

SUSTAINABILITYREPORT2020



FILINVEST
LAND, INCORPORATED

Chairman's Message

Welcome to our second report on the progress of important sustainability topics in 2020. It has been over a year since the first enhanced community quarantine was announced across the country, and we have come a long way since the darkest months of the pandemic. Our dedication to acting responsibly during a challenging year never wavered. Our core values of integrity, customer service, professionalism, teamwork, innovation, and cost-effectiveness remained the guiding light for our decisions and actions.

Here at Filinvest, we have successfully navigated the complexities of living and working during this time. More than ever, we believe it's even more crucial to align our business ethics with sustainable business practices. Our Corporate Social Responsibility (CSR) initiatives are very much aligned with our company mission.

From our Board of Directors to every employee, our sense of responsibility to give back and care for our community is the very foundation of our corporate culture. Whether providing housing for the community as they dusted off Taal Volcano's disastrous eruption, or providing relief goods in the wake of Typhoon Ulysses, or our involvement in COVID-19 containment efforts throughout the year - Filinvest Land remains dedicated to our commitment to building the Filipino Dream.

Every year we take steps towards further integration of environmental, social, and governance (ESG) principles in our operations and our risk management approach. In 2020, we leveraged technology to ensure the health and safety of our workforce while also creating leaner and more transparent operations. We have kept the business running and even thriving – thanks to the power of teamwork, technology, and most especially, our proactive mindset.

The Filinvest group is in the midst of preparing our 2030 Sustainability Road Map. It is anchored on three of the core values of the Filinvest Group.

- We focus on providing superior value to our customers through cost efficiencies without sacrificing safety, quality and the environment.
- We have integrity at the core of our moral fiber. We believe that financial discipline, corporate governance and environmental protection are all grounded in integrity.
- We develop the best in our people. We work to build up an entrepreneurial and intrapreneurial team guided by the timeless philosophies of our founder, Andrew Gotianun. We are all guided to be good corporate citizens for our team, our neighbors, our community, our country and the world.

We look forward to continuing to provide high-value living and working spaces for our customers and to serving the communities in which we operate. Additionally, we are

committed to further enhancing our operations through better resource management, more transparent reporting, and improved governance.

On behalf of everyone at Filinvest Land, I would like to give my heartfelt gratitude to our clients and shareholders for their unwavering support. I am also incredibly grateful to our staff for their dedication and all the stakeholders who have accompanied us on our journey so far.

I appreciate your taking the time to read our report and look forward to hearing your feedback on our progress towards meeting our commitments on sustainability.

Jonathan T. Gotianun
Chairman

About this Section

Filinvest Land (“FLI” or the “Company”) is pleased to share our progress on sustainability in 2020 in this chapter, which provides an opportunity to reflect on the successes and challenges of the previous year, as well as our future plans. Now in our second year of reporting on ESG topics, this chapter details our non-financial performance across the economic, environmental, and social aspects of our business for the reporting period from 1 January through 31 December 2020. Historical data is also included for comparison where applicable.

This chapter aims to satisfy the "comply or explain" provisions in accordance with the Sustainability Reporting Guidelines for Publicly Listed Companies (the “SEC ESG Guidelines”) issued by the Philippine Security and Exchange Commission (the “SEC”) and outlined in SEC Memorandum Circular No. 4, series of 2019. It was prepared in consideration of the Global Reporting Initiative (GRI) Standards Reporting Guidelines and its principles of reporting.

Scope

This chapter showcases the performance and initiatives of FLI’s developments in 19 provinces and 53 towns across the Philippines, including our retail and office portfolio. For a complete list of our operations, visit the [List of Operations](#) in the Appendix of this chapter.

Materiality

In 2019, we undertook an initial assessment of our current organizational processes, procedures, and policies to better understand our current practices and how they relate to ESG issues. While a formal materiality assessment was not conducted in 2020, the content of this Chapter is informed by the principle of materiality and focuses on the economic, environmental, and social impacts of our operations and activities in the Philippines, as well as our approaches to the material topics listed below. We currently prioritize our efforts on social and economic topics.

As in our 2019 report, we have disclosed our annual progress on the following (see below) key performance metrics based on the reporting requirements of the SEC. We intend to conduct a materiality assessment in 2021 which will enable us to focus our energies and resources on a sustainability agenda that is strategic to our business, manages our impacts and minimizes risks, and contributes to sustainable development.

Material ESG Topics and their perceived boundaries for Filinvest Land

Material ESG Topics	Impact Location (within or outside the Company)		External Stakeholders Affected
	Within	Outside	
Governance			
Economic Performance	x	x	Investors, Communities, Government
Procurement Practices	x	x	Suppliers and Vendors
Anti-Corruption	x		Employees, Government
Environmental			
Resource Management	x		--
Environmental Impact Management	x	X	Communities, Government
Environmental Compliance	x	x	Government
Social			
Employee Management	x		Employees, Government
Supply Chain Management	x	x	Suppliers and Vendors
Relationship with Community	x	x	Communities
Customer Management		x	Customers

We Heal As One

Supporting customers and engaging stakeholders in trying times

Here at Filinvest, we have successfully navigated the complexities of living and working during a challenging year. We have kept the business running and even thriving – thanks to the power of teamwork, technology, and most especially, our proactive mindset.

No doubt, 2020 was a very challenging year for all of us. We experienced the Taal volcano eruption in January, typhoons Rolly and Ulysses in November, and of course the COVID-19 pandemic throughout the year. Due to the unprecedented events of 2020, we reassessed our initial plans for employee engagement and reallocated our budget for health and safety efforts of our employees and our surrounding communities.

The Filinvest group allocated P100 million for Covid-19 assistance. In-kind donations were also given in the form of data management, system app development for contact tracing, testing kits, ventilator equipment, isolation and quarantine facilities, as well as temporary accommodation for RITM workers. Overall, our response to these challenges focused on protecting our team, providing for our customers and local communities, and supporting government relief efforts.

Our People

- Taal volcano eruption response:
 - Quickly identified employees in our offices and properties in Southern Luzon who would be affected, some of whom were temporarily seeking shelter in evacuation areas.
 - Provided relief goods and cash assistance to our affected employees who were displaced and lost homes.
 - Conducted a donation drive for our affected employees and our third-party agency personnel in Laeuna de Taal.
- COVID-19 response:
 - Reorganized our office layout to comply with reduced workplace density and created work-from-home arrangements for eligible staff.
 - Designed dual shift schedules for on-site personnel.
 - Provided rapid COVID-19 testing for essential and high-risk employees.
 - Prioritized the procurement of N95 masks for all employees reporting for work.
 - Provided food to project frontline staff and skeletal office teams during ECQ.
 - Organized a free point-to-point shuttle service for on-site personnel

Our Customers and business partners

- Extended payment periods and waiving penalties and interest (for agreed payment schedules) for residential buyers in our low and middle-income projects and small office tenants.

- Rent holiday offered to mall tenants during mandated lockdowns.
- Expanded services on our online resources hub for buyers and homeowners, vendors, sellers and brokers. Worked closely with office building tenants to ensure the safety of their employees.
Established building protocols and put safety measures in place such as temperature checks, sanitation facilities, and strict entry and exit protocols for workers.
- In our shopping malls, we implemented safety protocols including contact tracing processes (with online registration), offered sanitation facilities, and ran temperature checks. We also ensured that restaurants adhered to IATF capacity protocols.

Our Communities

- Taal Volcano eruption response:
 - Employees were encouraged to join our relief operations #FilinvestforTaal outreach programs, wherein we provided cleaning materials and water in three major areas in Batangas.
 - Distributed relief goods (packed meals and cleaning supplies) to affected communities.
 - Launched a task force of project technical and property management heads and utility workers to assist clean-up efforts in Laeuna de Taal and the Lake Club - which were covered by mud and ashfall after the eruption. Over 230 man-days were volunteered by our team over 23 working days to help in this critical effort.
 - Employees also volunteered to prepare and distribute packed meals for hundreds of people living in hard-to-reach evacuation areas.
- COVID-19 response:
 - Support provided for the Municipality of San Mateo where our Timberland project is located included:
 - Donated P820,000 worth of coveralls and face shields.
 - Donated approximately P1.2 M worth of Rapid Antibody Test Kits and lancets in support of the San Mateo Covid-19 testing drive in collaboration with Project ARK.
- Typhoon Ulysses relief and clean-up response:
 - Donated P165,000 worth of food packs for typhoon victims and evacuees
 - Loaned out our water truck and relevant heavy equipment to aid clean-up efforts in San Mateo and affected Quezon City subdivisions - like Serra Monte Villas and Northview Villas.
 - Sent 250 food packs in support of the Marikina City relief drive.

Sustainability at FLI

For over 50 years, we have been 'building the Filipino dream'. The challenges we faced in 2020 brought to light how sustainability, resiliency, and health are vital to our communal and economic success. We have learned the value of being an agile organization and we are committed to consistently instilling sustainable and environmentally-considerate practices within our company culture, across our supply chain, and for our customers.

We endeavor to continue creating healthy, sustainable, and environmentally-considerate communities - ones with strengthened measures for safety, disaster resilience, and emergency preparedness - for years to come. A key factor to achieving this will be to consistently improve our approach to ESG-related issues, especially when it comes to addressing our impacts on the environment and the communities around us.

As we progress on our sustainability journey, we are refining our data collection processes to accurately measure and therefore manage our environmental and social impacts better, particularly in the areas of customer management, resource use efficiency, employee development, and community engagement.

Sustainability Governance

The importance of ensuring that our vision, mission, and core business are aligned to the new global economic direction has become a priority for FLI. Standing on a solid foundation of integrity, strong governance, and accountability to our stakeholders – we recognize the value of operating our business in a sustainable manner. As such, we strive to embed sustainability into our corporate culture and to ensure that everyone on the FLI team conducts business responsibly and ethically. Our Code of Conduct is observed across the company.

Our Board of Directors is responsible for setting the Company's overall approach to ESG matters, evaluating ESG-related risks, and implementing sustainability initiatives. It is supported by our senior management team and the Audit and Risk Management Oversight Committee (which is composed of an Independent Director, a Director, and the Chairman) who implement risk management and internal control systems.

Throughout 2020, the board guided strategies to help preserve the company's long-term viability. These strategies focused on fiscal prudence, sustainable development through the conservation of the natural environment, prioritization of employees' safety/wellness, and adherence to good governance practices.

We are working to strengthen our sustainability governance structures and mechanisms and to integrate ESG-related structures across our business decision-making processes at all levels. In coming years, motivated by the SEC's sustainability reporting requirements, we aim to start assessing ESG-related risks and opportunities concerning our operations, governance, and climate-related impacts.

Anti-corruption

As core values, we are committed to always doing the right thing with integrity and to maintain the highest of business standards and moral ethics. Key to achieving this is our zero-tolerance approach to corruption and bribery – which are significant ESG risks that can undermine trust in a company and have direct impacts on its performance. We take corruption very seriously and

are committed to ensuring compliance with applicable laws and regulations (such as the Anti-Graft and Corrupt Practices Act (Republic Act No. 3019)) on anti-corruption, anti-bribery, and money laundering, among others.

Our Code of Business Conduct and Ethics (the “Code of Conduct”) provides a framework for all of the FLI’s operations and sets out standards of behavior for all employees, including day-to-day business conduct and customer service interactions. It is essentially a code of honor that every employee of the Filinvest group is expected to live by. It embodies norms of conduct within our operations and defines behavior consistent with the group’s standards for excellence, honesty, and integrity.

While this Code also outlines the processes and guidelines for the fair, uniform, impartial, open-minded, and prudent handling of infractions, it is hoped that these processes will not be resorted to if each and every employee live up to the vision, mission and values of the company. When there are changes to the Code, the Human Resources department will issue new guidelines or update our policies, then circulate the files to each department. Implementation of the Code of Conduct’s guidance on anti-bribery and anti-corruption is supported by our Whistle-Blowing Policy.

Our anti-corruption efforts are also supported by several strictly enforced policies, including our Conflict of Interest Policy, Insider Trading Policy, and Related Party Transactions Policy. We also adhere to standards of conduct that prevent or regulate the offer or receipt of gifts or other advantages that may induce dishonest, improper, or illegal conduct, or which may create an actual or potential conflict of interest. In 2020, to avoid any misunderstandings or any impressions of even a potential conflict of interest or favoritism (as outlined in our Code of Ethical Business Practices), we instituted a No Gift Policy for all our dealers, suppliers, and service providers – mandating they refrain from giving any gifts in whatever form to any of our employees.

In 2020, no incidents of fraud or misconduct that have a significant effect on the Company’s financial statements and overall operations were reported by employees, shareholders, or other stakeholders, and no Directors or employees were removed or disciplined for corruption. In coming years, we will enhance our employee development and training to include specific anti-corruption topics.

For more information on these policies and our Corporate Governance practices, please refer to [our Annual Corporate Governance Report](#).

Our People

Employee Wellbeing is our Priority

Becoming a trusted placemaker and creating environs that inspire and enhance a happy life starts with a great team. Our 1,262-strong team of talented, dedicated, and creative employees is what helps us to succeed.

At FLI, we believe that when people work in an environment that prioritizes their safety and offers rewarding career paths, productivity increases, creativity flourishes, and wellbeing improves. As such, we are constantly cultivating an environment where our 'Dream Builders' can be healthy, engaged, and productive.

In coming years, motivated by the SEC's sustainability reporting requirements, we seek to foster a working environment that supports everyone on our team, nurtures their talent, and provides opportunities to grow. We recognize a need to further assess ESG-related risks and opportunities as related to our team management and will survey opportunities to improve learning and development, employee engagement, workplace culture and work-life balance, operational transparency, and hiring practices where feasible.

An Amazing Team During Challenging Times

Without the tireless dedication of our team, fulfilling our day-to-day operations in 2020 would not have been possible. At the onset of the COVID-19 pandemic, we quickly created a business continuity plan with ad hoc groups and committees to help us prepare for the worst:

- The **Work from Home / Work Shift Schedule Group** ensured that our critical business functions were sustained even during lockdown. They established and adjusted schedules to adapt to the quarantine restrictions – while making sure that FLI complies with the national guidelines. They took care of productivity tools of every employee – whether working from home, part of the skeletal workforce, or at alternative offices, in collaboration with **the IT Support Group**.
- The **IT Support Group** enabled access and connectivity to nearly 300 staff during the height of the lockdown. They provided logistics support and prompt assistance to vital employees who needed their PC equipment delivered to their homes. For those with unstable connections, the team supplied WIFI sticks. They were on-call 24/7 with skeleton crews in key offices manning the hardware and ready to troubleshoot any system, server, or user issue.
- Primed with foresight on financial movements, the **Cash Flow Group** deftly calibrated plans and the budget to be responsive to the economic impact of the pandemic.
- Members of the **Payables Group**, faced with limited personnel mobility and huge logistical challenges, continued to go to the office to enable continuous and seamless vendor payments. Even during the strictest of lockdowns in mid-March, they made sure that our contractors and vendors still got paid, following the management's Food in-Stomach mandate.

When restrictions eased and we slowly started to allow more Dream Builders to work in our offices, more committees became active, such as:

- The **Social Distancing Group** ensured that FLI complies with national social distancing policies by implementing revised floor plans of our offices, adjusting workstations, as well as rewiring the power supply and the Voice/Data networks. Even today, they continue to oversee the traffic flow in our offices so we can enjoy a truly safe workplace.
- Another team that arranged a healthy workplace for us is the **Sanitation Group**. Since sanitation has become more crucial to our well-being now more than ever, this team ensures that everyone follows the safety guidelines in our offices using science-backed and government-compliant policies on general sanitation. They posted reminders and cues in key areas, set up sanitation stations, distributed sanitation kits to employees, led weekly deep cleaning in our offices, and made sure that we are compliant with the indoor air quality standards of DOLE.
- The **Med Help Group** helped minimize the risk of our offices becoming a transmission hotspot. Their solid plans and timely responses ensured that our business remained operational during the early outbreak. They oversaw the safety and welfare of all employees by facilitating testing, coordinating with medical service providers, creating surveys to assess every Dream Builders' health and living conditions, and monitoring contact tracing. They conducted rapid testing for all employees on their first day of returning to the office.
- The **Commute Support Group** has made our daily commutes safer and more convenient. They launched and operated Filinvest's first app-enhanced employee shuttle service and helped us navigate through various roadblocks in the early days of the lockdown. For 20 weeks, they facilitated around 2,300 vehicle trips, which logged in more than 7,500 passenger rides.
- The **B2B Construction Group** was responsible for developing the Filinvest COVID-19 Protocol or Manual for the Back-to-Business in Construction. The group ensures that our project sites conform to shifting policies of various government agencies and local government units. They have also crafted exhaustive checklists, guidelines, and dashboards to help our construction activities flow smoothly in the new normal.
- Keeping us up-to-date on everything, the **Internal and External Communications Group** has spearheaded the gathering of real-time details on COVID-19, the creation of infographics, videos, and announcements, and the timely dissemination of information to FLI employees nationwide. While keeping us informed, they also rolled out communication campaigns to touch base with our customers, homeowners, and other external stakeholders, as well as to drumbeat our CSR projects in the time of the pandemic.

In the Workplace

At FLI, our team of 'Dream Builders' has created a culture of willingness to take initiative, open-mindedness, ability to work as a team, and passion for continuous learning and improvement.

This passion and vision is what has kept us in business for over 50 years and is the same passion that drives us today.

Our Diverse Workforce

Diversity in the property development sector is a challenge all around the world. At FLI, we believe in hiring and supporting people from diverse backgrounds so that we can incorporate more perspectives, approach problems differently, and develop the most innovative communities for our customers.

Despite international underrepresentation of women in our industry, we have a demonstrably high proportion of women among our staff - comprising 59% of our workforce, which showcases our commitment to gender diversity and fair hiring practices.

Non-executive employees by gender	1,205	100.00%
Female	734	60.91%
Male	471	39.09%

Hiring and Benefits

We have set company-wide requirements and expectations through our Employee Handbook and various Human Resources policies to ensure that all aspects of employment, including fair hiring practices, compensation and dismissal, working hours, rest periods, anti-discrimination, and employee welfare, meet or exceed local legal requirements.

When it comes to hiring practices, it is our preference to promote from within before expanding our search outside the company. This lends itself to fostering a workplace culture in which strong bonds are formed between individuals with a keen awareness of our business and customer needs. As such, most new vacancies are filled initially by promotions and transfers from within the organization.

All full-time employees are eligible for our benefits package, which includes medical care, group life and accident insurance, and retirement benefits. In addition, we provide the paid leave for vacation, illness, maternity and paternity, change of civil status, birthday, bereavement and calamity leave, a car financing program, and a housing assistance plan.

We also offer Health Maintenance Organization (HMO) coverage for all regular employees, a loan fund for regular employees including an emergency loan to aid in the hospitalization of an employee or their family members or for immediate repair of an employee's home after a natural disaster or fire, as well as an educational loan to cover tuition fees for employees or their dependents.

Training and Development

We believe that cultivating a highly-skilled workforce and supporting employees' long-term career goals is an integral part of sustaining our social and economic success. We achieve this by encouraging employees to continually upgrade their professional skillsets through a range of training, practical workshops, and mentorship programs. Overseen by our Learning and Development Team, in-house training is conducted regularly.

To develop the highest level of skill among employees and enhance personal and professional growth, we periodically assess the training needs of each employee. We also recognize employees with 10, 15, 20, 25, 30 years of service to celebrate the appreciation of their hard work and dedication.

In 2020, we provided nearly 6,000 training hours to 1,846 participants. Notable training included:

PROGRAM	DESCRIPTION
New Employee Orientation	A 2-day orientation for new employees designed to introduce to them the company, its vision, mission and core values, and equip them with the fundamental knowledge needed to perform their tasks.
Strategic Planning and Thinking	A three-hour course designed to help our employees understand the importance of thinking strategically in business and apply the tools to come up with successful strategies to meet their individual and group goals.
LEAD Program: What Makes a Filinvest Leader?	A series of courses launching the official Leadership Program of Filinvest entitled Filinvest LEAD (Leadership Excellence Accelerated Development) Program. The courses define what we consider to be the Core Competencies of a Filinvest Leader based on our company values and help us assess the competency levels of potential leaders.
How to Cope with Change: Making Sense of the "New Normal"	A series of 2-hour training sessions designed to support employees as they learn to cope with change and make sense of the new normal after the pandemic. Participants learn tips and exercises to manage their mental health and emotions during the pandemic.
SAVE Team Program Training	Technical training provided for staff in customer-facing positions about the different options and offerings we can provide to clients in compliance with the Bayanihan Heal as One Act.
Bits and Bytes - Customer Engagement in the Time of Pandemic	Part of the Digital Transformation Program, this course is designed to share insights on the shifts in customers' priorities and mindsets during stressful times, such as a pandemic.

The Future of Work in the New Normal	A short course highlighting in-demand skills and teaching how to develop these new skills and adapt to the future of work.
Change at Play: Engaging Millennials in a Rapidly Transforming World	A soft-skills behavioral training on how to engage well with millennials as they make up the majority of our customers.
A2E – COVID Response Edition	A comprehensive Ability to Execute (A2E) training for all Filinvest group top management, facilitated by McKinsey, on leadership approaches during a pandemic.

Employees Trained by gender and employment category

Employee breakdown by contract type	FLI-Resident	FLI-Office	FLI-Retail	SUM
Total employees	1037	31	200	1268
Executive	49	3	5	57
Manager	198	7	30	235
Supervisor	209	6	42	257
Rank and File	581	15	123	719

Average training hours provided to employees (by male/female)

2020			2019		
Total Average	Male	Female	Total Average	Male	Female
8.13	7.34	8.92	10.	10.95	11.04

Beyond training, all regular employees take part in an annual performance evaluation.

Health, Safety and Wellbeing

From the ground up, our developments prioritize the health and safety of everyone who uses them, and that starts with the health and safety of our team. We value the health and wellbeing of our team members and are committed to providing all employees with a safe, secure, and healthy working environment.

The challenges experienced in 2020 put all our years of safety planning and preparedness to the test. However, our thorough set of policies and programs to uphold the occupational health and safety (OHS) of our employees – including our Safety Policy, Accident Prevention Program, OHS Program, Security, Environment, Health and Safety Policy, Code of Safe Practices, and injury and illness prevention programs enabled timely and standard-setting responses to the COVID-19 pandemic as well as the many natural disasters that affected us throughout the year.

In 2020, we had zero reportable incidents and maintained an accident frequency rate of zero. We also achieved 2,391,701 Safe Man-Hours worked without a serious work-related injury on

all large-scale projects. Our consistently low accident frequency rate is a testament to the hard work and dedication of our teams and the high standards we deliver across all of our projects.

Employee Engagement

Every year we host an array of programs aimed at training and keeping employees engaged. With a focus on further developing the leadership skills of supervisors and managers, we provide coaching, behavioral interviewing, problem-solving, and decision-making seminars, and workshops. We believe these activities not only contribute to employee overall wellbeing, but they also create stronger connections between employees and increase employee satisfaction and productivity.

Our hybrid work setup in 2020 challenged us to get more creative with our engagement programs. Throughout the year we hosted an array of virtual activities:

- Our first virtual engagement activity held in October was a 'Mask-O-Lantern' party where we hosted a face mask and face shield decorating contest, which was attended by nine team members from various divisions and departments.
- 105 employees joined the first MS Teams Live Event we hosted to celebrate Halloween.
- Many prizes from various virtual activities were donated by winners to other employees affected by the typhoons.
- Nearly 700 employees took part in a virtual holiday party where we delivered packed food to employees and bestowed loyalty awards to exemplary team members, as detailed in the Spotlight below.

Spotlight: Showing gratitude for each other

2020 taught us to be more appreciative of the things that we have. This was made the theme of our year-end activity – **An Afternoon of Thanksgiving and Appreciation**. Attended by almost 700 employees from FDC and FLI, our biggest virtual activity of the year was held online where we recapped the events of the year and heard stories of hope from our fellow Dream Builders and Executives.

We heard testimonies from our employees who were displaced by the recent typhoons and how they were able to cope with the help of the Company and their colleagues.

We heard stories of hope as our COVID-19 survivors shared how they battled sickness and depression and their journeys to recovery.

To show our appreciation for one another, 87 service awards were distributed to those who showed real dedication to FLI over the course of the year.

It was certainly different from our past year-end celebrations, but it was a simple yet memorable one.

Our Customers

FLI is proud to offer differentiated and forward-thinking solutions to our customers, as we seek to maximize the positive impact we can have in every community that we create. We achieve this by conducting our business with integrity and keeping our standards high – all to better serve and retain our customer base. To ensure service quality we are guided by a suite of policies and procedures, which cover service quality improvement processes, customer satisfaction surveys and complaints, and more.

Motivated by the SEC’s sustainability reporting requirements, in coming years, we aim to improve our understanding of the impact our operations have on our customers. We will also assess ESG related risks and opportunities as related to the relationships and impacts we have with our customers.

Customer Satisfaction

Abiding by one of our core values of ‘Customer Service’, we seek to achieve quality excellence by thoroughly understanding the needs of customers and consistently surpassing their expectations. We believe that there is always room for improvement when it comes to improving customer health and safety, promoting responsible marketing, and keeping the information of our customers secure.

This commitment to provide excellent properties and services to our customers is achieved by taking responsibility for everything we create, and strictly following regulatory requirements, industry guidelines and internal procedures.

To better understand the needs of our customers and collect feedback regarding service and product quality, a wide array of communication channels is in place, e.g. customer satisfaction surveys. The surveys measure how our products and services meet or surpass customer expectations. If a customer is not satisfied, our Handling of High-Level Complaints Manual guides our Customer Care- Customer Fulfilment team on how to best find a resolution.

During the reporting period, the consolidated annual rating from Office Tenants Satisfaction Survey results for 2020 at our Cyberzone Properties was 3.24 out of 4, which is within our target. We also saw a reduction in substantiated complaints which were resolved promptly with rectification procedures - only received 5, a decrease by 96% from 2019.

Protecting Privacy

FLI is committed to ensuring that all personal data that we possess, whether that of our employees, vendors, or customers, is handled correctly throughout its entire lifecycle. We do our utmost to respect and protect the privacy of individuals and keep personal information secure by complying with applicable data protection, privacy and information security laws and

regulations, namely the Republic Act No. 10173 or the Data Privacy Act of 2012, its Implementing Rules and Regulations and other issuances of the National Privacy Commission.

Our Privacy Policy, which is available on the company [website](#), describes our approach to the necessary collection, use, disclosure and safeguarding of personal information for business-related purposes. We respond to reasonable requests to review personal information collected by us and to correct any inaccuracies, amend or delete any entry per customer privacy rights under the Data Privacy Act of 2012. During the reporting period, there were no data breaches, leaks, thefts, or losses of data.

In addition, being mindful of the risks posed by the rapidly evolving digital environment, our proactive training programs reinforce our commitment to respect and embed privacy into our business practices and culture. Regular communications and outreach are provided from senior management, focused on practical examples of how employees can implement privacy and security compliance in their daily work. We also educate and empower our customers to be more risk-aware and to provide them with the requisite skills and know-how to avoid fraud, scams, and cybercrimes when using our products and services.

Our Environmental Impact

As one of the largest property development firms in the Philippines, we recognize our responsibility in minimizing the negative environmental impacts in the built environment through both the services we provide to our clients and our own operations.

With a mission to respect and protect the environment, our environmental stewardship and sustainable building practices have become cornerstones to our success. From enhancing air quality and public safety to reducing emissions and water usage, we are committed to making our developments the best possible spaces for everyone who uses them. We recognize that since our acquisitions, divestments, and development activity within a given year can significantly impact our environmental performance, we are committed to implementing environmentally sustainable best practices for our operations and to assist our tenants in their efforts to address their environmental concerns.

To address growing stakeholder demands for transparency as well as increasingly stringent environmental reporting requirements, FLI is working to further develop and strengthen a systematic approach to data collection to enable us to better identify, disclose and manage our environmental impacts. We are also exploring innovative opportunities to address air quality, energy efficiency, and waste diversion.

Environmental Compliance

We do our best to comply with all applicable local environmental laws and regulations. Should any violations occur, the root cause is immediately assessed, reported, and addressed.

Applicable to all FLI projects, our Environmental Compliance Policy outlines our approach to managing and preventing pollution while preserving natural resources in compliance with relevant local and national environmental laws and regulations. Approved by our President and CEO, the policy mandates compliance to local environmental laws and regulations (such as DENR and the National Building Code of the Philippines), environmental impact planning, and measures to mitigate the potentially negative aspects of a new building or community development project - for both the pre-construction and construction/operations phases. The Policy also mandates that with any new project, we establish the following :

- social development program to offer training and hiring of residents
- solid waste management program
- education and communications campaign that supports local institutions and schools

In 2020, no disputes arose for non-compliance with environmental laws and/or regulations. We did however have to pay ₱211,093.75 as a monetary fine as DENR implemented higher parameters for water quality monitoring testing in 2020 and our Cyberzone Bay City development tested with higher results than the regulatory parameters allow (under the DENR Administrative Order 2016-08 for Water Quality Guidelines and General Effluents Standards).

We recognize the need to improve our performance on this topic, particularly when it comes to managing coliform and oil. We have since put in place a monitoring system for all buildings to ensure that we comply with environmental standards at all times.

Sustainable Building Practices

We are committed to building sustainable environments that are carefully designed, well-managed, and that save energy and reduce waste. We are also constantly exploring innovative design and construction technologies that keep us at the forefront of the industry.

Sustainable practices have been increasingly integrated into our developments for years. Just one indicator of this is our consistent achievement in attaining LEED building certifications for a number of our developments. In addition to the three buildings that already have attained LEED certification - Axis Tower One, Axis Tower Two and Vector Three all located in Northgate Cyberzone, in 2020, we are in the process of attaining:

Green Building Per-Certifications

DEVELOPMENT	PRE- CERTIFICATION AWARDED
Axis Tower Four	LEEDv3 for Core and Shell - In progress
Axis Tower Three	LEEDv3 for Core and Shell - In progress
Activa - Mixed-Use	LEEDv3 Gold for Core and Shell – In progress
IT Park - Building 1	LEEDv3 Gold for Core and Shell – In progress
IT Park - Building 2	LEEDv3 for Core and Shell - In progress
One Filinvest	LEEDv3 for Core and Shell - In progress

Spotlight: Filinvest City – built for sustainable lifestyles

While many developers are planning a single building or small neighborhood projects, a select number of companies like Filinvest are already delivering future-forward developments. Just walking around the nine districts of Filinvest City, one can discover what we at FLI consider the future of placemaking. It is a neighborhood that was designed to not only be resilient against whatever the future may bring but also a space where whole communities can thrive.

Filinvest City was designed to promote sustainable living and balancing the needs of the community with the environment. We spent years carefully crafting and building Filinvest City because we recognize that people want their communities to feature more natural green spaces for relaxation and exercise, walkable streets filled with small businesses and restaurants, easily accessible and non-polluting public transportation, energy, and water efficiency, and to be part of a community with health and wellness benefits.

This desire perfectly aligns with our corporate mission as well as the stringent design and building standards of the LEED certification process. We are delighted to have attained the LEEDv4 for Neighborhood Development (LEEDv4 ND) certification and for Filinvest City to become the largest LEEDv4 ND certified development in the Philippines and among the largest LEEDv4 ND developments in all of Southeast Asia.

The 244-hectare (603-acre) mixed-use development embodies the principles of smart growth, new urbanization, and green buildings to its neighborhood design. Key sustainable benefits and features throughout Filinvest City are hidden in plain sight. This includes:

- Open and recreational spaces
- Live-work-play environment for residents and workers
- A fleet of electric shuttle buses to serve the community
- Low-flow plumbing fixtures in all buildings and future buildings
- All building roofs use reflective materials to reduce heat island effect
- Design adjustments to improve access and usability for persons with disabilities

Filinvest City was also praised as the Best Mixed-Use Development at the Asia Pacific Property Awards in recognition of our integration of the newest best practices for urban planning and for our commitment to becoming a premier, sustainable and human-centered business district.

The scope and size of Filinvest City have raised the bar for future developments in the Philippines and throughout the Asia-Pacific Region – just as we planned all along.

Learn more about Filinvest City in the [FDC/FAI report](#).

Environmental Stewardship

Our approach to measuring and monitoring how we manage resources starts with projects adhering to our Environmental Compliance Policy and continues throughout the lifecycle of the construction and operations phases. By adhering to this Policy, we have implemented concrete measures and initiatives in energy conservation, waste reduction, pollution prevention, and conducted periodic monitoring and reviews of relevant key performance indicators to protect the environment wherever we operate.

In 2020, with the onset of COVID-19 and in response to several natural disasters, much of our regular environmental impacts have decreased. We spent fewer days on worksites, used fewer materials, and created less waste - and while several of our projects have been delayed, we resumed regular construction when restrictions were lifted and the country slowly transitioned to general quarantine.

Energy and GHG Emissions

Promoting energy efficiency and energy saving is critical to continuously reducing our carbon footprint. We consistently seek ways to enhance the energy efficiency of our projects while reducing our carbon emissions, wherever possible.

As mandated in our Environmental Compliance Policy, and to comply with the emissions standards of DAO 14 (Revised Air Quality Standards of 1992), we do our utmost to ensure that all emissions during the construction phase remain below the allowed parameters. All dust emissions are controlled by periodically watering roads during the dry season and delivery and transport trucks carrying filling materials are covered.

In 2020, our direct Scope 1 carbon emissions across FLI dropped by 59% to 1,489 tCO₂e. This is largely due to a decrease in operations and usage during COVID-19 lockdowns. Based on a like-for-like comparison to our 2019 portfolio, overall energy consumption across our portfolio fell by 18.43%.

Energy consumption by fuel type	2020	2019	% YOY
Renewable sources (Kwh)	92.00	0.00	
Gasoline (L)	134,994.56	165,495.15	-18.43%
Diesel (L)	453,299.98	590,570.51	-23.24%
Electricity (Kwh)	133,332,336.90	192,551,750.00	-30.76%

Air emissions (in CO ₂ e)	2020	2019	%YOY
Direct (Scope 1) GHG Emissions	1,489.00	3,689.56	-59.64%
Energy indirect (Scope 2) GHG Emissions	94,960.00	115,800.29	-18.00%

Water

We manage water and wastewater as responsibly as we can both during the construction of our developments and for our established communities. We mainly use municipally supplied water and our Environmental Compliance Policy and local water and effluents standards keep us motivated to always seek out water-saving opportunities. All deepwater wells that we build are subject to primary water treatment and any effluent discharges must meet the Effluents Standards under DAO 35 (Revised Effluent Regulations of 1990) and DAO 34 (Revised Water Quality Criteria). We also ensure that residential units and other amenities are not built along active natural waterways and no construction or development is undertaken immediately next to rivers or streams in efforts to avoid erosion and unintended siltation of water bodies. Any temporary ditches or canals are lined with silt raps to minimize sedimentation/siltation of nearby tributary rivers and are removed after construction is completed.

In 2020, we consumed 679,571.51 cubic meters of water and withdrew 2,220,117.99 cubic meters. We recycled and reused 70,627 cubic meters of wastewater as well. Our total water use decreased by 86% from 2019.

Water consumption (in cubic meters)	2020	2019	% YOY
Water withdrawal (Cubic meters)	2,220,117.99	5,132,064.12	-56.74%
Water consumption (Cubic meters)	679,571.51	5,132,064.12	-86.76%
Water recycled and reused (Cubic meters)	70,627.00	--	--

Materials

Sustainable buildings start with great design and all of our projects have been designed with sustainable features, including healthy, environmentally-considerate materials.

In 2020, our projects required the use of 5,570,577.91 tonnes of rebar and 12,344,524.76 tonnes of cement. This overall 10,587% increase can be attributed to the broader set of data that we are disclosing for 2020.

Material used (in kg)	2020	2019	%YOY
Material used by weight or volume	17,915,102.67	167,633.57	10587.06%
Non-renewable - Cement	12,344,524.76	137,860.38	8854.37%
Non-renewable - Rebars	5,570,577.91	29,773.19	18610.05%
Percentage of recycled input materials used to manufacture the organization's primary products and services	0.00%	0.00%	--

Waste

Most of the waste directly generated by our business comes from the construction of our development projects. Our Environmental Compliance Policy outlines that all solid waste be properly collected and disposed of in designated disposal sites in accordance with the project site's Solid Waste Management Plan.

Also, the proper handling, collection, and disposal of toxic and/or hazardous substances are fulfilled in accordance with the provisions of RA 6969 (Toxic Substances and Hazardous and Nuclear Waste Control Act of 1990) and proper permits are secured from DENR accordingly.

In 2020, across our portfolio, we generated 20,892.67 tonnes of waste, a decrease of 86% compared to 2019. Despite an overall decrease in waste, compared to 2019 our rate of reusable waste increased by 467%, recyclable waste increased by 51,875%, and composted waste increased by 3,036%. This is all mainly due to an increased scope in data collected and reported for 2020.

Solid waste generated (in Tonnes)	2020	2019	%YOY
Total solid waste generated	158,536.38	20,892.67	-86.82%
Reusable	5.86	33.21	466.72%

Recyclable	33.32	17,317.90	51874.49%
Composted	16.20	507.96	3035.56%
Residuals/landfilled	158,481.00	3,033.60	-98.09%

Hazardous waste (in kg)	2020	2019	%YOY
Total weight of hazardous waste generated	26,865.88	2,000.00	1243.29%
Total weight of hazardous waste transported	7,919.46	2,000.00	295.97%

Ecosystems and Biodiversity

Protecting and enhancing our natural capital has always been a key priority for us. As a major developer across 19 provinces and 53 towns, we believe we have a responsibility to create spaces that help native plant and animal species thrive.

Our Environmental Compliance Policy outlines our approach to preservation methods, such as ensuring that all existing endemic wildlife species in a development area shall be protected by FLI, including their habitats. It also includes a clause that an Environmental Guarantee Fund shall be set up for every FLI project for rehabilitation and restoration activities of affected areas, as well as stipulating compensation of damages and assistance to affected parties should irreparable damages occur.

We have also made a rule for ourselves that for every tree cut for a development project, it be replaced with another tree or similar greenery.

Spotlight: Prioritizing Indoor Air Quality

We understand the importance of taking tangible steps to improve air quality on our developments and beyond – especially in light of the COVID-19 pandemic.

In 2020 we engaged a third-party contractor to conduct a study on the air quality of our offices, to not only improve our compliance with OSH Standards from DOLE under Rule 1070 (Occupational Health & Environmental Control) but to help ensure that everyone who comes through our doors can enjoy clean and healthy air.

Based on the findings of the study:

- The property utilities team conducts thorough deep cleaning of the office spaces and common areas, including all office rooms, working stations, and parking spaces every week
- Clean fresh air is supplied to enclosed workplaces at an average rate of not less than 20 to 40 cubic meters (700 to 1,400 cu. ft.) an hour per employee
- Air purification treatment, such as nano-anti-microbial coating, is undertaken in strategic areas including the executive area, the lobby, and the canteen.

Our Suppliers

Helping the economy by creating jobs and supporting local suppliers

Through our purchasing and partnerships, we support numerous local enterprises and supply chains which in turn support the local market. We recognize that the way we purchase materials plays a huge part in our local economic impact as a business. As such, we are committed to adhering to the ideal of transparency in our supply chain decisions, and our sourcing and procurement efforts aim to shape a value chain that positively influences the market and encourages sustainability.

We mainly achieve this by adhering to our Supplier Accreditation Program, which was established in 2015 and is overseen by our Purchasing Department. The program outlines ways we can maintain quality management by checking for various ISO, DENR, and OSHA certifications or programs in place (such as ISO 9000/9002 and 14000 or equivalent environment programs) and by requesting data on the sources of raw materials (percentage of local/international) from suppliers. Regular reviews or assessments are also conducted to ensure our supply chain partners comply with local laws and our requirements. We also have a Sourcing and Supplier Accreditation Process in place which guides sourcing, accreditation, evaluation and blacklisting of suppliers, service providers, contractors, and vendors. The Sourcing and Accreditation Team is responsible for ensuring that the process is followed for proper supplier vetting.

For our property development operations, we depend on inputs from multiple suppliers and service providers, and we take it upon ourselves to facilitate ESG considerations throughout this value chain. When vetting new suppliers, we consider a range of ESG-related topics such as the supplier's environmental performance and their mechanisms to ensure that bribery and corruption do not occur in their company or in relation to ours.

In 2020, of our 1,338 suppliers, 94.39% were Philippines-based companies, with the rest coming from other areas of Asia. Throughout 2020, because of COVID-19-related restrictions, we experienced great difficulty in procuring a steady stream of supplies as many of our local suppliers were forced to shut down operations entirely in response to local lockdown mandates. In response to this, we were compelled to search for new suppliers from across Asia to help fulfill our procurement needs. We brought on 31 new suppliers in 2020 from 11 from Non-Asian countries. 20 are foreign-owned and 11 are multinational companies.

We also experienced issues with processing payments for several suppliers and vendors who normally rely on in-person transactions. Though our e-settlement service - a payment system operated through our sister company East West Bank (EWB) - has been available to vendors since 2017, not all suppliers have made use of the service. However, given movement restrictions for the pandemic, it became the best available system that allowed vendors to be

assured of their collections from us without face-to-face interaction. Via this system, payments are directly credited to a vendor's EWB account. As a consideration to vendors during the Enhanced Community Quarantine, we went the extra mile by processing manual direct credit and/or deposit checks directly to vendors' bank accounts, even for those without an EWB account. EWB also expanded their services by lowering the required opening amount and maintaining balance. Given the ease of the operating system for EWB members, an additional 122 vendors and suppliers opted to open EWB accounts in 2020.

Our Communities

We believe that everyone should benefit from our developments, which is why we have been committed to working closely with community groups since we first started building. This longstanding commitment to giving back to the communities where we build as well as those nearby is driven by our desire to make a positive impact on our communities and to contribute to their long-term prosperity.

In 2020, our support focused on recovery efforts from the Taal volcano eruption and the Rolly and Ulysses typhoons, as well as relief efforts for COVID-19. Throughout the year, we contributed to several local charities and non-governmental organizations. We also worked with our partners and numerous other stakeholders to support local causes and help provide relief wherever we could.

We also encouraged our employees to participate in volunteer and community service programs, while observing social distancing measure. In 2020, 355 employees participated in several community engagement events across the Philippines, raised over P 351,000, and dedicated 87 volunteer hours.

In coming years, we aim to improve our understanding of the impact our operations have on local communities, particularly indigenous peoples and vulnerable members of our society. We will map out both mitigating and enhancement measures based on our findings and will also assess ESG-related risks and opportunities regarding the relationships and impacts we have on the communities in which we operate.

Appendices

List of Operations

The following are the most recently launched projects and projects with new phases and buildings:

Current Residential Development Projects

PROJECT	LOCATION
8 Spatial	Davao
Activa	Quezon City
Alta Spatial	Valenzuela City
Amarilyo Crest	Rizal
Anila Park Residences	Rizal
Aria at Serra Monte	Rizal
Bali Oasis	Pasig
Belize	Muntinlupa
Centro Spatial	Davao
Centro Spatial	Manila
Claremont Expansion	Pampanga
Enclave	Muntinlupa
Futura East	Cainta
Futura Homes Davao	Davao
Futura Homes Iloilo	Iloilo
Futura Homes Koronadal	South Cotabato
Futura Homes Mactan	Cebu
Futura Homes Palm Estates	Bacolod
Futura Mira	Calamba
Futura Plains	Rizal
Futura Zamboanga	Zamboanga
Hampton Orchard	Pampanga
Levels	Alabang
Maldives Oasis	Davao
Marina Spatial	Dumaguete
Maui Oasis	Manila
Meridian Place	Cavite
Mira Valley	Rizal
New Fields at Manna	Rizal
New Leaf	Cavite
One Oasis Cagayan de Oro	Cagayan de Oro
One Oasis Cebu	Cebu
One Spatial	Pasig
One Spatial Iloilo	Iloilo
Panglao Oasis	Taguig
Pineview	Cavite
San Remo	Cebu
Sandia	Batangas
Savannah Place	Cavite

Sorrento Oasis	Pasig
Southwinds	Laguna
Studio City	Alabang
The Grove	Rizal
The Prominence	Quezon City
Tierra Vista	Bulacan
Valle Dulce	Laguna
Ventura Real	Rizal
Veranda	Davao

Office Sites

BUILDING	LOCATION
Plaza A	Northgate Cyberzone, Alabang
Plaza B	Northgate Cyberzone, Alabang
Plaza C	Northgate Cyberzone, Alabang
Plaza D	Northgate Cyberzone, Alabang
Plaza E	Northgate Cyberzone, Alabang
IT School	Northgate Cyberzone, Alabang
Capital One	Northgate Cyberzone, Alabang
CVG (Convergys Bldg)	Northgate Cyberzone, Alabang
5132 Building	Northgate Cyberzone, Alabang
iHub1	Northgate Cyberzone, Alabang
1Hub2	Northgate Cyberzone, Alabang
Filinvest One	Northgate Cyberzone, Alabang
Filinvest Two	Northgate Cyberzone, Alabang
Filinvest Three	Northgate Cyberzone, Alabang
Vector One	Northgate Cyberzone, Alabang
Vector Two	Northgate Cyberzone, Alabang
Vector 3	Northgate Cyberzone, Alabang
Axis Tower One	Northgate Cyberzone, Alabang
Axis Tower Two	Northgate Cyberzone, Alabang
FLI Edsa	EDSA Wackwack
Cebu Tower 1	Cebu
Cebu Tower 2	Cebu
PB Comm	Makati
Pasay Cyberzone B	Pasay
Pasay Cyberzone C	Pasay
Pasay Cyberzone A	Pasay
Pasay Cyberzone D	Pasay
100 West	Makati
Clark Mimosa 1	Clark, Pampanga
Clark Mimosa 2	Clark, Pampanga

Complete List of Mid-Rise Buildings

Project Name	Location
Metro Manila/ Luzon	
Asiana Oasis	Paranaque City
Bali Oasis	Pasig City

Bali Oasis 2	Pasig City
Capri Oasis	Pasig City
Fora	Tagaytay
Fortune Hill	San Juan City
Futura East	Cainta, Rizal
Maui Oasis	Sta. Mesa, Manila
One Oasis Ortigas	Pasig City
One Spatial	Pasig City
Panglao Oasis	Taguig
Sorrento Oasis	Pasig City
The Signature	Balintawak, Quezon City
Verde Spatial	Quezon City
Alta Spatial	Valenzuela City
Centro Spatial	Manila
Belize Oasis	Muntinlupa
Visayas	
Amalfi Oasis	City di Mare, Cebu
Marina Spatial	Dumaguete
One Oasis Cebu	Mabolo, Cebu City
One Spatial Iloilo	Iloilo
San Remo Oasis	City di Mare, Cebu
Umi Garden	City di Mare, Cebu
Mindanao	
Centro Spatial	Davao City
Eight Spatial	Maa, Davao
One Oasis Cagayan de Oro	Cagayan de Oro
One Oasis Davao	Davao City
Veranda Resort Condos	Davao
Maldives Aspire	Davao

Retail Sites

Festival Mall - Alabang
 Fora Mall - Tagaytay
 Il Corso Mall - Cebu
 Main Square - Molino, Bacoor, Cavite
 Brentville – Laguna

Townships and estate

Filinvest Mimosa plus
 New Clark City
 City di Mare
 Havila
 Timberland Heights
 Ciudad de Calamba

Performance Metrics

A. Economic disclosures		2020	2019
Economic Performance			
Direct Economic Value Generated and Distributed		Total (in PHP)	Total (in PHP)
	Direct economic value generated (Revenue)	17,484,646,000	25,673,310,000
	Direct economic value distributed*	24,250,774,000	24,318,614,000
Procurement Practices			
Proportion of Spending on Local Suppliers			%
	Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	94.39%	98.81%
Anti-Corruption			
Training on Anti-Corruption Policies and Procedures			%
	Percentage of employees who have received written communication about corporate anti-corruption policies and procedures	0%	0%
	Percentage of business partners who have received written communication about corporate anti-corruption policies and procedures	0%	0%
	Percentage of directors and management who have received anti-corruption training	100%	80%
	Percentage of employees who have received anti-corruption training	0%	0%
Incidents of Corruption			Number
	Number of incidents in which directors were removed or disciplined for corruption	0	0
	Number of incidents in which employees were dismissed or disciplined for corruption	0	0
	Number of incidents when contracts with business partners were terminated due to corruption	0	0

*Does not include principal debt payments.

B. Environment Disclosures		2020	2019
Resource Management		Unit	Amount
Energy consumption within the organization and Reduction of Energy Consumption			
	Energy consumption - by fuel type - Gasoline	Liters	134,994.56
	Energy consumption - by fuel type - Diesel	Liters	165,495.15
	Energy consumption - by fuel type - Electricity	kwh	453,299.98
	Energy reduction - by fuel type - Gasoline	Liters	133,332,336.90
	Energy reduction - by fuel type - Diesel	Liters	192,551,750
	Energy reduction - by fuel type - Electricity	kwh	33,345.59
	Energy reduction - by fuel type - Gasoline	Liters	187,913.30
	Energy reduction - by fuel type - Diesel	Liters	55,297,317.00
	Energy reduction - by fuel type - Electricity	kwh	-

Water consumption within the organization			
Water consumption within the organization	CBM	1,540,546.48	5,132,064.12
Water withdrawal		2,220,117.99	-
Water discharged		679,571.51	5,132,064.12
Water recycled and reused		70,627.00	-
Materials Used by the Organization			
Materials used by weight or volume - rebar	kg	5,570,577.91	29,773.19
Materials used by weight or volume - cement	Kg	12,344,524.76	137,860.38
Percentage of recycled input materials used to manufacture the organization's primary products and services	%	0%	0%
Ecosystems and Biodiversity			
Operational sites owned, leased in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		-	-
Habitats protected or restored		-	-
IUCN Red List species and national conservation list species with habitats in areas affected by operations		-	-
Environmental Impact Management			
Air Emissions - Green House Gasses (GHG)	Unit		Amount
Direct (Scope 1) GHG Emissions	Tonnes CO2e	1,489.00	3,689.56
Energy indirect (Scope 2) GHG Emissions	Tonnes CO2e	94,960.00	115,800.29
Emissions of ozone-depleting substances (ODS)			-
Air Pollutants			
Nitrogen oxides (NOx)	g/Ncm	12,532.15	-
Sulfur oxides (SOx)	g/Ncm	247.00	-
Persistent organic pollutants (POPs)	g/Ncm	0.00	-
Volatile organic compounds (VOCs)	g/Ncm	0.00	-
Hazardous air pollutants (HAPs)	g/Ncm	0.00	-
Particulate matter (PM)	g/Ncm	0.00	-
Solid Waste			
Reusable	Tonnes	33.21	5.86
Recyclable		17,317.90	33.32
Composted		507.96	16.20
Residuals/Landfilled		3,033.60	158,481
TOTAL		20,892.67	158,536.38
Hazardous Waste			

Total weight of hazardous waste generated	KG	26,865.88	2,000
Total weight of hazardous waste transported		7,919.46	2,000
TOTAL			4,000
Effluents			
Total volume of water discharges	CBM	1,504,538.48	4,517,545.44
Percent of wastewater recycled	%	0.05	1.16%
Environmental Compliance			
Non-compliance with environmental laws and regulations			
Total amount of monetary fines for non-compliance with environmental laws and/or regulations		₱211,093.75	--

C. Social Disclosures						
Employee Management	2020			2019		
	Total	Male	Female	Total	Male	Female
Employee Hiring and Benefits						
Total number of employees	1,262	514	748	1,172	459	713
Attrition rate	22%			--		
Ratio of lowest paid employee against minimum wage	1.46	1.46	1.46	1.03	1.25	1.03
Employee Training and Development						
Total training hours provided to employees (by male/female)	5,838.85	2084.05	3,754.80	9,241	4,195.5	5,045.5
Average training hours provided to employees (by male/female)	8.13	7.34	8.92	10.99	10.95	11.04
Labor Management Relations						
% of employees covered by Collective Bargaining Agreements	0			0		
Number of consultations conducted with employees concerning employee-related policies	24			0		
Diversity and Equal Opportunity						
% of workers in the workforce by gender	--	35%	65%	--	39.23%	60.77%
Number of employees from indigenous communities and/or vulnerable sector	--	0	0	--	--	--
Workplace Conditions, Labor Standards, and Human Rights Occupational Health and Safety						
Safe Man-Hours	2,391,701.54			--		
No. of work-related injuries	0			--		
No. of work-related fatalities	0			--		
No. of work-related ill-health	0			--		
No. of safety drills	--			--		
Labor Laws and Human Rights						

Policies that explicitly disallow violations of labor laws and human rights (e.g. harassment, bullying) in the workplace	4	1
No. of legal actions or employee grievances involving forced or child labor	0	0
Relationship with Community	2020	2019
Significant Impacts on Local Communities		
For operations affecting IPs, total number of Free and Prior Informed Consent (FPIC) consultations and Certification Preconditions (CPs) secured	-- ¹	0
Customer Management	2020	2019
Customer Satisfaction		
Customer Satisfaction Score(s)	N/A	65%
Health and Safety		
Number of substantiated complaints on product or service health and safety	207	0
Number of complaints addressed	207	0
Marketing and Labelling		
Number of substantiated complaints on marketing and labelling	5	165
Number of complaints addressed	5	165
Customer Privacy		
Number of substantiated complaints on customer privacy	0	0
Number of complaints addressed	0	0
Number of customers, users and account holders whose information is used for secondary purposes	0	0
Data Security		
No. of data breaches, including leaks, thefts and losses of data	0	0

¹ Data not collected in 2020

SEC Content Index

Disclosures		Reporting location	Remarks/ explanation
Company details			
Name of Organization		Content Index About this Section	Filinvest Land, Inc.
Location of Headquarters			Mandaluyong City, Metro Manila
Location of Operations			Philippines
Report Boundary: Legal entities included in this report			Filinvest Land, Inc.
Business Model			Property Development
Reporting Period			January 1 – December 31, 2020
Highest Ranking Person for this report		Sustainability Governance	
A. Economic disclosures		Reporting location	Remarks/ explanation
Economic Performance			
Direct Economic Value Generated and Distributed			
General Disclosures	Management Approach	--	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Direct economic value generated (Revenue)	Performance Metrics	
	Direct economic value distributed	Performance Metrics	
Climate-Related Risks and Opportunities			
General Disclosures	Governance	--	Omitted – Data not available at time of reporting.
	Strategy		
	Risk Management		
	Metrics and Targets		
Procurement Practices			
Proportion of Spending on Local Suppliers			
General Disclosures	Management Approach	Our Suppliers	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPI	Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	Our Suppliers Performance Metrics	
Anti-Corruption			
Training on Anti-Corruption Policies and Procedures			
General Disclosures	Management Approach	Approach to CSR – Anti-Corruption	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Percentage of employees who have received written communication	--	

	about corporate anti-corruption policies and procedures		
	Percentage of business partners who have received written communication about corporate anti-corruption policies and procedures		
	Percentage of directors and management who have received anti-corruption training		
	Percentage of employees who have received anti-corruption training		
Incidents of Corruption			
General Disclosures	Management Approach	Approach to CSR – Anti-Corruption	
	The Impact and Where it Occurs Stakeholders Affected	About this Section	
KPIs	Number of incidents in which directors were removed or disciplined for corruption	Performance Metrics	
	Number of incidents in which employees were dismissed or disciplined for corruption		
	Number of incidents when contracts with business partners were terminated due to corruption		
B. Environment Disclosures		Reporting location	Remarks/ explanation
Resource Management			
Energy consumption within the organization and Reduction of Energy Consumption			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs Stakeholders Affected	About this Section	
KPIs	Energy consumption - by fuel type	Our Environmental Impact	
	Energy reduction - by fuel type	Performance Metrics	
Water consumption within the organization			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs Stakeholders Affected	About this Section	
	ESG Risks and Opportunities		
KPIs	Water consumption within the organization	Our Environmental Impact	
	Water withdrawal	Our Environmental Impact	
	Water consumption	Performance Metrics	
	Water recycled and reused		
Materials Used by the Organization			

General Disclosures	Management Approach	--	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Materials used by weight or volume	Our Environmental Impact Performance Metrics	
	Percentage of recycled input materials used to manufacture the organization's primary products and services	--	
Ecosystems and Biodiversity			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Operational sites owned, leased in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	--	
	Habitats protected or restored		
	IUCN Red List species and national conservation list species with habitats in areas affected by operations		
Environmental Impact Management			
Air Emissions - Green House Gasses (GHG)			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
	ESG Risks and Opportunities	Performance Metrics	
KPIs	Direct (Scope 1) GHG Emissions		
	Energy indirect (Scope 2) GHG Emissions		
	Emissions of ozone-depleting substances (ODS)	--	
Air Pollutants			
General Disclosures	Management Approach	--	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Nitrogen oxides (NOx)	--	
	Sulfur oxides (SOx)		
	Persistent organic pollutants (POPs)		
	Volatile organic compounds (VOCs)		
	Hazardous air pollutants (HAPs)		
	Particulate matter (PM)		
Solid Waste			

General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPI	Total solid waste generated - by type	Our Environmental Impact Performance Metrics	
Hazardous Waste			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Total weight of hazardous waste generated	Performance Metrics	
	Total weight of hazardous waste transported		
Effluents			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Total volume of water discharges	Our Environmental Impact Performance Metrics	
	Percent of wastewater recycled		
Environmental Compliance			
Non-compliance with environmental laws and regulations			
General Disclosures	Management Approach	Our Environmental Impact	
	The Impact and Where it Occurs	About this Section	
	Stakeholders Affected		
KPIs	Total amount of monetary fines for non-compliance with environmental laws and/or regulations	Our Environmental Impact Performance Metrics	
	Number of non-monetary sanctions for non-compliance with environmental laws and/or regulations		
	Number of cases resolved through a dispute resolution mechanism		
C. Social Disclosures		Reporting location	Remarks/ explanation
Employee Management			
Employee Hiring and Benefits			
General Disclosures	Management Approach	Our People – Hiring and Benefits	
	The Impact and Where it Occurs	About this Section	
KPIs	Total number of employees	Our People Performance Metrics	
	Attrition rate	--	

	Ratio of lowest paid employee against minimum wage	--	
	List of employee benefits	Our People	
Employee Training and Development			
General Disclosures	Management Approach	Our People – Training and Development	
	The Impact and Where it Occurs	About this Section	
KPIs	Total training hours provided to employees (by male/female)	Our People Performance Metrics	
	Average training hours provided to employees (by male/female)		
Labor Management Relations			
General Disclosures	Management Approach	Our People	
	The Impact and Where it Occurs	About this Section	
KPIs	% of employees covered by Collective Bargaining Agreements	Performance Metrics	
	Number of consultations conducted with employees concerning employee-related policies	--	
Diversity and Equal Opportunity			
General Disclosures	Management Approach	--	
	The Impact and Where it Occurs	About this Section	
KPIs	% of female workers in the workforce	Our People Performance Metrics	
	% of male workers in the workforce		
	Number of employees from indigenous communities and/or vulnerable sector		--
Workplace Conditions, Labor Standards, and Human Rights Occupational Health and Safety			
General Disclosures	Management Approach	Our People - Health, Safety and Wellbeing	
	The Impact and Where it Occurs	About this Section	
KPIs	Safe Man-Hours	--	
	No. of work-related injuries		
	No. of work-related fatalities		
	No. of work-related ill-health		
	No. of safety drills		
Labor Laws and Human Rights			
General Disclosures	Management Approach	Our Suppliers Our People	
	The Impact and Where it Occurs	About this Section	
KPIs	Policies that explicitly disallow violations of labor laws and human rights (e.g. harassment, bullying) in the workplace	Our People Performance Metrics	
	No. of legal actions or employee grievances involving forced or child labor	Performance Metrics	

Supply Chain Management			
Supplier Accreditation and Screening			
General Disclosures	Management Approach	Our Suppliers	
	The Impact and Where it Occurs	About this Section	
KPIs	Supplier Accreditation Policy	Our Suppliers	
	Sustainability Topics Considered When Selecting/Screening Suppliers		
Relationship with Community			
Significant Impacts on Local Communities			
General Disclosures	Management Approach	Our Communities	
KPIs	Operations with significant impacts on local communities (by location, vulnerable group/indigenous people (IPs))		
	Mitigating measures (if negative) or enhancement measures (if positive) For operations affecting IPs, total number of Free and Prior Informed Consent (FPIC) consultations and Certification Preconditions (CPs) secured		
Customer Management			
Customer Satisfaction			
General Disclosures	Management Approach	Our Customers – Serving our Customers	
	The Impact and Where it Occurs	Approach to CSR	
KPI	Customer Satisfaction Score(s)	--	
Health and Safety			
General Disclosures	Management Approach	Our Customers – Serving our Customers	
	The Impact and Where it Occurs	Approach to CSR	
KPIs	Number of substantiated complaints on product or service health and safety	Our Customers Performance Metrics	
	Number of complaints addressed		
Marketing and Labelling			
General Disclosures	Management Approach	Our Customers – Serving our Customers	
	The Impact and Where it Occurs	Approach to CSR	
KPIs	Number of substantiated complaints on marketing and labelling	Our Customers Performance Metrics	
	Number of complaints addressed		
Customer Privacy			
General Disclosures	Management Approach	Our Customers – Protecting Privacy	
	The Impact and Where it Occurs	Approach to CSR	

KPIs	Number of substantiated complaints on customer privacy	Our Customers Performance Metrics	
	Number of complaints addressed		
	Number of customers, users and account holders whose information is used for secondary purposes		
Data Security			
General Disclosures	Management Approach	Our Customers – Protecting Privacy	
	The Impact and Where it Occurs	Approach to CSR	
KPI	No. of data breaches, including leaks, thefts and losses of data	Our Customers – Protecting Privacy Performance Metrics	

**As stated in the [Approach to CSR – Sustainability Governance Section](#), ESG Risks and Opportunities as related to our material topics and climate-related issues were not assessed for this reporting period.