

WESTERN GUARANTY CORPORATION

ASEAN CORPORATE GOVERNANCE SCORECARD (ACGS)

PART C: ROLE OF STAKEHOLDERS

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' health and safety?	Yes	Provides free towing service for the benefit of policy holders.
C.1.2	Explains supplier/contractor selection practice?	Yes	Patronizes ISO certified suppliers for quality products.
C.1.3	Describes the company's effort to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	Yes	Provides insurance coverage thru Microinsurance products to below poverty level stakeholders.
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Yes	Thru Microinsurance
C.1.5	Directs the company's anti-corruption programmes and procedures?	Yes	Operates with honesty & integrity.
C.1.6	Describe how creditor's rights are safeguarded?	Yes	Disallowing agents from getting other agent's business.
<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.	Yes	HMO, participates in fire & earthquake drills, health & safety training with Red Cross
C.1.8	Supplier/Contractor selection and criteria	Yes	ISO accredited, considers fair evaluation gathered from 3 estimates
C.1.9	Environmentally-friendly value chain	Yes	Regulate AC power, turning off of electricity during break time.
C.1.10	Interaction with the communities	Yes	Sponsors medical mission.
C.1.11	Anti-corruption programmes and procedures	Yes	

C.1.12	Creditors' right	Yes	
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Yes	
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?	Yes	Provides avenue for complaints.
C.3	Performance-enhancing mechanism 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?	Yes	HMO- DOLE Compliant
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?	Yes	Circulars
C.3.3	Does the company have training and development programmes for its employees?	Yes	In-house seminars
C.3.4	Does the company publish training and development programmes for its employees?	Yes	Seminars thru IIAP and other industry organizations.
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Yes	Granting of bonuses and regular salary increase.
C.4	Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.		
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Yes	
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Yes	