

AFPGEN	ASEAN CORPORATE GOVERNANCE SCORECARD
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Questions		Y/ N	Reference/Source document	REMARKS
C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.				
<i>Does the company disclose a policy that :</i>				
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	Y	Customer Care Policy and Corporate Mission, Vision, Core Values and tagline	https://afpgen.com.ph/pst_corporate/company-policies/
C.1.2	Explains supplier/contractor selection practice?	Y	Guidelines for Procurement on Administration Manual page 9	https://afpgen.com.ph/pst_corporate/company-policies/
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Y	Environmentally Friendly Value Chain Policy	https://afpgen.com.ph/pst_corporate/company-policies/
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	Community Interaction Policy	https://afpgen.com.ph/pst_corporate/company-policies/
C.1.5	Describe the company's anti-corruption programmes and procedures?	Y	Anti-Bribery and Corruption Policy	https://afpgen.com.ph/pst_corporate/company-policies/
C.1.6	Describes how creditors' rights are safeguarded? https://afpgen.com.ph/pst_corporate/company-policies/	Y	Protection of Creditors' Rights Policy	https://afpgen.com.ph/pst_corporate/company-policies/
<i>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</i>				
C.1.7	Customer health and safety	Y	Company Website & Annual Report	AFPGEN is committed to provide a healthy and safe workplace environment, thus it provides facilities for clients such as clean drinking water, clean restrooms and spacious reception area. Interms of safety, CCTV cameras are installed, the security guard is ready to provide assistance, fire extinguishers are strategically installed and fire exits are visible. In case of emergencies, first aid kits are on hand. While for the persons with disabilities, AFPGEN built ramps.
C.1.8	Supplier/Contractor selection and criteria	Y	Administration Manual pp 9-10	https://afpgen.com.ph/pst_corporate/company-policies/
C.1.9	Environmentally-friendly value chain	Y	Company Website & Annual Report	AFPGEN uses LED lights to save electricity and upgraded its elctrical system for cost efficiency and to sustain continuous operation. Water-free urinals were installed to conserve water. Potted Plants are placed in all appropriate areas. Practices such as recycling and paperless transactions are being done.
C.1.10	Interaction with the communities	Y	Company Website & Annual Report	https://afpgen.com.ph/pst_corporate/corporate-social-responsibility/
C.1.11	Anti-corruption programmes and procedures	Y	Anti-Bribery and Corruption Policy	https://afpgen.com.ph/pst_corporate/company-policies/

C.1.12	Creditors' rights	Y	Annual Report	AFPGEN strictly monitors a 120-day premium payment warranty (PPW) for incoming reinsurance companies and ensure that service providers are being paid on time.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Y	Company Website	https://afpgen.com.ph/pst_corporate/corporate-social-responsibility/
C.2	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.			
C.2.1	Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	Y	Company Website & Facebook Page	Customers and clients may go to www.afpgen.com, on its facebook page or call the trunkline number 911-9888 for any concerns. Customer Care Office will be glad to be of assistance 24/7.
C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.			
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	Y	Employee Health, Safety and Welfare Policy, Human Resources Manual Vol II pp1-14, Administration Manual pp19-26 and Company Website	https://afpgen.com.ph/pst_corporate/company-policies/
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Y	Employee Health, Safety and Welfare Policy, Human Resources Manual Vol II pp1-14, Administration Manual pp19-26 and Company Website	https://afpgen.com.ph/pst_corporate/company-policies/
C.3.3	Does the company have training and development programmes for its employees?	Y	Employees' Training and Development Policy, Human Resources Manual Vol I pp1-8 and Company Website	https://afpgen.com.ph/pst_corporate/company-policies/
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Y	Human Resources Manual Vol I pp1-8	https://afpgen.com.ph/pst_corporate/company-policies/
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Y	Human Resources Manual Vol I pp1-9	https://afpgen.com.ph/pst_corporate/company-policies/
C.4	Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to			
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Y	Code of Conduct and Discipline	https://afpgen.com.ph/pst_corporate/company-policies/
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	N		