

C

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	
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	Revised CGM: Stakeholders item 4.6 Customer's Welfare P. 36; 2018 Annual Report Member's & Employees Health & Safety P35-36	
C.1.2	Explains supplier/contractor selection practice?		Y	Revised CGM: Stakeholders - item 4.2 Procurement Policy P. 31; 2018 Annual Report P.34	
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	Revised CGM: Stakeholders item 4.9 Policy on the Environment P. 38; 2018 Annual Report P.34-35	
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	2018 Annual Report Corporate Social Responsibility P.38-39	
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	Revised CGM: Stakeholders item 4.4 Anti-Corruption, Feedback and Grievance, Complainant Protection Policy P. 32-34	
C.1.6	Describes how creditors' rights are safeguarded?		Y	Revised CGM: Stakeholders Creditors Right Policy 4.12 P.39	
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	2018 Annual Report: Member's & Employees Health & Safety P.35-36	KMBA implemented various activities to meet the needs of the members such as annual physical examination, vaccines & trainings on health related concerns
C.1.8	Supplier/Contractor selection and criteria		Y	KMBA Website: Other Disclosure Notice to Bid 2018 KMBA Annual Report: Procurement Policy;	KMBA conducted a thorough bidding process for its project, especially in the construction of the KMBA building.
C.1.9	Environmentally-friendly value chain		Y	2018 KMBA Annual Report: Environment-friendly value chain P. 34-35	KMBA initiatives such as "reduce, reuse and recycle" policy enforcement remains the same
C.1.10	Interaction with the communities		Y	2018 Annual Report Corporate Social Responsibility P.39-38; KMBA Website: Roadshow	Every 1st Quarter of the year, KMBA participates in the Roadshows held in various clusters, organized by Kasagana ka Synergizing Organization.
C.1.11	Anti-corruption programmes and procedures		Y	2018 Annual Report Protection Against Anti-Corruption Activities P.39-40	KMBA strictly enforces a no-gift policy so as not to compromise the integrity of its operation. Any violations will be dealt with appropriately

C.1.12	Creditors' rights		Y	2018 Annual Report Ensuring the Rights of the Creditors P.40	Members, who are among the Association's creditors (if any), have the right to inspect association books and records, including minutes of Board meetings and performance reports, and shall be furnished with annual reports and financial statements, without costs or restrictions.
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	<p>OECD Principle V (A): 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	2018 Annual Report Report on Corporate Social Responsibility P.38-39	

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?	<p>OECD Principle IV (B):</p> <p>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	KMBA website: Contact Us; Kasagana-ka Ulat Hotline; 2018 Annual Report P.37	KMBA provides company contact details thru kmba website. For queries and complaints, member can use the Ulat Hotline, available 24/7

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>	Y	Revised CGM: Stakeholders item 4.7 Employee Health, Safety and Welfare Policy; item 4.7.1 Initiatives and Processes P. 36-37; 2018 Annual Report Members & Employees Health & Safety P.35-36	Health, safety and welfare policy are among the policies included in the Employees Handbook. KMBA share with the rest of the kasagana-ka organizations Human Resource & Development services for all offices.
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	<p>Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as works councils that</p>	Y	KMBA website: Gallery Health Advisory on Oral Health; Flu Vaccine & Annual Medical Check up	Information Campaign Materials on Health are being posted at all Field Offices through Tarpaulin and fliers

C.3.3	Does the company have training and development programmes for its employees?	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	2018 Gantt Chart; 2018 Annual Report Training Course/Seminars P.42-43	It is explicit in the association's objectives to strengthen leadership competencies of management and staff by providing training and other exposure opportunities
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		Y	2018 Plan of activities; 2018 RIMANSI Plan of Activities; Invitation from AOA; Annual Report Capacity Building and Development P. 16-17	KMBA as a member of networks, both local and international receive invitations for training opportunities for staff. Such invitation will be discussed in the board for approval.
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	2018 Annual Report P.36; Employees Handbook:Article 8 Evaluation & Performance Management System	KMBA may provide rewards or bonuses, either monetary or non-monetary in value, to the staff on instances of exemplary performance of the association

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	Revised CGM: Stakeholders item 4.4.1 Procedures for Handling Complaints P. 33-34; 2018 Annual Report: Handling of Complaints P.37	The procedures for filing a complaint as well as handling complaints is included in the Employees Handbook
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	Revised CGM: Stakeholders+Procedures for Handling Complaints item 4.4.1 P. 33-34; 2018 KMBA Annual Report: Protecting the whistleblower P. 37	