

| C.1   | <b>The rights of stakeholders that are established by law or through mutual agreements are to be respected.</b>                                     |  | Y/ N | Reference / Source document  |
|---|---|--|------|--|
| <b><i>Does the company disclose a policy that :</i></b> |   |  |      |  |
| C.1.1   | Stipulates the existence and scope of the company's efforts to address customers' welfare?  | <p><b>OECD Principle IV (A):</b><br/>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.</p> <p><b>Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements</b></p> | Y    | Refer to Item 8.1.4 of the 2015 Corporate Governance Report or to Pages 12 to 15 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |
| C.1.2   | Explains supplier/contractor selection practice?  |  | Y    | Refer to Item 8.1.5 of the 2015 Corporate Governance Report or to Pages 17 to 20 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |
| 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    | Refer to Item 8.1.6 of the 2015 Corporate Governance Report or to Page 25 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>        |
| C.1.4   | Elaborates the company's efforts to interact with the communities in which they operate?  |  | Y    | Refer to Item 8.1.6 of the 2015 Corporate Governance Report or to Page 25 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>        |

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| C.1.5  | Describe the company's anti-corruption programmes and procedures? |  | Y | Refer to Item 8.1.7 of the 2015 Corporate Governance Report or to Page 29 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>                   |
| C.1.6  | Describes how creditors' rights are safeguarded?                  |  | Y | Refer to Item 8.1.5 of the 2015 Corporate Governance Report or to Pages 17 to 20 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>            |
| <b><i>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</i></b> |   |  |   |   |
| C.1.7  | Customer health and safety  | <b>OECD Principle IV (A) &amp; Global Reporting Initiative</b> | Y | Refer to Items 8.1.3 and 8.1.4 of the 2015 Corporate Governance Report or to Pages 10 to 15 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |

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| C.1.8  | Supplier/Contractor selection and criteria |
| C.1.9  | Environmentally-friendly value chain       |
| C.1.10 | Interaction with the communities           |
| C.1.11 | Anti-corruption programmes and procedures  |

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| Y | Refer to Item 8.1.5 of the 2015 Corporate Governance Report or to Pages 17 to 20 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |
| Y | Refer to Item 8.1.6 of the 2015 Corporate Governance Report or to Page 25 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>        |
| Y | Refer to Item 8.1.6 of the 2015 Corporate Governance Report or to Page 25 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>        |
| Y | Refer to Item 8.1.7 of the 2015 Corporate Governance Report or to Page 29 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>        |

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| C.1.12 | Creditors' rights   |   | Y | Refer to Item 8.1.5 of the 2015 Corporate Governance Report or to Pages 17 to 20 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |
| C.1.13 | Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section? | <p><b>OECD Principle V (A):</b><br/>Disclosure should include, but not be limited to, material information on:<br/>(7) Issues regarding employees and other stakeholders.</p> <p>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.</p> | Y | Refer to Item 8.1.6 of the 2015 Corporate Governance Report or to Page 25 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a>        |

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| C.2   | <b>Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights</b>   |   |   |  |
| 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? | <p><b>OECD Principle IV (B):</b><br/>Where stakeholder interests are protected by law, stakeholders should have the opportunity to 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> | Y | AIG Philippines' website, Contact Us page<br><br><a href="http://www.aig.com.ph/contact-us">http://www.aig.com.ph/contact-us</a> |

| <b>C.3 Performance-enhancing mechanisms for employee participation should be permitted to develop.</b> |   |   |   |   |
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| C.3.1  | Does the company explicitly disclose the health, safety, and welfare policy for its employees?  | <p><b>OECD Principle IV (C):</b><br/>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 | Refer to Items 8.1.3 of the 2015 Corporate Governance Report or to Pages 10 to 11 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |
| C.3.2  | Does the company publish relevant information relating to health, safety and welfare of its employees?                                    |   | Y | Refer to Items 8.1.3 of the 2015 Corporate Governance Report or to Pages 10 to 11 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a> |
| C.3.3  | Does the company have training and development programmes for its employees?  |   | Y | Refer to Item 10 of the 2015 Corporate Governance Report  |
| C.3.4  | Does the company publish relevant information on training and development programmes for its employees?                                   |   | Y | Refer to Item 10 of the 2015 Corporate Governance Report  |
| 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 |   |

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| C.4   | <p><b>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</b></p> |   |          |   |
| C.4.1 | <p>Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?</p>  | <p><b>OECD Principle IV (E):</b><br/>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.</p> | <p>Y</p> | <p>Refer to Items 8.1.2 of the 2015 Corporate Governance Report or to Pages 7 and 8 of the AIG Code of Conduct at <a href="http://www.aig.com/about-us/corporategovernance/code-of-conduct-english">http://www.aig.com/about-us/corporategovernance/code-of-conduct-english</a></p> |
| C.4.2 | <p>Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?</p>  |   |          | <p>Y</p>  |