

C.1 The rights of stakeholders that are established by law or through mutual agreements are to be respected.				
Does the company disclose a policy that :		Y/ N	Remarks	Reference / Source document
C.1.1	Stipulates the existence and scope of the company's efforts to address customers' welfare?	N	TSPI and TSPI MBA are presently working on a draft policy which will uniformly address customers' welfare.	
C.1.2	Explains supplier/contractor selection practice?	N	TSPI and TSPI MBA are presently working on a draft policy which will follow only one selection practice for both organizations.	
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		TSPI's website
C.1.4	Elaborates the company's efforts to interact with the communities in which they operate?	Y		TSPI's website
C.1.5	Describe the company's anti-corruption programmes and procedures?	N	TSPI and TSPI MBA are presently working on a draft policy on anti-corruption	
C.1.6	Describes how creditors' rights are safeguarded?	Y	A Memorandum of Agreement was entered into by TSPI and TSPI MBA which guarantees that TSPI's rights are safeguarded in RPTs.	
Does the company disclose the activities that it has undertaken to implement the above mentioned policies?				
C.1.7	Customer health and safety	N	TSPI and TSPI MBA are presently working on a draft policy on customer health and safety	
C.1.8	Supplier/Contractor selection and criteria	N	TSPI and TSPI MBA are presently working on a draft policy on supplier selection criteria	
C.1.9	Environmentally-friendly value chain	Y	As part of TSPI's activities in celebration of its Anniversary, environmental awareness is always included in the programme.	
C.1.10	Interaction with the communities	Y		TSPI's website
C.1.11	Anti-corruption programmes and procedures	Y	TSPI and TSPI MBA are presently working on a draft policy on anti-corruption including disclosure	

C.1.12	Creditors' rights	Y		Annual Report
C.1.13	Does the company have a separate corporate responsibility (CR) report/section or sustainability report/section?	Y		TSPI's 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?	Y		TSPI's website

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?	Y		HR Manual
C.3.2	Does the company publish relevant information relating to health, safety and welfare of its employees?	Y	Drug Free Workplace, Medical Insurance Benefit	HR Manual and Related Memos
C.3.3	Does the company have training and development programmes for its employees?	Y		HR Training Manual
C.3.4	Does the company publish relevant information on training and development programmes for its employees?	Y		

C.3.5	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	N	Incentive based on Performance of Employees	
-------	---	---	---	--

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?	Y	Whistleblower	HR Manual
C.4.2	Does the company have a policy or procedures to protect an employee/person who reveals illegal/unethical behavior from retaliation?	Y	do	do