

Section 34. Formal Recognition of the Stakeholders

- c. *Employees, suppliers and customers* - *Employees* refer to those directly employed by TransCo. *Suppliers* refer to individuals or corporations that supply TransCo with products or services necessary for its operation. *Customers* refer to individuals or corporations who are recipients of service from TransCo such as: (i) RE Developers who are the beneficiaries of the FIT-All Fund that is being managed by TransCo; (ii) NGCP, PEMC, DUs and ECs who are TransCo's collection agents of Cost Recovery Revenue and Fit-All; (iii) Land Bank of the Philippines who is the designated trustee bank of the FIT-All Fund; (iv) the ecozones whose power systems are being managed by TransCo; and (v) the DUs and ECs who signified interests in acquiring the subtransmission assets required to be divested by TransCo.

TransCo aims to communicate or relate with the employees, suppliers, and customers accurately, effectively and sufficiently in the following manner:

- Ensure a shared vision and mission of TransCo with the employees;
- Actively engage all employees in corporate social responsibility and accountability activities;
- Ensure that the requirements of TransCo are communicated to the suppliers in clear and simple manner in order to avoid confusion;
- Focus on suppliers needs' through prompt payment of invoices;
- Provide customers with information, advice and support that is consistent, clear, fair and not misleading;
- Obtain feedback from customers to ensure that TransCo is communicating in the most effective and desired way;