

**Company Name:** Charter Ping An Insurance Corporation  
**Financial Year End:** 2019  
**Sector:** Insurance  
**Class:** 1

		OECD Principle	Yes / No	Reference/Source Document	Links
C	Role of Stakeholders				
C.1	The rights of stakeholders that are established by law or through mutual agreements are to be respected.				
Does the company disclose a policy that :					
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' health and safety?	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	CPAIC Health and Safety Program	<a href="#">Health and Safety Program</a>
C.1.2	Explains supplier/contractor selection practice?		Y	CPAIC General Procurement Guidelines	<a href="#">General Procurement Guidelines</a>
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	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>
				AXA Group Compliance and and Ethics Guide: Item 4.1 (pages 15-16)	<a href="#">AXA Group Compliance and Ethics Guide</a>
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?		Y	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>
C.1.5	Directs the company's anti-corruption programmes and procedures?		Y	CPAIC Anti-Bribery Program	<a href="#">Anti-Bribery Program</a>
		AXA Group Compliance and Ethics Guide: Page 16; Item 9 and 10 (pages 7-8); Item 2.5 (page 12)		<a href="#">AXA Group Compliance and Ethics Guide</a>	
C.1.6	Describes how creditors' rights are safeguarded?	Y	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>	
Does the company disclose the activities that it has undertaken to implement the above mentioned policies?					
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	CPAIC Health and Safety Program	<a href="#">Health and Safety Program</a>
C.1.8	Supplier/Contractor selection and criteria		Y	CPAIC General Procurement Guidelines	<a href="#">General Procurement Guidelines</a>
C.1.9	Environmentally-friendly value chain		Y	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>
C.1.10	Interaction with the communities		Y	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>
C.1.11	Anti-corruption programmes and procedures		Y	CPAIC Anti-Bribery Program	<a href="#">Anti-Bribery Program</a>
				AXA Group Compliance and Ethics Guide: Page 16; Item 9 and 10 (pages 7-8); Item 2.5 (page 12)	<a href="#">AXA Group Compliance and Ethics Guide</a>
C.1.12	Creditors' rights	Y	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>	
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	OECD Principle V (A): Disclosure should include, but not be limited to, material information on: (7) Issues regarding employees and other stakeholders.  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	Y	CPAIC 2019 Corporate Governance Report	<a href="#">2019 Corporate Governance Report</a>

	OECD Principle	Yes / No	Reference/Source Document	Links
<b>C Role of Stakeholders</b>				
<b>C.2 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, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	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.  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.	Y  The Annual Report and company's website contain contact details which stakeholders can use.  2019 Annual Report  Recently, AXA and CPAIC received the approval of the Insurance Commission to use one (1) webpage for both companies.  The former website of CPAIC contained the contact details of the Company. CPAIC Website has been decommissioned in 2018.  CPAIC Website  Recently, AXA and CPAIC received the approval of the Insurance Commission to use one (1) webpage for both companies. Clients, suppliers, general public may use the different features of the webpage (customer service, consult an advisor, corporate governance page of CPAIC under About Us) to voice out their concerns and/or complaints.  AXA Website	<a href="#">2019 Annual Report</a>  <a href="#">AXA Website: CPAIC Contact Us Page</a>  <a href="#">AXA Website</a>
<b>C.3 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 policy for its employees?	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.	Y  CPAIC Health and Safety Program	<a href="#">Health and Safety Program</a>
C.3.2	Does the company publish data relating to health, safety and welfare of 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  CPAIC Health and Safety Program	<a href="#">Health and Safety Program</a>
C.3.3	Does the company have 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  2019 Corporate Governance Report: 2019 Training Report	<a href="#">2019 Corporate Governance Report</a>
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		Y  2019 Corporate Governance Report: 2019 Training Report	<a href="#">2019 Corporate Governance Report</a>
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?		Y  Performance Management	<a href="#">Performance Management</a>
<b>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.</b>				
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  Anti-Bribery Program Whistleblower Policy AXA Group Compliance and Ethics Guide: Item 6 Reporting Misconduct (page 19-20)	<a href="#">Anti-Bribery Program</a> <a href="#">Whistleblower Policy</a> <a href="#">AXA Group Compliance and Ethics Guide</a>

		OECD Principle	Yes / No	Reference/Source Document	Links
<b>C Role of Stakeholders</b>					
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Should not be compromised for doing what is right	Y	Whistleblower Policy	<a href="#">Whistleblower Policy</a>
				AXA Group Compliance and Ethics Guide: Item 6 Reporting Misconduct (page 19-20)	<a href="#">AXA Group Compliance and Ethics Guide</a>