

COMPANY NAME
FINANCIAL YEAR END
SECTOR
COMPANY STRUCTURE

Reliance Surety & Insurance Co., Inc.
2019
Insurance
Class 3

Source Document/Location of Information

Answer

Remarks

C Role of Stakeholders

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' welfare?	https://rsi-insure.com/	Y	The company defines its focus on customers' welfare at its website - http://rsi-insure.com - "At Reliance, reliability is our major concern, and is the heart of our core business values. It is our guiding principle in providing service and protection to businesses and individuals who have entrusted their protection to Reliance. Our corporate mission of assuring safer tomorrows, continues to be the driving force in our activities today, and in the future."
C.1.2	Explains supplier/contractor selection practice?		N	
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?		N	
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Company Website - Corporate Social Responsibility	Y	The company's corporate social responsibility program involves community outreach programs.
C.1.5	Describe the company's anti-corruption programmes and procedures?	Whistle Blowing Policy 2019 Annual Report	Y	
C.1.6	Describes how creditors' rights are safeguarded?		N	
	Does the company disclose the activities that it has undertaken to implement the above mentioned policies?			
C.1.7	Customer health and safety	Company Website - Claims	Y	Customers are given detailed guide and convenience in claiming against their policies.
C.1.8	Supplier/Contractor selection and criteria		N	
C.1.9	Environmentally-friendly value chain		N	
C.1.10	Interaction with the communities	Company Website - Corporate Social Responsibility	Y	The Company discloses the activities that it has undertaken to implement its policy on interaction with the communities in which it operates.
C.1.11	Anti-corruption programmes and procedures	Whistle Blowing Policy 2019 Annual Report, (page 34)	Y	
C.1.12	Creditors' rights		N	
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Company Website - Corporate Social Responsibility	Y	The company's website has a dedicated tab for its activities on corporate social responsibility.

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?	https://rsi-insure.com/about Whistle Blowing Policy 2019 Annual Report, (page 34)	Y	The company provides the contact details as well as other communication facilities on its website (e.g. on-line inquiry chat, contact us section, emergency claims hotlines).
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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?	HMO member guide (pages 1 - 13)	Y	The company provides health coverage to its employees through partnership with an HMO. This is disclosed explicitly through the HMO's pamphlet/member guide distributed to all covered employees. Annual seminars are likewise conducted by the HMO to make the employees become fully aware of their healthcare coverage.
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		N	
C.3.3	Does the company have training and development programmes for its employees?		Y	It is a standard operating procedure that all newly-hired employees attend the general insurance course at the Insurance Institute for Asia and the Pacific. More specialized / technical trainings are continually provided for the professional advancement of the employees.
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		N	
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Retirement Plan	Y	The company provides performance incentives for deserving employees. It likewise has a retirement program superior to what is mandated by law.

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?	Whistle Blowing Policy 2019 Annual Report, (page 34)	Y	
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	