

C Role of Stakeholders		Source Document/ Location of Information	Yes / No	Point	REMARKS
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?	C.1.1	N	0	
C.1.2	Explains supplier/contractor selection practice?	C.1.2 Source: Integrity First: The ACE Code of Conduct http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	C.1.3 Source: Integrity First: The ACE Code of Conduct http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	C.1.4 Source: Integrity First: The ACE Code of Conduct http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.1.5	Directs the company's anti-corruption programmes and procedures?	C.1.5 Source: Integrity First: The ACE Code of Conduct http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	

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C.1.6	Describes how creditors' rights are safeguarded?	No.	N	0	
Does the company disclose the activities that it has undertaken to implement the above mentioned policies?					
C.1.7	Customer health and safety	C.1.7	N	0	
C.1.8	Supplier/Contractor selection and criteria	C.1.8 Source: Integrity First: The ACE Code of Conduct, page 23 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.1.9	Environmentally-friendly value chain	C.1.9 Source: Integrity First: The ACE Code of Conduct, page 30 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach About ACE; ACE and the Environment; Environmental Report http://www.acegroup.com/About-ACE/ACE-the-Environment/ACE-the-Environment.html	Y	1	
C.1.10	Interaction with the communities	C.1.10 Source: Integrity First: The ACE Code of Conduct, page 27 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach About ACE; ACE and the Environment; Environmental Report http://www.acegroup.com/About-ACE/ACE-the-Environment/ACE-the-Environment.html	Y	1	

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C.1.11	Anti-corruption programmes and procedures	C.1.11 Source: Integrity First: The ACE Code of Conduct, page 10 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.1.12	Creditors' rights	C.1.12	N	0	
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	C.1.13 Source: About ACE; ACE and the Environment; Environmental Report http://www.acegroup.com/About-ACE/ACE-the-Environment/ACE-the-Environment.html 2012 ACE Annual Report, page E-1 http://proxy.acegroup.com/phoenix.zhtml?c=100907&p=proxy	Y	1	
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?	Source: Media Contacts http://www.acegroup.com/Media-Center/Media-Contacts.html http://www.acegroup.com/ph-en/media-center/media-contact.aspx Contact ACE http://www.acegroup.com/ph-en/contact-ace/	Y	1	
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?	Source: Integrity First: The ACE Code of Conduct, page 5 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.3.2	Does the company publish data relating to health, safety and welfare of its employees?		N	0	
C.3.3	Does the company have training and development programmes for its employees?	Source: Careers; Working at ACE: Professional Development http://www.acegroup.com/Careers/Working-at-ACE.html	Y	1	

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C.3.4	Does the company publish data on training and development programmes for its employees?		N	0	
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	Source: 2013 ACE Proxy Statement; Executive Compensation pages 56-58 http://proxy.acegroup.com/phoenix.zhtml?c=100907&p=proxy	Y	1	
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					
C.4.1	Does the company have procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour?	Source: Integrity First: The ACE Code of Conduct Raising Questions and Concerns, page 3 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Source: Integrity First: The ACE Code of Conduct Commitment to Non-Retaliation, page 2 http://investors.acegroup.com/phoenix.zhtml?c=100907&p=irol-govhighlights#STS=g76fwhds.1ach	Y	1	