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Role of Stakeholders

C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.	Y/ N	Reference / Source document	Remarks	
<i>Does the company disclose a policy that :</i>					
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	<p><b>OECD Principle IV (A):</b> 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	<a href="#">Revised CGM: Stakeholders item 4.6 Customer's Welfare P. 36</a> <a href="#">KMBA website: Corporate Governance Report on Corporate Social Responsibility</a>	
C.1.2	Explains supplier/contractor selection practice?		Y	<a href="#">Revised CGM: Stakeholders - item 4.2 Procurement Policy P. 31</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	<a href="#">KMBA website: Corporate Social Responsibilities Report on CSR</a> <a href="#">Revised CGM: Stakeholders item 4.9 Policy on the Environment P. 38</a>	
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	<a href="#">KMBA website: Corporate Governance Report on Corporate Social Responsibility</a>	
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	<a href="#">KMBA website: Report on Corporate Social Responsibility Efforts in preventing of anti-corruption activities and Grievances</a> <a href="#">Revised CGM: Stakeholders item 4.4 Anti-Corruption, Feedback and Grievance, Complainant Protection Policy P. 33-34</a>	

C.1.6	Describes how creditors' rights are safeguarded?		Y	<a href="#">KMBA website: Corporate Governance Policies &amp; Implementing Rules, Creditors Right Policy</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	OECD Principle IV (A) & Global Reporting Initiative	Y	<a href="#">Revised CGM: Stakeholders item 4.6 Customer's Welfare Policy P. 36-37. Item 4.7.1 Initiatives &amp; Processes</a>	
C.1.8	Supplier/Contractor selection and criteria		Y	<a href="#">Minutes of 5th Regular Meeting Agenda 11 Updates on proposed KMBA Building 2017 KMBA Annual Report: Supplier P. 27</a>	
C.1.9	Environmentally-friendly value chain		Y	<a href="#">2017 KMBA Annual Report: Environment-friendly value chain P. 28</a>	
C.1.10	Interaction with the communities		Y	<a href="#">Road show 2017 &amp; Center visits</a>	Every 1st Quarter of the year, KMBA participates in the Roadshow organized by Kasagana-ka Synergizing Organization
C.1.11	Anti-corruption programmes and procedures		Y	<a href="#">KMBA website: Corporate Governance Report on Corporate Social Responsibility, No Gift Policy &amp; Ulat Hotline</a>	
C.1.12	Creditors' rights		Y	<a href="#">KMBA Website: Implementing Rules &amp; Policies Creditors Right</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> Disclosure should include, but not be limited to, material information on: (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	<a href="#">KMBA website: Corporate Governance Report on Corporate Social Responsibility</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> 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	<a href="#">KMBA website: Contact Us;</a>	KMBA provides company contact details thru kmba website. For queries and complaints, member can use the Ulat Hotline, available 24/7

C.3	<b>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?	<b>OECD Principle IV (C):</b> 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.	Y	<a href="#">Revised CGM: Stakeholders item 4.7 Employee Health, Safety and Welfare Policy; item 4.7.1 Initiatives and Processes P. 36-37</a>	
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.	Y	<a href="#">KMBA website: Gallery Health Advisory on Oral Health; Flu Vaccine, Athletes Foot &amp; Leptospirosis</a>	Information Campaign Materials on Health are being posted at all Field Offices via Tarpaulin or fliers
C.3.3	Does the company have training and development programmes for its employees?	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.	Y	<a href="#">2017 Plan of activities; 2017 Annual Report Capacity Building and Development P. 30-31</a>	
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries.	Y	<a href="#">2017 Plan of activities; 2017 Annual Report Capacity Building and Development P. 30-31</a>	
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	<a href="#">Employees handbook: Article 13-14 Evaluation &amp; Performance Management System; Incentive Programs</a>	

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	<a href="#">Revised CGM: Stakeholders item 4.4.1 Procedures for Handling Complaints P. 33-34</a>	
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	<a href="#">Revised CGM: Stakeholders+Procedures for Handling Complaints item 4.4.1 P. 33-34; 2017 KMBA Annual Report: Protecting the whistle blower, Retaliation and Harrassment &amp; Handling complaints P. 28-29</a>	