)</i></p> <p><i>Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)</i></p> <p><i>Having no incidents of data breaches builds confidence on the Company and keeps clients happy and secure.</i></p>	<p><i>What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?</i></p> <p><i>The Data Privacy Manual of the Company addresses all facets of data security.</i></p>

What are the Risk/s Identified?	Management Approach
<p><i>Identify risk/s related to material topic of the organization</i></p> <p><i>Data breach or hacking is a constant threat.</i></p>	<p><i>Management is very present and supporting of initiatives of the Data Privacy Officer and MIS Head to take measures to prevent data breaches or leaks.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Identify the opportunity/ies related to material topic of the organization</i></p> <p><i>The opportunity to truly strengthen the data security of the Company is in the spotlight considering the heavy mandate from regulatory bodies.</i></p>	<p><i>The Management is overseeing all compliance matters related to data privacy and is committed to taking all measures to minimize or eliminate the risk of data breach.</i></p>

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
Micro-Life Insurance Products	<p>End Poverty</p> <p>Having micro-life insurance products that are designed for the consumption of the marginalized sector, members of the D & E class or the poor helps lessen or eliminate poverty.</p> <p>Most families fall into poverty due to unexpected events – a breadwinner falling ill or passing on. Having insurance can lessen the blow or impact of losing a primary bread winner in a family.</p>	The cost burden of having to purchase and pay for life-insurance can make this product less ideal, more so if the financial literacy of the client is low.	Management is committed to offering the most affordable and reasonable price-point for micro-insurance products to encourage clients to take on the plunge for the protection of the everyday Filipino.
Life Insurance Products with HealthCare Cover	<p>Good Health and Well-being</p> <p>Insurance products with healthcare cover gives the insured the necessary coverage to treat illness when it comes. This leads</p>	Limited healthcare coverage due to costs and exceptions.	Management packages all insurance products especially those with healthcare covers to cover the most common and most number of

	to better health for all insureds.		illnesses as well as give the maximum protection that can be granted within the parameters of the business.
Fair employment practices	<p>Decent Work and Economic Growth</p> <p>The Company meets all minimum statutory requirements for labor as well as goes beyond them in many facets. Fair pay, health benefits, decent treatment, work-life balance, occupational health and safety and others.</p>	n/a	n/a

** None/Not Applicable is not an acceptable answer. For holding companies, the services and products of its subsidiaries may be disclosed.*