

C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected	Y/ N	Reference / Source document	
	Does the company disclose a policy that :		EIC Corporate Governance Manual; Article of Incorporation By Laws; Audited Financial Statement 2019 and Supplement Report 2020; Corporate Social Responsibility; Policy Statements	
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	Corporate Social Responsibility; Corporate Item 2 Governance Manual.
C.1.2	Explains supplier/contractor selection practice?		Y	Corporate Social Responsibility; Corporate Item 2 Governance Manual.
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	Corporate Social Responsibility; Corporate Item 2 Governance Manual.
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	Corporate Social Responsibility Items 3 and 5
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	Corporate Social Responsibility Item 6
C.1.6	Describes how creditors' rights are safeguarded?		Y	CSR; Corporate Item 2 and Company Corporate Governance
	Does the company disclose the activities that it has undertaken to implement the above mentioned policies?		EIC Corporate Governance Article of Incorporation By - Laws Audited Financial Statement and 2019 and Supplement Report 2020 & Corporate Social Responsibility	
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	Corporate Social Responsibility
C.1.8	Supplier/Contractor selection and criteria		Y	Corporate Social Responsibility Item 4
C.1.9	Environmentally-friendly value chain		Y	Corporate Social Responsibility Items 3 & 5
C.1.10	Interaction with the communities		Y	Vision and Mission Statement
C.1.11	Anti-corruption programmes and procedures		Y	Company Rules & Regulations

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C.1.12	Creditors' rights		Y	Audited Financial Statement page 29 note 26 & CSR item 2
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	Corporate Social Responsibility Item 1. Audited Financial Statement/ Statement Management Responsibility (SMR) and Annual Statement.
C.2	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.			EIC Corporate Governance Article of Incorporation By - Laws Audited Financial Statement and 2019 and Supplement Report 2020. Website
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	Website: empireinsurance.co Concerns and Complaints report to the Asst. Corporate Secretary Telephone No.8815-9656
C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.			EIC Corporate Governance Article of Incorporation By - Laws Audited Financial Statement 2019 and Supplement Report 2020; Corporate Social Responsibility
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</p>	Y	Corporate Social Responsibility Item 3

C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	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	Healthcare Contract and Life Ins. Fire & Earthquake Contingency plans; yearly drills. WEBSITE
C.3.3	Does the company have training and development programmes for 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	In house trainings & sends employees to Insurance Institute for Asia & the Pacific
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.	Y	Company provides Insurance Development Programs through Insurance Institute for Asia & the Pacific
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing	Y	Company Benefits: Professional Incentive Bonus; Years of Service Award; Christmas Bonus; Profit Sharing.

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.			EIC Corporate Governance Article of Incorporation By - Laws Audited Financial Statement 2019 and Supplement Report 2020; Code of Ethics
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	Company Rules & Regulations. All are reported to the Board. Informant's Names are kept confidential.
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	Management is discreet in addressing such reports & keeps informants' names confidential. All are reported to the Board.