

Company Name:	FWD Life Insurance Corporation		Company Structure: <input checked="" type="checkbox"/> Class 1 <input type="checkbox"/> Class 2 <input type="checkbox"/> Class 3 <input type="checkbox"/> Class 4 <input type="checkbox"/> Class 5	
Financial Year End:	2019			
Sector:	<input checked="" type="checkbox"/> Insurance	<input type="checkbox"/> MBA		
C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.			Y/ N	Reference/Source document
	Does the company disclose a policy that:			
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	"OECD Principle IV (A): The rights of stakeholders that are established by law or through mutual agreements are to be respected. In all OECD countries, the rights of stakeholders are established by law (e.g. labour, business, commercial and insolvency laws) or by contractual relations. Even in areas where stakeholder interests are not legislated, many firms make additional commitments to stakeholders, and concern over corporate reputation and corporate performance often requires the recognition of broader interests. Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements "	Y	Please see the Annual Report: 1. Page 15, under Stronger Focus on Our Customers; 2. Page 24, under Delivering New Products to Customers; and 3. Pages 25-27, under Using Technology to Enhance the Customer Experience.
C.1.2	Explains supplier/contractor selection practice?		Y	Please see the 2019 Company Information Sheet filed under Source Documents at https://www.fwd.com.ph/en/about/corporate-governance/ ("2019 CIS") under Selection Practice of Suppliers/Contractors.
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	Please see 2019 CIS under Our Efforts to Conserve our Environment.
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	Please see: 1. Pages 38 to 39 of the Annual Report under Our Commitment to Corporate Social Responsibility;

				and 2. Company Website at https://www.fwd.com.ph/en/about/corporate-community-care/ .
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	Please see: 1. Page 61 of the Annual Report under Anti-Bribery, Gifts, and Entertainment Policy; and 2. The Anti-Bribery, Gifts, and Entertainment Policy at https://www.fwd.com.ph/en/about/corporate-governance/ .
C.1.6	Describes how creditors' rights are safeguarded?		Y	Please see 2019 CIS under Creditor's Rights.
Does the company disclose the activities that it has undertaken to implement the abovementioned policies?				
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	Please see: 1. Page 15, under Stronger Focus on Our Customers; 2. Page 24, under Delivering New Products to Customers; and 3. Pages 25-27, under Using Technology to Enhance the Customer Experience.
C.1.8	Supplier/Contractor selection and criteria		Y	Please see 2019 CIS under Selection Practice of Suppliers/Contractors.
C.1.9	Environmentally-friendly value chain		Y	Please see CIS 2019 under Our Efforts to Conserve our Environment.

C.1.10	Interaction with the communities		Y	Please see: 1. Pages 38 to 39 of the Annual Report under Our Commitment to Corporate Social Responsibility; and 2. Company Website at https://www.fwd.com.ph/en/about/corporate-community-care/ .
C.1.11	Anti-corruption programmes and procedures		Y	Please see: 1. Page 61 of the Annual Report under Anti-Bribery, Gifts, and Entertainment Policy; and 2. The Anti-Bribery, Gifts, and Entertainment Policy at https://www.fwd.com.ph/en/about/corporate-governance/ .
C.1.12	Creditors' rights		Y	Please see CIS 2019 under Creditor's Rights.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	OECD Principle V (A): Disclosure should include, but not be limited to, material information on: (7) Issues regarding employees and other stakeholders. Companies are encouraged to provide information on key issues relevant to employees and other stakeholders that may materially affect the long term sustainability of the company.	Y	Please see: 1. Pages 38 to 39 of the Annual Report under Our Commitment to Corporate Social Responsibility; and 2. Company Website at https://www.fwd.com.ph/en/about/corporate-community-care/ .
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	OECD Principle IV (B): Where stakeholder interests are protected by law, stakeholders should have the opportunity to	Y	Please see: 1. Page 61 of the Annual Report under

	(e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	<p>obtain effective redress for violation of their rights.</p> <p>The governance framework and processes should be transparent and not impede the ability of stakeholders to communicate and to obtain redress for the violation of rights.</p>		<p>Whistleblower Policy;</p> <p>2. Page 140 of the Annual Report; and</p> <p>3. The Company Website at https://www.fwd.com.ph/en/contact-us/.</p>
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?	<p>"OECD Principle IV (C):</p> <p>Performance-enhancing mechanisms for employee participation should be permitted to develop. In the context of corporate governance, performance enhancing mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm specific skills.</p> <p>Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.</p> <p>Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as works councils that consider employee viewpoints in certain key decisions. With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries. "</p>	Y	Please see page 37 of the Annual Report under Investing in Our Most Important Asset, Diversity and Inclusion.
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		Y	Please see page 37 of the Annual Report under Investing in Our Most Important Asset.
C.3.3.	Does the company have training and development programmes for its employees?		Y	Please see page 37 of the Annual Report under Investing in Our Most Important Asset.
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		Y	Please see page 37 of the Annual Report under Investing in Our Most Important Asset.
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?		N	.

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?	"OECD Principle IV (E): Stakeholders, including individual employees 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."	Y	Please see: 1. Page 61 of the Annual Report under Whistleblower Policy; and 2. The Whistleblower Policy at https://www.fwd.com.ph/en/about/corporate-governance/ .
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	Please see: 1. Page 61 of the Annual Report under Whistleblower Policy; and 2. The Whistleblower Policy at https://www.fwd.com.ph/en/about/corporate-governance/ .