

GCG Assessment Form

GRP	ITEM	QUESTIONS	REFERENCE	LINK
I	1.a Does the GOCC disclose a policy that:	Stipulates the existence and scope of its effort to address customer's welfare	1. Citizen's Charter	http://tieza.gov.ph/index.php/citizen-s-charter
			2. TIEZA's Service Quality Manual	TIEZA Service Qty Manual.pdf
I	1.b Does the GOCC disclose a policy that:	Elaborates its efforts to interact with the communities in which they operate	c/o Infra	
I	1.c Does the GOCC disclose a policy that:	Ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development	c/o Infra	
I	2.a Activities implementing abovementioned policies	Does the GOCC disclose the activities that it has undertaken to implement the abovementioned policies? Customer Health and Safety?	c/o Infra	
	2.b Activities implementing abovementioned policies	Environmentally-friendly value chain	c/o Infra / TEZ	
I	3. Corporate Social Responsibility	Does the GOCC have a separate corporate social responsibility (CSR) report/section or sustainability report/section?	c/o Corplan	
	4. Stakeholders' effective redress for violation of rights	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights. Does the GOCC provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.)	1. Citizen's Charter	http://tieza.gov.ph/index.php/citizen-s-charter
			2. Grievance Machinery (GM) Policies;	TIEZA Grievance Machinery.pdf ;

			Revised GM Committee Office Order	grievance committee.pdf
	5.a. Performance enhancing mechanisms for employee participation	Performance-enhancing mechanisms for employee participation should be permitted to develop. Does the GOCC explicitly mention the health, safety and welfare policy for its employees	1.General Guidelines/Policies Affecting Sports and Physical Fitness and Socio-Cultural Activities	TIEZA Physical Fitness and Sports Guidelines.pdf
			2. TIEZA and TEA CNA- Medical, Hospitalization and Related Benefits (Article XI-XII p. 12-14)	TEA CNA.pdf
			3. Emergency Response Group - Risk Reduction Management Plan	RISK REDUCTION MANAGEMENT PLAN0001.pdf
				ERG RESCUE TRAINING APPROVAL0001.pdf
	5.b. Performance enhancing mechanisms for employee participation	Does the GOCC publish data relating to health, safety and welfare of its employees	TIEZA and TEA Collective Negotiation Agreement - Employees' Benefits and Privileges(Article VII p. 7)	TEA CNA.pdf
	5.c Performance enhancing mechanisms for employee participation	Does the GOCC have training and development programmes for its employees	1. Learning and Development Plan	TIEZA L & D Plan and Training Calendar.pdf
			2. Career Development Plan	TIEZA Career Development Plan.pdf
			3. TIEZA and TEA Collective Negotiation Agreement - Professional & Development Growth (Article IX p. 11-1)	TEA CNA.pdf

	5.d Performance enhancing mechanisms for employee participation	Does the GOCC publish data on training and development programmes for its employees	Training Calendar	TIEZA L & D Plan and Training Calendar.pdf
	6.a Performance enhancing mechanisms for employee participation	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. Does the GOCC have procedures for complaints by employees concerning illegal (including corruption) and unethical behavior?	1. Grievance Machinery	TIEZA Grievance Machinery.pdf
			2. Citizen's Charter	http://tieza.gov.ph/index.php/citizen-s-charter