

COMPANY NAME : COUNTRY BANKERS INSURANCE CORPORATION

SECTOR : NON-LIFE INSURANCE

FINANCIAL YEAR END : 2017

COMPANY STRUCTURE : CLASS 3

PART C. ROLE OF STAKEHOLDERS

			Yes/No	Source Document	REMARKS
C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.					
	Does the company disclose a policy that :				
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' health and safety?	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		Corporate Mission and Philosophy, Tulong Na Maasahan
C.1.2	Explains supplier/contractor selection practice?		Y		Claims Handling and Management, Motorshop Accreditation
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		Employee Handbook, Corp. Philosophy, Sec.5, Sec.6
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y		Employee Handbook, Corp. Philosophy, Sec.6
C.1.5	Directs the company's anti-corruption programmes and procedures?		Y		Anti-Fraud Plan, Sec. II, Fraud Prevention Employee Handbook, Art.1 Sec2. Statement of Policies, Art.II.Sec.2. Positive Environment
C.1.6	Describes how creditors' rights are safeguarded?		Y		Manual on Corporate Governance V. Public Accountability

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			Yes/No	Source Document	REMARKS
					Anti-Fraud Plan
Does the company disclose the activities that it has undertaken to implement the above mentioned policies?					
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y		Roadside Assistance to Clients
C.1.8	Supplier/Contractor selection and criteria		Y	www.countrybankers.com	Customer Support, Accredited Motorshop, Accredited Dealer, Letter of Authority to Motorshop
C.1.9	Environmentally-friendly value chain		N		
C.1.10	Interaction with the communities		Y		Blog Conference Hi Buhay Issue No. 28
C.1.11	Anti-corruption programmes and procedures		Y		Anti-Fraud Plan Employee Handbook, Art. V. Dispute Resolution
C.1.12	Creditors' rights		Y	www.countrybankers.com	Customer Support, Submit Your Claim Online, Contact Us
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	

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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?	OECD Principle IV (B): Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights. 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.	Y		thru company website, www.countrybankers.com, Customer Support and facebook account, country bankers insurance group
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?	OECD Principle IV (C): 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. Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm. Examples of mechanisms for employee participation include: employee	Y		Employee Handbook, ArticleIII.k. Safety Requirements
					Employee Handbook, Employee Compensation and Benefits
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?		Y		Hi Buhay Issue No. 26, CBIG's 2017 Summer Outing Held in Montemar
				Hi Buhay Issue No. 27, CBIG's Wellness Program	
C.3.3	Does the company have training and development programmes for its employees?		Y		Employee Handbook, ArticleIII.n. Attendance in Company-Sponsored Mandated Activities

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C.3.4	Does the company publish data on training and development programmes for its employees?	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.	Y		Seminars Attended by Officers & Employees
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		Art. IV. Compensation & Other Benefits, 4.6. Gratuity Pay, 4.8. Loyalty Bonus Hi Buhay Issue No. 27, CBIG's Service Awardees
<p>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.</p>					
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behavior?	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		Anti-Fraud Plan, Section I Responsibilities, Rules of Procedure Governing Administrative Cases
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y		Anti-Fraud Plan, I.G Confidentiality Rules of Procedure Governing Administrative Cases

