

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>		Y / N	Reference / Source document
<i>Does the company disclose a policy that:</i>				
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	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.	Y	Our company policy on customer welfare can be found in MAPFRE Code of Ethics & Conduct (downloadable at our website)
C.1.2	Explains supplier/contractor selection practice?		Y	Purchasing & Supplier Selection procedures are downloadable in our company website
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	Our company's efforts to ensure that its value chain is environmentally firmly can be found in MAPFRE Code of Ethics & Conduct (downloadable at our website)
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Global Reporting Initiative: Sustainability Report (C1.1) C.15) International Accounting Standards 1: Presentation of Financial Statements	Y	Fundacion MAPFRE which aims to contribute to achieving objectives of general interest to society can be found at our website
C.1.5	Describe the company's anti-corruption programmes and procedures?		Y	Our anti corruption policy can be found in MAPFRE Code of Ethics & Conduct (downloadable at our website)
C.1.6	Describes how creditors' rights are safeguarded?		Y	2014 FS of the Company is downloadable at our website
<i>Does the company disclose the activities that it has undertaken to implement the above mentioned policies?</i>				
C.1.7	Customer health and safety	OECD Principle IV (A) & Global Reporting Initiative	Y	Fundacion MAPFRE which aims to contribute to achieving objectives of general interest to society can be found at our website
C.1.8	Supplier/Contractor selection and criteria		Y	Purchasing & Supplier Selection procedures are downloadable in our company website

C.1.9	Environmentally-friendly value chain		Y	Our company's efforts to ensure that its value chain is environmentally friendly can be found in MAPFRE Code of Ethics & Conduct (downloadable at our website)
C.1.10	Interaction with the communities		Y	Fundacion MAPFRE which aims to contribute to achieving objectives of general interest to society can be found at our website
C.1.11	Anti-corruption programmes and procedures		Y	Our anti corruption policy can be found in MAPFRE Code of Ethics & Conduct (downloadable at our website)
C.1.12	Creditors' rights		Y	Under CORPORATE GOVERNANCE (on our website) 2014 Annual Report & 2014 FS posted and downloadable from our website
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	Under CORPORATE GOVERNANCE (on our website) CSR Activities downloadable from our Company website
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	Company has a Complaint's Management Unit accessible from our website
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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 enhancing mechanisms for participation may benefit companies directly as well as indirectly through the readiness by employees to invest in firm specific skills.</p>	Y	Under CORPORATE GOVERNANCE (on our website) Health, Safety & Security Policy for employees is downloadable from our website
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?	Firm specific skills are those skills/competencies that are related to production technology and/or organizational aspects that are unique to a firm.	Y	EMPLOYEE TRAINING downloadable from our company website
C.3.4	Does the company publish relevant information on 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.	Y	EMPLOYEE TRAINING downloadable from our company website
C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	With respect to performance enhancing mechanisms, employee stock ownership plans or other profit sharing mechanisms are to be found in many countries.	Y	Variable Performance Bonus given to employees depending on profit of the Company and performance of employees

<p>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</p>				
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	Under CORPORATE GOVERNANCE (on our website) WHISTLE BLOWING CHANNEL accessible from our website
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?		Y	Under CORPORATE GOVERNANCE (on our website) WHISTLE BLOWING CHANNEL accessible from our website