# SUSTAINABILITY REPORTING

#### Contextual Information

| Company Details                      |   |
|--------------------------------------|---|
| Name of Organization                 | PHILIPPINE NATIONAL CONSTRUCTION CORPORATION        |
| Location of Headquarters             | BRGY. SAN MARTIN DE PORRES, BICUTAN, PARANAQUE CITY |
| Location of Operations               | BICUTAN, PARANAQUE CITY                             |
|                                      | MACAPAGAL, PASAY CITY                               |
| Report Boundary: Legal entities      | PHILIPPINE NATIONAL CONSTRUCTION CORPORATION        |
| (e.g. subsidiaries) included in this |   |
| report*                              |   |
| Business Model, including            | GENERAL CONTRACTING BUSINESS                        |
| Primary Activities, Brands,          |   |
| Products, and Services               |   |
| Reporting Period                     | JANUARY 1, 2024 - DECEMBER 31, 2024                 |
| Highest Ranking Person               | PRESIDENT AND CEO                                   |
| responsible for this report          |   |

<sup>\*</sup>If you are a holding company, you could have an option whether to report on the holding company only or include the subsidiaries. However, please consider the principle of materiality when defining your report boundary.

### **Materiality Process**

# Explain how you applied the materiality principle (or the materiality process) in identifying your material topics.<sup>1</sup>

PNCC's Materiality Process is a work in progress in line with the Sustainability Frameworks, standards and best practices guided by its Quality Management System and Performance Scorecard as required by the Governance Commission for GOCCs. PNCC's existing Quality Management System (QMS) has been established pursuant to ISO 9001:2015 standard which adopts the process approach and risk-based thinking in developing, implementing and improving the effectiveness of its QMS. The Plan-Do-Check-Act cycle has been applied to all its processes. The PNCC's QMS determined the external and internal issues that are relevant in its strategic direction and affect its ability to achieve the intended results. In understanding the organization, it considered the issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local. While the Performance Scorecard as required by the Governance Commission for GOCCs was based on Organizational Performance Indicator Framework (OPIF) and Major Final Outputs (MFO) which later migrated to Performance Evaluation System (PES) framework. The PES required PNCC to determine its Charter Statement consists of Vision, Mission and Core Values consistent with PNCC's mandate and adds value to the strategy of its stakeholders. Further, the PES likewise required PNCC to build the strategy map that describes the connection between and among the objectives arranged in order to build value to the stakeholders of PNCC. The strategic objectives which grouped by strategic perspective viz Social Impact, Stakeholder/Customer, Finance, Internal Process and Learning and Growth define what major thrusts the PNCC will pursue to achieve its vision.

<sup>&</sup>lt;sup>1</sup> See *GRI 102-46* (2016) for more guidance.

# ECONOMIC

# **Economic Performance**

<u>Direct Economic Value Generated and Distributed</u>

| Disclosure   | Amount      | Units |
|--|-------------|-------|
| Direct economic value generated (revenue)                | 889,306,833 | PhP   |
| Direct economic value distributed:                       |             |       |
| a. Operating costs                                       | 288,414,650 | PhP   |
| b. Employee wages and benefits                           | 76,319,373  | PhP   |
| c. Payments to suppliers, other operating costs          | 288,414,650 | Php   |
| d. Dividends given to stockholders and interest payments | None        | PhP   |
| to loan providers  |             |       |
| e. Taxes given to government                             | 182,317,546 | PhP   |
| f. Investments to community (e.g. donations, CSR)        | 62,791      | PhP   |

| What is the impact and where   | Which stakeholders are                     | Management Approach   |
|--|--|---|
| does it occur? What is the   | affected?                                  |   |
| organization's involvement in the  |  |   |
| impact?  |  |   |
| PNCC management takes proactive steps to ensure that sound strategic business management mechanisms are in place to maximize business opportunities, in order to benefit all its stakeholders in accordance with Transparency, Materiality and Completeness.  PNCC's compliance with the abovementioned principles allows it to publish accurate and reliable information and reports on its business and other financial dealings, which undergo rigorous and comprehensive auditing processes from internal and external auditors. | Employees, JVCs, depositing banks, lessees | PNCC management encourages a strong culture of compliance throughout the company and its dealings, in accordance with the principles of Transparency, Materiality and Completeness.  Auditing is employed and institutionalized throughout the company through its Board Audit Committee.  The Board Audit Committee enhances the oversight capabilities of the management over the company's financial reporting process, the system of internal control, the audit process and monitoring compliance with laws and regulations and the code of conduct.  In addition, the Board is assisted by Compliance Officer and Assistant Compliance Officer to ensure the adherence of every member of the company to corporate principles and best practices. |

| What are the Risk/s Identified?  | Which stakeholders are                         | Management Approach  |
|--|--|--|
|  | affected?                                      |  |
|  |  | The company's Quality Management System implements risk-based thinking principle of the ISO standard which on an annual basis identifies, assesses and addresses potential risks and opportunities that could impact the company's business, thereby ensuring that the business objectives will continue to be achieved.         |
| Financial Risk PNCC's principal financial instruments comprise of cash and cash equivalents, restructured debt and advances to and from related parties. The main purpose of these financial instruments is to finance the operations. PNCC has various other financial assets and liabilities such as receivables and vouchers payable and accrued expenses (excluding statutory payables), which arise directly from its operations. The main risks arising from financial instruments are credit risk and liquidity risk. | Creditors, suppliers, employees, lessees, JVCs | PNCC monitors market price risk arising from all financial instruments and regularly report financial management activities and the results of these activities to the Board of Directors.  To address the financial risks identified, PNCC has employed the following mitigating measures:                                      |
| Liquidity Risk Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.   | Creditors, suppliers, employees                | PNCC monitors its cash flow position, debt maturity profile and overall liquidity position in assessing its exposure to liquidity risk. PNCC maintains a level of cash deemed sufficient to finance its cash requirements. Operating expenses and working capital requirements are sufficiently funded through cash collections. |
| Credit Risk Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to a financial loss. PNCC's exposure to credit risk arises from default of the counterparties which include  | Real estate buyers,<br>suppliers               | Management deals only with institutions or individuals for which credit limits have been established and with suppliers which paying and performance capabilities are rigorously screened.   |

| certain financial institutions, real estate buyers and suppliers  |                                  |   |
|---|----------------------------------|---|
| What are the Opportunity/ies Identified?  | Which stakeholders are affected? | Management Approach   |
| Opportunities related to material topic are the following: Joint Venture Agreement for Tollway Development under PNCC franchise (PD 1894) | JVCs                             | PNCC conducts due diligence in evaluating proposals for tollway development   |
| New contract of Lease from Investment Properties  | Lessees                          | Management conducts due diligence in evaluating rental proposals and development for real properties  |
| Money Placements of the monies<br>derived from revenue shares and<br>dividends on Joint Venture<br>Partners                               | Depository Banks                 | <ul> <li>Comparing rates with other depository<br/>banks and haggling for above board<br/>rates</li> <li>Implementation of strict internal<br/>controls in monitoring the maturities</li> </ul> |

# Climate-related risks and opportunities<sup>2</sup>

| Governance                  | Strategy             | Risk Management        | Metrics and Targets           |
|-----------------------------|----------------------|------------------------|-------------------------------|
| PNCC through its            | Allocate budget for  | The Safety, Health and | Adoption of metrics           |
| Safety, Health and          | Calamity             | Environment unit of    | and targets provided          |
| Environment                 | Preparedness         | the company            | for in Contingency            |
| Committee commits           | Measures to mitigate | undertakes to be       | Planning Guidebook            |
| to safeguard the            | effects of physical  | vigilant on present    | by the National               |
| safety and health of        | risks                | weather condition and  | Disaster Risk                 |
| its employees,              |                      | prepare measures to    | Reduction                     |
| contractors and all         |                      | carry out in case of   | Management Council            |
| stakeholders and to         |                      | occurrence of risk     | and National Security Council |
| preserve the environment in |                      |                        | Council                       |
| undertaking its             |                      |                        |                               |
| operations and              |                      |                        |                               |
| activities.                 |                      |                        |                               |
| Compliance with             | Development of       | The company shall      | Adoption of metrics           |
| Republic Act No.            | Disaster Risk        | conduct Risk Hazard    | and targets provided          |
| 10121                       | Reduction and        | Assessment as          | for in Contingency            |
|                             | Management Plan by   | provided for in the    | Planning Guidebook            |
|                             | adopting the         | Contingency Planning   | by the National               |
|                             | Contingency Planning | Guidebook              | Disaster Risk                 |
|                             | Guidebook            |                        | Reduction                     |
|                             |                      |                        | Management Council            |
|                             |                      |                        | and National Security         |
|                             |                      |                        | Council                       |

<sup>-</sup>

 $<sup>^2</sup>$  Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

| Recommended Disclosures   |  |  |  |
|---|--|--|--|
| Describe the board's oversight of climate-<br>related risks and opportunities   | Describe the climate-<br>related risks and<br>opportunities the<br>organization has<br>identified over the<br>short, medium and<br>long term   | Describe the organization's processes for identifying and assessing climate-related risks  | Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management  |
| The Board Audit Committee performs the functions of the Board Risk Oversight. On a yearly basis, all risks and opportunities including the climate- related risks and opportunities are being reviewed together with the corresponding actions mitigating the impact of the identified risks.   | There is an on-going determination whether the identified climate-related risks and opportunities are short, medium or long-term.  | There is an existing Risk and Opportunities Management procedures being implemented by PNCC's Quality Management System. The said procedure will be harmonized with the conduct of Risk Hazard Assessment as provided for in the Contingency Planning Guidebook. | The company shall adopt the metrics and targets provided for in Contingency Planning Guidebook by the National Disaster Risk Reduction Management Council and National Security Council. |
| Describe management's role in assessing and managing climate- related risks and opportunities   | Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning   | Describe the organization's processes for managing climate-related risks   | Describe the targets used by the organization to manage climate- related risks and opportunities and performance against targets   |
| PNCC Management through its Quality Management System (QMS) has identified the risks and opportunities including the climaterelated risks and opportunities. The QMS has built in control mechanisms to respond effectively in case of natural disaster. Through these, the management is able to create and deploy appropriate riskmitigation measures | Climate-related risks are accounted and considered in relation to all risk-events identified within the company. The identification, planning, implementation, monitoring, and evaluation of all climate-related risks. There is an on-going review and enhancement on the strategies to address climate-related risks for implementation in 2026. | There is an on-going enhancement of the existing processes for managing the climate-related risks in line with the requirements set forth by National Disaster Risk Reduction Management Council and National Security Council.                                  | The company shall adopt the metrics and targets provided for in Contingency Planning Guidebook by the National Disaster Risk Reduction Management Council and National Security Council. |

| to ensure that the      |  |  |
|-------------------------|--|--|
| company's business      |  |  |
| continues, and the      |  |  |
| impact of the said      |  |  |
| risks are mitigated and |  |  |
| well-managed.           |  |  |

# **Procurement Practices**

Proportion of spending on local suppliers

| Disclosure  | Quantity | Units |
|---|----------|-------|
| 100% of procurement budget used for company's operations is | 100      | %     |
| spent on local suppliers                                    |          |       |

| What is the impact and where does it occur? What is the organization's involvement in the impact?  | Which stakeholders are affected?                           | Management Approach   |
|--|--|---|
| By purchasing at local businesses, it helped create jobs locally, contributed to improved public infrastructure  | employees, community,<br>suppliers, government<br>agencies | Part of PNCC's Quality Management System is the Procurement procedure which describes procurement policies, responsibilities, goals and targets in compliance with RA 9184 or the Government Procurement Act of 2003. |
| What are the Risk/s Identified?  | Which stakeholders are affected?                           | Management Approach   |
| Conflict with contractor — unwillingness of contractor to sign contract technical capacity - specification of requirement is not technically viable Financial capacity — requirement no longer a priority  | Employees, suppliers, contractors                          | Mitigate the effect of the risk, strict adherence to existing policies and procedures   |
| What are the Opportunity/ies Identified?   | Which stakeholders are affected?                           | Management Approach   |
| <ul> <li>When businesses purchase goods and services from local suppliers:</li> <li>they support the growth of the local economy and create jobs for community</li> <li>faster and more predictable delivery times</li> <li>contribute to the general capacity of the country</li> </ul> | Local suppliers,<br>community, local<br>government unit    | Good communication with local suppliers,<br>up-to-date payment of payables  |

# Anti-corruption

# <u>Training on Anti-corruption Policies and Procedures</u>

| Disclosure   | Quantity | Units |
|--|----------|-------|
| Percentage of employees to whom the organization's anti-   | None     | %     |
| corruption policies and procedures have been communicated to   |          |       |
| Percentage of business partners to whom the organization's anti-corruption policies and procedures have been | None     | %     |
| communicated to  |          |       |
| Percentage of directors and management that have received anti-corruption training                           | None     | %     |
| Percentage of employees that have received anti-corruption training  | None     | %     |

| What is the impact and where does it occur? What is the  | Which stakeholders are affected?                                     | Management Approach  |
|--|--|--|
| organization's involvement in the impact?  |  |  |
| This will result in financial damage. Examples of such is a damaged reputation of the business, which causes fewer business opportunities. Following this loss of finances, the damage to morale will affect employee productivity. A loss in productivity leads to further losses in profits.  What are the Risk/s Identified?  | Shareholders, employees, Directors  Which stakeholders are affected? | PNCC has developed two codes, the "PNCC Codes of Conduct" and the "PNCC Code of Employee Discipline (CCED)". It contains the preambular portion or the "Declaration of Principles", which details out the requirements for the successful implementation of the Codes. It starts with the commitment of the management in providing for just and lawful conditions of employment, and complemented by the principles that should govern employees as they uphold the interests of the company.  Meanwhile, the Board of Directors, by adopting the Manual of Corporate Governance 2017 and provisions of GCG's Code of Corporate Governance, the company is committed to observe the principles of fairness, accountability and transparency. The Board of Directors believes that this will significantly enhance PNCC's corporate governance systems and make it an able partner in national development.  Management Approach |
| For a second to constitute a constitute of the c |  | Christian Investment of the City D. I  |
| Engagement in unethical or illegal activities, such as offering or   | Employees, Board of Directors, suppliers, Joint                      | Strict implementation of "No Gift Policy" Implementation of Good Corporate   |
| accepting bribes in order to gain an   |  | Governance Policies - Ethics   |

| unfair advantage or manipulate a                   | Government Unit,            |  |
|--|-----------------------------|--|
| situation  | Regulatory Agencies         |  |
| What are the Opportunity/ies                       | Which stakeholders are      | Management Approach                    |
| Identified?  | affected?                   |  |
| <ul> <li>Legal Compliance (Anti-Bribery</li> </ul> | Employees, Board of         | Legal Compliance                       |
| and Anti-Corruption laws)                          | Directors, suppliers, Joint | Demonstrating commitment to ethical    |
| <ul> <li>Allocation of resources</li> </ul>        | Venture Partner, Local      | practices through a risk assessment to |
| effectively to prevent losses due                  | Government Unit,            | enhance competitive advantage          |
| to fines, legal fees and                           | Regulatory Agencies         | Training and Awareness                 |
| operational disruption                             |                             |  |
| <ul> <li>Bribery and Corruption Risk</li> </ul>    |                             |  |
| Assessment   |                             |  |

# <u>Incidents of Corruption</u>

| Disclosure  | Quantity | Units |
|---|----------|-------|
| Number of incidents in which directors were removed or    | 0        | #     |
| disciplined for corruption                                | · ·      |       |
| Number of incidents in which employees were dismissed or  | 0        | #     |
| disciplined for corruption                                | U        |       |
| Number of incidents when contracts with business partners | 0        | #     |
| were terminated due to incidents of corruption            |          |       |

| What is the impact and where does it occur? What is the organization's involvement in the impact?  | Which stakeholders are affected?                | Management Approach   |
|--|---|---|
| There is no impact since it did not occur  What are the Risk/s Identified?   | No affected stakeholder  Which stakeholders are | The Code of Conduct lays out the management expectations of ethical conduct or behavior of employees covered thereby. The Code of Employee Discipline, on the other hand, enumerates the violations of the Code of Conduct and the penalties or sanctions for each violation. Management maintains its inherent right to discipline or dismiss employees for any offense or violation contained in the Code.  Management Approach |
|  | affected?                                       |   |
| <ul> <li>Fiduciary Risks (fraud or theft)</li> <li>Legal Risks (Law violation)</li> <li>Safety Risks (Increasing likelihood of accidents or illness)</li> <li>Operational Risks (Viability to achieve objectives)</li> <li>Information Risks (hiding or withholding important data)</li> <li>Reputational Risks</li> </ul> | Employees, Investors,<br>Directors              | The company has implemented Risk and Opportunities Management Procedure which aimed at defining the processes involved in identifying, analyzing, evaluating, monitoring and addressing risks and opportunities.  |

| <ul> <li>Procurement Risks (Bid rigging,<br/>manipulated tender<br/>specifications)</li> <li>Human Resources (Conflict of<br/>interest, recruitment biases)</li> </ul> |                        |                                       |
|--|------------------------|---------------------------------------|
| What are the Opportunity/ies   | Which stakeholders are | Management Approach                   |
| Identified?  | affected?              |                                       |
| Improvement of processes and   | Employees, Investors,  | The company has implemented Risk and  |
| asset management   | Directors              | Opportunities Management Procedure    |
|  |                        | which aimed at defining the processes |
|  |                        | involved in identifying, analyzing,   |
|  |                        | evaluating, monitoring and addressing |
|  |                        | risks and opportunities.              |

# ENVIRONMENT

# Resource Management

Energy consumption within the organization:

| Disclosure                             | Quantity | Units |
|--|----------|-------|
| Energy consumption (renewable sources) | 0        | GJ    |
| Energy consumption (gasoline)          | 584.58   | GJ    |
| Energy consumption (LPG)               | 0        | GJ    |
| Energy consumption (diesel)            | 496.28   | GJ    |
| Energy consumption (electricity)       | 175,560  | KWh   |

### Reduction of energy consumption

| Disclosure                           | Quantity | Units |
|--------------------------------------|----------|-------|
| Energy reduction (renewable sources) | 0        | GJ    |
| Energy reduction (gasoline)          | +446.158 | GJ    |
| Energy reduction (LPG)               | N/A      | GJ    |
| Energy reduction (diesel)            | 4.75     | GJ    |
| Energy reduction (electricity)       | 1,160    | KWh   |

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected?                  | Management Approach  |
|---|---|--|
| Protection of environment, land and water resources, financial resources                          | Employees, Board of Directors, community, lessees | The PNCC takes its part in addressing or lessening the company's contribution in the Green House Effect, the major reason of the rising temperature all over the world. The company implements the following measures:  • 3-year re-fleeting program. To lessen the smoke emission of the company's service vehicles, we adopt the Department of Budget Management (DBM) the 3-year refleeting program. PNCC is now on its 3 <sup>rd</sup> year of implementation of acquiring new vehicles. The acquisition of new vehicles is aimed at replacing 20+ year-old vehicles with new ones that are more costeffective, fuel efficient, environment friendly and at par with the improvements and developments in the automotive industry and relevant technology.  • Regular preventive maintenance of vehicles and equipment such as air |

| What are the Risk/s Identified?   | Which stakeholders are affected?         | conditioning unit and generator sets)  Use of energy-efficient lighting and equipment  Optimization of perimeter lighting using solar panels  Turning off devices and equipment when not in use  Management Approach |
|---|--|--|
| <ul> <li>Financial losses due to high prices of resources (gasoline, diesel)</li> <li>Power interruptions in situation of prolonged power interruptions brought about by natural catastrophes such as intense typhoons and extreme flooding, the fuel consumption may be affected due to the increased usage of generator sets to maintain and support</li> </ul> | Employees, Board of Directors, community | The company implements regular preventive maintenance of generator set to guarantee maximum fuel efficiency.   |

| What are the Opportunity/ies        | Which stakeholders are | Management Approach               |
|-------------------------------------|------------------------|-----------------------------------|
| Identified?                         | affected?              |                                   |
| Utilization of renewable sources to | Employees, Board of    | Due diligence on use of renewable |
| lessen gasoline/diesel              | Directors, community   | sources                           |
| consumption, research and           |                        |                                   |
| evaluation of use of solar panel to |                        |                                   |
| lessen electricity consumption      |                        |                                   |

# Water consumption within the organization

| Disclosure                | Quantity | Units  |
|---------------------------|----------|--------|
| Water withdrawal          | No data  | Cubic  |
|                           |          | meters |
| Water consumption         | 2,523    | Cubic  |
|                           |          | meters |
| Water recycled and reused | No data  | Cubic  |
|                           |          | meters |

| ·  | Which stakeholders are affected? | Management Approach |  |
|--|----------------------------------|---------------------|--|
| Water consumption has minimal impact on PNCC since its water usage is mainly for domestic use. |                                  |                     |  |
| •  | Which stakeholders are affected? | Management Approach |  |

| Inere  | ıc | nΛ  | CΙσ | nitica | nt     | rick | Ider | itified. |
|--------|----|-----|-----|--------|--------|------|------|----------|
| 111010 | ıJ | 110 | JIE | 111110 | ai i t | 1131 | IUCI | itiiica. |

| What are the Opportunity/ies                    | Which stakeholders are | Management Approach |
|---|------------------------|---------------------|
| Identified?                                     | affected?              |                     |
| There is no significant opportunity identified. |                        |                     |

# Materials used by the organization

| Disclosure  | Quantity | Units     |
|---|----------|-----------|
| Materials used by weight or volume  |          |           |
| Renewable   | N/A      | kg/liters |
| non-renewable   | N/A      | kg/liters |
| Percentage of recycled input materials used to manufacture the organization's primary products and services |          | %         |

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected? | Management Approach |
|---|----------------------------------|---------------------|
| The company is not into manufacturing input materials to render service to its customers          | N/A                              | N/A                 |
| What are the Risk/s Identified?   | Which stakeholders are affected? | Management Approach |
| The company is not into manufacturing input materials to render service to its customers          | N/A                              | N/A                 |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected? | Management Approach |
| The company is not into manufacturing input materials to render service to its customers          | N/A                              | N/A                 |

# Ecosystems and biodiversity (whether in upland/watershed or coastal/marine)

| Disclosure   | Quantity | Units |
|--|----------|-------|
| Operational sites owned, leased, managed in, or adjacent to,                   | None     |       |
| protected areas and areas of high biodiversity value outside                   |          |       |
| protected areas  |          |       |
| Habitats protected or restored   | None     |       |
| IUCN <sup>3</sup> Red List species and national conservation list species with | None     |       |
| habitats in areas affected by operations                                       |          |       |

| •  | Which stakeholders are affected? | Management Approach |
|--|----------------------------------|---------------------|
| The company does not own, lease protected areas and areas of high biodiversity value outside protected areas | N/A                              | N/A                 |
| What are the Risk/s Identified?  | Which stakeholders are affected? | Management Approach |
| The company does not own, lease protected areas and areas of high biodiversity value outside protected areas | N/A                              | N/A                 |
| What are the Opportunity/ies Identified?   | Which stakeholders are affected? | Management Approach |
| The company does not own, lease protected areas and areas of high biodiversity value outside protected areas | N/A                              | N/A                 |

# Environmental impact management

### Air Emissions

### <u>GHG</u>

| Disclosure                                    | Quantity | Units             |
|---|----------|-------------------|
| Direct (Scope 1) GHG Emissions                | No data  | Tonnes            |
|   |          | CO <sub>2</sub> e |
| Energy indirect (Scope 2) GHG Emissions       | No data  | Tonnes            |
|   |          | CO <sub>2</sub> e |
| Emissions of ozone-depleting substances (ODS) | No data  | Tonnes            |

<sup>&</sup>lt;sup>3</sup> International Union for Conservation of Nature

| What is the impact and where  | Which stakeholders are           | Management Approach |
|---|----------------------------------|---------------------|
| does it occur? What is the  | affected?                        |                     |
| organization's involvement in the   |                                  |                     |
| impact?   |                                  |                     |
| PNCC's operation do not have significant emissions since it is in leasing of real properties. |                                  |                     |
| •   | Which stakeholders are affected? | Management Approach |
|   | N/A                              |                     |
| •   | Which stakeholders are           | Management Approach |
| identifiedr   | affected?                        |                     |

### Air pollutants

| Disclosure                           | Quantity | Units |
|--------------------------------------|----------|-------|
| NO <sub>x</sub>                      | N/A      | Kg    |
| SO <sub>x</sub>                      | N/A      | Kg    |
| Persistent organic pollutants (POPs) | N/A      | Kg    |
| Volatile organic compounds (VOCs)    | N/A      | Kg    |
| Hazardous air pollutants (HAPs)      | N/A      | Kg    |
| Particulate matter (PM)              | N/A      | Kg    |

| What is the impact and where does it occur? What is the organization's involvement in the impact?  | Which stakeholders are affected? | Management Approach |  |
|--|----------------------------------|---------------------|--|
| PNCC's operation do not have significant air pollutants since it is in leasing of real properties. |                                  |                     |  |
| What are the Risk/s Identified?  | Which stakeholders are affected? | Management Approach |  |
| N/A  |                                  |                     |  |
| What are the Opportunity/ies Identified?   | Which stakeholders are affected? | Management Approach |  |
|  | N/A                              |                     |  |

# Solid and Hazardous Wastes

### Solid Waste

| Disclosure                  | Quantity | Units |
|-----------------------------|----------|-------|
| Total solid waste generated | No data  | Kg    |
| Reusable                    | No data  | Kg    |
| Recyclable                  | No data  | Kg    |
| Composted                   | No data  | Kg    |
| Incinerated                 | No data  | Kg    |
| Residuals/Landfilled        | No data  | Kg    |

| What is the impact and where   | Which stakeholders are | Management Approach |  |  |
|--|------------------------|---------------------|--|--|
| does it occur? What is the   | affected?              |                     |  |  |
| organization's involvement in the  |                        |                     |  |  |
| impact?  |                        |                     |  |  |
|  |                        |                     |  |  |
| PNCC's operation do not have significant solid and hazardous wastes since it is in leasing of real |                        |                     |  |  |
|  | properties.            |                     |  |  |
| What are the Risk/s Identified?  | Which stakeholders are | Management Approach |  |  |
|  | affected?              |                     |  |  |
| N/A  |                        |                     |  |  |
| What are the Opportunity/ies   | Which stakeholders are | Management Approach |  |  |
| Identified?  | affected?              |                     |  |  |
|  | N/A                    |                     |  |  |

### <u>Hazardous Waste</u>

| Disclosure                                  | Quantity | Units |
|---|----------|-------|
| Total weight of hazardous waste generated   | No data  | Kg    |
| Total weight of hazardous waste transported | No data  | Kg    |

| What is the impact and where      | Which stakeholders are   | Management Approach                       |  |
|-----------------------------------|--|---|--|
| does it occur? What is the        | affected?  |   |  |
| organization's involvement in the |  |   |  |
| impact?                           |  |   |  |
| DNCC's aparation do not have s    | ignificant bazardayış wastas   | sings it is in lossing of real properties |  |
| PNCC's operation do not have si   | PNCC's operation do not have significant hazardous wastes since it is in leasing of real properties. |   |  |
| What are the Risk/s Identified?   | Which stakeholders are   | Management Approach                       |  |
|                                   | affected?  |   |  |
| N/A                               |  |   |  |
| What are the Opportunity/ies      | Which stakeholders are   | Management Approach                       |  |
| Identified?                       | affected?  |   |  |
| N/A                               |  |   |  |

# <u>Effluents</u>

| Disclosure                       | Quantity | Units  |
|----------------------------------|----------|--------|
| Total volume of water discharges | No data  | Cubic  |
|                                  |          | meters |
| Percent of wastewater recycled   | No data  | %      |

| What is the impact and where   | Which stakeholders are | Management Approach |
|--|------------------------|---------------------|
| does it occur? What is the   | affected?              |                     |
| organization's involvement in the  |                        |                     |
| impact?  |                        |                     |
|  |                        |                     |
| PNCC's operation do not have significant water discharges since it is in leasing of real properties. |                        |                     |

| What are the Risk/s Identified? | Which stakeholders are affected? | Management Approach |
|---------------------------------|----------------------------------|---------------------|
| N/A                             |                                  |                     |
| What are the Opportunity/ies    | Which stakeholders are           | Management Approach |
| Identified?                     | affected?                        |                     |
| N/A                             |                                  |                     |

# Environmental compliance

Non-compliance with Environmental Laws and Regulations

| Disclosure   | Quantity | Units |
|--|----------|-------|
| Total amount of monetary fines for non-compliance with     | None     | PhP   |
| environmental laws and/or regulations                      |          |       |
| No. of non-monetary sanctions for non-compliance with      | None     | #     |
| environmental laws and/or regulations                      |          |       |
| No. of cases resolved through dispute resolution mechanism | None     | #     |

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected?                         | Management Approach  |
|---|--|--|
| There is no known impact on non-<br>compliance with environmental<br>laws and regulations         | N/A  | N/A  |
| What are the Risk/s Identified?   | Which stakeholders are affected?                         | Management Approach  |
| Non-compliance with environmental laws and regulation   | Employees, Board of<br>Directors, Regulatory<br>Agencies | Environmental Risk Assessment (ERA)                            |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected?                         | Management Approach  |
| Implementation of Environmental<br>Risk Assessment Action Plan<br>Budget Allocation               | Employees, Board of<br>Directors, Regulatory<br>Agencies | Implementation of Action Plan on identified risks based on ERA |

# SOCIAL

### **Employee Management**

### **Employee Hiring and Benefits**

### Employee data

| Disclosure   | Quantity  | Units    |
|--|-----------|----------|
| Total number of employees <sup>4</sup>             | 54        |          |
| a. Number of female employees                      | 20        | #        |
| b. Number of male employees                        | 34        | #        |
| Attrition rate <sup>5</sup>                        | 2/54*100% | Rate 3.7 |
| Ratio of lowest paid employee against minimum wage | None      | Ratio    |

### Employee benefits

| List of Benefits                          | Y/N | % of female employees who availed for the year | % of male employees who availed for the year |
|---|-----|--|--|
| SSS                                       | Υ   | 6  | 6  |
| PhilHealth                                | Υ   | 0  | 2  |
| Pag-ibig                                  | Υ   | 12   | 10   |
| Parental leaves                           | Υ   |  | 10   |
| Vacation leaves                           | Υ   | 18   | 29   |
| Sick leaves                               | Υ   | 0  | 3  |
| Medical benefits (aside from PhilHealth)) | N   | N/A  | N/A  |
| Housing assistance (aside from Pagibig)   | N   | N/A  | N/A  |
| Retirement fund (aside from SSS)          | N   | N/A  | N/A  |
| Further education support                 | N   | N/A  | N/A  |
| Company stock options                     | N   | N/A  | N/A  |
| Telecommuting                             | N   | N/A  | N/A  |
| Flexible-working Hours                    | N   | N/A  | N/A  |
| (Others)                                  | N   | N/A  | N/A  |

| What is the impact and where does it occur? What is the organization's involvement in the impact?   | affected? | Management Approach   |
|---|-----------|---|
| As one of the core values of the company which is professionalism, PNCC employees are honest, transparent and compliant with ethical standards. |           | To ensure that employees possess professionalism in all their dealings, the company has implemented Competency Framework which defines the skills, conduct, and qualities of an employee for each position in the company. On a |

<sup>&</sup>lt;sup>4</sup> Employees are individuals who are in an employment relationship with the organization, according to national law or its application (<u>GRI Standards 2016 Glossary</u>)
<sup>5</sup> Attrition are = (no. of new hires – no. of turnover)/(average of total no. of employees of previous year and total no. of employees of current

|   |                                  | yearly basis, all required competencies for each position are being assessed. The result of the assessment is used as basis for intervention should the required competencies are not met.  Moreover, PNCC adheres to the policies of the Department of Labor and Employment (DOLE).  PNCC being a Government-Owned and Controlled Corporation (GOCC) under the ambit of Governance Commission for GOCCs (GCG) implements Compensation and Position Classification System (CPCS) that attracts, retains and motivates competent and dedicated employees. |
|---|----------------------------------|--|
| What are the Risk/s Identified?   | Which stakeholders are affected? | Management Approach  |
| <ul> <li>Increasing health risk, risk protection and well-being benefit cost</li> <li>Pension financial risks</li> <li>Administration and fiduciary</li> <li>Legal and compliance</li> <li>Benefit decision making and accountability</li> </ul>                | Employees                        | The company has implemented Quality Management System (QMS) which conforms to ISO 9001:2015 standard that is certified in 2024. Each process and procedure of the QMS identified the operational risks and action plan has been determined corresponding to said risks.  Internal audits are being conducted in a yearly basis to ensure that every employee conforms and adheres to its policies and procedures.  |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected? | Management Approach  |
| The toll road projects in the pipeline where the company is a joint partner will result to revenue stream for the company for the next 30 years. Hence, the company will continue to provide ways for the employees to enjoy continued employment and benefits. | Employees                        | The continued improvement of the Compensation and Position Classification System (CPCS) will attract, retain and motivate competent and dedicated employees.   |

# **Employee Training and Development**

| Disclosure                                   | Quantity | Units          |
|--|----------|----------------|
| Total training hours provided to employees   |          |                |
| a. Female employees                          | 516      | hours          |
| b. Male employees                            | 412      | hours          |
| Average training hours provided to employees |          |                |
| a. Female employees                          | 11.21    | hours/employee |
| b. Male employees                            | 10.3     | hours/employee |

| What is the impact and where           | Which stakeholders are | Management Approach   |
|--|------------------------|---|
| does it occur? What is the             | affected?              |   |
| organization's involvement in the      |                        |   |
| impact?                                |                        |   |
| The company employs competent          | Employees              | The company provides internal and                               |
| employees to support the business      |                        | external trainings to its employees.                            |
| goals. The success of the company      |                        | These focus on technical and behavioral                         |
| depends on its ability to hire, retain |                        | programs. Trainings are provided based                          |
| and educate an effective workforce     |                        | on the results of competency assessment,                        |
| with the required skills, knowledge    |                        | statutory and regulatory requirements.                          |
| and competencies to serve its          |                        |   |
| customers and accomplished the         |                        |   |
| corporate goals. Thus, it needs to     |                        |   |
| provide proper and adequate            |                        |   |
| training and development               |                        |   |
| programs for its employees             |                        |   |
| What are the Risk/s Identified?        | Which stakeholders are | Management Approach   |
| what are the histy's identified.       | affected?              | Trianagement Approach   |
| Failure to maintain a qualified and    | Employees              | The provision of trainings to its                               |
| competent workforce will impair        |                        | employees ensures that it maintain                              |
| the company's ability to provide       |                        | qualified and competent workforce.                              |
| quality customer service, execute      |                        |   |
| its business strategies and            |                        |   |
| compliant with statutory and           |                        |   |
| regulatory requirements.               |                        |   |
| What are the Opportunity/ies           | Which stakeholders are | Management Approach   |
| Identified?                            | affected?              |   |
| The company implements a regular       | Employees              | The company conducts an annual                                  |
| performance and competency             |                        | performance and competency                                      |
| evaluation to improve its              |                        | assessment for each employee using standards in evaluation from |
| employees performance.                 |                        | improvement of skills, work performance                         |
|  |                        | and adherence to corporate values.                              |
|  |                        | land adherence to corporate values                              |

### <u>Labor-Management Relations</u>

| Disclosure   | Quantity           | Units  |
|--|--------------------|--|
| % of employees covered with                                | None               | %  |
| Collective Bargaining Agreements                           |                    |  |
| Number of consultations                                    | None               | #  |
| conducted with employees                                   |                    |  |
| concerning employee-related                                |                    |  |
| policies   |                    |  |
| What is the impact and where                               | Which stakeholders | Management Approach  |
| does it occur? What is the                                 | are affected?      |  |
| organization's involvement in the                          |                    |  |
| impact?  |                    |  |
| The company does not have any                              | Employees          | The company has yet to determine                                   |
| collective bargaining agreement                            |                    | the processes to manage the impact                                 |
| with any employee and none of its                          |                    |  |
| employees belong to a union.                               |                    |  |
|  |                    |  |
| What are the Risk/s Identified?                            | Which stakeholders | Management Approach  |
|  | are affected?      |  |
| The company recognizes the need                            | Employees          | It makes sure to establish a clear                                 |
| for employees to have a clear and                          |                    | framework in addressing grievances in                              |
| safe grievance mechanism in order                          |                    | the workplace through an established                               |
| to maintain a good and                                     |                    | internal procedure for complaints.                                 |
| collaborative working                                      |                    | Such grievances are dealt with                                     |
| environment.   |                    | promptly, fairly and in accordance                                 |
|  |                    | with company policy.   |
| What are the Operation it.                                 | Which stakeholders | Managament Annyasah  |
| What are the Opportunity/ies Identified?                   | are affected?      | Management Approach  |
|  |                    | The company implements a monthly                                   |
| The company encourages                                     | Employees          | The company implements a monthly                                   |
| employee participation in the realization of its goals and |                    | meeting for each organizational unit in which employee's concerns, |
| objectives. This provides an                               |                    | thoughts, suggestions and  |
| opportunity for the improvement                            |                    | recommendations are being heard.                                   |
| of its services.   |                    | recommendations are being neard.                                   |
| UI ILS SEI VICES.  |                    |  |

#### **Diversity and Equal Opportunity**

| Disclosure   | Quantity | Units |
|--|----------|-------|
| % of female workers in the workforce                   | 19       | 33%   |
| % of male workers in the workforce                     | 37       | 66%   |
| Number of employees from indigenous communities and/or | None     | #     |
| vulnerable sector*                                     |          |       |

<sup>\*</sup>Vulnerable sector includes, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected? | Management Approach  |
|---|----------------------------------|--|
| PNCC is a company which actively promotes and practices equal employment opportunities.           |                                  | In accordance with the policies of the Department of Labor and Employment (DOLE), the company has institutionalized a non-discrimination policy in its recruitment and hiring process. No applicant is discriminated or preferred on the basis of gender, age, disability, educational attainment, race, and religion. |
| What are the Risk/s Identified?   | Which stakeholders are affected? | Management Approach  |
| T   | here is no significant risk id   | entified.  |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected? | Management Approach  |

There is no significant opportunities in the company's organizational structure now. There is a plan to reorganize, however, the organization which include hiring of additional manpower but has to be approved by the Governance Commission for Government-Owned and Controlled Corporations (GCG). Once approved, it is only then that the company can provide more opportunities for employment.

# Workplace Conditions, Labor Standards, and Human Rights

# Occupational Health and Safety

| Disclosure                              | Quantity   | Units     |
|---|------------|-----------|
| Safe Man-Hours                          | 720,420.79 | Man-hours |
| No. of work-related injuries            | None       | #         |
| No. of work-related fatalities          | None       | #         |
| No. of work related ill-health          | None       | #         |
| No. of safety drills (Earthquake drill) | 1          |           |

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected? | Management Approach   |  |  |
|---|----------------------------------|---|--|--|
| · ·   | 1                                | Strict compliance with workplace<br>condition policies, labor standards and<br>human rights law |  |  |
| What are the Risk/s Identified?   | Which stakeholders are affected? | Management Approach   |  |  |
| Work-related injuries, fatalities   |                                  | The company has yet to determine the processes to be undertaken to manage the risks             |  |  |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected? | Management Approach   |  |  |
| There is no significant opportunities identifies  |                                  |   |  |  |

# Labor Laws and Human Rights

| Disclosure   | Quantity | Units |
|--|----------|-------|
| No. of legal actions or employee grievances involving forced | None     | #     |
| or child labor   |          |       |

Do you have policies that explicitly disallows violations of labor laws and human rights (e.g. harassment, bullying) in the workplace?

| Topic        | Y/N If Yes, cite reference in the company policy |  |
|--------------|--|--|
| Forced labor | Υ  | Corporate Social Responsibility policy |
| Child labor  | Υ  | Corporate Social Responsibility policy |
| Human Rights | Υ  | Corporate Social Responsibility policy |

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected?             | Management Approach  |
|---|--|--|
| No known impact on labor laws and human rights violation  | Employees and Board of Directors             | Strict compliance with labor and human rights law, Labor Laws and Human Rights Risk Assessment |
| What are the Risk/s Identified?   | Which stakeholders are affected?             | Management Approach  |
| Human rights violation in operation   | Employees and Board of Directors, lessees    | Strict compliance with labor and human rights, Formulation of Action Plan on identified risks  |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected?             | Management Approach  |
| Compliance with labor and human rights laws   | Employees and Board of<br>Directors, lessees | Strict compliance with labor and human rights, Formulation of Action Plan on identified risks  |

# Supply Chain Management

Do you have a supplier accreditation policy? If yes, please attach the policy or link to the policy:

The company adopts the provision of RA 9184 and its Implementing Rules and Regulations (IRR), thus prequalification of suppliers is based on their registration and accreditation with PhilGeps. All purchases of the company through bidding can only be sourced from PhilGeps-accredited suppliers.

Do you consider the following sustainability topics when accrediting suppliers?

| Topic                     | Y/N | If Yes, cite reference in the supplier policy |
|---------------------------|-----|---|
| Environmental performance | Υ   | PhilGeps registration / accreditation         |
| Forced labor              | Υ   | PhilGeps registration / accreditation         |
| Child labor               | Υ   | PhilGeps registration / accreditation         |
| Human rights              | Υ   | PhilGeps registration / accreditation         |
| Bribery and corruption    | Υ   | PhilGeps registration / accreditation         |

| What is the impact and where does it occur? What is the organization's involvement in the impact?   | Which stakeholders are affected? | Management Approach   |  |
|---|----------------------------------|---|--|
| The company ensures that its employees' human rights are protected. It has policies to prevent discrimination and allow grievances through its Whistleblowing policies and Complaint Handling procedures. | Employees                        | The company has created and implemented a comprehensive Code of Conduct and Employee Discipline to address violations, grievances, and ensure that transparency and proper conduct are consistently observed and adhered to within the company and for all of its dealings. |  |
| What are the Risk/s Identified?   | Which stakeholders are affected? | Management Approach   |  |
| The company's Risk Framework identifies that non-compliance to labor laws and human rights puts the company at risk of being penalized with infringement of labor laws and court charges.                 | Employees                        | To eliminate or mitigate the risks posed by possible instances of human rights violation and harassment in the workplace, the company proactively informs employees on the policies and procedures which are also in line with the country's labor laws.                    |  |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected? | Management Approach   |  |
| There is no significant opportunity identified.   |                                  |   |  |

### **Relationship with Community**

Significant Impacts on Local Communities

| Operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this has to be business operations) | Location | Vulnerable<br>groups (if<br>applicable)* | Does the particular operation have impacts on indigenous people (Y/N)? | Collective or individual rights that have been identified that or particular concern for the community | Mitigating measures (if negative) or enhancement measures (if positive) |
|--|----------|--|--|--|---|
| The company has yet to determine the significant impact on local communities.  |          |  |  |  |   |

<sup>\*</sup>Vulnerable sector includes children and youth, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E)

For operations that are affecting IPs, indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certification Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available: \_\_\_\_\_\_\_

| Certificates                     | Quantity | Units |
|----------------------------------|----------|-------|
| FPIC process is still undergoing | N/A      | #     |
| CP secured                       | N/A      | #     |

| What is the impact and where   | Which stakeholders are                                | Management Approach |  |
|--|---|---------------------|--|
| does it occur? What is the   | affected?   |                     |  |
| organization's involvement in the  |   |                     |  |
| impact?  |   |                     |  |
| No known impact identified as the company's operation is in leasing of property. |   |                     |  |
| What are the Risk/s Identified?  | Which stakeholders are Management Approach            |                     |  |
|  | affected?   |                     |  |
| There is no risks identified.  |   |                     |  |
| What are the Opportunity/ies   | tunity/ies Which stakeholders are Management Approach |                     |  |
| Identified?  | affected?   |                     |  |
| There is no opportunities identified.  |   |                     |  |

### **Customer Management**

### **Customer Satisfaction**

| Disclosure            | Score  | Did a third party conduct<br>the customer satisfaction<br>study (Y/N)? |
|-----------------------|--------|--|
| Customer satisfaction | 94.66% | N  |

### **Health and Safety**

| Disclosure  | Quantity | Units |
|---|----------|-------|
| No. of substantiated complaints on product or service | None     |       |
| health and safety*                                    |          |       |
| No. of complaints addressed                           | None     |       |

<sup>\*</sup>Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

| What is the impact and where does it occur? What is the organization's involvement in the impact?  | Which stakeholders are affected?             | Management Approach  |
|--|--|--|
| The company was able to deliver Satisfactory Services to its internal and external customers. The Client Satisfaction Measurement (CSM) is an Anti-Red Tape Authority (ARTA) required survey instrument to gauge how satisfied citizens are with the government services, particularly those related to reducing red tape. This measurement helps ARTA identify areas for improvement in government processes and service delivery | Internal and external clients of the company | The company was able to satisfy its customers due to its innovative and consistently high-quality approach towards its business and stakeholders.  |
| What are the Risk/s Identified?  | Which stakeholders are affected?             | Management Approach  |
| Т  | here is no significant risk id               | entified.  |
| What are the Opportunity/ies Identified?   | Which stakeholders are affected?             | Management Approach  |
| The company will continue to implement CSM as a way to identify more opportunities for improvement   | Internal and External<br>Clients             | Continuous feedback and improvement is an integral part of the company. Through the CSM, the company was able to improve its performance on revised processes and procedures to further satisfy the clients. |

### Marketing and labelling

| Disclosure                                       | Quantity | Units |
|--|----------|-------|
| No. of substantiated complaints on marketing and | None     |       |
| labelling*                                       |          |       |
| No. of complaints addressed                      | None     |       |

<sup>\*</sup>Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

|                | Which stakeholders are affected? | Management Approach |
|----------------|----------------------------------|---------------------|
| -              | Not Applicable                   | Not Applicable      |
|                | Which stakeholders are affected? | Management Approach |
| Not Applicable | Not Applicable                   | Not Applicable      |
|                | Which stakeholders are affected? | Management Approach |
| Not Applicable | Not Applicable                   | Not Applicable      |

#### Customer privacy

| Disclosure   | Quantity | Units |
|--|----------|-------|
| No. of substantiated complaints on customer privacy*   | None     | #     |
| No. of complaints addressed  | None     | #     |
| No. of customers, users and account holders whose information is used for secondary purposes | None     | #     |

<sup>\*</sup>Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

| What is the impact and where does it occur? What is the organization's involvement in the impact?  | Which stakeholders are affected?   | Management Approach  |
|--|------------------------------------|--|
| There is no impact since it does not occur   | None                               | In case of occurrence, the company has provided a facility in its website wherein a customer can report illegal and unethical acts and behavior concerning employees, officers and members of the Board. All reports will be handled with strict confidentiality. Moreover, customer complaints can also be submitted through email, feedback form online or personal. |
| What are the Risk/s Identified?  | Which stakeholders are affected?   | Management Approach  |
| Loss of trust and credibility,<br>increase customer chur and lower<br>referrals and ratings  | Lessees, JV partners,<br>employees | The company conducts an annual customer satisfaction survey to determine the satisfaction rating from customers. In this way, employees with direct interaction with customers will be trained and empowered to handle customers with respect, courtesy and competence.  |
| What are the Opportunity/ies Identified?   | Which stakeholders are affected?   | Management Approach  |
| Customer satisfaction enhancement, service upgrade, improvement of policies and procedures, boost customer communication, positive impact on company image | Lessees, JV partners,<br>employees | With the implementation of Customer<br>Satisfaction Survey through the ARTA<br>required Client Satisfaction Measurement,<br>customer satisfaction will be enhanced.  |

### **Data Security**

| Disclosure  | Quantity | Units |
|---|----------|-------|
| No. of data breaches, including leaks, thefts and | None     | #     |
| losses of data                                    |          |       |

| What is the impact and where does it occur? What is the organization's involvement in the impact? | Which stakeholders are affected?  | Management Approach  |
|---|---|--|
| No impact to the company as no data breach occurred   | Employees   | Strict implementation of firewall policy and adherence to local area and internet control guidelines |
| What are the Risk/s Identified?   | Which stakeholders are affected?  | Management Approach  |
| Loss of data, loss of data integrity, operation disruption, unrealized ROI                        | Employees, customers  | Risk assessment and formulation of action plans on identified risks                                  |
| What are the Opportunity/ies Identified?  | Which stakeholders are affected?  | Management Approach  |
| The company has yet to determine the opportunities  | The company has yet to determine the affected stakeholders of the opportunities | The company has yet to determine the processes to be undertaken to manage the opportunities          |

# UN SUSTAINABLE DEVELOPMENT GOALS

### Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

| Key Products and<br>Services      | Societal Value /<br>Contribution to UN SDGs | Potential Negative<br>Impact of<br>Contribution | Management Approach to Negative Impact               |
|-----------------------------------|---|---|--|
| Leasing of real properties        | The company has yet to                      | The company has yet to determine the            | The company has yet to determine the                 |
| Tollway<br>development<br>project | determine the contribution to UN SDGs       | negative impact of contribution                 | processes to undertake to manage the negative impact |

<sup>\*</sup> None/Not Applicable is not an acceptable answer. For holding companies, the services and products of its subsidiaries may be disclosed.