

COMPANY NAME : COUNTRY BANKERS INSURANCE CORPORATION	SECTOR : NON-LIFE INSURANCE
FINANCIAL YEAR END : 2022	COMPANY STRUCTURE : CLASS 3

PART C. ROLE OF STAKEHOLDERS

		Yes/No	Reference/Source Documents
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?	Y	Corporate Mission and Philosophy, Tulong Na Maasahan
C.1.2	Explains supplier/contractor selection practice?	Y	Claims Handling and Management, VI Accreditation of Motor Repair Shops, VII Accreditation of Independent Adjusters, VIII and IX Assignment
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	Company website - about us - "tulong na maasahan"/ Employee Handbook, Corp. Philosophy, Article II Sec.5, Sec.6
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y	Company Website - News and Updates/ 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	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	Y	Roadside Assistance to Clients
C.1.8	Supplier/Contractor selection and criteria	Y	Company website - application form
C.1.9	Environmentally-friendly value chain	Y	https://nonlife.countrybankers.com/cbig-responds-to-pbsp-s-call-to-help-rebuild-marawi-2/
C.1.10	Interaction with the communities	Y	https://nonlife.countrybankers.com/cbig-participated-in-brigada-eskwela-organized-by-pbsp/
C.1.11	Anti-corruption programmes and procedures	Y	Anti-Fraud Plan
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?	Y	Company Website - about us - corporate governance - Sustainability Report

C.2		Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for	
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 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 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 CBIC's Bulletin Board/ Hi Buhay Issue No. 27, CBIG's Wellness Program, Hi Buhay Issue No. 26, CBIG's 2018 Summer Outing Held in Montemar
C.3.3	Does the company have training and development programmes for its employees?		Y Manual on Corporate Governance: Encouraging Employees' Participation, Employee Handbook: Sec 6 Corporate Social Responsibility
C.3.4	Does the company publish data on training and development programmes for its employees?		Y Company's Bulletin Board
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 Employee Handbook: Art. IV. Compensation & Other Benefits, 4.6. Gratuity Pay, 4.8. Loyalty Bonus, Hi Buhay Issue No. 27, CBIG's Service Awardees
C.4		Stakeholders including individual employee and their representative bodies, should be able to freely communicate their	
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, I.A. Company's Officers and Employees
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

