

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 – 2023-004 FOR : ALL EMPLOYEES

FROM : OFFICE OF THE PRESIDENT

SUBJECT: POLICY ON ECONOMIC, ENVIRONMENTAL, SOCIAL, AND GOVERNMENTAL

SUSTAINABILITY (EESG)

DATE : JANUARY 1, 2023

A. POLICY STATEMENT:

1. We are committed to conducting our business in a sustainable manner, which takes into account economic, environmental, social, and governance (EESG) issues.

- 2. Our EESG policy reflects our commitment to sustainable business practices and outlines our approach to managing EESG issues in our operations.
- 3. We will continue to review and update our EESG policy to ensure that we are aligned with the latest industry standards and best practices

B. ECONOMIC SUSTAINABILITY

- 1. We recognize that economic sustainability is a critical component of our business. Our aim is to achieve long-term growth and profitability while minimizing the impact of our operations on the economy. In line with this objective, we will:
- 2. Adhere to ethical business practices, including fair competition, anti-corruption, and transparency.
- 3. Promote responsible procurement practices, including engaging with suppliers that share our commitment to EESG issues.
- 4. Implement effective risk management strategies to mitigate financial and operational risks.

C. ENVIRONMENTAL SUSTAINABILITY

- 1. We recognize that environmental sustainability is essential for the health and well-being of our planet and communities. Our aim is to minimize the impact of our operations on the environment. In line with this objective, we will:
- 2. Comply with relevant environmental regulations and laws, as well as industry standards and best practices.
- 3. Implement effective environmental management practices, including the responsible use of natural resources and the reduction of greenhouse gas emissions.
- 4. Promote sustainability awareness and education among our employees, suppliers, and customers.

D. SOCIAL SUSTAINABILITY

- 1. We recognize that social sustainability is essential for the well-being of our employees, customers, communities, and society as a whole. Our aim is to conduct our business in a socially responsible manner. In line with this objective, we will:
- 2. Promote diversity, inclusion, and equal opportunities for all employees.
- 3. Ensure the health and safety of our employees, customers, and communities.
- 4. Engage in philanthropic and community activities to support the development of the communities in which we operate.

E. GOVERNANCE SUSTAINABILITY

- 1. We recognize that governance sustainability is essential for ensuring that we operate our business with integrity and transparency. Our aim is to maintain high standards of corporate governance and ethical conduct. In line with this objective, we will:
- 2. Maintain a culture of integrity and ethical behavior across our organization.
- 3. Adhere to relevant legal and regulatory requirements.
- 4. Establish effective internal controls and risk management practices to ensure that we operate our business in a responsible manner.

F. IMPLEMENTATION DATE

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

G. APPROVED FOR IMPLEMENTATION

Recommending Approval

AIDA N. HORNILLA

Vice President, Operations

Final Approval

MARIA THERESA/RODRIGUEZ