

C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.		Y/ N	Reference / Source document
<i>Does the company disclose a policy</i>			
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	Y	Procedure in Handling Complaints
C.1.2	Explains supplier/contractor selection practice?		
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.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		
C.1.5	Describe the company's anti-corruption programmes and procedures?		
C.1.6	Describes how creditors' rights are safeguarded?		
<i>Does the company disclose the activities that it has undertaken to implement the above mentioned</i>			
C.1.7	Customer health and safety	Y	Policy on Good Housekeeping / Office de Corum
C.1.8	Supplier/Contractor selection and		
C.1.9	Environmentally-friendly value chain		
C.1.10	Interaction with the communities		
C.1.11	Anti-corruption programmes and procedures		
C.1.12	Creditors' rights		

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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	Annual Report
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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): 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	PNB Gen website

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): 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	Code of Conduct
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		Y	Code of Conduct
C.3.3	Does the company have training and development programmes for its employees?		Y	Policies and Procedures (General Guidelines on Personnel Development)

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C.3.4	Does the company publish relevant information on 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. With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries.	Y	List of trainings and seminar attended by employees
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	

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	Code of Conduct / Whistle Blower Policy
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	Code of Conduct / Whistle Blower Policy