



1964

西聯保險有限公司

**WESTERN
GUARANTY
CORPORATION**

Insurance for All Seasons, for All Reasons

2026 SUSTAINABILITY REPORT

Since the establishment of Western Guaranty Corporation in 1964, the Philippines has always been, and continues to be exposed to all sorts of tragedies (*man-made and natural*), bringing devastating effects on the lives and properties of Filipinos.

Positioned along the routes of the so-called "Ring of Fire" and "Typhoon Belt", the Philippines is not only wide open to an average of 25 typhoons a year brought about by climate change resulting into floods and the like, but also to volcanic eruptions, earthquakes, tsunamis and similar calamities.

Aside from the ever-present environmental concerns and other worldwide social issues including the effects of pandemics as well as the fuel crises brought about by political conflicts, WGC fully supports the government's call for **sustainable development** by focusing on the following:

- **AFFORDABLE PRODUCTS.** WGC continues to make available very affordable insurance products for the underserved lower income segment of our population, such as WGC's "**Buhay Bahay Kabuhayan**" **Micro Insurance** (*having been one of its pioneer providers in the Philippine market in the early 2000's.*)
- **RELEVANT PRODUCTS.** WGC will continue to participate in programs and platforms of the Philippine Crop Insurance Corporation (**PCIC**) and the currently being formed Philippine Agriculture Insurance Pool in collaboration with the Philippine Insurers and Reinsurers Association (**PIRA**). These programs are being developed to create products that are **relevant to the times**, such as agriculture/crop insurance.

- **ACCESSIBILITY.** WGC will continue to establish service offices and branches in accessible strategic locations nationwide that will **cut down the use of fuel for transportation and eventually reduce carbon emissions.**

- **INSURANCE AWARENESS / CONSCIOUSNESS.** WGC will regularly conduct **live and online seminars** *through the use of social media* to enhance public interest and awareness about **owning insurance to protect their personal belongings and business interests.**

- **MANPOWER.** Referring to its **employees** as one of their biggest valuable assets, management will continue to implement its **health programs** on mental, physical fitness, and workplace wellness, aside from its continuous employee **skills training and personality development.** WGC has always been providing **voluntary benefits to its employees** on top of government mandates such as leaves, holidays, medical as well as retirement benefits for its staff and officers.
 - **SALES FORCE.** An equally valuable asset of WGC is its sales force. Having been an **agency-driven insurance company** wherein the majority of WGC's business comes from agents/agencies, WGC values with great importance their contribution to WGC's business sustainability.

- **FINANCIAL STABILITY.** The utmost concern of WGC's financial managers is **long-term business sustainability,** which not only refers to mere survival but most especially on risk mitigation to ensure profitability. WGC will continuously conduct its annual strategic planning and budgeting, alongside its meticulous periodic reviews. WGC will also continue to adopt ESG (*environmental, social, and governance*) factors into its financial decisions. Effective

financial control, cash flow and liquidity tracking will be religiously practiced.

- **REINSURANCE FACILITIES.** WGC sees to it that all its business written or policies issued are **thoroughly underwritten** and **fully secured** if necessary, with credible, reliable, and financially stable reinsurance companies.
- **CUSTOMER SATISFACTION.** WGC has long ago established a **Customer Service Group** supervised by its Marketing Department. WGC will continue to improve its client servicing, strive to provide an excellent customer service experience, and achieve a higher level of performance, thus making it sustainable. Most noteworthy of all is to maintain a reputable claims settlement record as certified by the Insurance Commission.

WESTERN GUARANTY believes that **SUSTAINABILITY** goes *beyond regulatory compliance*. It is being a responsible business endeavor to fulfill such promise of delivering only the best to all our stakeholders, for all generations ahead.

This **Sustainability Report** contains the progress it has made since its establishment in 1964. It focused on the key contributions to environment, social, and governance principles, as well as sustainability challenges and opportunities it faced, and how it continues to respond.