

The AIA Code of Conduct

Honesty and integrity are the cornerstones of the AIA business. AIA serves millions of customers across the most dynamic growth region in the world – and is known and admired for its unwavering commitment to these values.

This reputation and the trust it inspires is critical to the success of the organization. Dedication and commitment to high standards have helped build the organization in the past and for the present. It can only maintain that reputation into the future when each employee strives harder to do what is right and by being prepared to take their personal responsibilities in observing the highest standards of integrity and conduct at all times and in every dealings.

This is what the AIA Code of Conduct is about. It sets out AIA's and its member companies' commitment to the Operating Philosophy of **"Doing the Right Thing, in the Right Way, with the Right people... and the results will come."** This establishes the unique culture of AIA across all 17 markets within the Asia Pacific region that includes BPI-Philam.

The AIA Code of Conduct sets out the ethical guidelines for conducting business which is the same code that BPI-Philam observes. This serves as guide in managing the company's compliance, ethics, and risk issues.

The standards set forth in the Code also applies to the business partners including agents, contractors, subcontractors, suppliers, distribution partners, and those who act on behalf of AIA and BPI-Philam. Thus, the corporation, its directors, senior management and employees are mandated and required to comply with the policies. The Compliance Department is tasked to implement these policies and monitor compliance therewith.

Like AIA, BPI-Philam has always believed in the power of diverse, talented people to create value and deliver on customer and shareholder expectations. Thus, it competes vigorously to create new opportunities for its customers and for itself. However, competitive advantages are sought only through legal and ethical business practices. With the products, services and responsible business practices, BPI-Philam strives to improve the quality of life of every Filipinos. Promoting compliance with local laws and local regulatory requirements that apply to the business is at the foundation of BPI-Philam's good corporate citizenship.

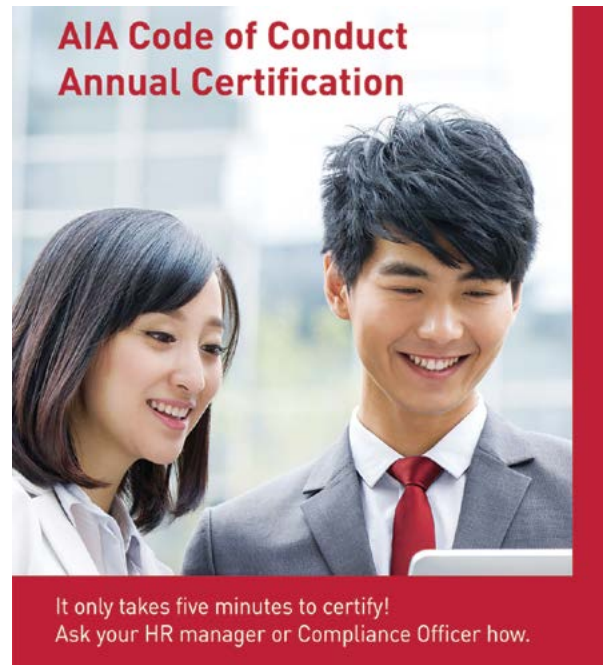
Code of Conduct

- Annual Certification Program

To ensure that all BPI-Philam employees are aware of the provisions of the Code, an annual certification program is conducted whereby all employees confirm their knowledge and understanding about the rules and guidelines written in the Code.

Business Conduct Orientation Program

At the same time, it is company policy that all new hires attend the Business Conduct Orientation Program (BCOP) whereby this Code and all other relevant compliance policies are discussed. This program is offered on a monthly basis and is conducted either by Compliance or Training Dept.



Email announcement sent to employees for the Annual Certification Program

BPI Philam is a safe, healthy and secure workplace

BPI-Philam conducts its business in a manner that protects the health, safety and security of its employees and customers. Situations that may pose health, safety, security and environmental hazards must be reported promptly to management or to the appropriate Corporate Security Personnel.

Avoiding security breaches, threats, losses and theft requires that all employees remain vigilant in the workplace and while carrying out business. Employees are encouraged to notify management or Corporate Security of any issue that may impact the company's security, fire and life safety or emergency readiness.

Using, selling, possessing or working under the influence of illegal drugs at BPI-Philam is strictly prohibited. At the same time, excessive or inappropriate use of alcohol while conducting business for BPI-Philam is also prohibited.

Physical security systems reduce the risk of exposure. Entry controls are implemented to ensure company's safety security and protection. Wearing of IDs and uniforms are strictly observed.

BPI-Philam respects the personal information and property of employees. Employees expect the company to carefully maintain the personal information they provide.