



LEVEL 1 continued...

C. Role of Stakeholders

Scorecard Item		Guiding Reference	Answer (Yes/No)	GLO 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 address:				
C.1.1	The existence and scope of the company's efforts to address customer's welfare?	<p>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.</p>	YES	<p>As a policy linked with our business, one of our core values is to put customers first and part of our purpose is to continue driving highly customer-centric value with keen focus on enriching Filipino lives in the digital age. With our enhanced purpose, we are expected to further enhance our <i>Circle of Happiness</i> whereby happy and engaged employees deliver wonderful customer experiences and strong business growth for happy shareholders. Our overall purpose and corporate culture are geared toward the fulfillment of quality service for our customers.</p> <p>As stated in our MCG, we identify our customers as one of our stakeholders. Our Board is tasked to promote equitable treatment of all our stakeholders, including shareholders and customers. The rights of our stakeholders are in our MCG and are likewise covered by specific company policies such as, among others, whistleblowing policy, policy on RPTs, conflict of interest policy, privacy policy and policy in relation to health, safety and welfare of customers and employees.</p>



			<p>Further, we put a premium on ensuring the health and safety in Globe work places and even outside of it. We do this through our strict adherence to the government's Occupational Safety and Health (OSH) standards and the OHSAS 18001 Occupational Health & Safety Management Systems Standards, as well as a host of other related programs. We currently have two OHSAS-certified facilities—our Valero office and GTI. However, the same safety practices and standards apply to our other sites as well. This ensures that we minimize everyone's exposure to risk and accidents, including contractors, vendors, visitors to our sites, customers and our employees. Our Occupational Safety and Health policy guide us in protecting the health and safety of our employees, customers and the surrounding communities where we operate.</p> <p>This policy and its corresponding activities and programs are also disclosed in our ASR and ACGR. All of which are in the company website. Our company website also dedicates a section for information and policies that cater to our identified stakeholders, which include customers:</p> <p><u>GLO Manual of Corporate Governance, pp. 2; 45-52 (Article I; Article VII, Section 14.1-14.3, 15.2-15.4 ,15.7)</u> <u>http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20MG_SECREceived30May2017.pdf</u></p> <p><u>GLO 2016 Annual and Sustainability Report, pp. 71, 80-81, 117, 119-120, 122</u></p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) will be used as reference.



			<p>http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p>GLO ACGR Y2016, p. 71 (Part H(1))</p> <p>http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>Company Policies (Company website)</p> <p>http://corporate-governance.globe.com.ph/company-policies.html</p>
C.1.2	Supplier/contractor selection procedures?		<p>YES</p> <p>The team maximizes value through commodity management, selection of best-in-class suppliers, and pursuit of process excellence in procurement and supply chain management. Vendors/suppliers undergo a comprehensive accreditation process which includes assessment of their technical and financial capability, business continuity, safety, health, and environmental policies. Grounded on the practice of fair, ethical, and governance policies, opportunity is equitably provided to the appropriate suppliers through competitive bidding and auctions. Proposals are evaluated on the basis of best-value including a consideration of environment-friendly policies and practices. Given equivalent proposals, preference for purchase award is given to local suppliers and proposals aligned with green practices.</p> <p>Relationships with suppliers are also highly valued, with each considered a business partner. Globe continues to</p>



			<p>recognize and foster strong business relations with its partners through its established programs like the Business Partner Awards. Vendors/suppliers also provide learning opportunity through plant visits and technology briefings. Conversely, Vendor Clinics are initiated for selected vendors/suppliers/contractors to help improve their performance and competitiveness.</p> <p>The Globe Telecom Supplier Code of Ethics establishes standards of quality and business integrity to ensure that working conditions are safe, workers are treated with respect and dignity and that business operations are environmentally responsible and conducted ethically. The Supplier Code of Ethics shall be applicable to all vendors/suppliers of the Globe Group of companies. Globe expects its vendors to acknowledge and actively support the Code and to continually seek to conform to the standards contained therein. Globe expects that the principles apply to vendors, their parent entities and subsidiaries or affiliate entities, and with other entities with whom they do business including employees, suppliers, subcontractors, and other parties.</p> <p>This policy and its corresponding activities and programs are also disclosed in our ASR and ACGR. All of which are in the company website. Globe’s company website also dedicates a section for information and policies that cater to the Company’s stakeholders:</p> <p>GLO 2016 Annual and Sustainability Report, pp. 117-118</p>
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			<p>http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p>GLO ACGR Y2016, pp. 71-72 (Part H(1)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>Stakeholders (Company website) http://www.globe.com.ph/corporate-governance/stakeholders</p>
C.1.3	The company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?		<p>YES</p> <p>Aligned with our MCG, we not only comply with existing regulations, but also voluntarily employ value chain processes that take into consideration economic, environmental, social and governance issues and concerns in accordance with our own sustainability framework and adopted global reporting standard.</p> <p>Globe recognizes that one of our immediate responsibilities, as part of business operations, is on environmental sustainability. Our Environmental and Sustainability policy outlines our commitment to managing our business in a sustainable manner. Our commitment is further strengthened by our appointment of Chief Sustainability Officer, Yolanda Crisanto.</p> <p>We also forge partnerships to continue to enrich the whole value chain for our customers. Other programs and</p>



			<p>activities to ensure our value chain is environment-friendly and is in promotion of sustainable development are discussed in our ASR and ACGR. Our policies on our value chain and sustainable development are also in our MCG and company website:</p> <p>GLO Manual of Corporate Governance, pp. 53-54 (Article VII, Section 16.1) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20MCG_SECReceived30May2017.pdf</p> <p>GLO 2016 Annual and Sustainability Report, pp. 68-73 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p>GLO ACGR Y2016, pp. 72-73 (Part H(1)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>Company Policies – Environmental Sustainability Policy (Company website) http://corporate-governance.globe.com.ph/company-policies.html</p> <p>Stakeholders (Company website)</p>
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				http://www.globe.com.ph/corporate-governance/stakeholders
C.1.4	The company's efforts to interact with the communities in which they operate?		YES	<p>Through <i>Globe Bridging Communities</i>, the Corporate Social Responsibility platform of Globe, and our subsidiaries, we aim to transform underserved communities nationwide through relevant and innovative solutions that harness the power of collaboration and inclusivity through information and communications technology. The objective is to ensure sustainability by creating shared value across our employees, customers, and our stakeholders in communities and areas where we operate. As our business continues to grow, we contribute to nation-building and shareholder value with an engaged and empowered work force committed to do a Globe of Good.</p> <p>We adopt best practices of ISO 26000 Social Responsibility enabling us to operate in a socially responsible way across the organization and seek continuous innovative solutions in creating a wonderful world. ISO 26000 helps businesses and organizations translate principles into effective actions and shares best practices relating to social responsibility, globally.</p> <p>Our community interaction policy is posted on our website and ACGR with our programs and projects discussed in our ASR, ACGR and company website:</p> <p><u>Company Policies – Policy and Data on Community Interaction (Company website)</u></p>



			<p>http://corporate-governance.globe.com.ph/company-policies.html</p> <p>Stakeholders (Company website) http://www.globe.com.ph/corporate-governance/stakeholders</p> <p>GLO 2016 Annual and Sustainability Report, pp. 68, 74, 82-88, 118 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p>GLO ACGR Y2016, p. 73 (Part H(1)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>Corporate Social Responsibility (Company website) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p>
C.1.5	The company's anti-corruption programmes and procedures?		<p>YES</p> <p>As stated in our Anti-Corruption Policy, Globe employees shall maintain the highest standards of honesty and professional conduct. Seeking undue financial and material advantage from transactions with Globe is a breach of trust between the employee and the Company. The employee, by virtue of his employment, is bound not to betray Globe's trust by seeking to gain any undue</p>



			<p>personal or pecuniary advantage (other than the rightful proceeds of employment) from his dealings with or for and in behalf of the Company.</p> <p>As part of Globe’s campaign for anti-corruption, employees are reminded through internal communications channels to fill out gift disclosures especially during national festivities. The form shall be submitted to employees’ respective group heads who will decide whether the gift shall be returned or kept by the employee or be surrendered to Human Resources Group for possible use during events of the Corporation.</p> <p>Our MCG and company website contains our anti-corruption policy. Our Code of Conduct promulgates, among others, policies concerning Unethical, Corrupt, and Other Prohibited Practices. These policies serve as guide to matters involving work performance, dealings with employees, customers and suppliers, handling of assets, records and information, avoidance of conflict of interest situations and corrupt practices, as well as the reporting and handling of complaints from whistleblowers. These policies and the Code of Conduct are also disclosed through our company website, ASR and ACGR:</p> <p><u>GLO 2016 Annual and Sustainability Report, p. 119 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</u></p>
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			<p>GLO ACGR Y2016, p. 73 (Part H(1)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>GLO Manual of Corporate Governance, p. 52 (Article VII, Section 15.6) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20MCG_SECReceived30May2017.pdf</p> <p>Company Policies – Anti-Corruption Policy (Company website) http://corporate-governance.globe.com.ph/company-policies.html</p> <p>GLO Code of Conduct, pp. 24-26, 57-59, 66-73 http://www.globe.com.ph/documents/7122541/94ded150-1606-4424-aef8-a6120d8867a8</p>
C.1.6	How creditors’ rights are safeguarded?		<p>YES</p> <p>It is the policy of Globe to protect the rights of its creditors by maintaining, at all times, the company’s good credit standing. In furtherance thereof, the Company strictly observes contractual obligations, and regard fair and truthful disclosure and transparency of financial records and dealings of utmost importance to assure creditors of the company’s continued credit worthiness. Globe’s periodic reports to its creditors such as the latest certified Financial Statements, Certificate of No Default, and CFO Certification on compliance with financial ratios</p>



			<p>ensure the Creditors of the company’s financial soundness. The Company also provides prompt and accurate reports of its financial standing to its creditors.</p> <p>We provide prompt and accurate reports of our financial standing to creditors by providing them our financial and operating results, Management and Discussion Analysis and Financial Statements on a periodic basis that allow the creditors to continuously evaluate and monitor our performance and credit standing.</p> <p>Moreover, we adopted an expanded CG approach in managing business risks. A Revised Enterprise Risk Management Policy was developed to provide a better understanding of the different risks that could threaten the achievement of our vision, mission, strategies, and goals. The policy also highlights the vital role that each individual plays in Globe from Management to staff in managing risks and in ensuring that the company’s business objectives are attained. With this, it assures the creditors that we are proactive in managing our risks and are committed to sustaining the growth of the company. As part of the implementation, we regularly submit our quarterly financial results to the PSE and SEC.</p> <p>This policy and its corresponding activities and programs are disclosed in our company website, ASR and ACGR. All of which are in the company website:</p>
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C.1.7	Does the company have a separate report/section that discusses its efforts on environment/economy and social issues?	<p>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</p>	YES	<p>Our Chief Sustainability Officer ensures that our annual reports are aligned with our environmental and sustainability policy and that our overall sustainability framework is observed and remains relevant. As such and in accordance with our MCG, Globe has adopted a global reporting standard that showcases full year with year-on-year comparisons, as applicable, of economic, environmental, social, governance and sustainability company information.</p> <p>We have aligned our sustainability reporting with the Global Reporting Initiative (GRI) Standard framework, hence our ASR. Under the GRI, we dedicate a section of our annual report to environmental, sustainability, governance and social issues and activities, other than the regular business, financial and economic discussions.</p>



		requires the recognition of broader interests.		<p>This report has been prepared in accordance with the GRI Standards: Core option and 23 Specific Disclosures. Our report has also undergone third party external assurance conducted by DNV-GL. Our ASR is also available on our company website as well as submitted to the SEC and PSE:</p> <p>GLO 2016 Annual and Sustainability Report, pp. 7, 124, 68-153 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p>
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Scorecard Item		Guiding Reference	Answer (Yes/No)	GLO Remarks
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): The legal framework and process should be transparent and not impede the ability of stakeholders to communicate and to obtain redress for the violation of rights.</p>	YES	Stakeholders, including but not limited to, customers, suppliers and the general public have a plethora of channels to contact Globe to express their concerns, issues or complaints. Traditional hotline numbers are still available via landline (+632 7301000) and mobile phone (211) with options to self-serve if transactions can be done via the interactive voice response (IVR) system. Otherwise, well-trained hotline agents will be available to take calls. On any mobile device, the USSD menu via *143# is readily available. It is a user-friendly service that allows customers to get information on promos and offers quickly and easily. It can also help with basic account management, promo



			<p>registrations, and other subscriber-friendly services without having to remember complex keywords or access numbers.</p> <p>Among other channels, reports or concerns may be sent via e-mail: gt_whistleblower@globe.com.ph or calls to the Hotline 09178189934. Globe will do its utmost to provide feedback within twenty-four (24) hours upon receipt of the e-mail. All reports, issues, concerns and/or grievances submitted to Globe will be treated with confidentiality to ensure the safety of the whistleblower and parties involved.</p> <p>The Help and Support page on our company website (www.globe.com.ph/help) is also available for quick and ready answers to problems related to offers, promos, and activities. Globe customers also have the capability to manage their Globe Postpaid, Prepaid, Tattoo Broadband, and GCash accounts conveniently and securely. The Globe MyAccount web service allows users to monitor their bills and pay for them online, check their mobile data usage, and even request for account modification. Stakeholders can also seek special 24/7 assistance through the official Twitter support channel (@talk2GLOBE), where 15 customer-oriented Globe Twitter specialists proactively and quickly find solutions to various concerns.</p> <p>Customers can likewise choose to interact and participate in community problem-solving through the forums, blogs, and various interest groups of the Globe Community. Globe Community is an online channel that has over 60,000 members, uniquely designed for both Globe and non-Globe customers to exchange questions, opinions, and suggestions about non-account specific Globe-related concerns, service-</p>
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			<p>usage tips, and other topics about products and services. Posts in the Community are user generated and pertain to tips and tricks, concerns that other customers can help resolve, tutorials, step-by-step guides, infographics, videos, as well as new ideas.</p> <p>GServices, on the other hand, is a mobile app that allows Globe users on-the-go to conveniently monitor their accounts and manage their plan, personal information, and latest promos from their mobile phones or tablets anytime, anywhere.</p> <p>For other concerns, the Investor Relations section of the company website contains sufficient information on the contact person available to all stakeholders. Mr. Jose Mari Fajardo is Globe’s Director of Investor Relations while Mr. Niño R. Guardino is our Labor Relations Manager.</p> <p>Globe ensures these channels are available to the public through the company website, ASR and the ACGR:</p> <p><u>Investor Relations Contacts (Company website)</u> http://www.globe.com.ph/investor-relations</p> <p><u>Contact Us (Company website)</u> http://www.globe.com.ph/contactus</p> <p><u>Company Policies – Whistle-Blowing Policy (Company website)</u> http://corporate-governance.globe.com.ph/company-policies.html</p>
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				<p>GLO ACGR Y2016, pp. 78-79, 100-101 (Part H(4), K(2)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>GLO 2016 Annual and Sustainability Report, pp. 119-120, 123-124 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p>
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Scorecard Item		Guiding Reference	Answer (Yes/No)	GLO Remarks
C.3	Mechanisms for employee participation should be permitted to develop.			
C.3.1	Does the company explicitly disclose the policies and practices on health, safety and welfare for its employees?	<p>OECD Principle IV (C): The degree to which employees participate in corporate governance depends on national laws and practices, and may vary from company to company as well. In the context of corporate governance, mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm</p>	YES	<p>Globe is committed to provide the best protection for the health and safety of its employees. We provide the same to the communities surrounding our operations. It is the Management’s primary objective and the employee’s individual and collective responsibility to meet this commitment. To this end, we continue to strongly adhere to our policy on health, safety and welfare for employees.</p> <p>Globe’s policy on health, safety and welfare of its employees as well as practices and actual programs thereof are disclosed in our ASR, ACGR and company website. Our MCG and Code of Conduct also include our policy on health, safety and welfare for employees:</p> <p>GLO ACGR Y2016, pp. 75-76 (Part H(3)(a))</p>



		<p>specific skills. Examples of mechanisms for employee participation include: employee representation on boards; and governance processes such as work councils that consider employee viewpoints in certain key decisions. International conventions and national norms also recognise the rights of employees to information, consultation and negotiation. With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries. Pension commitments are also often an element of the relationship between the company and its past and present employees. Where</p>	<p>http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>GLO 2016 Annual and Sustainability Report, pp. 68-81, 117 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p>GLO Manual of Corporate Governance, pp. 50-51 (Article VII, Section 15.4) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20MCG_SECReceived30May2017.pdf</p> <p>GLO Code of Conduct and Ethics http://www.globe.com.ph/documents/7122541/94ded150-1606-4424-aef8-a6120d8867a8</p> <p>Company Policies – Policy and Data Relating to Health, Safety and Welfare of Customers and Employees (Company website) http://corporate-governance.globe.com.ph/company-policies.html</p>
C.3.2	Does the company explicitly disclose the policies and practices on training and development programmes for its employees?	such commitments involve establishing an independent fund, its trustees should be independent of the	<p>YES</p> <p>One of our Board’s responsibilities for good CG is to create and sustain a corporate culture where employees are actively involved in the realization of Globe’s vision, mission, goals and corporate governance such that employees experience a sense of accountability and inspiration in the</p>



		<p>company's management and manage the fund for all beneficiaries.</p>	<p>workplace. This may translate to programs for employees' training and development and health, safety and welfare.</p> <p>Our MCG encourages employee engagement such that Globe must provide opportunities for training and development for employees and policies and activities relating to health, safety and welfare of all employees. This policy is also in our company website.</p> <p>Our ACGR and ASR showcase the activities and programs we have for training and development of our employees:</p> <p><u>GLO Manual of Corporate Governance, pp. 50-51 (Article VII, Section 15.1)</u> http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20MCG_SECReceived30May2017.pdf</p> <p><u>Company Policies – Policy and Data Relating to Health, Safety and Welfare of Customers and Employees including Company-Sponsored Trainings and Policy on Training and Development of Directors and Key Officers (Company website)</u> http://corporate-governance.globe.com.ph/company-policies.html</p> <p><u>GLO ACGR Y2016, pp. 76-77 (Part H(3)(b)&(c))</u> http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submissi on_SECReceived26May2017.pdf</p>
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			<p>GLO 2016 Annual and Sustainability Report, pp. 68, 78-80 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p>
<p>C.3.3</p>	<p>Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?</p>		<p>YES</p> <p>Globe’s long term incentive plan’s primary objective is to drive long term performance in a highly competitive market by aligning management interest with the shareholders’ interest. It also aims to motivate participants to sustain high levels of contribution. Furthermore, it is designed to attract and retain key employees whose contributions are essential to Globe’s growth and profitability through a rewards scheme that fosters a sense of genuine loyalty among employees and belongingness within the Globe community thereby retaining these talents even after payouts are given out. Lastly, the plan should propel shareholder value through superior business performance driven by happy and satisfied employees.</p> <p>Globe’s long term incentive plan and reward/compensation policy are discussed in our ACGR and ASR. Our ASR also discusses other long term benefits for our employees. The policy is also on our MCG and company website:</p> <p>GLO ACGR Y2016, pp. 77-78 (Part H(3)(d)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p>



				<p><u>GLO 2016 Annual and Sustainability Report, pp. 110-112; 220 (Remuneration Components; Note 3.2.9 Pension and Other Employee Benefits)</u> http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p><u>GLO Manual of Corporate Governance, pp. 51-52 (Article VII, Section 15.5)</u> http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20CG_SECReceived30May2017.pdf</p> <p><u>Company Policies – Rewards or Compensation Policy (Company website)</u> http://corporate-governance.globe.com.ph/company-policies.html</p>
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Scorecard Item		Guiding Reference	Answer (Yes/No)	GLO Remarks
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 a whistle blowing policy which includes procedures for complaints by employees and other stakeholders concerning alleged illegal and unethical behaviour and	OECD Principle IV (E): Unethical and illegal practices by corporate officers may not only violate	YES	Globe’s procedures for complaints by employees and other stakeholders concerning illegal (including corruption) and unethical behaviour are stated in our MCG, Code of Conduct and Ethics, particularly under the procedures and guidelines on whistleblowing that include procedures on the reportorial



	<p>provide contact details via the company’s website or annual report[?]</p>	<p>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>	<p>of such employee and other stakeholders’ complaints and the investigation process.</p> <p>Whistleblowing channels are made available for any person who has knowledge of suspected improper activity through our designated hotline (0917-8189934), internal portal, official email (gt_whistleblower@globe.com.ph) and by sending a letter to the designated personnel of the HR-LR, if applicable. The Human Resources-Labor Relations group (HR-LR) is assigned as the Complaint Administrator, responsible for administering the portal, receiving, collating and submitting all disclosures or reports to the Disclosure Committee. Such reports may also be addressed to Mr. Niño Guardino, our LR Manager. Persons or units within the organization who receive disclosures (in whatever form, including verbal) shall also, forward or relay the disclosures to the HR-LR for proper handling in accordance with the whistleblower policy.</p> <p>More details on our whistleblower policy are disclosed in our Code of Conduct, MCG, ACGR, and ASR, which are publicly-available through the company website:</p> <p><u>GLO Manual of Corporate Governance, pp. 46-47 (Article VII, Section 14.3)</u> <u>http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLOBE%20TELECOM,%20INC.%20CG_SECRReceived30May2017.pdf</u></p> <p><u>GLO Code of Conduct and Ethics pp. 85-93</u></p>
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			<p>http://www.globe.com.ph/documents/7122541/94ded150-1606-4424-aef8-a6120d8867a8</p> <p>GLO ACGR Y2016, pp. 78-79 (Part H(4)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>GLO 2016 Annual and Sustainability Report, pp. 119-120 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p> <p>Company Policies – Whistle-Blowing Policy (Company website) http://corporate-governance.globe.com.ph/company-policies.html</p>
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals alleged illegal/unethical behaviour from retaliation?		<p>YES</p> <p>Globe’s policy and procedures on the protection of an employee/person who reveals illegal/unethical behaviour are formal mechanisms for employees, suppliers and third parties to submit reports of improper activities perpetrated by the company’s employees, officers and directors, and suppliers and partners, that violate laws and regulations, company policies, the company’s Code of Conduct, or which violate the company’s ethical standards. Submitted reports will be investigated according to the protocols established in the policy, and the responsible submission of complaints in good faith shall be protected by Globe.</p>



			<p>Globe’s whistleblower protection policy is composed of eight parts that outline the process and criteria whereby the whistleblower is given protection for the disclosure made. The policy, among others, provides that:</p> <p>“x xxx</p> <p>3) A Whistleblower making a Protected Disclosure shall be entitled to the protection of this policy provided that he himself is not complicit to the improper activity reported. In particular, he shall not be subject to dismissal, demotion, any form of harassment or discrimination, or current or future bias in performance evaluation, by virtue of his having made a Protected Disclosure.</p> <p>4) If the Whistleblower is not an employee, but a vendor, supplier or business partner, the Whistleblower shall not be denied future business of the company solely on the basis of his having made a Protected Disclosure, unless it also appears from the facts of the case that the Whistleblower participated in the prohibited conduct with sufficient knowledge that the same was illegal, prohibited, unethical, or would be to the detriment and prejudice of Globe.</p> <p>5) The Disclosure Committee may...grant immunity to a Whistleblower who has participated in the improper activity reported...</p> <p>x xxx</p> <p>7) The Disclosure Committee shall designate a representative of HRG as a Whistleblower Protection</p>
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			<p>Officer to ensure that Whistleblowers are accorded the proper protection under this Policy.</p> <p>8) The members of the Disclosure Committee shall likewise be protected in the reasonable exercise of their functions under this Policy, and shall be indemnified by the company in the event of suit or claims for all actions taken by them in accordance with this policy.”</p> <p>The policy and procedures to protect an employee/person who reveals illegal/unethical behaviour from retaliation are disclosed in our ACGR, ASR, the Code of Conduct and Ethics, and our MCG, which are publicly-available through the company website:</p> <p>GLO Code of Conduct and Ethics pp. 35-39, 85-93 http://www.globe.com.ph/documents/7122541/94ded150-1606-4424-aef8-a6120d8867a8</p> <p>GLO ACGR Y2016, pp. 78-79 (Part H(4)) http://corporate-governance.globe.com.ph/content/dam/multi-microsites/docs/2017/GLO%20ACGR%202016%20Submission_SECReceived26May2017.pdf</p> <p>GLO 2016 Annual and Sustainability Report, p. 119-120 http://annual-report.globe.com.ph/content/dam/multi-microsites/docs/annual-report/2016/GLOBE-AR2016-APRIL17-MICROSITE-LOW-RES.pdf</p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) will be used as reference.



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