

RESPONSIVE HEALTH AND INSURANCE BROKERS INC.

Service Excellence through Responsive Experience
Insurance Broker's License No. IB-38-2022-R
14th Floor, Medical Plaza Ortigas Condominium
25 San Miguel Avenue, Ortigas Center, 1605 Pasig City

INTER-OFFICE MEMORANDUM

REF NUMBER : OP – 2023-006 FOR : ALL EMPLOYEES

FROM : OFFICE OF THE PRESIDENT

SUBJECT: POLICY ON WHISTLEBLOWER PROTECTION

DATE : JANUARY 1, 2023

A. POLICY STATEMENT:

- We are committed to conducting its business with integrity and transparency. As part of this
 commitment, we encourage all employees to report any concerns about potential violations of our
 Code of Conduct, policies, or laws.
- 2. To support this, we have developed a Whistleblower Protection Policy to guide our operations and decision-making.
- 3. We will regularly review and update this Whistleblower Protection Policy to ensure that it remains relevant and effective in guiding our operations and decision-making. We encourage all employees to uphold these principles and to report any concerns about potential violations.

B. PURPOSE

- 1. The purpose of this policy is to provide a mechanism for employees to report concerns about any illegal, unethical, or fraudulent activities without fear of retaliation.
- 2. This policy aims to establish an environment of openness and transparency where employees feel safe to raise concerns.

C. REPORTING PROCEDURES

- 1. We encourage all employees to report any concerns about potential violations to their immediate supervisor or Human Resources Department.
- 2. However, if employees feel uncomfortable raising concerns through these channels, they may also report through an independent third-party reporting hotline.
- 3. Employees may choose to remain anonymous when reporting, and all reports will be treated with strict confidentiality.

D. PROTECTION AGAINST RETALIATION

1. We will not tolerate any form of retaliation against employees who raise concerns in good faith.

- 2. Any retaliation will be treated as a serious violation of our Code of Conduct, policies, or laws and will result in disciplinary action, up to and including termination.
- 3. We also recognize the importance of protecting the reputation and privacy of the employee who reports any concerns.

E. INVESTIGATION AND RESOLUTION

- 1. All reports of potential violations will be promptly and thoroughly investigated. Investigations will be conducted with sensitivity, confidentiality, and impartiality.
- 2. Upon completion of the investigation, appropriate action will be taken to resolve the issue, which may include disciplinary action, corrective action, or other measures.

F. TRAINING AND AWARENESS

- 1. We will provide training and communication to all employees on our Whistleblower Protection Policy to ensure they are aware of their rights and responsibilities.
- 2. We will also ensure that all employees understand the importance of speaking up when they have concerns about potential violations.

G. IMPLEMENTATION DATE

1. This policy takes effect on January 1, 2023.

H. APPROVED FOR IMPLEMENTATION

Recommending Approval

Final Approval

AIDA N. HORNILLA

Vice President, Operations

MARIA THERESA RODRIGUEZ

President