

| C.1 | The rights of stakeholders that are established by law or through mutual agreements are to be respected. | Y/ N | Reference / Source document |
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| Does the company disclose a policy that : | | | |
| C.1.1 | Stipulates the existence and scope of the company's efforts to address customers' welfare? | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 10, "Treat Our Customers, Agents and Business Partners Fairly" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| C.1.2 | Explains supplier/contractor selection practice? | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 10, "Treat Our Customers, Agents and Business Partners Fairly" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| 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 | Source: www.chubb.com About Us; Chubb; Global Citizenship; Environment https://www.chubb.com/us-en/about-chubb/environment.aspx Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 18, "Protect the Environment" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| C.1.4 | Elaborates the company's efforts to interact with the communities in which they operate? | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 19, "Participate in Political and Charitable Activities" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |

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| C.1.5 | Describe the company's anti-corruption programmes and procedures? | | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 20, "Prevent Corruption and Bribery" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| C.1.6 | Describes how creditors' rights are safeguarded? | | N | |
| Does the company disclose the activities that it has undertaken to implement the above mentioned policies? | | | | |
| C.1.7 | Customer health and safety | | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 9, "Look Out for One Another's Safety, Health and Security" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| C.1.8 | Supplier/Contractor selection and criteria | | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 10, "Treat Our Customers, Agents and Business Partners Fairly" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| C.1.9 | Environmentally-friendly value chain | | | Source: www.chubb.com.ph About Us; Chubb in Philippines; Corporate Social Responsibility https://www.chubb.com/ph-en/about-chubb/corporate-social-responsibility.aspx Source: www.chubb.com About Us; Chubb; Global Citizenship; Environment https://www.chubb.com/us-en/about-chubb/environment.aspx |

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| | | | Y | <p>Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 18, "Protect the Environment"</p> <p>http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf</p> <p>Source: www.chubb.com Investors; Shareholder Meetings; Shareholder Meeting Materials; 2017 Chubb Annual Report, page E-1, "Chubb Greenhouse Gas Reduction Programs" and page E-2, "Verification Statement Greenhouse Gas Emissions"</p> <p>http://s1.q4cdn.com/677769242/files/doc_financials/2019/AGM/Chubb-Limited-2018-Annual-Report.pdf</p> |
| C.1.10 | Interaction with the communities | | Y | <p>Source: www.chubb.com.ph About Us; Chubb in Philippines; Corporate Social Responsibility</p> <p>https://www.chubb.com/ph-en/about-chubb/corporate-social-responsibility.aspx</p> <p>Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 19, "Participate in Political and Charitable Activities"</p> <p>http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf</p> |
| C.1.11 | Anti-corruption programmes and procedures | | Y | <p>Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 20, "Prevent Corruption and Bribery"</p> <p>http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf</p> |

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| C.1.12 | Creditors' rights | | N | |
| 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> | Y | <p>Source: www.chubb.com.ph About Us; Chubb in Philippines; Corporate Social Responsibility</p> <p>https://www.chubb.com/ph-en/about-chubb/corporate-social-responsibility.aspx</p> <p>Source: www.chubb.com About Us; About Chubb; Businesses; Sustainability Consulting</p> <p>https://www.chubb.com/us-en/business-insurance/sustainability-consulting.aspx</p> <p>Source: www.chubb.com About Us; About Chubb; Citizenship;</p> <p>https://www.chubb.com/us-en/about-chubb/citizenship.aspx</p> |
| 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> | Y | <p>Source: www.chubb.com.ph Contact Us</p> <p>https://www.chubb.com/ph-en/contact-us/</p> <p>Source: www.chubb.com.ph Contact Us; General enquiry form</p> <p>https://www.chubb.com/ph-en/contact-us/general-enquiry-form.aspx</p> |

| C.3 Performance-enhancing mechanisms for employee participation should be permitted to develop. | | | | |
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| C.3.1 | Does the company explicitly disclose the health, safety, and welfare policy for its employees? | <p>OECD Principle IV (C):</p> <p>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.</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 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> | Y | <p>Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 9, "Look Out for One Another's Safety, Health and Security"</p> <p>http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf</p> <p>Source: www.chubb.com.ph About Us; Chubb in Philippines; Corporate Governance; ASEAN CG Scorecard and Compliance; HR Health and Safety Policies</p> <p>https://www.chubb.com/ph-en/_assets/documents/drug-free-workplace-policy-and-program_final.pdf</p> <p>https://www.chubb.com/ph-en/_assets/documents/workplace-policy-and-program-on-hepatitis-b_final.pdf</p> <p>https://www.chubb.com/ph-en/_assets/documents/workplace-policy-and-program-on-hiv-aids_final.pdf</p> <p>https://www.chubb.com/ph-en/_assets/documents/workplace-policy-and-program-on-tuberculosis_final.pdf</p> |
| C.3.2 | Does the company publish relevant information relating to health, safety and welfare of its employees? | | N | |
| C.3.3 | Does the company have training and development programmes for its employees? | | Y | <p>Source: www.chubb.com Careers; Early Career; Our Culture; Learning and Development</p> <p>https://www.chubb.com/us-en/about-chubb/our-culture.aspx</p> <p>Source: www.chubb.com.ph Careers; Your Development At Chubb</p> <p>https://www.chubb.com/ph-en/careers/your-development-at-chubb.aspx</p> |

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| C.3.4 | Does the company publish relevant information on training and development programmes for its employees? | | Y | Source: www.chubb.com.ph About Us; Chubb in Philippines; Corporate Governance; ASEAN CG Scorecard and Compliance; HR Learning and Development https://www.chubb.com/ph-en/assets/documents/training-report-2018.pdf |
| 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 | Source: www.chubb.com Investors; Shareholder Resources; Shareholder Meeting Materials; 2019 Chubb Proxy Statement pages 40-41, "Our Compensation Program" page 8, "How Our Compensation Program Works" http://s1.q4cdn.com/677769242/files/doc_financials/2019/AGM/Chubb-Limited-2019-Proxy-Statement.pdf |
| 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. | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 6, "Open Communications" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |
| C.4.2 | Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation? | | Y | Source: www.chubb.com Investors; Corporate Governance; Highlights and Governance Documents; The Chubb Code of Conduct, page 7, "Never Tolerate Retaliation" http://s1.q4cdn.com/677769242/files/doc_downloads/Governance%20Documents/2016/The-Chubb-Code-of-Conduct-November-2016.pdf |