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 2025 to 31 December 2025**
Highest Ranking Person responsible for this report	**Vice President - Atty. Ma. Sigrid R. Pinlac**

**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]
The material topics presented in this report were determined through the application of the materiality principle, which serves as the Company's essential framework and foundation. Key stakeholders have been identified, and their needs thoroughly assessed. A comprehensive analysis of critical issues influencing the Company's past, present, and future initiatives has been undertaken. The impact of these issues on the immediate community, society at large, and the nation has been carefully evaluated and is regarded as highly significant. This report covers subjects integral to the Company's core business activities, values, and strategic objectives. It addresses matters that substantially affect the Company's operations, reputation, and stakeholder interests. Specifically, the focus is placed on legal and regulatory compliance, industry standards, social responsibility initiatives, shareholder expectations, and environmental objectives that are relevant, timely, and pressing. These issues are recognized as material and are therefore included in this report.

[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)	1,944,218,548	PhP
Direct economic value distributed:		
a. Operating costs	1,018,391,144	PhP
b. Employee wages and benefits	162,440,747	PhP
c. Payments to suppliers, other operating costs	445,110,963	Php
d. Dividends given to stockholders and interest payments to loan providers	23,167,271	PhP
e. Taxes given to government	84,699,470	PhP
f. Investments to community (e.g. donations, CSR)	1,442,006	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**
The robust economic performance of the Company is essential for maintaining efficient business operations and meeting its commitments effectively.	*Shareholders, employees, agents and business partners.*	*The Company is dedicated to fulfilling its obligations and responsibilities to its shareholders and employees. Benlife is committed to upholding this principle. As a public corporation with a diverse group of shareholders possessing varying financial capacities, it is essential for the Company to maintain a strong business position for the benefit of its shareholders, employees, agents and business partners.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Business interruption poses primary risks, along with factors beyond the Company's control that disrupts operations, such as pandemics, catastrophic events, government restrictions, regulations	*Shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*The Company has enhanced its contingency planning initiatives to ensure that any potential disruptions have a minimal impact on business operations.*

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
There are opportunities to develop new, in-demand and sustainable life insurance products that can assist the insuring public especially in the wake of catastrophic events.	*Community, clients, insured and beneficiaries.*	*We are in the process of developing new insurance products designed to address the evolving needs of Filipinos. These products aim to provide comprehensive solutions that align with current market demands.*

Climate-related risks and opportunities[2]

Governance	Strategy	Risk Management	Metrics and Targets
The Corporate Governance Committee, comprised of six (6) members from the Board of Directors, is responsible for overseeing climate-related risks. As the situation requires, final recommendations are presented to the Board for consideration.	*The potential impacts of climate-related risks and opportunities predominantly encompass natural disasters, including storms and flooding, as well as extreme heat and temperature fluctuations. These factors have the potential to disrupt normal operations significantly.*	*At the Board Committee level, we systematically identify and evaluate climate-related risks and issues that are pertinent to our operations. Discussion topics may be presented to the Committee through reports submitted by the heads of various departments and will subsequently be incorporated into the agenda for the upcoming meeting.*	*The following metrics are employed to address climate-related risks:* *1. Important and Urgent – matters presented immediately to the Corporate Governance Committee for prompt attention* *2. Important but not Urgent – issues scheduled for discussion at the next available meeting of the Corporate Governance Committee* *3. Not Important but Urgent – presented for the immediate consideration of the*

[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.

			President 4. *Not Important and not Urgent – allocated for discussion at the next convened meeting of the Corporate Governance Committee*
Recommended Disclosures			
a) *The Board's oversight of climate-related risks and opportunities* *The Corporate Governance Committee is responsible for addressing climate-related risks and opportunities and includes members from the Board of Directors. When an issue needs the Board's attention, it is quickly added to the agenda for the next Board Meeting.*	a) *Climate-related risks and opportunities the Organization has identified over the short, medium and long term* *Short Term – Recent discussions and updates regarding the Business Continuity Plan (BCP) focused on ensuring that business operations can continue despite any potential disruptions which may include climate-related risks such as storms, floods, extreme heat and temperature fluctuations, rising sea levels, etc.* *Medium Term – We are actively conducting thorough analyses and considerations regarding investments in "green" bonds and other environmentally sustainable securities.* *Long Term – The Board has established*	a) *The Organization's processes for identifying and assessing climate-related risks* *The responsibility for identifying climate-related risks is primarily assigned to the Officers of the various departments within the Company. Upon identifying a climate-related risk, it will be escalated to the President or the Corporate Governance Committee based on its urgency. They will then evaluate the matter and, when appropriate, present it to the Board of Directors for further consideration.*	a) *Metrics used by the Organization to assess climate-related risks and opportunities in line with its strategy and risk management process* *The following metrics are employed to address climate-related risks:* 1. *Important and Urgent – matters presented immediately to the Corporate Governance Committee for prompt attention* 2. *Important but not Urgent – issues scheduled for discussion at the next available meeting of the Corporate*

	strategic plans to pursue active engagement in in "green" businesses as an additional revenue stream. This initiative includes a focus on clean energy options, such as solar and wind energy.		*Governance Committee* 3. *Not Important but Urgent – presented for the immediate consideration of the President* 4. *Not Important and not Urgent – allocated for discussion at the next convened meeting of the Corporate Governance Committee*
b) Management's role in assessing and managing climate-related risks and opportunities *The Management Team, consisting of the Company's Officers, has been informed about the processes in place for addressing climate-related risks. They as responsible for bringing any relevant matters to the attention of the President or the Governance Committee when appropriate.*	*b) The impact of climate-related risks and opportunities on the Organization's businesses, strategy and financial planning* *The Company consistently prioritizes climate-related risks in all aspects of its business planning activities.*	*b) The Organization's processes for managing climate-related risks* *The responsibility for identifying climate-related risks is assigned to the Officers of the various departments within the Organization. Upon identification of such risks, they are reported to the President or the Corporate Governance Committee, based on the urgency of the matter. These authorities will assess the situation and, if necessary, escalate the issues to the Board of Directors for further consideration.*	*b) Targets used by the Organization to manage climate-related risks and opportunities and performance against targets* *The primary objective in addressing climate-related risks is to safeguard business continuity. This can be accomplished by routinely updating the Company's Business Continuity Plan (BCP) and conducting ongoing reviews to ensure its relevance and effectiveness in responding to diverse disruptions.*

	c) The resilience of the Organization's strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario *The Company is optimistic about adapting to a scenario of 2ºC or lower. As an Insurance provider, our transition to e-policies and efforts to reduce our carbon footprint are primarily focused on e-commerce (moving away from paper) and ensuring compliance with relevant government regulations.*	c) The integration of the processes for identifying, assessing, and managing climate-related risks into the Organization's overall risk management *Climate-related risks hold significant importance and are overseen by the Corporate Governance Committee, comprised of members from the Board of Directors. This structured approach ensures that all major climate-related risks are transparently communicate throughout the Organization.*	

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
As a wholly Filipino-owned Corporation, the Company is deeply committed to supporting local suppliers and vendors over international alternatives. We recognize the importance of prioritizing the procurement of	*Community and suppliers.*	*The relationship between the Company and its suppliers and vendors is guided by the Procurement Policy and Vendor Accreditation and Performance Evaluation, which comprehensively addresses all aspects of supplier and vendor interactions to ensure*

Filipino products and collaborating with local suppliers to meet our needs, except in cases where no suitable local supplier is available for urgent requirements. By choosing to engage with Filipino businesses, we contribute to the strengthening of our local economy and foster sustainable development within our Community.		*transparency and accountability.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
One potential risk associated with exclusively utilizing 100% local suppliers is the limited possibility of limited availability when attempting to fulfil specific requirements.	*Community and suppliers.*	*The Company is committed to prioritizing the sourcing of materials and services from local suppliers. Should suitable local options not be available, the Company will then explore alternatives from foreign suppliers.*
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
This presents an opportunity to establish enduring business relationships and partnerships with local suppliers. Such collaborations may prove to be beneficial and advantageous over the years.	*Community and suppliers.*	*Building long-term, beneficial, and friendly business relationships with suppliers fosters a harmonious connection between the Company and local suppliers, ultimately benefitting all parties involved.*

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
The Company prioritizes the implementation of robust anti-corruption policies and procedures, emphasizing their significance in both primary business operations and supply chain transactions. Ongoing training and regular audits of these processes are essential in mitigating the risk of corruption, particularly given the crucial nature of our work in the financial sector as a life insurance corporation.	*Employees, community, suppliers, agents, clients, insureds and beneficiaries.*	*The BenLife Anti-Bribery and Corruption Policy outlines the Company's objectives, commitments and mechanisms for addressing anti-bribery and corruption matters. This policy is communicated to all employees and is accessible for their reference.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Corruption risks are pervasive across various sectors, including insurance. Within an insurance company, these risks often arise during the remittance process for premiums. The delegation of authority to multiple individuals for collecting premium payments can create opportunities for unethical behaviour and may lead to potential misconduct. It is essential to implement robust controls and oversight to mitigate these risks effectively.	*Employees, agents, clients and insureds.*	*To mitigate the risk of corruption, we implement a comprehensive approach that includes regular training, consistent supervision and both scheduled and surprise audits conducted throughout the year.*
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
The practice of selecting individuals without a thorough assessment of their prior conduct regarding integrity should be re-evaluated and discontinued.	*Employees, agents.*	*It is essential to emphasize the importance of honesty and the value of loyalty and integrity during initial training sessions focused on anti-corruption. This emphasis should be continuously reinforced throughout all subsequent*

		retraining opportunities to ensure a strong and consistent commitment to these principles.

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
For the year 2024, the Company recorded no incidents of corruption. This achievement can be attributed to our commitment to continuous training, regular reminders and thorough audits.	*Employees, agents.*	*The BenLife Anti-Bribery and Corruption Policy outlines the Company's objectives, commitments and mechanisms for addressing anti-bribery and corruption matters. This policy is communicated to all employees and is accessible for their reference.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Corruption risks are pervasive across various sectors, including insurance. Within an insurance company, these risks often arise during the remittance process for premiums. The delegation of authority to multiple individuals for collecting premium payments can create opportunities for unethical behaviour and may lead to potential misconduct. It is essential to implement robust controls and oversight to mitigate these risks effectively.	*Employees, agents.*	*It is essential to emphasize the importance of honesty and the value of loyalty and integrity during initial training sessions focused on anti-corruption. This emphasis should be continuously reinforced throughout all subsequent retraining opportunities to ensure a strong and consistent commitment to these principles.*

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
The Company has valuable opportunity to demonstrate its ability to effectively investigate and address the causes and instances of corruption wherever they may arise.	*Employees, agents.*	*Implementing thorough audits, conducting comprehensive investigations and appropriately reporting findings to regulatory authorities and courts will convey a strong commitment to addressing corruption and reinforce the Company's zero tolerance stance on such conduct.*

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)	5.82	GJ
Energy consumption (electricity)	418,480	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
The Company regularly monitors its energy consumption as part of its commitment to environmental preservation and cost efficiency. Reductions in energy use benefit both the organization and the	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*The Facilities Department conducts monthly and annual monitoring of energy consumption, promptly reporting any deviations from normal levels to management. Energy-saving reminders are communicated through emails, posted notices, and actively enforced*

wider community and environment.		*throughout the Company.* *One example of an energy-saving measure implemented is the installation of motion sensors that activate lighting in common areas and stairwells, thereby contributing to reduced energy consumption.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Excessive energy consumption by employees and visitors adversely impacts the Company's cost-saving objectives and efforts to streamline operations.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*Consistent reminders and strict enforcement of energy-saving practices are implemented across all Company locations nationwide.*
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
The Company recognizes the opportunity to adopt new and emerging technologies that promote reduced energy consumption across all its operations.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*Technological advancements that enhance energy efficiency are continually emerging. The Company actively embraces and implements these innovations to reduce operational costs while contributing to environmental sustainability.*

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	0	Cubic meters
Water consumption	3,304	Cubic meters
Water recycled and reused	0	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**
The Company monitors water usage across all its locations as a	*Community, shareholders, employees, agents and*	*The Facilities Department conducts monthly and annual monitoring of water*

cost-saving measure and to remain mindful of water scarcity issues affecting the community, the country, and the global environment.	*business partners as well as clients insured and beneficiaries.*	*consumption. Any deviations from the norm are promptly reported to management. Water conservation reminders are communicated through emails, posted notices, and actively enforced throughout the Company.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Excessive water use beyond normal levels by employees is a potential concern. In the event of water shortages, health and sanitation could be significantly compromised.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*To mitigate the risk of water wastage, reminders and advisories are regularly communicated to all employees. Notices promoting water conservation are also posted in bathrooms and pantry areas equipped with faucets.*
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
There is an opportunity to instill a strong commitment to water conservation in every individual using this vital resource. Emphasizing personal responsibility is essential to fostering sustainable water-saving practices.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*Prompt reporting and timely response to water waste issues, such as leaking faucets, along with regular inspections of plumbing systems across all offices, are essential for both cost efficiency and effective water conservation.*

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
Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its	*(e.g. employees, community, suppliers, government, vulnerable*	*What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects,*

business relationship)	*groups)*	*programs, and initiatives do you have to manage the material topic?*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Identify risk/s related to material topic of the organization		
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
Identify the opportunity/ies related to material topic of the organization		

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

[3] International Union for Conservation of Nature

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

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	n/a	Tonnes CO_2e
Energy indirect (Scope 2) GHG Emissions	n/a	Tonnes CO_2e
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
Identify the impact and where it occurs (i.e., primary business operations and/or supply chain) *Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)*	*(e.g. employees, community, suppliers, government, vulnerable groups)*	*What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Identify risk/s related to material topic of the organization		
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
Identify the opportunity/ies related to material topic of the organization		

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

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	1,400	kg
Reusable	400	kg
Recyclable	20	kg
Composted	0	kg
Incinerated	0	kg

Residuals/Landfilled	1,484	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
Solid waste management is deemed an important part of running any business as a sanitation issue and also as an environmental issue.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*The Company encourages all its employees to segregate solid wastes, reuse all reusable items, recycle those recycleable and limit items thrown in the trash.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
The increased volume of solid waste generated poses environmental and sanitation challenges for the Company, the surrounding community, and the broader ecosystem.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*The Facilities Department has implemented waste segregation practices and promotes the reuse and recycling of materials across all company sites.*
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
The prospect of transitioning to a paperless environment is in the works.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*Moving toward digital lifestyles, switching to paperless options—especially for policies and receipts—has become more practical. The Company is gradually working toward using electronic policies in the future to help reduce solid waste.*

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
Identify the impact and where it	*(e.g. employees,*	*What policies, commitments, goals and*

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

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	4,500	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**
Identify the impact and where it occurs (i.e., primary business operations and/or supply chain) *Indicate involvement in the impact (i.e., caused by the organization or linked to impacts through its business relationship)*	*(e.g. employees, community, suppliers, government, vulnerable groups)*	*What policies, commitments, goals and targets, responsibilities, resources, grievance mechanisms, and/or projects, programs, and initiatives do you have to manage the material topic?*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Identify risk/s related to material topic of the organization		

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

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
Complying with all laws, including environmental regulations, is a top priority to help protect the environment and ensure the Company's permits and licenses remain valid.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*The Company's Officers and Management are actively involved in all compliance matters. Regulatory requirements, including those related to the environment, are regularly presented to senior management and the Board of Directors for review and decision-making.*
What are the Risk/s Identified?	**Which stakeholders are affected?**	**Management Approach**
Failure to follow environmental regulations can harm the environment and may also result in violations and penalties for the Company.	*Community, shareholders, employees, agents and business partners as well as clients insured and beneficiaries.*	*The Company's Officers and Management are closely involved in all compliance matters. Regulatory issues, including environmental compliance, are escalated to senior management and the Board of Directors for discussion and appropriate action.*
What are the Opportunity/ies Identified?	**Which stakeholders are affected?**	**Management Approach**
There is a clear opportunity to support the environment by	*Community, shareholders, employees, agents and*	*The Company's Officers and Management are actively involved in all compliance*

running the Company responsibly and allocating resources toward eco-friendly practices and business methods.	*business partners as well as clients insured and beneficiaries.*	*matters. Regulatory compliance, including environmental requirements, is reported to senior management and the Board of Directors for review and decision-making.*

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees[4]	228	#
a. Number of female employees	137	#
b. Number of male employees	91	#
Attrition rate[5]	**5.47**	**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**	**2.16**	**1.09**
PhilHealth	**Y**	**7.91**	**10.87**
Pag-ibig	**Y**	**0**	**1.09**
Parental leaves	Y	2.19	1.10
Vacation leaves	Y	89.05	87.91
Sick leaves	Y	91.24	91.21
Medical benefits (aside from PhilHealth))	Y	**45.76**	**32.62**
Housing assistance (aside from Pag-ibig)	N	0	0
Retirement fund (aside from SSS)	N	0.73	1.10
Further education support	N	0	0
Company stock options	N	0	0
Telecommuting	N	0	0
Flexible-working Hours		0	0
(Others)			

[4] Employees are individuals who are in an employment relationship with the organization, according to national law or its application (GRI Standards 2016 Glossary)
[5] 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
The Company is committed to providing employees with all legally mandated rights and benefits, and to fulfilling its obligations—and beyond—where possible.	*The Company's Human Resource Policy Manual includes all employee-related policies, such as additional benefits and how to access them. It also contains the Company's Code of Conduct (COC), which outlines disciplinary actions for violations.*
What are the Risk/s Identified?	**Management Approach**
Compliance risks – failure to comply with relevant laws and regulations *Employee engagement risks – poorly designed compensation & benefits program can lead to low employee engagement, high turnover rates and reduced productivity* *Talent attraction and retention risks – ineffective compensation & benefits programs can make it difficult to attract and maintain top talent* *Financial sustainability risks - arise when compensation and benefits programs are overly generous and not aligned with business performance, making them difficult to maintain over time*	*A strong Risk Management framework is in place to identify, evaluate, and reduce potential risks. This includes regular risk assessments, monitoring changes in regulations, and ongoing review of the program's effectiveness and effecting adjustments as needed.* *This includes regular employee feedback, recognition and rewards programs, and ongoing evaluation of program effectiveness.* *Implement talent attraction and retention strategies, including market research, competitive compensation and benefits programs, and ongoing evaluation of their effectiveness.* *Implement cost control measures, including regular reviews of program expenses, adoption of cost-saving actions, and ensuring program costs align with business performance.*
What are the Opportunity/ies Identified?	**Management Approach**
The opportunity to improve ways of doing work, i.e. hybrid is being considered and studied. *There is an opportunity to design an effective employee benefits program by assessing employee needs and preferences, customizing benefits to meet those needs, staying up-to-date with all mandatory benefits to ensure compliance, and researching average industry offerings and popular plans.*	*Management is open to considering all work arrangement options that promote healthier and happier employees, provided they do not disrupt the Company's normal business operations.* *Determine the budget and provide meaningful employee benefits to strengthen the Company culture. Increase awareness by including information in newsletters, emails, and Q&A sessions. Regular communication helps employees understand and access these benefits.*

	Gather employee feedback through surveys or focus groups to understand their views on the Company's benefits, enabling improvements to better meet their needs.

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees	**1,246**	
a. Female employees	**751**	**hours**
b. Male employees	**495**	**hours**
Average training hours provided to employees		
a. Female employees	**5.4**	**hours/employee**
b. Male employees	**5.4**	**hours/employee**

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Continuous, lifelong learning—through upskilling or reskilling—should be an integral part of every employee's development within the Company. *Regular training helps protect the business on multiple levels. Comprehensive programs ensure that employees understand their legal responsibilities and comply with applicable laws and regulations. By staying informed and educated, employees can help prevent costly legal disputes, fines, and penalties.* *Training programs on ethical conduct, conflict of interest policies, and whistleblower protections educate employees about the importance of integrity and ethical decision-making. By promoting a culture of transparency and ethics, organizations can reduce the risk of fraud, misconduct, and damage to their reputation.* *Training on emergency management, business continuity, and disaster response provides employees with the knowledge and skills to act quickly and effectively during a crisis. By building resilience and preparedness, organizations can reduce the risk of disruptions, reputational harm, and financial losses.*	*Management shares training opportunities—such as online courses, webinars, peer coaching, mentoring, and special assignments—with all interested employees. These include both in-house programs and those provided by external partners.*

What are the Risk/s Identified?	Management Approach
Disruptions to normal work routines, such as pandemics or catastrophic events, have limited both training opportunities and employee engagement in training activities. *Common risks include physical injuries, exposure to hazardous materials, equipment malfunctions, and data breaches.*	*Despite disruptions, Management continues to identify and provide learning opportunities to support employee development.* *The Company can mitigate risks by implementing safety protocols, providing proper training and equipment, conducting regular risk assessments and having a plan in place for emergency response.*
What are the Opportunity/ies Identified?	**Management Approach**
Training sessions conducted through platforms such as Zoom, Google Meet, and other electronic tools are now more widely available. *Improved safety for employees, reduced risks for accidents and injuries, increased compliance with regulations and standards and improved overall efficiency and effectiveness of the training process.*	***Management has adopted e-learning and new approaches to business operations, meetings, and training to effectively adapt to the "new normal."***

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
As the Company continues to perform and uphold its commitment to employee well-being, alongside full compliance with labor laws, a harmonious relationship between management and employees will be sustained.	*In addition to meeting all minimum regulatory labor requirements, the Company consistently provides additional benefits to its employees in recognition of their contributions to the business's ongoing success.*
What are the Risk/s Identified?	**Management Approach**
Changes in work methods, such as those during the pandemic and other catastrophic events, can lead to disconnects and miscommunication between	*Maintaining transparency and clarity about the Company's direction, along with going beyond basic efforts to meet employee needs, is an*

Management and employees. *Lack of awareness about Human Rights*	*effective way to prevent miscommunication.* *Ensure comprehensive training on rights, responsibilities, and grievance mechanisms is provided to both employees and management.*
What are the Opportunity/ies Identified?	**Management Approach**
The opportunity to strengthen the bond between the Company and its employees is ever present but more so during times of uncertainty or difficulty.	*Consistently meeting the employees' needs as well as fair treatment are vital in keeping the relationship pleasant and harmonious.*

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	60.09	%
% of male workers in the workforce	39.91	%
Number of employees from indigenous communities and/or vulnerable sector*	**11**	**#**

**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
The Company takes pride in its strong representation of female employees who significantly contribute to the ongoing success of the business.	*Management consistently acknowledges the valuable contributions of women in the workplace. The Company employs more women than men and has a significant number of women serving in supervisory, middle, and senior management positions. This reflects the Company's commitment to promoting gender fairness and equality across all levels of the organization.*
What are the Risk/s Identified?	**Management Approach**
The risk of gender bias and chauvinistic attitudes against women remains a continual concern.	*The Company takes a proactive stance against any indications or reports of gender-based harassment or abuse. Additionally, the presence of many women in key leadership positions serves to discourage gender bias within the organization.*

What are the Opportunity/ies Identified?	Management Approach
There is a clear opportunity to further empower women in the workplace by providing increased opportunities for advancement and targeted training to support their progression up the corporate ladder.	*Proactively supporting women in the workplace through targeted training and promotion, coupled with recognizing their contributions to the organization's success, fosters a sense of value and encourages their continued engagement.*

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	437,760	Man-hours
No. of work-related injuries	0	#
No. of work-related fatalities	0	#
No. of work related ill-health	95	#
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
Ensuring a safe and healthy workplace is of paramount importance to the Company. Protecting the well-being of all employees contributes significantly to overall productivity.	*Management remains committed to achieving zero work-related illnesses and accidents, supported by the implementation of comprehensive health protocols to reduce such risks.*
What are the Risk/s Identified?	**Management Approach**
***Mental health issues**, including stress, anxiety, and burnout, significantly affect performance, resulting in reduced productivity, low morale, and serious physical health problems.* ***Exhaustion**, including chronic fatigue and excessive workload, leads to a higher incidence of accidents and errors, as well as long-term health issues such as hypertension and heart disease, ultimately impacting the overall efficiency of the business.* ***Communicable health conditions**, such as influenza or COVID-19, can spread rapidly without effective preventive measures, resulting in widespread absenteeism and significant operational disruptions or declines in performance.*	*Occupational Health and Safety risks extend beyond worker safety concerns. If left unaddressed, they can impact employee retention, productivity, and the company's reputation. Experiences gained by Management during the CoVid-19 pandemic and other catastrophic events in the past have prompted Management to proactively identify, manage hazards, update health and safety protocols and policies to effectively address emerging and unforeseen situations to safeguard our workforce and also enhance motivation, minimize downtime, and ensures the smooth operation of the business.*

Non-communicable health conditions *related to the workplace can result from various environmental and infrastructural factors, including inadequate management of water and ventilation systems, unsafe food handling, preparation, and storage, as well as exposure to chemicals or radiation. Conditions such as heart disease, diabetes, and obesity may also develop due to insufficient occupational health and safety management, leading to increased absenteeism and higher healthcare costs.* ***Work-related injuries*** *resulting from unsafe conditions and practices can range from chronic ailments, such as back damage or repetitive strain injuries, to severe or fatal incidents. These injuries contribute to increased absenteeism, operational downtime, legal liabilities, and decreased employee morale.*	
What are the Opportunity/ies Identified?	**Management Approach**
There is an opportunity to foster a more participative workforce by involving employees in the development of policies and processes that affect them.	*The Company has adopted a consultative approach to policy changes that directly impact employees, actively seeking and considering their feedback, requests, and suggestions.*

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 Y	Anti-Sexual Harassment Policy, Company Code of Conduct (COC)

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
By employing only individuals of legal working age	*The Company implements rigorous hiring*

who provide informed consent and whose rights are safeguarded, the Company promotes fairness and equity in the workplace.	*procedures to verify employee qualifications and strictly prohibits child labor and forced labor. It is committed to upholding and protecting all human rights.*
What are the Risk/s Identified?	**Management Approach**
Certain aspects of human rights, such as the right to data privacy, continue to evolve. As such, there remains a potential risk of violations if not properly managed.	*Emphasizing the importance of data privacy, the Company is actively implementing training programs to equip and educate all employees on proper data handling and protection practices.*
What are the Opportunity/ies Identified?	**Management Approach**
Opportunities to enhance awareness, understanding, and acceptance of the evolving landscape of human rights are forthcoming, fostering a more informed and inclusive workplace.	*Management remains open and committed to listening, learning, and adapting to changes in laws and best practices.*

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
A written procurement policy serves as a guiding framework for personnel responsible for acquiring goods and services, ensuring that procurement decisions are made in the best interest of the Company.	*The Procurement Policy on Vendor Accreditation and Performance Evaluation is a key document that supports procurement personnel in effectively carrying out their responsibilities.*
What are the Risk/s Identified?	**Management Approach**
The risk of fraud or misrepresentation is an inherent concern in the conduct of procurement activities.	*Engaging with reputable suppliers who have established track records is an effective approach to ensuring the quality of procured goods and services.*
What are the Opportunity/ies Identified?	**Management Approach**
The opportunity to expand procurement policies to support local and qualified suppliers should be actively pursued to promote inclusive and responsible sourcing.	*Management remains open to identifying and supporting reputable suppliers who demonstrate a commitment to delivering value and quality.*

Relationship with Community

Significant Impacts on Local Communities

Operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this has to be business operations)	**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)**
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**
The poor are more widely affected by abrupt societal and economic changes and difficulties making insurance and financial products the least of their concerns.	*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.*

What are the Opportunity/ies Identified?	Management Approach
Designing and targeting products to reach members of the D and E socioeconomic classes helps promote financial literacy and security across all segments of society, extending benefits beyond affluent populations.	*The Company takes pride in serving the insurance needs of Filipinos within the D and E socioeconomic classes. Management remains committed to nurturing this market to ensure that protection and financial security are made accessible to as many individuals as possible.*
The opportunity to establish private micro life insurance as a common household product, complementing traditional public social security, is a strategic priority.	*Management emphasizes the importance of information dissemination and sales efforts extending beyond urban centers to reach underserved and remote areas, thereby broadening access to more individuals.*

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	83.68%	N

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
As a life insurance company, client servicing is recognized as a critical factor in client retention. Consequently, customer satisfaction is prioritized highly within the Organization.	*Customer concerns must be promptly and attentively addressed by both agents and employees of the Company.*
What are the Risk/s Identified?	**Management Approach**
Miscommunication, particularly due to disruptions in personal communication channels since the pandemic and other catastrophic events, has become increasingly common.	*Ensuring that, despite the increase in virtual transactions and reduced face-to-face interactions, the details of products, payment plans, and benefits are clearly communicated.*
What are the Opportunity/ies Identified?	**Management Approach**
Customers have become increasingly receptive to utilizing alternative communication channels, including virtual and electronic methods.	*The availability of new communication channels has made it easier than ever to address customer complaints promptly and ensure their satisfaction.*

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

Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	443	#
No. of complaints addressed	443	#

**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
Customer inquiries, complaints, comments, and suggestions are received through various channels, including calls, emails, and official messaging platforms. Prompt and attentive handling of these communications is prioritized to maintain the	*Management closely oversees Customer Service, conducting monthly reviews of ongoing issues and individual cases to ensure all matters are promptly addressed.*

Company's goodwill.	
What are the Risk/s Identified?	**Management Approach**
Identify risk/s related to material topic of the organization	
What are the Opportunity/ies Identified?	**Management Approach**
Identify the opportunity/ies related to material topic of the organization	

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
Data privacy - Ensuring that data shared in confidence by clients and other stakeholders is protected is essential to maintaining the trust placed in the Company, making data privacy a paramount concern.	*The Company is committed to data privacy and fully complies with all regulatory requirements set forth by the National Privacy Commission.*
What are the Risk/s Identified?	**Management Approach**
Limited awareness on data privacy poses a significant risk.	*Management takes a proactive approach in educating all Company stakeholders, including employees and agents, on all aspects of data privacy and regulatory compliance.*
What are the Opportunity/ies Identified?	**Management Approach**
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.	*The opportunity to emphasize the Company's capacity and commitment to maintaining data privacy and confidentiality will be a critical advantage, particularly given the sensitive nature of the life insurance business.*

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**
Maintaining a record of no data breaches enhances client confidence and reinforces their sense of security in the Company.	*The Company's Data Privacy Manual comprehensively addresses all aspects of data security.*
What are the Risk/s Identified?	**Management Approach**
Data breaches, hacking, cyberattacks, data loss resulting from accidental deletion, hardware failures, natural disasters, third-party vulnerabilities, and cloud security risks continue to pose persistent threats.	*Management actively supports the initiatives led by the Data Privacy Officer and MIS Head to implement measures that prevent data breaches and information leaks.*
What are the Opportunity/ies Identified?	**Management Approach**
The opportunity to significantly enhance the Company's data security is paramount, especially in light of stringent mandates from regulatory authorities.	*Management closely oversees all data privacy compliance matters and is committed to implementing all necessary measures to minimize or eliminate the risk of data breaches.*

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	***End Poverty*** *Offering micro-life insurance products specifically designed for the marginalized sectors, including members of the D and E classes, contributes to poverty alleviation and supports financial inclusion.* *The majority of families experience poverty as a result of unforeseen events, such as the illness or loss of a primary breadwinner. Insurance coverage can mitigate the financial impact associated with such losses.*	*The cost of purchasing and maintaining life insurance can pose a significant burden, particularly for clients with limited financial literacy, making the product less accessible or appealing.*	*Management is committed to providing micro-insurance products at the most affordable and reasonable price points, encouraging clients to secure protection for the everyday Filipino.*
Life Insurance Products with HealthCare Cover	***Good Health and Well-being*** *Insurance products that include healthcare coverage provide the insured with essential protection for medical treatment when needed, contributing to improved overall health outcomes for all policyholders.*	*Healthcare coverage is often limited by cost constraints and policy exclusions.*	*Management designs all insurance products, particularly those with healthcare riders, to cover the most common and prevalent illnesses while providing the maximum protection feasible within the company's operational*

			parameters.
Active participation in annual blood-letting/donation drives	***Good Health and Well-being***	*There may be a limited number of healthy employees available to serve as donors every time.*	*Limit the Company's participation or representation, or consider opting out of participation altogether.*
Active participation in (PLIA/IC) sports and recreational activities (Badminton, Basketball, Bowling, Golf, Volleyball)	***Good Health and Well-being***	Increasing costs associated with participation, including registration fees, uniforms, and other sports equipment, along with a limited pool of qualified players, pose challenges in fielding representatives for the Company.	*Limit the Company's participation or representation, or consider opting out of participation altogether.*
Fair employment practices	***Decent Work and Economic Growth*** *The Company fully complies with all statutory labor requirements and exceeds these standards in various areas, including fair compensation, health benefits, respectful treatment, work-life balance, occupational health and safety, among others.*	*No anticipated adverse impact*	*Management intervention is not required, as no adverse impact is anticipated.*

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