



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.			
	<i>Does the company disclose a policy that:</i>			
C.1.1	Stipulates 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> <p>Global Reporting Initiative: Sustainability Report (C1.1-C.15) International Accounting Standards 1:</p>	YES	<p>As a policy linked with its business, Globe puts its customers first. The company makes a difference through superior, end-to-end customer experience brought to life by a genuine culture of service and caring. Globe embeds service into the DNA of the Globe culture, sustaining the momentum of the company's <i>Circle of Happiness</i>, which translates its policy of 'happy employees create happy customers' into reality.</p> <p>As Globe's services continue to grow, the Company recognizes that its services has expanded from telecommunications to an amazing world of digital lifestyle. For this, a Privacy Policy that outlines the Company's policy in relation to the collection, use, and protection of Customer Data to provide customers with a wonderful customer experience. As such, this policy caters to the welfare and safety of its stakeholders, especially for the data and information coming from the Company's customers and subscribers. The policy outlines the limits of use of customer information and means of acquiring customer information from Globe subscribers. Under the policy, customer data is also protected with proper safeguards to ensure confidentiality and privacy; prevent loss, theft, or use of</p>

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		<p>Presentation of Financial Statements</p>	<p>unauthorized purposes; and to comply with the requirements of the law.</p> <p>This policy and its corresponding activities and programs are also disclosed in the Company’s Annual and Sustainability Report 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>Stakeholders (Company website) http://www.globe.com.ph/corporate-governance/stakeholders</p> <p>GLO 2014 Annual & Sustainability Report, p. 63 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p>
C.1.2	Explains supplier/contractor selection practice?		<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</p>

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			<p>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 recognize and foster strong business relations with its partners through its established programs like the Business Partner Awards and Globe Vendor Council. 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>This policy and its corresponding activities and programs are also disclosed in the Company’s Annual and Sustainability Report 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><u>Stakeholders (Company website)</u> http://www.globe.com.ph/corporate-governance/stakeholders</p> <p><u>GLO 2014 Annual & Sustainability Report, p. 64</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p>
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				<p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p>
C.1.3	<p>Describes the company’s efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?</p>		<p>YES</p>	<p>Globe is committed to promote environmental sustainability by reducing the impact of its business operations to the environment. Globe achieves this together with the help of its employees, business partners, and clients. The Company has robust systems in place to manage environment impact and integrate them into its corporate social responsibility management.</p> <p>As part of its Company policies, Globe commits to:</p> <ul style="list-style-type: none"> • Consciously move toward the continuous reduction of ecological footprints from its operations. Where possible, Globe will move beyond regular compliance and apply best practices and global voluntary standards on environmental and social responsibility. • Manage emissions from its energy use, particularly to its networks and ensure that the Company carries out regular assessments on how energy is consumed within its network to monitor the climate impact and identify opportunities to reduce it. • Comply with all environmental laws and other laws relevant to Globe business. • Encourage and train Globe employees and business partners to help reduce environmental impact by communicating Globe policies and programs. • Partner with organizations that share the same environmental values and find ways of cooperation to protect the environment.

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			<ul style="list-style-type: none"> • Conduct a review of the Company’s environmental management system to ensure that the commitment of this policy is delivered and that Globe strives for continuous improvement. • Report the Company’s environmental performance to all stakeholders. <p>This policy and its corresponding activities and programs are also disclosed in the Company’s Annual and Sustainability Report 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><u>GLO 2014 Annual & Sustainability Report, pp. 64-65</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p><u>GLO ACGR Y2014-07April2015, p. 59 (Part H(1))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>Stakeholders (Company website)</u> http://www.globe.com.ph/corporate-governance/stakeholders</p>
C.1.4	Elaborates the company’s efforts to interact with the communities in which they operate?		<p>YES</p> <p>Globe adopts the best practices of ISO 26000 Social Responsibility, enabling the Company 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</p>

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			<p>translate principles into effective actions and shares best practices relating to social responsibility, globally.</p> <p><i>Globe Bridging Communities</i> is the corporate social responsibility platform of Globe, which aims 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 Globe employees, customers, and all stakeholders in areas where the Company operates. As business continues to grow, Globe also continues to contribute efforts for nation-building and shareholder value with engaged and empowered workforce committed to do a <i>Globe of good</i>.</p> <p>This policy and its corresponding activities and programs are also disclosed in the Company’s Annual and Sustainability Report 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><u>Stakeholders (Company website)</u> http://www.globe.com.ph/corporate-governance/stakeholders</p> <p>GLO 2014 Annual & Sustainability Report, p. 65 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p>
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			<p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p>
C.1.5	Describe the company's anti-corruption programmes and procedures?		<p>YES</p> <p>The employee, by virtue of his employment, is bound not to betray that trust by seeking to gain any undue 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>Globe employees 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.</p> <p>Employees are reminded through internal communications channel to fill out gift disclosures especially during national festivities. The form is then 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 company events.</p> <p>The Company's adopted Code of Conduct promulgates policies governing the following matters: (i) Conflict of Interest, (ii) Whistleblowers, (iii) Insider Trading, (iv) Related Party Transactions, and (v) Health, Safety and Welfare of Employees. It also has existing formal policies concerning Unethical, Corrupt, and Other Prohibited Practices covering both its employees and the members of the Board. These policies serve as guide to matters</p>



			<p>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 disclosed through the Annual and Sustainability Report, ACGR and the company website:</p> <p>GLO 2014 Annual & Sustainability Report, p. 66 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p>Company Policies (Company website) http://www.globe.com.ph/corporate-governance/company-policies</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	Describes 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</p>

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			<p>certified Financial Statements, Certificate of No Default, and CFO Certification on compliance with financial ratios 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>Moreover, Globe’s adoption of an expanded corporate governance approach in managing business risks, which included a Revised Enterprise Risk Management Policy, further assures the creditors that the company is proactive in managing its risks and is committed to sustaining the growth of the company. As part of the implementation, Globe regularly submits its quarterly financial results to the PSE and SEC.</p> <p>This policy and its corresponding activities and programs are disclosed in the Company’s Annual and Sustainability Report 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, which include creditors:</p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 67-68</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p><u>GLO ACGR Y2014-07April2015, p. 59 (Part H(1))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>Stakeholders (Company website)</u></p>
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<http://www.globe.com.ph/corporate-governance/stakeholders>

				http://www.globe.com.ph/corporate-governance/stakeholders
	<i>Does the company disclose the activities that it has undertaken to implement the abovementioned policies?</i>			
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	YES	<p>Globe’s Privacy Policy caters to the safety of its stakeholders, especially for the data and information coming from the Company’s customers and subscribers. The policy outlines the limits of use of customer information and means of acquiring customer information from Globe subscribers. Under the policy, customer data is also protected with proper safeguards to ensure confidentiality and privacy; prevent loss, theft, or use of unauthorized purposes; and to comply with the requirements of the law. As such, Globe has various security control mechanisms such as the Secure Sockets Layer (SSL), which encrypts the information provided by Globe customers/subscribers as it travels through the internet to secure its confidentiality. Further, Globe abides by a GSMA’s (Groupe Speciale Mobile Association) high-level privacy principles based on internationally-recognized and accepted principles on privacy and data protection, which include: openness, transparency, and notice; purpose and use; user choice and control; data minimization and retention; respect user rights; security; education; children; and, accountability and enforcement.</p> <p>To further ensure customer health and safety, Globe received a radiation-safety certification from the Department of Health (DOH) in August 2013 that identifies Globe Telecom cell sites as safe and do not pose any adverse health impact. The radiation-safety certificates issued by the health department are based on guidelines issued by the</p>

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			<p>International Commission on Non-Ionizing Radiation Protection (ICNIRP) and the Institute of Electrical and Electronics Engineers (IEEE) on maximum human exposures to radio frequency fields.</p> <p>Spearheaded in 2009, the Globe Customer First Circle (CFC) program has seen the conception and birth of hundreds of customer-centric ideas and solutions. Inspired by the culture of service, the CFC program structure, processes, and incentives motivate Globe employees to take accountability and ownership over their transformative efforts in their respective functional spheres. With a stake in the business, employees feel a greater sense of fulfillment when they contribute their time and talent to the creation and delivery of value to Globe customers. In 2014, the CFC Project of the Year was awarded to Project Hot Fudge, a cross-functional Enterprise and Network team. The group cleverly designed a device that reduces data network equipment-related outages by 50 percent, in order to promote greater network reliability for customers. Project Hot Fudge went on to bag the international Singtel Group CREST Eagle Awards Project of the Year 2014, among its other notable recognitions. The team behind Project Hot Fudge demonstrated how living the culture of service translates to scalable solutions for customers.</p> <p>The culture of service flourishes when there are various means for individuals to easily communicate and connect. In the past, customers only had contact with Globe through traditional channels (i.e. telephone hotline, snail mail, or brick-and-mortar stores). In the true spirit of caring, Globe opened more communication channels for consumers, empowering them to choose how to interact with the</p>
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			<p>Company, and providing them real-time information and more relevant responses to concerns from different devices. 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 as well as help with basic account management, promo registrations, and other subscriber-friendly services.</p> <p>Customers can visit the Help and Support page on the Globe website (www.globe.com.ph/help) for quick and ready answers to problems they might encounter about any offer, promo, and activity. 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. Customers 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. 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-usage</p>
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			<p>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. 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>All services and activities that cater to customer care, health and safety are disclosed through the Globe Annual and Sustainability Report, ACGR and company website:</p> <p>Privacy Policy (Company website) http://www.globe.com.ph/privacy-policy</p> <p>DOH certification on radiation-safety (Company website) http://www.globe.com.ph/press-room/radiation-safety-certified-by-doh</p> <p>GLO 2014 Annual & Sustainability Report, pp. 25-36 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p>
C.1.8	Supplier/Contractor selection and criteria		<p>YES</p> <p>Globe follows green procurement practices for vendors in compliance with environmental requirements. The team maximizes value through commodity management, selection of best-in-class suppliers, and pursuit of process excellence in procurement and supply chain</p>

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			<p>management. Vendors 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 recognize and foster strong business relations with its partners through its established programs like the Business Partner Awards and Globe Vendor Council. Vendors also provide learning opportunity through plant visits and technology briefings. Conversely, Vendor Clinics are initiated for selected vendors to help improve their performance and competitiveness:</p> <p><u>GLO 2014 Annual & Sustainability Report, p. 64 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</u></p> <p><u>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</u></p>
C.1.9	Environmentally-friendly value chain		<p>YES As a commitment to environmental preservation, Globe continues to operate with certifications on ISO 14001</p>

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			<p>(Environmental Management System) and OHSAS 18001:2007 (Occupational Health and Safety Management Systems) granted by AJA Registrars on April 2014 for its Valero Telepark facility. Makati 2 Data Center (MK2) also passed its ISO14001 certification surveillance audit in 2014.</p> <p>Among notable activities undertaken to implement its policy on an environmentally-friendly value chain, Globe continues to reduce electricity consumption despite expansion. The Valero Telepark saves P1.84 million monthly or P22.13 million annually, while MK2 cut down its costs by P849,000 per month or P10.07 million at yearend. Meanwhile, Globe enrolled 11 of its core sites to Meralco's Peak/Off-Peak program wherein the cost of electricity varies depending on the time of day. This resulted in an average savings of three percent in electricity cost, translating to savings of P500,000 per month or P6 million in 2014.</p> <p>Power Usage Effectiveness (PUE) is a measure that Globe adapted from data centers that determines how efficiently an equipment uses energy, where the lowest number is considered the most efficient. This initiative was done as a pilot in 2014, where three sites were surveyed and were able to reduce their respective PUE ratings to an acceptable rating. Continuous monitoring for this program will be done to ensure that an ideal PUE is achieved and maintained to move forward with a full roll-out of the program in the near future.</p>
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			<p>Globe also uses Direct Current Hybrid Power Unit (DC HPU) in 16 sites located in areas without electricity. Unlike traditional set ups where two gensets are used alternately to power the site, the DCHPU employs a combination of a genset and deep cycle batteries. The use of DCHPUs helped us save 18 hours worth of fuel daily and 68 percent overall savings on fuel consumption and maintenance costs.</p> <p>More details on Globe’s environmentally-friendly value chain activities are disclosed through the Company’s Annual and Sustainability Report, ACGR and the company website:</p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 108-119, 136-143</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p><u>GLO ACGR Y2014-07April2015, p. 59 (Part H(1))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>“Care for the Environment” and “We provide meaningful products and services” under Sustainability section (Company website)</u> http://www.globe.com.ph/annual-report/2014/sustainability</p>
C.1.10	Interaction with the communities		<p>YES</p> <p><i>Project Wonderful</i> is Globe’s holistic response to nation-building that aims to provide long-term impact to typhoon-devastated areas through three pillars: shelter for the homeless, education for school children, and livelihood</p>

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			<p>opportunities. Globe has done this in collaboration with various humanitarian organizations using funds from individual and corporate donors both local and international.</p> <p>Education also plays an integral role in Project Wonderful. Globe helped foster this by taking an active role in rebuilding school buildings, and encouraging children to stay in school through sports and education programs. Globe created wonderful experiences for children in typhoon-stricken provinces on mobile vans called <i>Classroom on the Go</i>, which are Globe Store caravans that were turned into mobile learning centers for students while their schools were being rebuilt; these were equipped with educational materials that would help students get back on track with their studies and encourage them to stay in school. To augment the severe classroom shortage, Globe deployed 70 tent classrooms in these areas.</p> <p>Globe employee volunteers, meanwhile, shared their time with the students in the schools they visited: Cabilao Elementary School in Carles, Iloilo; Camburanan Elementary school in Tapaz, Capiz; and Hacienda Conchita Elementary School in San Dionisio, Iloilo. These schools were chosen through the recommendation of the Department of Education (DepEd).</p> <p>Sports and education go hand in hand in Globe as both can equip the youth with tools they need to succeed in life. Thus, the Philippine Azkals team captain and our sports ambassador Chieffy Caligdong joined the Classroom On The Go initiative by spending time with students in San Dionisio and conducting football clinics to inspire them to continue</p>
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			<p>their education. Over 1,000 learning kits were also distributed during his visit.</p> <p>Caligdong led the kickoff of Football Para Sa Bayan 2014, a grassroots program for youth in underprivileged communities all over the country. The program aims to encourage students to stay in school and achieve better scores to be in a position to earn academic and athletic scholarships. Three tournaments were held in Manila and Iloilo, which involved 35 community football teams supported by Globe.</p> <p>For its livelihood assistance efforts, Globe distributed AMAX retailer kits to 100 beneficiaries of DSWD's Pantawid Pampamilyang Pilipino Program in Malay, Aklan. This complemented the town's other livelihood projects provided through the Non-Timber Forest Products Exchange Program and the non-government organization Custom Made Crafts Center, a social enterprise also supported by Globe.</p> <p>To further ensure safety for its communities, Globe received a radiation-safety certification from the Department of Health (DOH) in August 2013 that identifies Globe Telecom cell sites as safe and do not pose any adverse health impact. The radiation-safety certificates issued by the health department are based on guidelines issued by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and the Institute of Electrical and Electronics Engineers (IEEE) on maximum human exposures to radio frequency fields.</p> <p>More details on Globe's activities related to interaction with the communities are disclosed through the Company's</p>
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			<p>Annual and Sustainability Report, ACGR and the company website:</p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 93-101, 105-107, 130-135</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p><u>GLO ACGR Y2014-07April2015, p. 59 (Part H(1))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>Nation (Company website)</u> http://www.globe.com.ph/annual-report/2014/nation</p> <p><u>“Create a Sustainable World” and “We have positive societal impact” under Sustainability section (Company website)</u> http://www.globe.com.ph/annual-report/2014/sustainability</p> <p><u>DOH certification on radiation-safety (Company website)</u> http://www.globe.com.ph/press-room/radiation-safety-certified-by-doh</p>
C.1.11	Anti-corruption programmes and procedures		<p>YES</p> <p>Activities, guidelines and procedures for anti-corruption are included in Globe’s Code of Conduct. Throughout the year, Globe employees receive reminders to be kept abreast of company policies and ethical practices expected of a Globe citizen under the Company program, <i>Integrity@Work</i>. Employees are reminded through internal communications channels to fill out gift disclosures especially during national festivities. The form is then 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 company</p>

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			<p>events. Employees are also required to submit related party and gift giving disclosures to Human Resources, annually. Globe also continues to conduct trainings and provide online courses on whistle blowing, corrupt and unethical practices, honesty and integrity practices, and information security protocols to all its employees, which are led by the Human Resources Group. Such programmes and topics are also discussed in corporate governance training sessions conducted for board of directors and senior management throughout the year.</p> <p>More details on Globe’s employee activities on anti-corruption are disclosed through the Company’s Annual and Sustainability Report, ACGR and the company website:</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> <p>GLO 2014 Annual & Sustainability Report, p. 66 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p>“We care for our people” under Sustainability section (Company website) http://www.globe.com.ph/annual-report/2014/sustainability</p>
C.1.12	Creditors’ rights		<p>YES</p> <p>The company strictly observes contractual obligations, and regard fair and truthful disclosure and transparency of financial records and dealings of utmost importance to</p>

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			<p>assure creditors of the company’s continued credit worthiness. Globe issues periodic reports to its creditors, including latest certified Financial Statements, Certificate of No Default, and CFO Certification on compliance with financial ratios, to ensure them of the company’s financial soundness.</p> <p>The Company also provides prompt and accurate reports of its financial standing to creditors by providing them the financial and operating results, Management and Discussion Analysis, and Financial Statements on a periodic basis that allow the creditors to continuously evaluate and monitor the company’s performance and credit standing. Globe likewise continues to monitor all transactions to ensure that the same are within prescribed limits.</p> <p>Moreover, the Company adopted an expanded corporate governance 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 the company's vision, mission, strategies, and goals. The policy also highlights the vital role that each individual plays in the organization from the Senior Leadership Team (SLT) to the staff—in managing risks and in ensuring that the Company's business objectives are attained. With this, it assures the creditors that Globe is proactive in managing its risks and is committed to sustaining the growth of the company. As part of the implementation, Globe regularly submits its quarterly financial results to the PSE and SEC.</p> <p>Activities and programs implementing protection of creditor’s rights are disclosed in the Company’s Annual</p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



				<p>and Sustainability Report and ACGR, which are publicly-available through the company website:</p> <p>GLO 2014 Annual & Sustainability Report, pp. 67-68 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p>GLO ACGR Y2014-07April2015, p. 59 (Part H(1)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p>
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>	YES	<p>The sustainability journey of Globe is narrated under “Creating a Sustainable World” of the 2014 Annual and Sustainability Report (ASR). The sustainability practices of the company are annually disclosed through the ASR, which is made available to all stockholders during the Company’s Annual Stockholders’ Meeting. Furthermore, Globe’s SEC Form 17-A contains a separate section for Sustainability (Part V – Sustainability) under which, is a Corporate Social Responsibility section (Item 15. Societal Impact, pp. 183-185). The same ASR is also attached to Globe’s SEC Form 17-A, which is submitted to the SEC and PSE.</p> <p>Globe’s ASR also contains an Independent Assurance Statement from the ECC International (ECCI), which provides for the quality assurance of Globe’s sustainability performance based on ECCI’s independent evaluation of the Company’s processes, policies and procedures:</p> <p>GLO 2014 Annual & Sustainability Report http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p>

Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



				<p>ECCI Independent Assurance Statement (2014 ASR, pp. 166-167) http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p>GLO ACGR Y2014-07April2015, p. 60 (Part H(2)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</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): 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>	YES	<p>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 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</p>

Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<p>feedback within twenty-four (24) hours upon receipt of the e-mail. All reports, issues, concerns and/or grievances submitted to the Company will be treated with confidentiality to ensure the safety of the whistleblower and parties involved.</p> <p>The Help and Support page on the 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-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>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<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</p> <p>Globe ensures these channels are available to the public through the company website, Annual and Sustainability Report 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>Whistle Blowing Policy (Company website)</u> http://www.globe.com.ph/corporate-governance/company-policies</p> <p><u>GLO ACGR Y2014-07April2015, pp. 63-64, 82 (Part H(4), K(2))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 29-30, 297-298</u></p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d
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Scorecard Item		Guiding Reference	Answer (Yes/No)	GLO Remarks
C.3	Performance-enhancing mechanisms for employee participation should be permitted to develop.			
C.3.1	Does the company explicitly disclose the health, safety, and welfare policy for its employees?	<p>OECD Principle IV (C): Performance-enhancing mechanisms for employee participation should be permitted to develop. In the context of corporate governance, performance Does enhancing mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm specific skills.</p> <p>Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.</p> <p>Examples of mechanisms for employee participation include: employee representation on boards; and governance</p>	YES	<p>Globe is committed to provide the best protection for the health and safety of its employees. The Company provides the same to the communities surrounding its operations. It is the management’s primary objective and the employee’s individual and collective responsibility to meet this commitment. To this end, part of the Company’s policy on health, safety and welfare for its employees include the commitment to:</p> <ul style="list-style-type: none"> • Continuously assess all health and safety hazards in the workplace and provide programs toward its eliminations; • Comply with all occupational safety and health news applicable to the telecommunication business; • Train and motivate employees to work in a safe manner and encourage the business partners to adopt these principles; • Report the occupational safety and health performance to all stakeholders; • Conduct a regular review of the Company’s management system to ensure that the commitments of this policy are being delivered, and that Globe strives for continual improvement.

Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



		<p>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.</p>	<p>Globe likewise follows the standards on Occupational Health & Safety Management System (OHSAS) 18001. Launched in 2010, the Company’s comprehensive Occupational Safety and Health Policy is committed in providing the best protection for the health and safety of its employees and the communities surrounding its operations. This includes requiring all employees to undergo annual physical examination to gauge current health and physical condition. The result will be used by Globe’s in-house health adviser located at the The Globe Tower (TGT) Clinic to create a personalized wellness program to improve the Company’s overall health with quarterly consultations to check if the program is on-track and set the baseline for next year’s wellness program.</p> <p>As part of Company policies, Globe does not condone the violation of the rights of indigenous people nor does the company promote any operational activity that would pose hazardous risks or damages to children or young employees. For this reason, Globe complies with RA 7160 or the Special Protection of Children Against Child Abuse, Exploitation, and Discrimination Act and observes the principles of the Human Rights Act and Child Labor Law. Benchmarking such regulations generate a happy workplace without presenting any fear of discrimination or violation towards any employee.</p> <p>The Board of Directors and Globe employees, including subsidiaries and affiliates, are subject to the Globe Code of Conduct, which is to protect the company’s interests in consistently creating a wonderful world for everyone. The sanctions apply especially to major offenses related to corruption, extortion, bribery, or any action that disrespects</p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<p>the corporate values and damages the reputation of the company.</p> <p>Globe’s policy on health, safety and welfare of its employees are disclosed in the ACGR and Annual and Sustainability Report. 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, which include the employees:</p> <p><u>GLO ACGR Y2014-07April2015, pp. 60 (Part H(3)(a))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 64, 122, 124</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p> <p><u>GLO Code of Conduct and Ethics</u> http://www.globe.com.ph/documents/7122541/94ded150-1606-4424-aef8-a6120d8867a8</p> <p><u>Stakeholders (Company website)</u> http://www.globe.com.ph/corporate-governance/stakeholders</p>
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?		<p>YES</p> <p>For the year 2014, 0.11% employee accident rate was recorded over all 224 incidents. No fatalities causing death or permanent disability were recorded. In order to minimize these incidents, the company conducts several trainings and awareness programs for the relevant employees, on safe driving and fuel economy.</p>

Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<p>Globe partnered with St. Luke’s Medical Center-Bonifacio Global City (BGC) in order to bring various health lectures and seminars on relevant health topics like heart disease prevention, anti-obesity, diabetes, family planning, hepatitis, drug abuse, and more. Routine flu and Human Papillomavirus (HPV) shots were also made accessible to all employees, who also receive timely information on the prevention of such diseases.</p> <p>Further, in conformance with the Department of Labor and Employment’s (DOLE) Collective Bargaining Agreement (CBA), the Globe Telecom Employees Union-Federation of Free Workers (GTEUFFW) remains active to pledge the right of every Ka-Globe to form a collective bargaining unit. All employees are allowed to participate in CBA through GTEUFFW, everyone is informed and made aware of the mandate. Labor Management Council is likewise present to provide assistance with regard to enhancing cooperation, productivity, customer service, and other policy and procedural issues affecting employees.</p> <p>More relevant information published relating to health, safety and welfare of Globe’s employees are in the ACGR and Annual and Sustainability Report:</p> <p>GLO ACGR Y2014-07April2015, pp. 60-63 (Part H(3)(b)&(c)) http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p>GLO 2014 Annual & Sustainability Report, pp. 29-30, 297-298 http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



<p>C.3.3</p>	<p>Does the company have training and development programmes for its employees?</p>		<p>YES</p>	<p>Every employee has an Individual Development Plan (IDP) to know their career path based on current functional competency, strengths, opportunity areas, and future career aspirations within Globe and our affiliates and subsidiaries. Consequently, talent development program is anchored on The Globe Way, which espouses the company culture, values, and ideals based on the premise that “people make the difference”. Careers@Globe is a way to align company and individual goals by providing a systematic and clear career path with training and development support. In Globe, regular career conversations between employees and their Immediate Superior (IS) are encouraged.</p> <p>Anchored in Globe’s seven leadership competencies, iLead integrates three targeted development tracks: Executive Development Program, Emerging Executives Program, and Young Leaders Program that feed to the next generation of leaders, ensuring that the culture we want is continually enabled at every level. Executive Development Program targets seasoned talents who have the potential to be senior leaders and business leaders.</p> <p>Emerging Executives Program, formerly known as Fast Tracker Program, focuses on mid-career talents who demonstrate the potential to become senior executives. Finally, the Young Leaders Program looks at emerging talents who can assume larger leadership roles.</p> <p>Furthermore, Globe University enrolls employees in partner schools, like the Asian Institute of Management and the Ateneo de Manila Center for Continuing Education in order to take up programs that will hone their leadership and managerial skills.</p>
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			<p>Globe continues to invest in its people through various professional training and development activities. Globe follows a 70/20/10 Development Plan – 70% of the learning occurs on-the-job, 20% from others and 10% from formal training.</p> <p>More information on Globe’s employee training and development programmes are disclosed in the ACGR and Annual and Sustainability Report:</p> <p><u>GLO ACGR Y2014-07April2015, pp. 62-63 (Part H(3)(c))</u> <u>http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</u></p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 121-122</u> <u>http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</u></p>
C.3.4	Does the company publish relevant information on training and development programmes for its employees?		<p>YES</p> <p>Globe’s Emerging Executives Program, formerly known as Fast Tracker Program, focuses on mid-career talents who demonstrate the potential to become senior executives. Finally, the Young Leaders Program looks at emerging talents who can assume larger leadership roles. To date (as of 31 December 2014), the program has identified 68 individuals as pipeline successors.</p> <p>Furthermore, Globe University enrolls employees in partner schools, like the Asian Institute of Management and the Ateneo de Manila Center for Continuing Education in order to take up programs that will hone their leadership and managerial skills. We give our employees a competitive advantage by sharpening their business acumen, technical</p>

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			<p>expertise, communication skills, and other areas of development based on their job description.</p> <p>The 70% on-the-job experience includes the regular employee tasks based on their office function. Others are their committee participation, customer immersion and job rotation. Meanwhile for the 20% learning from others, the development comes through the coaching or mentoring of the immediate superiors and other colleagues. Job shadowing and observation also help as well as knowledge transfer from other professionals and consultants. Last but not least, the 10% formal training and learning is expanded through the offered training programs and courses offered by Globe, i.e. Integrated Leadership Development Programs, Junior Mobile Wizard, Graduate 2 Globe, and Customer First Circle (CFC) Program.</p> <p>More relevant information, statistics and tables on Globe’s implementation of its employee training and development programmes are disclosed in the ACGR and Annual and Sustainability Report:</p> <p><u>GLO ACGR Y2014-07April2015, pp. 62-63 (Part H(3)(c))</u> <u>http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</u></p> <p><u>GLO 2014 Annual & Sustainability Report, pp. 121-122</u> <u>http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</u></p>
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?		<p>YES</p> <p>Globe’s Long Term Incentive Plan was created to replace the Employee Stock Option which was last awarded in 2009. The new plan’s primary objective is to drive long term performance in a highly competitive market by aligning</p>

Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<p>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 executives whose contributions are essential to Globe’s growth and profitability through a rewards scheme that is “long-tailed” with sufficient “hold-back” power. Lastly, the plan should drive shareholder value through superior business performance.</p> <p>The incentive is delivered through a performance share based plan where it awards executives with company shares contingent upon the achievement of specified long-term goals over a specified performance period.</p> <p>The Company’s Plan allows for overlapping performance periods to support rolling multi-year business plans and employee retention. It has a 3-year performance period to support business planning cycle covering January 1, 2014 to January 1, 2016.</p> <p>To ensure alignment of Senior Management’s interest to that of the company, the plan includes a stock ownership requirement where the Senior Management are required to maintain shares equivalent to 75% to 100% of their annual base salary.</p> <p>Globe’s reward/compensation policy is disclosed in its ACGR and Annual and Sustainability Report:</p> <p><u>GLO ACGR Y2014-07April2015, pp. 63 (Part H(3)(d))</u> <u>http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</u></p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



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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 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.	YES	Globe’s procedures for complaints by employees concerning illegal (including corruption) and unethical behaviour are stated in the Company’s Code of Conduct and Ethics, particularly under the procedures and guidelines on whistleblowing that include procedures on the reportorial of such employee complaints and the investigation process. Whistleblowing channels are made available for any person who has knowledge of suspected improper activity through hotline (0917-8189934), internal portal and official email (gt_whistleblower@globe.com.ph). Persons or units within the organization who receive disclosures (in whatever form, including verbal) shall also, forward or relay the disclosures to Security and Enterprise Risk Management (ERM) for activities involving 3rd party contractor and Employee Relations (ER) for activities involving an employee. ERM designates a complaint administrator who is in charge of administering the portal, and receiving, collating and submitting all disclosures to the Disclosure Committee (DC), who is composed of the company’s Corporate Secretary, HR, Internal Audit, ERM and Legal Services. If and when

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			<p>disclosure involves a member of the Board or ERM or the complaint administrator, the disclosure shall be transmitted directly to the Corporate Secretary for handling. Meanwhile, if disclosure involves the Disclosure Committee, the disclosure will then be endorsed to the Board. Investigation processes take place thereafter.</p> <p>More details on these procedures are disclosed in the ACGR, Annual and Sustainability Report and the Code of Conduct and Ethics, which are publicly-available through the company website:</p> <p><u>GLO Code of Conduct and Ethics pp. 85-93</u> http://www.globe.com.ph/documents/7122541/94ded150-1606-4424-aef8-a6120d8867a8</p> <p><u>GLO ACGR Y2014-07April2015, pp. 63-64 (Part H(4))</u> http://www.globe.com.ph/documents/50301/ced87085-6f7e-4102-b455-187372903256</p> <p><u>GLO 2014 Annual & Sustainability Report, p. 66</u> http://www.globe.com.ph/documents/50301/d1455b6d-7aef-41f5-a3a5-3436f1aa230d</p>
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals 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 regulation, 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 this policy, and</p>

Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<p>the responsible submission of complaints in good faith shall be protected by the Company.</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>
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			<p>7) The Disclosure Committee shall designate a representative of HRG as a Whistleblower Protection 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>Whistleblowing channels are made available for any person who has knowledge of suspected improper activity. Available channels include hotline (0917-8189934), internal portal and official email (gt_whistleblower@globe.com.ph). These are by no means the only channels by which disclosures may be received. Persons or units within the organization who receive disclosures (in whatever form, including verbal) shall, however, forward or relay the disclosures to Security and Enterprise Risk Management (ERM) for activities involving 3rd party contractor and Employee Relations (ER) for activities involving an employee. ERM designates a complaint administrator who is in charge of administering the portal, and receiving, collating and submitting all disclosures to the Disclosure Committee (DC), who is composed of the company’s Corporate Secretary, HR, Internal Audit, ERM and Legal Services. If and when disclosure involves a member of the Board or ERM or the complaint administrator, the disclosure shall be transmitted directly to the Corporate Secretary for</p>
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Note: Where applicable and for convenient reading, PDF pages (pp.) are used as reference.



			<p>handling. Meanwhile, if disclosure involves the Disclosure Committee, the disclosure will then be endorsed to the Board.</p> <p>Once disclosure is submitted, the whistle-blower shall receive a notice that the complaint has been received and that it shall be processed in accordance with the policy. Disclosures will then be investigated by either ERM or ER depending on the activity. If with financial and reputation risk, Security and ERM will forward the report to DC for proper endorsement to the Office of the President, Audit Committee, and Legal for possible criminal case/action. Meanwhile, for employee-related activities, ER implements appropriate disciplinary proceedings in accordance with due process. If with financial (P1 million and up) and reputation risk, ER does the same forwards to DC for proper endorsement to the Office of the President, Audit Committee, and Legal for possible criminal case/action. The whistle-blower will also receive an update if no merits were found on the complaint filed.</p> <p>The policy and procedures to protect an employee/person who reveals illegal/unethical behaviour from retaliation are disclosed in the ACGR, Annual and Sustainability Report and the Code of Conduct and Ethics, 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 Y2014-07April2015, pp. 63-64 (Part H(4))</p>
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