

FROM ENGAGEMENT TO ACTION

The Bank of the Philippine Islands, a recognized leader and pioneer in the Philippine banking industry, seriously takes its responsibility in developing and sustaining relationships with its stakeholders, internal and external.

Our stakeholders may be grouped into two: those who are directly affected by our business operations and outcomes, and those who guide and influence us in carrying out our business. The first group consists of investors, clients, employees, suppliers and the community at large, while the latter includes government and regulatory agencies, non-government and civil society groups and industry organizations.

Our engagement with stakeholders takes on various forms and is carried out through a range of information, communication and consultative activities and disclosures. We conduct dialogues about our role in society, products and services, business performance and other issues, at the business unit and Group levels.

This active engagement has allowed the Bank and its stakeholders to:

- Identify our most significant stakeholder groups and their specific interests, and determine the most significant issues from the economic, environmental and social sustainability perspective.
- Become more responsive in addressing various concerns, from customer service to financial solutions, systems, promotion-related complaints, shareholder return, operational strategies, business outlook, regulatory compliance, employee conduct, and employee salaries, benefits and financial assistance.
- Integrate the outcomes of our stakeholder engagement with well-established risk management processes, allowing us to address potential risks and align the management of sustainable issues with our business processes and strategies.
- Innovate and improve our products, services, systems, operational processes and practices.

HOW WE ENGAGE

▶ Investors	<ul style="list-style-type: none"> BPI Express Online Stockholders' Meetings Investors' Conferences One-on-One Meetings Disclosures (SEC and PSE)
▶ Customers	<ul style="list-style-type: none"> Relationship Managers Branch Service Officers BPI Customer Care Department BPI Express Online BPI Express Mobile BPI Contact Center BPI Facebook and Twitter Accounts BPI Bankers Online Brochures and Posters Surveys Advertisements Events
▶ Employees	<ul style="list-style-type: none"> E-mail Bulletins MyBPIOnline portal Meetings Surveys Training Sessions Quality Circles Labor Management Councils Performance Appraisal Planning Sessions Volunteerism Activities
▶ Suppliers	<ul style="list-style-type: none"> Accreditation Vendor Selection Suppliers Audit
▶ Industry Groups	<ul style="list-style-type: none"> Membership Dialogues and Fora Sponsorships Events
▶ Government and Regulatory Agencies	<ul style="list-style-type: none"> Meetings and Conferences Partnerships Sponsorships Dialogues and Fora
▶ Non-Government and Civil Society Groups	<ul style="list-style-type: none"> Memberships Volunteerism Activities Dialogues and Fora Events CSR Activities

MEMBERSHIPS AND PARTNERSHIPS

▶ Industry Organizations	<ul style="list-style-type: none"> Bankers Association of the Philippines Bank Marketing Association of the Philippines Bankers Institute of the Philippines Chamber of Thrift Banks Fund Managers Association of the Philippines Makati Business Club Philippine Association of National Advertisers Philippine Society for Quality Public Relations Society of the Philippines Trust Officers Association of the Philippines
▶ Non-Government and Civil Society Groups	<ul style="list-style-type: none"> Association of Foundations Corporate Network for Disaster Response International Finance Corporation Habitat for Humanity Philippines League of Corporate Foundations Philippine Business for Education Philippine Business for the Environment Philippine Council for NGO Certification United States Agency for International Development World Wildlife Fund-Philippines