MERALCO

MEMORANDUM

Ref. Code: memo-2010-23727
Sensitivity Classification : Company Use

To:	*All Meralco Portal Users*
cc:	*Ma. Teresita T. Bueno, Eduardo M Concepcion, Manuel M. Lopez, CGO- Policies & Systems, Oscar S. Reyes, Hazel Rose B. See, Ramon B. Segismundo, Corporate Governance Staff*
From:	*Manuel V. Pangilinan* *President & Chief Executive Officer*
Date:	*August 10, 2010*
Subject:	*BEhave RIGHT COMMUNICATION POLICY or"B RIGHT COMM"*

☒ Information ☐ Review ☒ Action ☐ Approval

The exercise of good governance entails a free and open, transparent and healthy communication amongst all of us at Meralco. Corporate Governance is one of our major corporate thrusts for 2010 and for this year, we are implementing a communication policy to strengthen its exercise further.

To be called the **"BE RIGHT Communication Policy "** or **"B RIGHT COMM "**, this tagline represents the campaign slogan adopted by Management in promoting Corporate Governance in Meralco. The **"BE Right"** tagline represents the right behaviour that should be adopted and exercised by any director, officer or employee of Meralco in dealing with its various stakeholders.

The **B RIGHT COMM** aims to promote responsible and free interaction between Management and its employees. This will open the lines of communication not just for Management to relay directions but also for employees to express their ideas and concerns to Management willingly and openly. For example, employees may give inputs to save on costs and improve quality, workplace efficiency and customer service to improve working conditions. In the same manner, we also encourage disclosure of misdemeanors or misdeeds that could prove harmful to the Company, and its reputation. It is our duty as employees to uphold the interest of our Company, while protecting the rights of our employees.

I therefore enjoin all employees to support our **B RIGHT COMM** program by actively participating in improving work efficiency, productivity and stopping fraudulent activities.

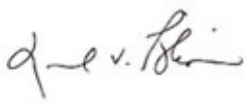
We value your suggestions and concerns. Please relay these to your immediate supervisor who can help you refer the matter to the appropriate office in the Company, for assessment and immediate action.

The Corporate Governance Office, with the help of Human Resources and Corporate Communications, is requested to develop policies and implementing rules to:

- Effectively handle, for appropriate action, the suggestions, feedback, concerns and disclosures;
- Ensure confidentiality of sensitive information;
- Protect those reporting sensitive information from possible retaliation or harrassment;
- Provide a mechanism to recognize employees with any helpfil ideas/suggestions.

The **B RIGHT Hotline** (BRYT or 2798 for local calls or 1622-BRYT for calls outside Meralco offices or email cgo.staff@meralco.com.ph) is now accessible so you can relay such information whilst being assured or responsive action and confidentiality. Additional communication channels will be announced later.

We look forward to your kind support for this endeavour.



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