

FILINVEST
LAND, INCORPORATED
2019
SUSTAINABILITY
REPORT



Filinvest Land – ESG/CSR Report 2019

Table of Contents

Chairman’s Message	3
About this Section.....	4
<i>Scope</i>	<i>4</i>
<i>Materiality.....</i>	<i>4</i>
Approach to CSR	6
<i>Sustainability Governance.....</i>	<i>6</i>
Our People	8
<i>Employee Profile</i>	<i>8</i>
<i>Hiring and Benefits.....</i>	<i>8</i>
<i>Training and Development.....</i>	<i>9</i>
<i>Health, Safety and Wellbeing</i>	<i>10</i>
<i>EnRiCh-ing Employee Engagement.....</i>	<i>11</i>
Our Customers	13
Our Environmental Impact.....	15
<i>Sustainable Building Practices.....</i>	<i>15</i>
<i>Resource Management</i>	<i>17</i>
Our Suppliers	21
Our Communities.....	22
Appendices	24
<i>List of Building Sites</i>	<i>24</i>
<i>Performance Metrics.....</i>	<i>26</i>
<i>SEC Content Index.....</i>	<i>30</i>

Chairman's Message

Welcome to our first sustainability report where we share our progress and the latest initiatives in 2019.

The vision of Filinvest Land is to be a trusted placemaker and to inspire those who live and walk and work among our environs. At the core of our business, we not only aim to create high value living and working spaces for our customers – we aim to build the Filipino Dream. While our business focus is on contributing to nation-building by serving the underserved, we are also adamant about taking responsibility for our environmental impact and for uplifting the people who work with and around us, both integral parts of our community. Indeed, it is our mission to not only create and add value for our investors but also to respect and protect the environment and keep housing affordable.

Since we consider the environmental impact of our company to be of utmost importance to preserving our nation's delicate ecosystem and limited natural resources, we have been making every effort to operate in an environmentally considerate manner. As part of FLI's mission to provide superior properties to our customers through cost efficiencies without sacrificing safety, quality, and the environment, we have sought to act as sustainably as possible by minimizing waste, reducing emissions, and actively innovating our building and construction practices.

By considering our impact and thinking beyond our economic growth, we are committed to finding new ways that our business can activate an industry-wide commitment to sustainability, such as through joint ventures that aim to enhance energy efficiency and reduce carbon emissions.

Working in collaboration with our stakeholders, business partners, and clients, we strive to build a better tomorrow for our community. However, we understand that sustainability is a continuous process and there is a long way ahead of us.

Looking forward, we intend to expand our reporting on sustainability initiatives and to continuously improve our approach to collecting data on our environmental and social performance. In addition, acknowledging the business value of the UN Sustainable Development Goals, we look forward to aligning our sustainability plans with them in a strategic and meaningful way in coming years.

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 Report

Filinvest Land (“FLI” or the “Company”) welcomes this opportunity to publish its first environmental social and governance (ESG) report. This chapter details FLI’s non-financial performance across the economic, environmental, and social aspects of our business for the reporting period from 1 January through 31 December 2019.

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 with reference to the Global Reporting Initiative (GRI) Standards Reporting Guidelines.

Scope

This chapter describes the performance and initiatives of Filinvest Land’s operations in the Philippines. For a complete list of our operations, visit the [List of Building Sites](#) in the Appendix of this report.

Materiality

The SEC’s sustainability reporting requirement among publicly listed companies is an opportunity for FLI to take stock of everything that we have done to deliver on our commitment and find ways to build our big ideas better. In 2019, we undertook an initial assessment of our current organizational processes, procedures, and policies in efforts to better understand our current practices and how they relate to ESG issues.

Per the SEC ESG Guidelines, 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.

Material 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		--

Material Topics	Impact Location (within or outside the Company)		External Stakeholders Affected
	Within	Outside	
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

Moving forward, we intend to conduct a materiality assessment that will enable us to focus our energies and resources on a sustainability agenda that is strategic to our business, promotes growth, manages impacts and minimizes risks, and contributes to sustainable development.

Approach to CSR

FLI's approach to sustainability is built on a solid foundation of integrity, strong governance, and accountability to our stakeholders. We are committed to consistently instilling sustainable and environmentally considerate practices within our company culture, across our supply chain, and for our customers. As we progress on our sustainability journey, we look forward to 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

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.

We maintain strong governance practices to ensure proper monitoring of risk management, internal controls, and other compliance matters (*detailed in the Annual Report*). The Board 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.

We are working to strengthen our sustainability governance structures and mechanisms and to integrate economic, social, and environmental structures into our business decision-making processes at all levels. In coming years, motivated by the SEC's sustainability reporting requirements, we seek to improve our understanding of the impact our operations have on ESG related topics. We will also assess ESG related risks and opportunities as related to our sustainability management, governance, and climate-related issues.

Anti-corruption

Bribery and corruption 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. We also adhere to standards of conduct to 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.

Our anti-corruption efforts are supported by several strictly enforced policies, including our Conflict of Interest Policy, Insider Trading Policy, and Related Party Transactions Policy. 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. 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..

In 2019, 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 the Corporate Governance Section of the Annual Report.

Our People

We have a customer-centric corporate culture that is focused on delivering high-quality services to our customers with honesty and integrity. We aim to cultivate an environment where they will be healthy, engaged, and productive. We invest in our employees and provide them with rewarding career paths.

In coming years, motivated by the SEC's sustainability reporting requirements, we seek to improve our understanding of the impact our operations have on our employees. We will also 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.

Employee Profile

Our 1,170¹ high caliber team members, 1,000 of which are employed on a regular, full-time basis, are the key to our success. Characteristics we cultivate in our people include a willingness to take initiative, open-mindedness, ability to work as a team, and passion for continuous learning and improvement. With female employees comprising 60.77% of our workforce, we have a demonstrably high proportion of women among our regular and probationary staff which reveals FLI commitment to gender diversity and fair hiring practices.

Employee profile by category and gender

Category	2019	
	Male	Female
Board	8	1
Regular	398	602
Probationary	49	78
<i>Contractual</i>	4	30
Total	459	713
Percentage	39.23%	60.77%

Hiring and Benefits

We have set companywide 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

¹ This figure reflects our permanent full-time employees.

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. Arranged by our Learning and Development Team, we offer a wide array of professional development programs that aim to nurture talent and help employees build skills and capabilities so that they can fulfill their potential. In house training is conducted regularly and recommended employees are enlisted based on their potential to attend external seminars. In 2019, training topics included:

PROGRAM	DESCRIPTION
<i>New Employee Orientation</i>	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.
<i>Customer Service Mindset</i>	A whole day workshop highlighting the importance of delivering and embodying good customer service not only to buyers and external clients but also to our colleagues and fellow Dream Builders.
<i>Business Grammar and Writing</i>	A whole day workshop session designed to equip our employees with the right knowledge in business communications and grammar to ensure professionalism and exceptional quality of service as Dream Builders.
<i>Problem Solving and Decision Making</i>	A 2-day workshop session for our supervisors and managers designed to explore multiple approaches to solve problems in varying ranges and help them come up with sound decisions.
<i>BFP Orientation and Evacuation Drill</i>	In partnership with the Bureau of Fire Protection, a 4-hour session discussing the varying levels of risks and fire hazards we might encounter in our daily lives and how to prevent them.
<i>Construction Project Quality Assurance and Quality Control</i>	A 2-day seminar for our Technical teams (Engineers and Architects) about effective quality assurance measures of Filinvest Projects. This seminar is also PRC accredited for Continuous Professional Development (CPD) points.
<i>Filinvest eLearning Launch</i>	A 4-hour session on the launch of Filinvest Mentor - Filinvest's eLearning platform.
<i>Strategic Planning and Strategic Thinking Workshop</i>	A 4-hour session preparing our leaders and groups for strategic planning sessions with their respective teams.

<i>Power BI Bootcamp</i>	A training program designed to improve data representation and data modeling skills of our employees through the use of Power BI.
<i>PCO Training</i>	Training for our Project Engineers and Project Technical Heads as Pollution Control Officers.
<i>Basic Occupational Safety and Health Training</i>	Mandatory training program for Occupational Health and Safety.
<i>Mandatory Continuing Legal Education</i>	Various seminars and programs for lawyers to further hone their legal knowledge and skills.
<i>Continuing Professional Development (CPD) Accreditations</i>	Various seminars and programs for our technical teams (Engineers and Architects) for Continuing Professional Development and Licensure Renewal.
<i>HATS Level 1 Certification</i>	Training on HATS administration for efficient promotion screening.
<i>Paralegal Training Program</i>	A 100-hour training program on Paralegal certification to aide our lawyers in legal matters and procedures.

Beyond training, all regular employees take part in an annual performance evaluation. Also, to develop the highest level of skill among employees and enhance personal and professional growth, the company periodically assesses the training needs of each employee. In addition, we recognize employees with 10, 15, 20, 25, 30 years of service to celebrate the appreciation of their hard work and loyalty.

Employees Trained by gender and employment category

<i>Category</i>	<i>Total</i>	<i>Female</i>	<i>Male</i>
<i>Rank and File</i>	528	287	241
<i>Supervisor</i>	117	61	56
<i>Manager</i>	178	103	75
<i>Executive</i>	17	6	11

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

<i>Total</i>	<i>Male</i>	<i>Female</i>
21.99	10.95	11.04

Health, Safety and Wellbeing

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. Our goal is zero accidents, injuries and illnesses. To achieve this, we have a thorough set of policies and programs to uphold the occupational health and safety (OHS) of our employees. This includes a Safety Policy, Accident Prevention Program, Code of Safe Practices, injury and illness prevention programs, and more.

Our **OHS Program** was established to ensure a clean, safe, and healthy work environment for all its employees. All employees including newly hired staff, after orientation on the safety procedures and practices, must be able to assimilate our safety program and follow what was prescribed by the program induction. The company's OHS program is designed to prevent or minimize the possibilities of injuries at the workplace.

Per our **Security, Environment, Health and Safety (SEHS) Policy**, we strive to ensure that all work and work-related activities are performed responsibly and safely and in compliance with applicable laws and regulations. The SEHS Policy applies to all businesses, subsidiaries, and all employees and is available to the public on our website under Company Policies. We regularly check compliance through internal and external audits and appropriate channels are set up to encourage reporting of behaviors not compatible with the policy. We have also set objectives and targets which support a proactive SEHS culture throughout FLI for continual improvement.

All our policies, accident prevention, and safety training programs are designed to comply with all applicable laws and regulations and are implemented using appropriate company standards where regulatory requirements do not exist. All employees are expected to comply with the requirements these programs, particularly our **Safety Plan**, and failure to observe safe work practices and requirements are cause for disciplinary action. Employees are requested to sign an Employee Acknowledgement of the Health and Safety Plan, indicating that they have read and understood the plan, will comply with applicable safety rules, policies and procedures and completely understood the safety plan.

We believe that heightened awareness of the physical or administrative consequences of ignoring safe practices fosters a healthy respect for company policy and procedures, as well as the hazards themselves. We require OHS training for all employees to ensure instruction in safe work practices and rules, and to provide the skills and knowledge necessary to identify and control workplace hazards. Throughout 2019, we ran 116 trainings and drills covering a range of topics including sexual harassment, fire and earthquake evacuation drills, and personal injury prevention.

EnRiCh-ing Employee Engagement

Every year we host an array of programs aimed at training and keeping employees engaged starting from the leaders. Programs such as coaching, behavioral interviewing, problem-solving, and decision making were conducted to further develop the leadership skills of supervisors and managers. 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.

In 2019, we launched the **EnRiCh Program** to encourage employee wellness, social bonds, and teamwork. The activities anchored around EnRiCh aim to ensure that FLI promotes work-life balance, team companionship, and a fun working environment through various employee engagement activities. These activities have also provided employees with avenues to build social connections – within and outside the Company.

To encourage healthy lifestyles among employees, FLI conducted its Annual Physical Examination (APE) in January 2019, which was attended by 570 employees. Other activities, such as vaccinations and bloodletting, were also offered throughout the year. Aside from physical wellness, FLI also enabled First Friday Masses to be held every month and confessions during Holy Week for our more spiritual team members.

To encourage the development of solid working relationships among colleagues, FLI held a variety of events to celebrate Valentine's, Mother's Day, and Father's Day. For Halloween, the children of the employees were invited to go Trick or Treating around the office. We also host retirement parties for soon to be retirees to show our appreciation for their service to the Company,

During the Christmas holidays, we held an MTV-themed Party and contest where employees dressed up as their favorite pop music icons. For this year's contest, teams created music video parodies, which brought out everyone's creativity and resourcefulness.

We continually host a range of employee activities such as sports and family days for employees and their families. One of the major employee engagement activities for the year was the FLI Sports Fest. Various games of basketball, volleyball, badminton, table tennis, chess, and dama were played. Participating employees showed a real passion for sports and practiced their camaraderie and teamwork as well. We also have internal communications tools, namely bulletin boards and newsletters, to update employees on new policies and other important information.

Our Customers

We recognize that conducting our business with integrity and high standards is central to our long-term success and underpin our ability to serve and retain our customers. To ensure service quality, we have implemented 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 seek 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.

Serving Our Customers

We pride ourselves on excellent customer service and place great importance on listening to our customers. We continually seek and respond to customer feedback through a variety of channels, including via our website, social media, direct interaction, a customer service hotline, e-mail, and SMS, among others.

Led by our Service Quality Improvement Head, our customer satisfaction surveys are shared with customers to measure how our products and services meet or surpass their 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.

The manual covers proper channels through which we address high-level complaints by outlining ways of identifying the severity level of complaints, acknowledgments to the complainant, and sharing of complaints reports to all concerned departments. Any complaint received is assigned a Customer Fulfilment (CF) officer for immediate response/feedback and resolution. After a CF head determines the content and severity of a complaint, a Complaints Report Form is prepared by CF Staff within 24-hours after receipt from a CF Head. Then, an investigation shall be conducted, and resolution sought. A complaint is only ever considered "CLOSED" by a CF Manager/Head when the complainant is satisfied with the resolution provided.

We consider our employees to be our ambassadors. To improve customer service and enhance interpersonal skills, frontline personnel are required to undergo regular training on topics such as improving listening and verbal and written communication skills, and problem-solving and conflict resolution. All employees are also expected to abide by our Basic Customer Service Standards manual, which aims to instill best practices to enable us to deliver excellent service to our customers. These standards are reviewed, approved, and supported by the President and CEO of FLI and all members of our Senior Management Committee.

In 2019, we received 165 substantiated complaints regarding our products and marketing and labeling, which were resolved promptly with rectification procedures.

In 2019, we received a satisfaction rating of 65% based on a customer survey conducted among 500 customers. 65% of the 500 customers rated Filinvest Land with either Very Satisfied or Satisfied.

Protecting Privacy

Our Privacy Policy, which is available on our company website outlines our commitment to respecting and protecting the privacy of customer and keeping personal information (“Personal Information”) in accordance with Republic Act No. 10173 or the Data Privacy Act of 2012, its Implementing Rules and Regulations and other issuances of the National Privacy Commission (NPC).

The Group responds 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, including leaks, thefts, or losses of data.

As mentioned in our Privacy Policy, personal information possessed by the Group shall be kept confidential. However, it may be necessary for the Group to disclose and transfer personal information to third party companies, entities, or service providers engaged by the Group to perform certain services on its behalf, including:

- Government agencies such as SSS, PhilHealth, HDMF;
- Banking and financial institutions;
- Insurance providers;
- Storage facility providers;
- External advisors and other professional advisors, such as auditors and legal firms;
- Contractors or subcontractors; and
- Such other service providers that may be appointed by the Filinvest Group including background investigators.

In addition, being mindful of the risks posed by the rapidly evolving digital environment, we work to educate and empower our customers to be more risk-aware and to provide them with 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 - with a portfolio of more than 25 million square meters under management – 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. As 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.

Applicable to all FLI projects, our Environmental Compliance Policy aims to provide effective environmental programs for the prevention of pollution, preservation of natural resources, and solid waste management, 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 impact that a new building or community development project can create for both the pre-construction and construction/operations phases.

The Policy also mandates that with any new project, a Social Development Program shall be established to offer training and hiring of local residents, a solid waste management program, support to local institutions and schools, and to create education and communications campaigns.

We recognize that growing stakeholder demands for transparency have led to more stringent environmental reporting requirements, including the SEC ESG Guidelines. We are working to further develop and strengthen our data collection procedures and adopt a systematic approach to data collection across the Company over the next three years to enable us to better identify, disclose and manage our environmental impacts. We are also exploring strategies to address air quality, climate change, resource efficiency, and waste. We will aim to assess ESG related risks and opportunities as related to our resource and environmental management.

To our knowledge, we comply with all applicable local environmental laws and regulations. In 2019, no monetary fines, non-monetary sanctions, or disputes arose for non-compliance with environmental laws and/or regulations.

Sustainable Building Practices

In 2017 we set out to be the first to create a master-planned development in the country with a LEED version four of Neighborhood Development Plan certification. With only two other developments in the world – in Japan and Italy – bearing this coveted recognition requires meeting several criteria across several areas that address sustainability issues – among them location and transportation, sustainable sites, water efficiency, and energy and atmosphere considerations.

To meet LEED certification standards,² our design project teams have identified several cost-effective and energy-efficient fixtures and incorporated them into focal design features in three of our commercial buildings. While some features (such as green walls and bicycle storage) are quite visible, others are less apparent to the average occupant (such as water-efficient landscaping and optimized energy performance-usage of low electric consuming lights and equipment). Altogether, each feature helps to deliver outstanding sustainable performance.

Highlights of these green building features include:

- **Site Connectivity** – building in high high-density areas, within a range of basic services for the immediate needs of the community.
- **Green Transportation** – buildings are located near public and other alternative modes of transportation for more efficient travel. They also feature bicycle storage and changing rooms to encourage occupants to limit their vehicle use and lessen the environmental impact and traffic congestion of private cars.
- **Regional Building Materials** – Construction materials are purchased within the vicinity of the project.
- **Quality Indoor Environment** – The thermal comfort of the end-users is monitored and low emitting VOC materials are used to prevent harm to occupants and the environment.

Since 2016, Filinvest has been awarded several LEED building certifications for a number of our developments:



Green Building Certification

DEVELOPMENT	CERTIFICATION AWARDED
Axis Tower One	LEEDv3 Gold for Core and Shell – 2017
Axis Tower Two	LEEDv3 Gold for Core and Shell - 2018
Cyberzone Bay City Phase 1	LEEDv3 Silver for Core and Shell - 2017
Cyberzone Bay City Phase 2	LEEDv3 Silver for Core and Shell - 2019

Green Building Pre-Certifications

DEVELOPMENT	PRE- CERTIFICATION AWARDED
Axis Tower Four	LEEDv3 for Core and Shell - In progress

² LEED® stands for Leadership in Energy & Environmental Design, which is an internationally recognized green building standard established by the United States Green Building Council. Official website: www.usgbc.org/leed

Axis Tower Three	LEEDv3 for Core and Shell - In progress
Activa - Mixed Use	LEEDv3 Gold for Core and Shell – In progress
Studio 7	LEEDv3 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

Resource Management

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.

Ecosystems and Biodiversity

Our Environmental Compliance Policy outlines proper 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 set as a rule that for every tree cut for a development project, it shall be replaced for continuous greenery maintenance.

Energy and Air Emissions

We recognize our capacity to enhance the energy efficiency of our projects while reducing our carbon emissions. Beyond our green building efforts, we continually seek ways to optimize building performance and reduce energy usage and emissions.

Within our operations, as mandated in our Environmental Compliance Policy, during the construction phase all emissions are to confirm with the emissions standards of DAO 14 (Revised Air Quality Standards of 1992). Any dust emissions are controlled with periodic watering of roads during the dry season and dump trucks used in the delivery and transport of filling materials are covered.

Spotlight: PDDC's Innovative District Cooling Systems

Keeping the Northgate Cyberzone cool

In 2017, FLI's Philippine DCS Development Corporation (PDDC) partnered with Engie Services Philippines* on a joint venture to develop the Philippines' largest district cooling system in Northgate Cyberzone in Filinvest City. The 10,000-ton centralized DCS plant has a cooling capacity of 42.2 Megawatts that caters to 15 buildings through a 3.4km underground distribution network of steel pipes with a span of 20 years. The system provides numerous benefits including:

- Lower building structural requirements
- Noise reduction

- Reduction of CO2 emissions and polluting waste (i.e. refrigerant leakage)
- Reduction of electricity consumption of at least 30% - 40% of plant consumption
- Reduction of water consumption
- Smaller electrical system and backup generators
- Reduction of operations and maintenance costs in terms of:
 - No chemical usage for cooling towers
 - Spare parts and consumables
 - Periodic and unscheduled major maintenance
 - Engineering Services
 - Manpower cost related to Chilled Water operations
 - Management oversight

The Northgate Cyberzone District Cooling System has put the Philippines on the global map alongside the world's key players in District Cooling System, such as ENGIE's Climespace in Paris, France, and the Megajana in Cyberjaya, Malaysia.

Boosting PBCom Tower's Energy Efficiency

In 2019 PDDC also partnered with Engie Services Philippines* on a joint venture to provide a chilled water plant within the 52-story PBCom Tower through the Build-Own-Operate-Transfer (BOOT) model, where PDDC will design, finance, rehabilitate, construct, install, operate and maintain a new and efficient chilled water plant that will provide energy savings to the tower. State-of-the-art technology will cut energy consumption in the Philippines' third tallest building by about 4,103 MWh per year (equivalent to 2,429 eq. tons of CO2 emissions). The project also aims to cut carbon dioxide emissions, a key component of FAC's vision of sustainable development.

*PDDC is an incorporated joint venture between FLI and Engie Services (Philippines), the local arm of the France-based Engie, a global leader in Energy Efficiency and Environmental Services. The joint venture is part of Filinvest's efforts to develop environmentally-sustainable communities and to show support for the Philippine Government's drive for green energy. It is also the collaborative response of Filinvest and Engie to the co-create mitigating measures that address climate change-related concerns.

(December 26, 2018 - December 25 2019) from 1.3 Eff

Total TRH Produced		24,681,809
Total KWh Consumed		18,186,391
Actual Efficiency		0.74
Savings in kWh	1.3	13,899,960.70
Average Electricity Price		5.8021
Electricity Savings		80,649,541.14
Avoided CO2 Emmissions	Metric Tons	9,827.27

(December 26, 2018 - December 25 2019) from 0.78

Total TRH Produced		24,681,809
Total KWh Consumed		18,186,391
Actual Efficiency		0.74
Savings in kWh	0.78	1,065,420.02
Average Electricity Price		5.8021
Electricity Savings		6,181,717.89
Avoided CO2 Emmissions	Metric Tons	753.25

Water

Water is a key component of the construction and operations of any project. As such, we are committed to ensuring that we manage water and wastewater as responsibly as we can. In 2019, we consumed 5,132,064 cubic meters of water and discharged 4,517,545 cubic meters. We recycled 1.16% of our total wastewater.

Our Environmental Compliance Policy mandates proper drainage systems be installed during pre-construction, for the proper collection and disposal of storm run-off. We also use a combination of open and closed drainage systems when building in smaller land areas and we install a sewerage system and/or a sewerage treatment plant to treat domestic discharges, in compliance with discharge standards set by the DENR.

During the construction and operations phase, we ensure that housing 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. Also, all deep well water supply is 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).

Thinking beyond our own development projects, we consistently seek to create environmentally-friendly infrastructure and support local community investment initiatives when we can. For example, Filinvest City was the first township in the Philippines to register for LEED v4 for Neighborhood Development Plan and is currently in the initial phases of completing its certification requirements. The Group has also constructed a sewage plant and water recycling facility within Filinvest City to allow the use of greywater for irrigation. Also, our Northgate Cyberzone development houses the country's largest district cooling system that can reduce energy consumption for chilled water supply by up to 40%.

Spotlight: Utilizing Desalination Technology and Providing Water Services

The Group, through its wholly-owned subsidiary, Countrywide Water Services, Inc. (CWSI), has been utilizing desalination technology for several years to provide much-needed water at competitive rates to hotels and residential projects that are owned by the Group as well as by external entities. The Group is also exploring potential partnerships with major industry players to tap into the latest developments in desalination technology to further improve the efficiency of this cutting-edge technology.

CWSI provides water and wastewater services to its affiliates in the property business such as Filinvest City in Alabang and the Filinvest Mimosa+ Leisure City in Clark, Pampanga and Filinvest Land residential projects. CWSI's water services include the supply and distribution of potable water to domestic, commercial, and industrial consumers while its wastewater services include the treatment of domestic and commercial sewage.

Materials

In 2019, our projects required the use of 29,773 tonnes of rebar, and 137,860 tonnes of cement.

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 that proper permits are secured from DENR accordingly.

In 2019, 158,481 tonnes of office and construction waste was sent to landfill.

Our Suppliers

FLI supports local enterprises and local supply chains by investing in the local market, through our suppliers, and our championship of small and medium enterprises (SMEs). In 2019, of our 505 suppliers, 98.81% were Philippines based companies, with the rest coming from other parts of Asia.

For our property development operations, we depend on inputs from multiple suppliers and service providers, and we take it upon ourselves at FLI 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, efforts to avoid any forced or child labor in their operations, their approach to labor and human rights issues, and their mechanisms to ensure that bribery and corruption do not occur in their company or in relation to ours.

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). Regular reviews or assessments are also conducted to ensure our supply chain partners comply with local laws and our requirements.

We believe that by measuring our progress and adhering to the ideal of transparency in our supply chain decisions, our sourcing and procurement efforts are shaping a value chain that positively influences the market and encourages the industry towards sustainability.

Motivated by the SEC's sustainability reporting requirements, in coming years, we seek to improve our understanding of the impact our operations have on our supply chain and suppliers. We will also assess ESG related risks and opportunities as related to the relationships and impacts we have on our suppliers and overall value chain.

Our Communities

We have a longstanding commitment to giving back to the communities where we build as well as those nearby. We aspire to make a positive impact on our communities and are committed to contributing to their long-term prosperity. In 2019, our support focused on the areas of health, community outreach, and environmental preservation. In 2019, we contributed PHP 167,350 to local charities and non-governmental organizations (NGOs). We also work with our partners and stakeholders to support local causes and help provide relief in incidents of a natural disaster.

We also encourage our employees to participate in volunteer and community service programs that interest them. In 2019, our employees participated in several events across the Philippines and dedicated a combined total of 9,504 volunteer hours.

Highlights of our engagement in 2019:

- **Tree Planting in NCR and Cebu** - As part of our "Keep it Green" initiative, which includes annual tree-planting activities, 81 employee volunteers contributed to reforestation activities being carried out at Georeserve sites in Rizal and Cebu. A total of 200 tree seedlings were planted and nurtured by the FLI volunteers.
- **Blood Donation Drive** – run in partnership with the Red Cross, 100 FLI employees filled 39 bags in our annual blood donation drive.
- **Team Coastal Cleanup** - 52 FLI employee volunteers joined a coastal cleanup at Freedom Island (located in the Las Piñas-Parañaque Critical Habitat and Ecotourism) and collected 50 bags of plastic, cigarette butts, used PET bottles, fishnets, etc. from the beaches.
- **Support for the elderly of Visayas** - 15 FLI Visayas' employees ran a feeding/gift-giving program in December for Gasa sa Gugma, a home for abandoned elderly. Their efforts helped 63 elderly in need with one month's supply of basic needs such as rice, milk canned goods, toiletries, etc.
- **Outreach for the Elderly and Street Children** - 5 FLI employees hosted a feeding/gift-giving program in October to benefit Por Cristo Foundation Inc., a charity home for the abandoned elderly. The foundation provides accommodation, food assistance, medical care, and hospitalization, etc. to needy elderly and street children. Over 60 elderly and street children in need received a one months' supply of basic needs such as rice, milk canned goods, toiletries, etc.
- **Outreach and support for Abandoned and Neglected Children** - 25 FLI employees ran a feeding/gift-giving program to collect donations for the children and staff of Tahanan ng Pagmamahal in Pasig, City in November. Tahanan ng Pagmamahal is a home for abandoned and neglected children. Altogether, we collected and donated more than a one months' supply of basic needs such as rice, milk canned goods, toiletries, etc., which benefitted 57 children in need. Employees also contributed via a fund-raising program to purchase simple Christmas gifts/tokens for the institution and supported its facility improvement construction project(s) with a P36,000 cash donation.
- **Helping Students Prepare for School** - In support of the Department of Education's nationwide initiative, "Brigada Eskwela", FLI-Mindanao mobilized its employees to show their support by ensuring the students of Nueva Fuerza Elementary School are

ready for their first day of school. 10 FLI volunteers spearheaded the effort to collect and donate school supplies and backpacks for 180 students.

Motivated by the SEC's sustainability reporting requirements, in coming years, we seek to improve our understanding of the impact our operations have on local communities, particularly indigenous peoples and vulnerable groups. We will map out both mitigating and enhancement measures based on our findings and will also assess ESG related risks and opportunities as related to the relationships and impacts we have on the communities in which we operate.

Appendices

List of Building Sites

Current Residential Development Projects

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

PROJECT	LOCATION
Levels	Alabang
Studio City	Alabang
Futura Homes Palm Estates	Bacolod
Sandia	Batangas
Tierra Vista	Bulacan
One Oasis Cagayan de Oro	Cagayan de Oro
Futura East	Cainta
Futura Mira	Calamba
Pineview	Cavite
Savannah Place	Cavite
Meridian Place	Cavite
New Leaf	Cavite
Futura Homes Mactan	Cebu
One Oasis Cebu	Cebu
San Remo	Cebu
Futura Homes Davao	Davao
Centro Spatial	Davao
8 Spatial	Davao
Maldives Oasis	Davao
Veranda	Davao
Marina Spatial	Dumaguete
Futura Homes Iloilo	Iloilo
One Spatial Iloilo	Iloilo
Valle Dulce	Laguna
Southwinds	Laguna
Maui Oasis	Manila
Centro Spatial	Manila
Enclave	Muntinlupa
Belize	Muntinlupa
Claremont Expansion	Pampanga
Hampton Orchard	Pampanga
One Spatial	Pasig
Bali Oasis	Pasig
Sorrento Oasis	Pasig
The Prominence	Quezon City
Activa	Quezon City
Amarilyo Crest	Rizal
The Grove	Rizal
Anila Park Residences	Rizal
Aria at Serra Monte	Rizal
New Fields at Manna	Rizal
Ventura Real	Rizal
Mira Valley	Rizal
Futura Plains	Rizal

PROJECT	LOCATION
Futura Homes Koronadal	South Cotabato
Panglao Oasis	Taguig
Alta Spatial	Valenzuela City
Futura Zamboanga	Zamboanga

Complete List of Mid-Rise Buildings

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

Performance Metrics

A. Economic disclosures

Economic Performance		2019
Direct Economic Value Generated and Distributed		Total (in PHP)
Direct economic value generated (Revenue)		25,673,310,000
Direct economic value distributed		36,159,277,000
Procurement Practices		
Proportion of Spending on Local Suppliers		%
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers		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		--
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		-80%-
Percentage of employees who have received anti-corruption training		--
Incidents of Corruption		Number
Number of incidents in which directors were removed or disciplined for corruption		0
Number of incidents in which employees were dismissed or disciplined for corruption		0
Number of incidents when contracts with business partners were terminated due to corruption		0

B. Environment Disclosures

2019

Resource Management		
Energy consumption within the organization and Reduction of Energy Consumption		Unit Amount
Energy consumption - by fuel type - Gasoline		Liters 165,495.15
Energy consumption - by fuel type - Diesel		GJ 590,570.51
Energy consumption - by fuel type - Electricity		kwh 192,551,750
Energy reduction - by fuel type - Gasoline		-
Energy reduction - by fuel type - Diesel		-
Energy reduction - by fuel type - Electricity		-
Water consumption within the organization		
Water consumption within the organization		CBM 5,132,064.12
Water withdrawal		-

Water consumption		5,132,064.12
Water recycled and reused		-
Materials Used by the Organization		
Materials used by weight or volume - rebar	Tonnes	29,773.19
Materials used by weight or volume - cement	Tonnes	137,860.38
Percentage of recycled input materials used to manufacture the organization's primary products and services		-
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	3,689.56
Energy indirect (Scope 2) GHG Emissions	Tonnes CO2e	115,800.29
Emissions of ozone-depleting substances (ODS)		-
Air Pollutants		
Nitrogen oxides (NOx)		-
Sulfur oxides (SOx)		-
Persistent organic pollutants (POPs)		-
Volatile organic compounds (VOCs)		-
Hazardous air pollutants (HAPs)		-
Particulate matter (PM)		-
Solid Waste		
Reusable		5.86
Recyclable		33.32
Composted	Tons	16.20
Residuals/Landfilled		158,481
	TOTAL	158,536.38
Hazardous Waste		
Total weight of hazardous waste generated		2,000
Total weight of hazardous waste transported	KG	2,000
	TOTAL	4,000
Effluents		
Total volume of water discharges	CBM	4,517,545.44

Percent of wastewater recycled	%	1.16%
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Environmental Compliance

Non-compliance with environmental laws and regulations

Total amount of monetary fines for non-compliance with environmental laws and/or regulations	--
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C. Social Disclosures

Employee Management		2019		
Employee Hiring and Benefits		Total	Male	Female
Total number of employees		1,170	459	711
Attrition rate		--	--	--
Ratio of lowest paid employee against minimum wage		--	--	--
Employee Training and Development				
Total training hours provided to employees (by male/female)		9,241	4,195.5	5,045.5
Average training hours provided to employees (by male/female)		10.99	10.95	11.04
Labor Management Relations				
% of employees covered by Collective Bargaining Agreements		0	--	--
Number of consultations conducted with employees concerning employee-related policies		0	--	--
Diversity and Equal Opportunity				
% of workers in the workforce by gender		--	39.23%	60.77%
Number of employees from indigenous communities and/or vulnerable sector		--		
Workplace Conditions, Labor Standards, and Human Rights				
Occupational Health and Safety				
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				
Policies that explicitly disallow violations of labor laws and human rights (e.g. harassment, bullying) in the workplace		1	--	--
No. of legal actions or employee grievances involving forced or child labor		0	--	--
Relationship with Community				
Significant Impacts on Local Communities				

For operations affecting IPs, total number of Free and Prior Informed Consent (FPIC) consultations and Certification Preconditions (CPs) secured	0	--	--
Customer Management			
Customer Satisfaction			
Customer Satisfaction Score(s)	65%	--	--
Health and Safety			
Number of substantiated complaints on product or service health and safety	0	--	--
Number of complaints addressed	0	--	--
Marketing and Labelling			
Number of substantiated complaints on marketing and labelling	165	--	--
Number of complaints addressed	165	--	--
Customer Privacy			
Number of substantiated complaints on customer privacy	0	--	--
Number of complaints addressed	0	--	--
Number of customers, users and account holders whose information is used for secondary purposes	0	--	--
Data Security			
No. of data breaches, including leaks, thefts and losses of data	0	--	--

SEC Content Index

Disclosures		Reporting location	Remarks/ explanation
Company details			
	Name of Organization		Filinvest Land, Inc.
	Location of Headquarters		Mandaluyong City, Metro Manila
	Location of Operations	Content Index	Philippines
	Report Boundary: Legal entities included in this report	About this Section	Filinvest Land, Inc.
	Business Model		Property Development
	Reporting Period		January 1 – December 31, 2019
	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		
	Strategy	--	Data not available at time of reporting.
	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	--	Data not available at time of

Disclosures		Reporting location	Remarks/ explanation
	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		reporting.
Incidents of Corruption			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected	Approach to CSR – Anti-Corruption About this Section	
KPIs	Number of incidents in which directors were removed or disciplined for corruption 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	Performance Metrics	
B. Environment Disclosures		Reporting location	Remarks/ explanation
Resource Management			
Energy consumption within the organization and Reduction of Energy Consumption			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected	Our Environmental Impact About this Section	
KPIs	Energy consumption - by fuel type Energy reduction - by fuel type	Our Environmental Impact Performance Metrics	
Water consumption within the organization			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected ESG Risks and Opportunities	Our Environmental Impact About this Section	
KPIs	Water consumption within the organization Water withdrawal Water consumption Water recycled and reused	Our Environmental Impact Our Environmental Impact Performance Metrics	
Materials Used by the Organization			

Disclosures		Reporting location	Remarks/ explanation
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	
	Percentage of recycled input materials used to manufacture the organization's primary products and services	Performance Metrics	
		--	Data not available at time of reporting.
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	--	Data not available at time of reporting.
	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		
KPIs	ESG Risks and Opportunities		
	Direct (Scope 1) GHG Emissions	Performance Metrics	
	Energy indirect (Scope 2) GHG Emissions		
	Emissions of ozone-depleting substances (ODS)	--	Data not available at time of reporting.
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)	--	Data not available at time of reporting.
	Hazardous air pollutants (HAPs)		
	Particulate matter (PM)		

Disclosures		Reporting location	Remarks/ explanation
Solid Waste			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected	Our Environmental Impact About this Section	
KPI	Total solid waste generated - by type	Our Environmental Impact Performance Metrics	
Hazardous Waste			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected	Our Environmental Impact About this Section	
KPIs	Total weight of hazardous waste generated Total weight of hazardous waste transported	Performance Metrics	
Effluents			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected	Our Environmental Impact About this Section	
KPIs	Total volume of water discharges Percent of wastewater recycled	Our Environmental Impact Performance Metrics	
Environmental Compliance			
Non-compliance with environmental laws and regulations			
General Disclosures	Management Approach The Impact and Where it Occurs Stakeholders Affected	Our Environmental Impact About this Section	
KPIs	Total amount of monetary fines for non-compliance with environmental laws and/or regulations Number of non-monetary sanctions for non-compliance with environmental laws and/or regulations Number of cases resolved through a dispute resolution mechanism	Our Environmental Impact Performance Metrics	
C. Social Disclosures		Reporting location	Remarks/ explanation
Employee Management			
Employee Hiring and Benefits			
General Disclosures	Management Approach The Impact and Where it Occurs	Our People – Hiring and Benefits About this Section	
KPIs	Total number of employees Attrition rate	Our People Performance Metrics --	Data not available at time of

Disclosures		Reporting location	Remarks/ explanation
	Ratio of lowest paid employee against minimum wage	--	reporting. Data not available at time of reporting.
	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	
	Average training hours provided to employees (by male/female)	Performance Metrics	
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	--	Data not available at time of reporting.
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	
	% of male workers in the workforce	Performance Metrics	
	Number of employees from indigenous communities and/or vulnerable sector	--	Data not available at time of reporting.
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	--	Data not available at time of reporting.
	No. of work-related fatalities		
	No. of work-related ill-health		
	No. of safety drills		
Labor Laws and Human Rights			
General	Management Approach	Our Suppliers	

Disclosures		Reporting location	Remarks/ explanation
Disclosures	The Impact and Where it Occurs	Our People About this Section	
	Policies that explicitly disallow violations of labor laws and human rights (e.g. harassment, bullying) in the workplace	Our People Performance Metrics	
KPIs	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 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		
KPIs	Operations with significant impacts on local communities (by location, vulnerable group/indigenous people (IPs))	Our Communities	Data not available at time of reporting.
	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	
KPI	The Impact and Where it Occurs	Approach to CSR	
	Customer Satisfaction Score(s)	Our Customers- Serving our Customers	
Health and Safety			
General Disclosures	Management Approach	Our Customers – Serving our Customers	
KPIs	The Impact and Where it Occurs	Approach to CSR	
	Number of substantiated complaints on product or	Our Customers	

Disclosures		Reporting location	Remarks/ explanation
	service health and safety Number of complaints addressed	Performance Metrics	
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	
	Number of complaints addressed	Performance Metrics	
Customer Privacy			
General Disclosures	Management Approach	Our Customers – Protecting Privacy	
	The Impact and Where it Occurs	Approach to CSR	
	Number of substantiated complaints on customer privacy		
KPIs	Number of complaints addressed	Our Customers	
	Number of customers, users and account holders whose information is used for secondary purposes	Performance Metrics	
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.