

**Bank of the Philippine Islands**  
**2023 ASEAN Corporate Governance Scorecard Questionnaire**

As of July 2023

2018C.	Role of Stakeholders	Guiding Reference	Yes/No	Supporting Documents
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.			
	<i>Does the company disclose a policy and practices that address:</i>			
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	<p><b>OECD Principle IV (A):</b>                      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.</p> <p><b>Global Reporting Initiative: Sustainability Report (C1.1 - C.15) International Accounting Standards 1: Presentation of Financial Statements</b></p>	Yes	<p><b>ENVIRONMENTAL, SOCIAL, AND GOVERNANCE MATTERS.</b>                      BPI understands that ESG issues are tied directly to a company's operations or products, or indirectly through stakeholder actions across the entire value chain, and can, thus, impact company financial performance. Volatility in the global business environment due to ESG shocks - financial risks, regulatory uncertainty, extreme weather, business interruption costs, and social media, among others - demand that companies build new capabilities such as preparedness for the unknown, and the ability to execute a business strategy without incurring too much risk. Left unmanaged, such ESG shocks can result in critical harm to any company's management, culture, and financial well-being.</p> <p><b>Links/Sources:</b></p> <ul style="list-style-type: none"> <li>• <b>2022 INTEGRATED ANNUAL REPORT</b>  <i>ESG Matters, pp. 36-37, 139-148</i></li> <li>• <b>Customers' welfare</b>  <i>Customer Experience, Data Privacy;</i>  <i>Financial Product Governance&gt; Financial Consumer Protection Program, pp. 36,44-101, 57, 58-74, 95-96, 100-101, 136-137</i></li> <li>• <b>Supplier/Contractor selection procedures</b>  <i>Supply Chain Management, pp. 43, 94, 135</i></li> <li>• <b>Environmentally-friendly value chain</b>  <i>Environmental Sustainability, pp. 79-101</i></li> <li>• <b>Community Interaction</b>  <i>Financial Inclusion &amp; Capacity Building, pp.6-7, 11-13, 44-101, 15-17</i></li> <li>• <b>Anti-Bribery and Anti-Corruption Policy</b>  <i>Anti-Bribery and Anti-Corruption Policy&gt; Code of Business Conduct and Ethics, pp.130-133</i></li> <li>• <b>Creditors</b></li> </ul>
C.1.2	Explains supplier/contractor selection practice?		Yes	
C.1.3	Describes the company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?		Yes	
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Yes	
C.1.5	Describe the company's anti-corruption programmes and procedures?		Yes	
C.1.6	Describes how creditors' rights are safeguarded?		Yes	

				<p><i>Global Markets, page 136</i> <a href="https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports">https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports</a></p> <ul style="list-style-type: none"> <li>• <b>BPI WEBSITE</b> <a href="https://www.bpi.com.ph/about-bpi/sustainability/resource-efficiency">https://www.bpi.com.ph/about-bpi/sustainability/resource-efficiency</a></li> <li><a href="https://www.bpi.com.ph/about-bpi/governance/financial-consumer-protection">https://www.bpi.com.ph/about-bpi/governance/financial-consumer-protection</a></li> <li><a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/communities">https://www.bpi.com.ph/about-bpi/governance/stakeholder/communities</a></li> <li><a href="https://www.bpifoundation.org/">https://www.bpifoundation.org/</a></li> <li><a href="https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/anti-bribery-anti-corruption-policy">https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/anti-bribery-anti-corruption-policy</a></li> </ul>
C.1.7	Does the company have a separate report/section that discusses its efforts on environment/economy and social issues?	<p><b>OECD Principle V (A):</b> 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>	Yes	<p><b>Links/Sources:</b></p> <ul style="list-style-type: none"> <li>• <b>2022 INTEGRATED ANNUAL REPORT</b> <i>ESG Matters, pp. 36-37, 139-148</i> <a href="https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports">https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports</a></li> <li>• <b>BPI WEBSITE</b> <a href="https://www.bpifoundation.org/">https://www.bpifoundation.org/</a> <a href="https://www.bpi.com.ph/about-bpi/sustainability/environment-risk-assessment">https://www.bpi.com.ph/about-bpi/sustainability/environment-risk-assessment</a></li> </ul>
<b>C.2</b>	<b>Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.</b>			
C.2.1	Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers,	<p><b>OECD Principle IV (B):</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</p>	Yes	For any issues and concerns, the Bank discloses on its website and annual reports, its regular customer service and venues for stakeholders to communicate directly with the Bank. For customer inquiries, comments or feedback, the Bank provides its (632) 889-10000 hotline as well as toll-free numbers providing local and international access

	<p>general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?</p>	<p>communicate and to obtain redress for the violation of rights.</p>	<p><a href="https://www.bpi.com.ph/about-bpi/contact-us">https://www.bpi.com.ph/about-bpi/contact-us</a></p> <p>For specific concerns of stakeholders, i.e., suppliers, investors, etc. there are assigned contact persons as disclosed on the company website and on its annual report.</p> <p>Apart from providing online, telephone and mobile, email, social media, etc. touch points for any concerns, the Bank also has a Whistleblower Policy for reporting of violations or suspected violations or similar concerns. These contact details are all provided on the company website as well as through its Annual Report. Below are the disclosures of such contact details on the website and Annual Report:</p> <p>Corporate Information: (As of Dec.31, 2022)  <b>BANK OF THE PHILIPPINE ISLANDS</b>  Ayala North Exchange, Tower One  6796 Ayala Avenue corner Salcedo St.,  Legaspi Village, Makati City 1229  (632) 889 10000  <a href="https://www.bpi.com.ph/about-bpi/contact-us">https://www.bpi.com.ph/about-bpi/contact-us</a>  <a href="https://www.bpi.com.ph/">https://www.bpi.com.ph/</a></p> <p><b>BPI Stock Transfer Office</b>  3/F BPI Buendia Center,  372 Senator Gil Puyat Avenue,  Makati City  stocktransferoffice@bpi.com.ph</p> <p><b>BPI Investor Relations Office</b>  14/F Tower One, Ayala North Exchange  6796 Ayala Avenue corner Salcedo St.,  Legaspi Village, Makati City 1229  (632) 8246 5860  <a href="mailto:investorrelations@bpi.com.ph">investorrelations@bpi.com.ph</a></p> <p><b>Office of the Corporate Secretary</b>  14/F Tower One, Ayala North Exchange  6796 Ayala Avenue corner Salcedo St.,  Legaspi Village, Makati City 1229</p>
--	---	---	---

			<p><b>BPI Sustainability Office</b>                  14/F Tower One Ayala North Exchange                  6796 Ayala Avenue corner Salcedo St.,                  Legaspi Village, Makati City 1229  <a href="mailto:sustainability@bpi.com.ph">sustainability@bpi.com.ph</a></p> <p><b>Customer Inquiries</b>                  (632) 889 10000  <a href="https://www.bpi.com.ph/about-bpi/contact-us">https://www.bpi.com.ph/about-bpi/contact-us</a></p> <p><b>Supplier, Creditor Inquiries</b>                  (632) 889 10000  <a href="https://www.bpi.com.ph/about-bpi/contact-us">https://www.bpi.com.ph/about-bpi/contact-us</a></p> <p><b>BPI Corporate Affairs</b>                  16/F Tower One, Ayala North Exchange                  6796 Ayala Avenue cor. Salcedo St.,                  Legaspi Village, Makati City 1229  <a href="mailto:corporateaffairs@bpi.com.ph">corporateaffairs@bpi.com.ph</a></p> <p><b>Careers</b>                  (632) 8548-8946  <a href="mailto:talent@bpi.com.ph">talent@bpi.com.ph</a></p> <p><b>Whistleblower Reports</b>  <a href="mailto:eye_report@bpi.com.ph">eye_report@bpi.com.ph</a></p> <p>The Company provides venues and contact details for stakeholders to communicate their concerns, disclosed in the reports below, together with other relevant information.</p> <p><b>Links/Sources:</b></p> <ul style="list-style-type: none"> <li>● <b>MANUAL OF CORPORATE GOVERNANCE</b>  <i>Code of Business Conduct and Ethics&gt; Whistleblower Policy, Sec. III. A.-E., pp. 78-79</i>  <i>Stockholders' Rights and Protection of Minority Stockholder Interests, Sec. VII., A.-B., pp. 98-100</i>  <a href="https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/raising-integrity-concerns/manual-corporate-governance">https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/raising-integrity-concerns/manual-corporate-governance</a></li> </ul>
--	--	--	---

				<ul style="list-style-type: none"> <li>• <b>BPI WEBSITE</b> Contact Us <a href="https://www.bpi.com.ph/about-bpi/contact-us">https://www.bpi.com.ph/about-bpi/contact-us</a> Governance&gt; Conflict of interest and other policies&gt; Insider Trading Policy, etc. <a href="https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/insider-trading">https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/insider-trading</a> Governance&gt;Board and governance&gt; Code of business conduct and ethics <a href="https://www.bpi.com.ph/about-bpi/governance/board-and-governance/business-conduct-ethics">https://www.bpi.com.ph/about-bpi/governance/board-and-governance/business-conduct-ethics</a> Who We Are <a href="https://www.bpi.com.ph/about-bpi/overview/who-we-are">https://www.bpi.com.ph/about-bpi/overview/who-we-are</a></li> <li>• <b>2022 INTEGRATED ANNUAL REPORT</b> Corporate Information, page 334 <a href="https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports">https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports</a></li> </ul>
<b>C.3</b>	<b>Performance-enhancing mechanisms for employee participation should be permitted to develop.</b>			
C.3.1	Does the company explicitly disclose the health, safety, and welfare policies and practices for its employees?	<b>OECD Principle IV (C):</b> 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.	<b>Yes</b>	<p><b>For its Employees:</b></p> <p>BPI discloses on its website, its Annual Corporate Governance Report and on various annual reports which are likewise posted on the company website and/or on PSE EDGE the Bank’s health, safety and welfare policies for its employees. Relevant information on all health, safety and welfare programs of the Bank are likewise regularly issued on company bulletins or broadcast through electronic mail to employees and made available on the company intranet database. These are as follows:</p> <p>BPI strives to be an employer of choice by providing a safe, secure and conducive working environment for its employees. It continually safeguards their rights and provides equal opportunity for people to realize their fullest potential and make them agents of change for their communities. This drive to be recognized as an employer of choice leads us to implement best workplace practices and continue to engage our employees so that they in turn give our customers a more positive experience.</p>
C.3.2	Does the company explicitly disclose policies and practices on training and development programs 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.  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.	<b>Yes</b>	
C.3.3	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?		<b>Yes</b>	

			<p><b>Welfare</b></p> <p>Recognizing that its employees are core to the Bank's success, BPI ensures the welfare and safety of its employees through competitive compensation packages as well as safe, secure, and non-discriminative working environments.</p> <p>To remain the employer of choice among Philippine banks, BPI offers competitive compensation packages benchmarked within industry standards.</p> <p>Additionally, BPI has a flexible benefits program where employees can upgrade the coverage of their existing benefits or avail additional benefits such as gym memberships.</p> <p>Bank employees undergo regular performance evaluations based on their individual accomplishments vis-a-vis their responsibilities, as well as that of the business unit or the Bank. This takes into consideration our earnings performance, asset quality, business volume, customer satisfaction, and corporate governance, among other things. From 2015 onwards, career planning and progression has also been made faster – employees may now be promoted regardless of time in rank. Employees who have been at the same level for at least five years will be regularly evaluated for promotion. Promotion criteria have likewise been revised such that previous automatic disqualifiers (for example, tardiness) are now given due consideration in the promotion evaluation.</p> <p>Regular employees are also provided with a comprehensive pay and benefits package, which includes a quarterly bonus (inclusive of the required 13th month pay), overtime pay, and leave credits (vacation, sick, emergency, and maternity/paternity). Our compensation package is reviewed regularly.</p> <p>In 2015, the job levels of our information systems group were restructured and rationalized to compete more effectively with the compensation structure of the IT industry. Some non-cash benefits to the IT professionals were also monetized in line with industry practice.</p>
--	--	--	---

			<p>The Bank also extends the inherent benefits of being a financial institution by offering our employees and their families our products and services at affordable terms. These include low-interest rates for auto and housing loans, emergency loans, medical and group term insurance, salary and emergency loans. In addition, we provide financial security to employees even after their retirement from the Bank through our retirement benefit plan. The plan defines an amount that employees will receive which is dependent on the employee's age, years of service and compensation.</p> <p>The Bank also continues to strictly comply with labor laws and regulations and implement best practices in our workplace. The Bank recognizes the existence of company union(s) and the rights to freedom of association and collective bargaining. The Bank does not discriminate on gender, religion, age, race, color, political stand or social background. It strictly enforces non-employment of minors and is against forced compulsory labor.</p> <p>We maintain harmonious relations with our labor unions. The Bank also has an open-door communications policy to address concerns among employees immediately before they escalate.</p> <p>As a requirement in their certification process, the Bank also trains and retrains security personnel, who are not formally part of our workforce and belong to third-party agencies, every two years on human rights-related topics. This is to ensure that they uphold the rights not only of our employees but also of our clients, suppliers and other stakeholders that do business with the Bank.</p> <p>The Bank also has various interest clubs to allow employees to pursue their passions and explore talents outside of work while building camaraderie and esprit de corp.</p> <p>The Bank also looks after its retiring employees through the conduct of annual seminars on estate planning, investment opportunities in the Bank and outside, and transition from being an employee to an entrepreneur. There are also counseling programs that help employees face life during retirement. The Bank's off-boarding program has also been strengthened to further equip BPI retirees as they transition to the next chapter of their lives – among other improvements, processing of documents has been made more convenient and employees who are suffering from ailments</p>
--	--	--	---

			<p>may now advance a portion of their retirement funds to help defray medical expenses.</p> <p><b>Health</b></p> <p>The Bank believes it must create an environment where its employees have opportunities for development in tandem of their mind and body. Hence, the Bank provides a comprehensive medical program which provides for in-patient and out-patient benefits for employees and dependents. Year-round, there also are sports, recreational, health and wellness programs and physical activities, i.e., running, bowling, basketball, badminton, aerobics and dancing, etc., for all employees.</p> <p>We run education and training programs regarding serious illnesses. Examples of programs implemented are seminars on cancer awareness, prevention of stroke, and basic life support. Aside from health education, we also have risk-control programs in place to assist workforce members and their families regarding serious diseases. This was done through wellness fairs conducted in the head offices and provincial business centers where employees and their families avail of free or discounted services such as vaccinations, bone screening and physical examinations.</p> <table border="1" data-bbox="1178 883 1980 1510"> <tr> <td colspan="2" data-bbox="1178 883 1980 915">In 2022</td> </tr> <tr> <td data-bbox="1178 915 1415 1032">Annual Physical Examinations (APE)</td> <td data-bbox="1415 915 1980 1032">In partnership with the Bank's Health Maintenance Organization (HMO) provider, APEs were held at the BPI offices and satellite locations to fit in the busy schedule of the employees and ensure their safety.</td> </tr> <tr> <td data-bbox="1178 1032 1415 1239">Webinars</td> <td data-bbox="1415 1032 1980 1239">13 webinars aired via the official BPI Facebook Group exclusively for employees, #BePartofIt, covering a wide range of health topics, from the COVID-19 Omicron virus, mental health, laughter therapy, obesity, stroke, hormonal acne, and diabetes which were delivered by engaging physicians well-known in their fields of expertise.</td> </tr> <tr> <td data-bbox="1178 1239 1415 1317">Active Lifestyle</td> <td data-bbox="1415 1239 1980 1317">Online and face-to-face Zumba sessions after office hours at the BPI Buendia Center.</td> </tr> <tr> <td data-bbox="1178 1317 1415 1433">Work-Life Balance</td> <td data-bbox="1415 1317 1980 1433">BPI acknowledges and respects the different facets of employees' lives and promotes a work environment that aims to bring fulfillment in each employee's professional and personal lives</td> </tr> <tr> <td data-bbox="1178 1433 1415 1510">Non-Discrimination</td> <td data-bbox="1415 1433 1980 1510">BPI fosters a work environment that encourages respect, equal opportunity and non-discrimination</td> </tr> </table>	In 2022		Annual Physical Examinations (APE)	In partnership with the Bank's Health Maintenance Organization (HMO) provider, APEs were held at the BPI offices and satellite locations to fit in the busy schedule of the employees and ensure their safety.	Webinars	13 webinars aired via the official BPI Facebook Group exclusively for employees, #BePartofIt, covering a wide range of health topics, from the COVID-19 Omicron virus, mental health, laughter therapy, obesity, stroke, hormonal acne, and diabetes which were delivered by engaging physicians well-known in their fields of expertise.	Active Lifestyle	Online and face-to-face Zumba sessions after office hours at the BPI Buendia Center.	Work-Life Balance	BPI acknowledges and respects the different facets of employees' lives and promotes a work environment that aims to bring fulfillment in each employee's professional and personal lives	Non-Discrimination	BPI fosters a work environment that encourages respect, equal opportunity and non-discrimination
In 2022															
Annual Physical Examinations (APE)	In partnership with the Bank's Health Maintenance Organization (HMO) provider, APEs were held at the BPI offices and satellite locations to fit in the busy schedule of the employees and ensure their safety.														
Webinars	13 webinars aired via the official BPI Facebook Group exclusively for employees, #BePartofIt, covering a wide range of health topics, from the COVID-19 Omicron virus, mental health, laughter therapy, obesity, stroke, hormonal acne, and diabetes which were delivered by engaging physicians well-known in their fields of expertise.														
Active Lifestyle	Online and face-to-face Zumba sessions after office hours at the BPI Buendia Center.														
Work-Life Balance	BPI acknowledges and respects the different facets of employees' lives and promotes a work environment that aims to bring fulfillment in each employee's professional and personal lives														
Non-Discrimination	BPI fosters a work environment that encourages respect, equal opportunity and non-discrimination														



				<table border="1"> <tr> <td data-bbox="1169 199 1415 280"></td> <td data-bbox="1415 199 2005 280">based on gender, religion, age, race, ethnicity, skin or color, disability, political views or social background.</td> </tr> <tr> <td data-bbox="1169 280 1415 370">Grievance Mechanism</td> <td data-bbox="1415 280 2005 370">Promptly addresses and amicably settles grievances, if any. More information on this can be found in the BPI Code of Business Conduct and Ethics on the BPI website.</td> </tr> </table> <p><b>Safety</b></p> <p>BPI also ensures a safe and secure working environment in its corporate offices and branches, ascertaining the physical and mental well-being of its employees. In 2022, the BPI BeWell program targeted the holistic well-being of employees. The HR Safety and Disaster team leads the Bank's initiatives that ensure the occupational health and safety in our work sites.</p> <table border="1"> <tr> <td colspan="2" data-bbox="1169 630 2005 662">In 2022</td> </tr> <tr> <td data-bbox="1169 662 1415 987">Natural and Man-Made Hazards</td> <td data-bbox="1415 662 2005 987"> <ul style="list-style-type: none"> <li>• Regular work safety briefings and capacity building through training and drills, awareness campaigns, and monthly branch visits.</li> <li>• Preparations before impact of natural disasters such as strong typhoons through weather bulletins and published emergency contact details in case needed, providing assistance up to recovery period.</li> <li>• Regular assessment and upkeep of facility to prevent workplace accidents and damage to property.</li> </ul> </td> </tr> <tr> <td data-bbox="1169 987 1415 1133">Transportation Services</td> <td data-bbox="1415 987 2005 1133">Provision of highly subsidized shuttle services for 26 routes from Metro Manila and nearby provinces such as Laguna, Bulacan and Rizal to its Makati and Intramuros work sites, servicing over 3,000 unique employees since it was offered in March 2020.</td> </tr> <tr> <td data-bbox="1169 1133 1415 1222">Security Protocols</td> <td data-bbox="1415 1133 2005 1222">                     Robust protocols and safeguards on potential terrorist attacks in branches and corporate offices                     <ul style="list-style-type: none"> <li>• Mandatory training on physical security</li> </ul> </td> </tr> </table> <p><b>Employee Welfare, Health, and Safety.</b></p> <p>Having engaged and competent employees is BPI's goal for delivering best-in-class customer experiences and for achieving its vision of being the most trusted partner and financial advisor. The Bank strives to be an employer of choice among Philippine financial institutions. With strengths in three main employee engagement drivers of career development and opportunities, goal clarity, and leadership, the Bank introduced more initiatives to boost</p>		based on gender, religion, age, race, ethnicity, skin or color, disability, political views or social background.	Grievance Mechanism	Promptly addresses and amicably settles grievances, if any. More information on this can be found in the BPI Code of Business Conduct and Ethics on the BPI website.	In 2022		Natural and Man-Made Hazards	<ul style="list-style-type: none"> <li>• Regular work safety briefings and capacity building through training and drills, awareness campaigns, and monthly branch visits.</li> <li>• Preparations before impact of natural disasters such as strong typhoons through weather bulletins and published emergency contact details in case needed, providing assistance up to recovery period.</li> <li>• Regular assessment and upkeep of facility to prevent workplace accidents and damage to property.</li> </ul>	Transportation Services	Provision of highly subsidized shuttle services for 26 routes from Metro Manila and nearby provinces such as Laguna, Bulacan and Rizal to its Makati and Intramuros work sites, servicing over 3,000 unique employees since it was offered in March 2020.	Security Protocols	Robust protocols and safeguards on potential terrorist attacks in branches and corporate offices <ul style="list-style-type: none"> <li>• Mandatory training on physical security</li> </ul>
	based on gender, religion, age, race, ethnicity, skin or color, disability, political views or social background.															
Grievance Mechanism	Promptly addresses and amicably settles grievances, if any. More information on this can be found in the BPI Code of Business Conduct and Ethics on the BPI website.															
In 2022																
Natural and Man-Made Hazards	<ul style="list-style-type: none"> <li>• Regular work safety briefings and capacity building through training and drills, awareness campaigns, and monthly branch visits.</li> <li>• Preparations before impact of natural disasters such as strong typhoons through weather bulletins and published emergency contact details in case needed, providing assistance up to recovery period.</li> <li>• Regular assessment and upkeep of facility to prevent workplace accidents and damage to property.</li> </ul>															
Transportation Services	Provision of highly subsidized shuttle services for 26 routes from Metro Manila and nearby provinces such as Laguna, Bulacan and Rizal to its Makati and Intramuros work sites, servicing over 3,000 unique employees since it was offered in March 2020.															
Security Protocols	Robust protocols and safeguards on potential terrorist attacks in branches and corporate offices <ul style="list-style-type: none"> <li>• Mandatory training on physical security</li> </ul>															

			<p>competency development among its officers and staff, worked to accelerate promotions, and identified the right metrics to better align human resource measures with corporate strategy. Moreover, BPI strives to provide a safe, secure, and conducive working environment for its employees, to continually safeguard their rights and provide equal opportunity for everyone. (Recommendation 2.9 of the SEC CG Code for PLCs)</p> <p><b>Employee Training and Development</b></p> <p>Every year in January is the schedule for annual performance appraisals based on pre-determined key result areas (KRAs) linked to each team’s respective business objectives. This facilitated performance feedback conversations with the aim of developing a unique and enriched development plan for the employee being assessed.</p> <p>The Individual Development Plan (IDP) documents the employee’s intentions and support needed to meet his/her growth goals. It complements the annual performance appraisal as it encourages employees to invest in their work and growth, contributing to greater job satisfaction.(Recommendation 15.1 of the SEC CG Code for PLCs)</p> <p>In June 2022, the BPI University Hub was launched as an online one-stop shop for all employees’ training and development needs. It features several types of training material covering leadership skills, functional skills, as well as new skills aligned with emerging global trends such as data analytics and digital transformation. The courses are made available through internal resources and online platforms. Employees underwent a total of 973,446 training hours in 2022. Training platforms included: Granite, Percipio, Degreed and Coursera.</p> <table border="1" data-bbox="1178 1174 1988 1498"> <thead> <tr> <th data-bbox="1178 1174 1451 1206">Leadership Academy</th> <th data-bbox="1451 1174 1724 1206">Functional Academy</th> <th data-bbox="1724 1174 1988 1206">Future Tech Academy</th> </tr> </thead> <tbody> <tr> <td data-bbox="1178 1206 1451 1382">Provides opportunities for leaders to lead, inspire, and motivate their team members and the rest of the organization</td> <td data-bbox="1451 1206 1724 1382">Develops and strengthens specific functional and technical competencies that allow employees to perform their tasks effectively</td> <td data-bbox="1724 1206 1988 1382">Provides employees with skills and capabilities needed to future-proof the organization</td> </tr> <tr> <td data-bbox="1178 1382 1451 1498"> <ul style="list-style-type: none"> <li>• Build Organizational Talent</li> <li>• Coaching for Success</li> <li>• Customer Focus</li> </ul> </td> <td data-bbox="1451 1382 1724 1498"> <ul style="list-style-type: none"> <li>• Accounting</li> <li>• Admin Services</li> <li>• Branch Operations</li> </ul> </td> <td data-bbox="1724 1382 1988 1498"> <ul style="list-style-type: none"> <li>• Agile Methodology</li> <li>• BPI F.L.A.G.S. Program (Data Fundamentals, Lifecycle</li> </ul> </td> </tr> </tbody> </table>	Leadership Academy	Functional Academy	Future Tech Academy	Provides opportunities for leaders to lead, inspire, and motivate their team members and the rest of the organization	Develops and strengthens specific functional and technical competencies that allow employees to perform their tasks effectively	Provides employees with skills and capabilities needed to future-proof the organization	<ul style="list-style-type: none"> <li>• Build Organizational Talent</li> <li>• Coaching for Success</li> <li>• Customer Focus</li> </ul>	<ul style="list-style-type: none"> <li>• Accounting</li> <li>• Admin Services</li> <li>• Branch Operations</li> </ul>	<ul style="list-style-type: none"> <li>• Agile Methodology</li> <li>• BPI F.L.A.G.S. Program (Data Fundamentals, Lifecycle</li> </ul>
Leadership Academy	Functional Academy	Future Tech Academy										
Provides opportunities for leaders to lead, inspire, and motivate their team members and the rest of the organization	Develops and strengthens specific functional and technical competencies that allow employees to perform their tasks effectively	Provides employees with skills and capabilities needed to future-proof the organization										
<ul style="list-style-type: none"> <li>• Build Organizational Talent</li> <li>• Coaching for Success</li> <li>• Customer Focus</li> </ul>	<ul style="list-style-type: none"> <li>• Accounting</li> <li>• Admin Services</li> <li>• Branch Operations</li> </ul>	<ul style="list-style-type: none"> <li>• Agile Methodology</li> <li>• BPI F.L.A.G.S. Program (Data Fundamentals, Lifecycle</li> </ul>										

			<ul style="list-style-type: none"> <li>• Drive Strategy</li> <li>• Execution</li> <li>• Lead Change</li> <li>• Lead Self</li> <li>• Lead Teams</li> <li>• Management 101</li> <li>• Officer Training Program</li> </ul>	<ul style="list-style-type: none"> <li>• Brand, Marketing, and Communications</li> <li>• Business Intelligence</li> <li>• Business Support</li> <li>• Credit</li> <li>• Customer Excellence</li> <li>• Facilities Management</li> <li>• Finance</li> <li>• Governance</li> <li>• Human Resources</li> <li>• Information Technology</li> <li>• Investment</li> <li>• Product Management</li> <li>• Project Management</li> <li>• Relationship Management</li> <li>• Sales</li> <li>• Top Management</li> </ul>	<p>Management, Analytics &amp; Storytelling, Governance, and Standards)</p> <ul style="list-style-type: none"> <li>· DaPP General Modules</li> <li>· Data Awareness Week</li> <li>· Design Thinking</li> <li>· Digital Transformation</li> <li>· OTP Data Literacy Topics</li> <li>· OTP Innovation Module</li> </ul>
			<p><b><u>Reward/Compensation Policy beyond Short-term Financial Measures:</u></b></p> <p>The Bank, in aligning management’s interest with shareholders, has an equity-linked incentive plan to its all its officers, including junior officers from Assistant Manager and up (with eligibility requirements): Executive Stock Purchase Plan (ESPP). A major initiative of the Bank under its long-term incentive program, the Executive Stock Purchase Plan (ESPP) was launched in 2013. The ESPP gives the officers the opportunity to buy shares of stock in BPI, at a discounted price based on the volume weighted average of BPI’s share price for the past 30 days. Management believes that this stronger alignment between the interests of BPI officers and interests of shareholders will benefit all stakeholders, i.e., more robust earnings and a healthier balance sheet will be reflected in a stronger and higher stock valuation. (Source: Human Resources Management Group)</p>		

				<p>The Company discloses activities, data and information with respect to its activities on recognition and protection of the rights of its employees in the reports below, together with other relevant information.</p> <p><b>Links/Sources:</b></p> <ul style="list-style-type: none"> <li>• <b>BPI WEBSITE</b>  <i>Governance &gt; Role of Stakeholders</i>  <a href="https://www.bpi.com.ph/about-bpi/governance/financial-consumer-protection/clients">https://www.bpi.com.ph/about-bpi/governance/financial-consumer-protection/clients</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/employees">https://www.bpi.com.ph/about-bpi/governance/stakeholder/employees</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/suppliers">https://www.bpi.com.ph/about-bpi/governance/stakeholder/suppliers</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/stockholders">https://www.bpi.com.ph/about-bpi/governance/stakeholder/stockholders</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/minority-stockholders">https://www.bpi.com.ph/about-bpi/governance/stakeholder/minority-stockholders</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/investors">https://www.bpi.com.ph/about-bpi/governance/stakeholder/investors</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/creditors">https://www.bpi.com.ph/about-bpi/governance/stakeholder/creditors</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/communities">https://www.bpi.com.ph/about-bpi/governance/stakeholder/communities</a>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/environment-friendly-value-chain">https://www.bpi.com.ph/about-bpi/governance/stakeholder/environment-friendly-value-chain</a> </li> <li><i>Governance &gt; Code of Business Conduct and Ethics</i>  <a href="https://www.bpi.com.ph/about-bpi/governance/board-and-governance/business-conduct-ethics">https://www.bpi.com.ph/about-bpi/governance/board-and-governance/business-conduct-ethics</a> </li> <li><i>Sustainability</i>  <a href="https://www.bpi.com.ph/about-bpi/sustainability">https://www.bpi.com.ph/about-bpi/sustainability</a> </li> <li>• <b>2022 INTEGRATED ANNUAL REPORT</b>  <i>Employee Health, Safety and Welfare, pp. 86-93</i>  <a href="https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports">https://www.bpi.com.ph/about-bpi/investor-relations/integrated-reports</a> </li> <li>• <b>SEC Form 17-A (for the year ended December 31, 2022)</b>  <i>Employee Health, Safety and Welfare, page 70</i>  <a href="https://www.bpi.com.ph/about-bpi/investor-relations/disclosures/sec-filings">https://www.bpi.com.ph/about-bpi/investor-relations/disclosures/sec-filings</a> </li> </ul>
C.4	Stakeholders including individual employee and their representative			

	<p>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.</p>			
C.4.1	<p>Does the company have a whistle blowing policy which includes procedures for complaints by employees and other stakeholders concerning alleged illegal and unethical behaviour and provide contact details via the company's website or annual report</p>	<p><b>G20/OECD Principle IV (E):</b> Unethical and illegal practices by corporate officers may not only violate the rights of stakeholders but also be to the detriment of the company and its shareholders in terms of reputation effects and an increasing risk of future financial liabilities. It is therefore to the advantage of the company and its shareholders to establish procedures and safe-harbours for complaints by employees, either personally or through their representative bodies, and others outside the company, concerning illegal and unethical behaviour.</p>	Yes	<p>The Bank established and supports a Whistleblower Policy and program, an important mechanism for preventing and detecting fraud or misconduct, and enabling fast and coordinated incident responses as we establish cause, remedial actions, and damage control procedures. The Bank remains committed to integrity and ethical behavior by helping to foster and maintain an environment where all personnel can act appropriately without fear of reprisal and be treated with utmost confidentiality. A separate and distinct reporting and investigation process beyond the normal reporting lines are in place. Any violation of the bank's policies and procedures may be reported in writing, in person or through a dedicated and confidential BPI e-mail that has been established for this purpose.</p>
C.4.2	<p>Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behaviour from retaliation?</p>		Yes	<p>The Policy covers all employees of the BPI group and all wrongful acts that adversely impact the Bank and its stakeholders.</p> <p>Under the Policy, it is the responsibility of all personnel to comply with the rules and regulations of the BPI group and to report violations or suspected violations in accordance with the Whistleblower Policy. Anybody who knowingly aids, abets, or conceals or otherwise deliberately permits the commission of any irregular or fraudulent act directed against the BPI group shall be considered as guilty as the principal perpetrators of the fraud or irregularity. Hence, all employees of the BPI Group have a duty to cooperate with investigations initiated under the policy.</p> <p>The policy also presumes that the employees of the BPI group act in good faith and will not make any false accusations when reporting the wrongdoing done by another employee. An employee who knowingly or recklessly makes statements or disclosures that are not in good faith shall be subject to disciplinary action/s, which may include termination.</p> <p>(1) Employees can report any violation of policies, procedures and applicable laws and regulations which include, but are not limited to, the following: Fraud, Sexual Harassment, Theft, Stealing, Conflict of Interest Information Security Violation, Violation of Bank Policies,</p>

			<p>Rules and Regulations and any other acts which are inimical to the interests of the BPI group.</p> <p>(2) The whistleblower may approach any of the following Officers who shall be the designated contacts for the Bank and the primary reporting line:</p> <ol style="list-style-type: none"> <li>a. Head of Human Resources Management Group (HRMG) or</li> <li>b. Chief Internal Auditor or</li> <li>c. Chief Risk Officer</li> </ol> <p>Under extraordinary circumstances, the whistleblower can also course the complaint through other reporting lines (President or Chairman of the Bank's Audit Committee).</p> <p>(3) Upon receipt of the whistleblowing report, the Personnel to whom the report was disclosed shall then immediately initiate the investigation upon receipt of the report by turning over the details, documents, if any, of the reported case to the Investigating Unit of the Bank.</p> <p>(4) The investigation of the whistleblowing report shall follow the due process as stipulated in the standards in handling fraud and irregularities.</p> <p>Under the Whistleblower Policy, there are provisions on non-retaliation:</p> <ol style="list-style-type: none"> <li>(1) An individual who makes a "protected disclosure" shall not suffer harassment, retaliation, or adverse employment consequences. Any person who retaliates against any individual who makes a protected disclosure shall be subject to discipline up to an including termination.</li> <li>(2) The right of a whistleblower for protection against retaliation does not include immunity for his/her wrongdoing or participation in the reported irregularity and such participation was eventually verified and proven during the course of the investigation.</li> <li>(3) In case the whistleblower believes he has been retaliated against for whistleblowing, he may seek redress or file a formal complaint to the HRD Group Head, Chief Internal Auditor, or the Chief Risk Officer.</li> </ol> <p>The Bank's Code of Conduct also encourages employees to report any unethical behavior or activities, following the Whistleblower Policy.</p> <p>(Source: Human Resources Management Group, Code of Business Conduct and Ethics, Personnel Policy Manual, Manual of Corporate Governance and Company website)</p>
--	--	--	---

			<p>Information on the Whistleblower Policy, supporting procedures and appropriate infrastructure as well as the Bank’s stance of active engagement with its employees and all other stakeholders to allow them to communicate their concerns or complaints without fear of retaliation, as disclosed in the reports below, together with other relevant information.</p> <p>The Whistleblower Policy and procedures, including contact details, are disclosed in the Annual Report as well as the company’s website.</p> <p><b>Links/Sources:</b></p> <ul style="list-style-type: none"> <li>▪ <b>MANUAL OF CORPORATE GOVERNANCE</b>  <i>Code of Business Conduct and Ethics&gt; Whistleblower Policy, Sec. III. A.-F., pp. 78-89; Stockholders’ Rights and Protection of Minority Stockholder Interests, Sec. VII., A.-B., pp. 98-100</i>  <a href="https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/raising-integrity-concerns/manual-corporate-governance">https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/raising-integrity-concerns/manual-corporate-governance</a></li> <li>▪ <b>BPI WEBSITE</b>  <i>Contact Us</i>  <a href="https://www.bpi.com.ph/about-bpi/contact-us">https://www.bpi.com.ph/about-bpi/contact-us</a>  <i>Governance&gt; Conflict of Interest and other policies&gt; Raising Integrity Concerns-Whistleblower Policy</i>  <a href="https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/raising-integrity-concerns">https://www.bpi.com.ph/about-bpi/governance/conflict-of-interest-and-other-policies/raising-integrity-concerns</a></li> </ul> <p><i>Who We Are</i>  <a href="https://www.bpi.com.ph/about-bpi/overview/who-we-are">https://www.bpi.com.ph/about-bpi/overview/who-we-are</a>  <i>Governance, Role of Stakeholders</i>  <a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/stockholders">https://www.bpi.com.ph/about-bpi/governance/stakeholder/stockholders</a></p> <p><a href="https://www.bpi.com.ph/about-bpi/governance/stakeholder/employees">https://www.bpi.com.ph/about-bpi/governance/stakeholder/employees</a></p>
--	--	--	---