



Empire East

Empire East Land Holdings Inc.

ESG REPORT

Financial Year 2019



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About Empire East

Empire East Land Holdings, Inc. (the Company) and its subsidiaries (collectively Empire East or the Group) is operating in the real estate sector. Prior to incorporation, Empire East was the Community Housing Division of Megaworld. This division was responsible for the development of mass housing projects (condominium communities or house and lot packages), sale of residential lots, and sale/lease of commercial and industrial space. In 1994, Empire East branched out as an independent company, registered with the Philippine Securities and Exchange Commission and listed on the Philippine Stock Exchange. Empire East specializes in transport-oriented development and marketing of residential communities and condominiums primarily catering to the middle-income market segment.

The real estate sector consumes significant amounts of energy primarily related to space heating, air conditioning, water heating, lighting and use of equipment and appliances. In addition, the sector consumes significant amounts of water in its operations through water fixtures, building equipment, appliances and irrigation. Moreover, the sector generates large amounts of waste through its operations that need to be disposed of responsibly.

The real estate sector is subjected to stringent government rules and regulations, exposing it to several governance-related risks. In order to manage and avoid these risks, companies in the industry can implement a range of governance measures, including employee training, oversight, policies, procedures, and enforcement systems focused on transparency and appropriate disclosures. Effective management of these risks can lead to increased client trust and brand value in the market, adding to long-term revenue growth.

Introduction

Empire East engaged Trucost, part of S&P Global, as a consultant to review its reporting of environmental, social and governance (ESG) impacts for the financial year of 2019 (FY2019), which comprised January 2019-December 2019. Empire East is interested in measuring its baseline ESG impact that it can use to track progress against ESG-related activities over time. The results from this report are in line with common sustainability reporting frameworks such as Global Reporting Initiative (GRI), Carbon Disclosure Projects (CDP), Sustainability Accounting Standards Board (SASB) and Task Force on Climate-related Financial Disclosures (TCFD), among others.

Proactively identifying key materiality issues provides Empire East with the opportunity to increase its value, both in business and financial terms. Focusing on these material ESG issues can allow the Group to impact its growth in terms of profit and customers positively. Through the ESG report, Empire East can communicate the company's commitment to sustainable development and its key achievements, practices, and management approaches to its target audiences and stakeholders.

Scope

Empire East assessed and disclosed environmental, social and governance impacts for its owned buildings and operations and for Laguna BelAir Science School. Laguna BelAir Science School, Inc. (LBASS) is a subsidiary of Empire East Land Holdings, Inc. with 73% ownership; disclosed total number of employees and environmental indicators computation were prorated to the ownership interest of the Company. Eastwood Property Holdings, Inc. (EPHI) is a wholly owned subsidiary of the Company, however it was excluded from the report as it is operated by Megaworld Corporation; EPHI will be included in succeeding sustainability reports.

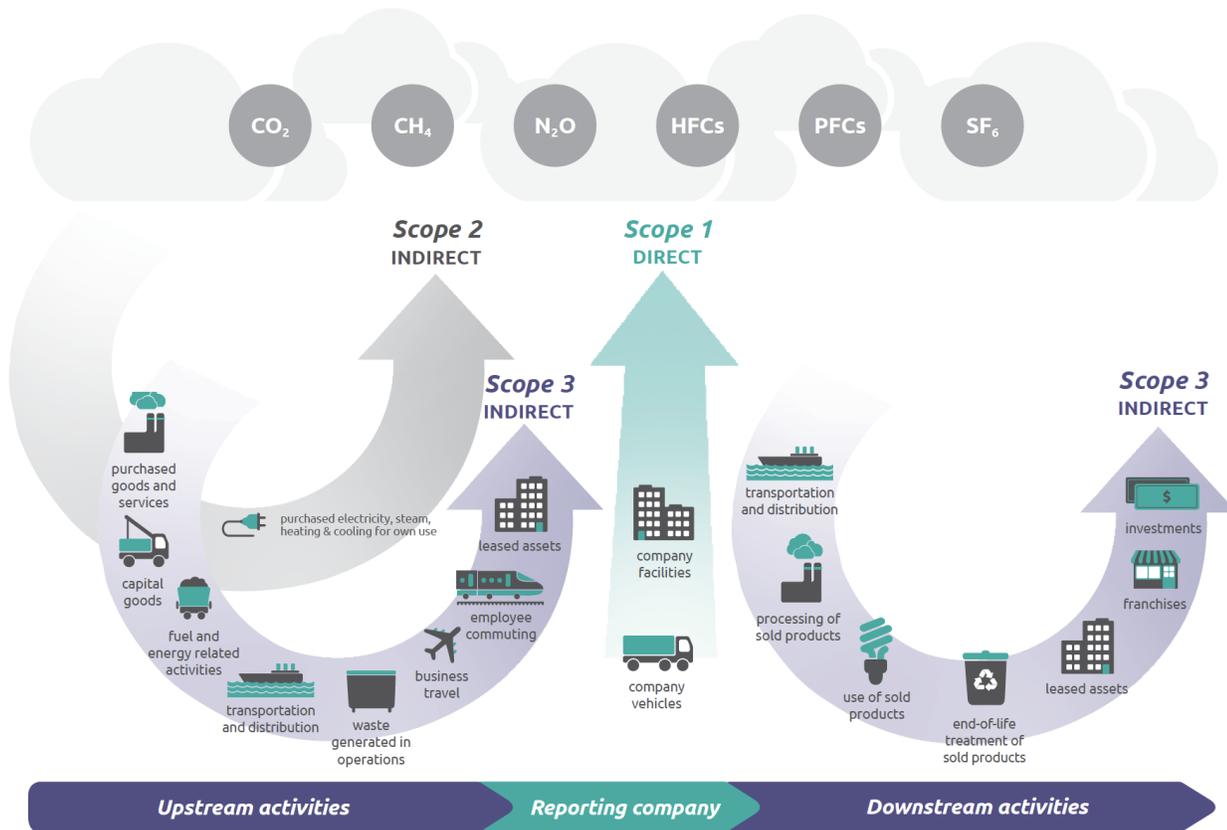
Environmental indicators covered include:

- GHG emissions, scope 1, 2 and select scope 3 (see exhibit 1 below)
- Electricity use
- Material use

- Waste generation
- Water use
- Environmental standards

The figure below summarizes an organization’s sources of GHG emissions, across scope 1 (direct emissions), scope 2 (indirect emissions, primarily purchased electricity) and scope 3 (indirect emissions from upstream suppliers and downstream customers).

FIGURE 1: SCOPE OF VALUE CHAIN GHG EMISSIONS FOOTPRINT



Source: WRI (2015) GHG Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard

Social indicators covered include:

- Workforce diversity
- Workforce safety
- Employee training and development
- CSR initiatives

Governance indicators covered include:

- Direct economic value generated and distributed
- Climate-related risks and opportunities
- Stakeholder management
- Procurement practices
- Business ethics
- Data privacy and security
- Electronic waste

Board Statement

The board of directors of the Company (the “Board” or the “Directors”) are committed to maintaining a high standard of corporate governance and transparency within the Group and adopt sustainability reporting practices based on the Securities Exchange Commission’s Sustainability Reporting Guidelines for Publicly-Listed Companies (“Guidelines”). The Board has adopted the Guidelines where appropriate so as to strengthen corporate governance and reporting practice and foster greater corporate disclosure.

In addition, it has embraced the SEC Memorandum Circular, which requires every listed issuer to prepare an annual sustainability report. This report is developed in line with the Guidelines on a ‘comply or explain’ basis. The policies, targets, risks and opportunities identified within an external independent review are monitored and reported within this ESG report and the Board commits to oversee the appropriate activities are undertaken to achieve the good practice targets set.

The Company recognizes the importance of good governance for continued growth and investors’ confidence. In line with the commitment by the Company to maintaining high standards of corporate governance, the Company will continually review its corporate governance processes to strive to fully comply with the Guidelines. The Board confirms that for the financial year ended 31 December 2019 (“FY2019”), the Company has generally adhered to the principles and guidelines set out in the Guidelines, and where there are deviations from the Guidelines, appropriate explanations are provided.

ESG Materiality

EXHIBIT 1: MATERIAL ESG ISSUES FOR EMPIRE EAST



Source: Trucost analysis with input from SASB materiality review.

Empire East considered sector-level materiality to identify all issues relevant to companies operating in the associated sectors. These themes were identified using SASB, an investor trend review and a wider literature review. Sector-level materiality was identified and refined based on specific practices of the company. Many of these issues are not applicable to Empire East due to its specific operations. Exhibit 1 highlights the material ESG issues identified for Empire East. Sector level issues that are not relevant to Empire East, but were considered, are represented with dark grey shading, while issues that are immaterial for the sector and operations are colored light grey.

SDG Materiality

In 2015, the United Nations developed a blueprint for achieving peace and prosperity for people and the planet by 2030 in the form of 17 global goals and 169 targets for sustainable development. The United Nations Sustainable Development Goals (SDGs) are a call to action for governments, society and the private sector to achieve a more sustainable future. Since their launch in 2015, the SDGs have garnered widespread backing among companies and investors who have made progress towards aligning business strategies and capital allocation with the SDGs.

Exhibit 2 displays the top material SDGs for Empire East based on the company’s operating sector and geographies and financial materiality¹. The matrix ranks the SDGs for Empire East based on the level of importance of issues related to an SDG based on Empire East’s operating sectors and geographies and the degree of financial materiality of issues underlying each SDG. SDGs in the right-hand upper quadrant of the matrix are considered high in both financial materiality and potential risk exposure related to the SDGs; Empire East has considered prioritizing activities related to addressing these SDGs in order to mitigate any adverse impacts to or by the Group. In the right-hand lower quadrant are SDGs that are considered high in financial materiality, but lesser in magnitude in terms of issues related to the SDGs that may affect or be affected by Empire East; the Group will continue to monitor these SDG-related issues.

EXHIBIT 2: SDG MATERIALITY MATRIX



¹ Top financial material issues are provided by the SASB Materiality Matrix (<https://materiality.sasb.org/>) and mapped by Trucost to associated SDGs.

Environmental Impact

Operational Greenhouse Gas Emissions

In February 2020, Alliance Global Group Inc. (AGI) hosted a group-wide sustainability summit “SustainAGility”, where the CEO made clear the conglomerate’s intent to contribute to the UN SDGs. Among the various initiatives discussed, AGI has pledged to achieve carbon neutrality by the end of the decade-- 2030. As part of the AGI group, Empire East has also committed to participate in the conglomerate’s efforts towards a sustainable future.

One of the biggest impacts to Greenhouse Gas (GHG) emissions identified by the company during its sustainability review is from its consumption of electricity; the emissions are primarily from the generation of the electricity used. In order to mitigate this, the company has already conducted various energy saving initiatives in its various offices. These include installation of motion sensing lights, maintaining air conditioning at an optimal setting, switching lighting fixtures to LED, and several others. The company has also shifted to using electricity from the grid instead of relying on generator sets for the construction of its projects. This was done as part of the company’s efforts to reduce carbon emissions generated from the use of fuel. Furthermore, electric-driven concrete vibrators have been used in favor of diesel-powered ones in order to reduce fuel consumption and emissions.

Currently, the data gathered for the fiscal year covers operations directly controlled by the company; data on the emissions generated by contractors and suppliers employed by the company was unavailable. As these indirect operations were deemed to be significant sources of GHG emissions, construction activities in particular, the company hopes to evaluate its current practices and implement measures and systems that would allow it to better track emissions generated from such sources. And in order to further reduce its carbon footprint, the company will continue to leverage sustainable architectural designs for its residential developments.

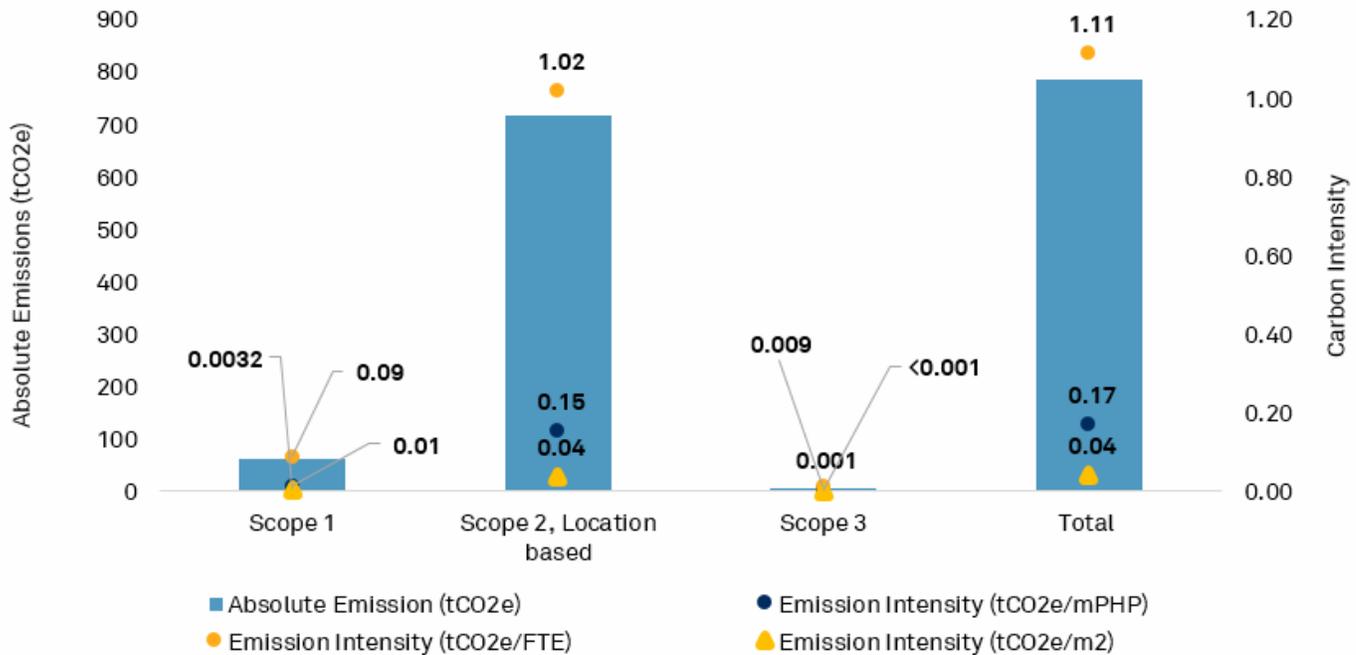
Exhibit 3 below relates the key findings for environmental impacts. These impacts are described in absolute terms, or their total volume, as well as in intensity terms by m² of Empire East floor area (19,043 m²), by employee (702 employees) and by revenue (5,218mPHP).

EXHIBIT 3: COMBINED DIRECT AND INDIRECT OPERATIONAL GREENHOUSE GAS EMISSIONS, FY2019

Scope	Absolute Emissions	Carbon Intensity		
		tCO2e per m ² of floor area	tCO2e per employee	tCO2e per million PHP revenue
Scope 1	60.77	0.003	0.09	0.012
Scope 2 (Location-Based)	716.75	0.04	1.02	0.14
Scope 3	6.53	0.0003	0.009	0.001
Total Emissions	784.05	0.04	1.11	0.15

Scope	Category	Emissions (tCO2e)
Scope 1	Mobile Emissions	60.77
Scope 2	Electricity: Location-based	716.75
Scope 3	Category 5: Waste generated in operations	6.35
Scope 3	Category 6: Business travel	0.18
Total Emissions		784.05

EXHIBIT 4: GHG EMISSIONS ABSOLUTE VALUES AND INTENSITY VALUES, FY2019



Direct (Scope 1) GHG Emissions

One component of GHG emissions from organizational operations are direct (or scope 1) emissions derived from propane, diesel, natural gas consumption for boilers, gas turbines, diesel generators, owned transportation and refrigeration processes. Empire East’s scope 1 emissions during FY2019 was 60.77 tCO₂e, and the intensities of GHG emissions normalized by square meter of floor area, employees and revenue were 0.003 tCO₂e/m², 0.09 tCO₂e/employee and 0.01 tCO₂e/PHP million, respectively.

Indirect (Scope 2) GHG Emissions

A second component of GHG emissions related to organizational operations are indirect scope 2 emissions primarily from the consumption of purchased electricity. Empire East’s scope 2 emissions during FY2019 was 716.75 tCO₂e. 100% of the electricity was purchased from an electric grid. The intensities of GHG emissions normalized by square meter floor area, employees and revenue were 0.04 tCO₂e/m², 1.02 tCO₂e/employee and 0.15 tCO₂e/PHP million, respectively.

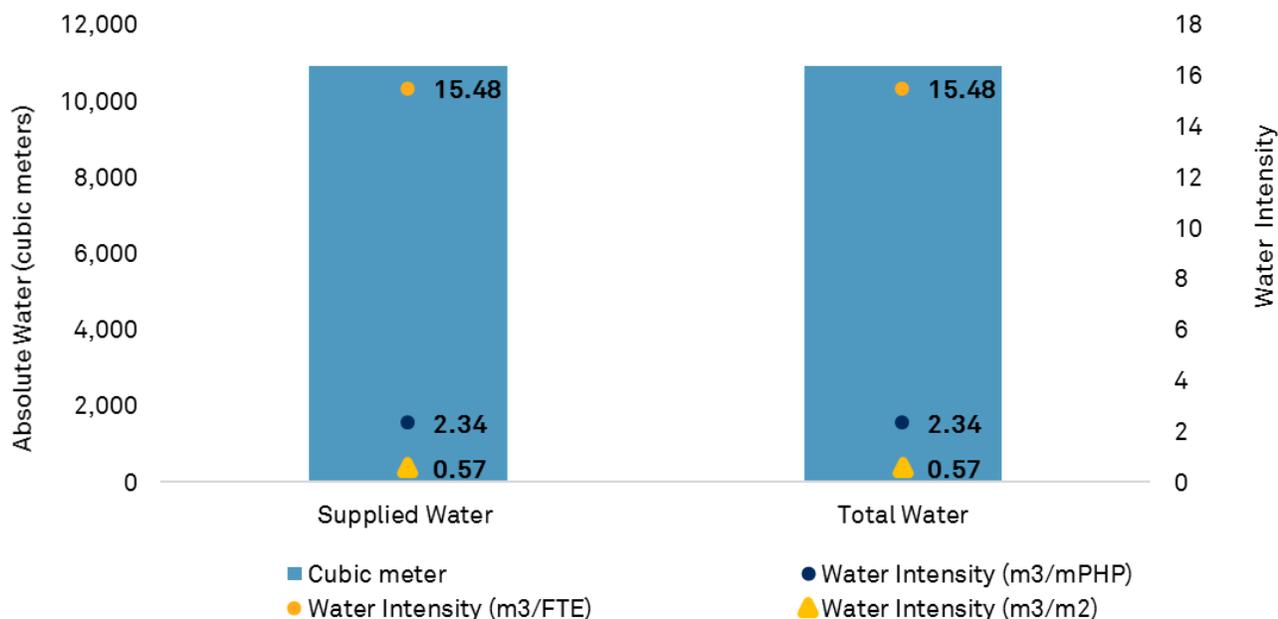
Indirect (Scope 3) GHG Emissions

A final component of GHG emissions related to organizational operations are indirect scope 3 emissions. Empire East’s scope 3 emissions during FY2019 was estimated for category 5, waste generated in operations and category 6, business travel. The intensities of GHG emissions normalized by square meter floor area, employees and revenue were 0.0003 tCO₂e/m², 0.009 tCO₂e/employee and 0.001 tCO₂e/PHP million.

Water Use

Water consumed by Empire East is supplied from local utilities, as such it has no material impact to the groundwater supply in any of its operational sites. In FY2019, absolute water use from supplied water from local utilities was 10,900 cubic meters (m³). Water use intensity normalized by square meter of floor area, employee and revenue were 0.57 m³/m², 15.52 m³/employee and 2.09 m³/PHP million respectively. The company is currently unable to track the amount of water used by its contractors during the construction of its residential developments. However, the company commits to improve its monitoring measures to track water consumption and sourcing of its contractors. To help reduce water usage in the construction of projects, concrete admixtures are currently being used to reduce the amount of water required. Various other water saving measures are also regularly being evaluated.

EXHIBIT 5: WATER USE, FY2019



Material Usage

The most significant impact Empire East has on material usage is in the construction of its real estate projects, especially in residential condominium buildings. Two building materials have been identified as the most significant: cement and steel (rebars). These materials are not only non-renewable but require substantial energy and resources in its extraction and processing, further contributing to the company’s carbon footprint. Monitoring systems are being put into place to better monitor the usage of these materials.

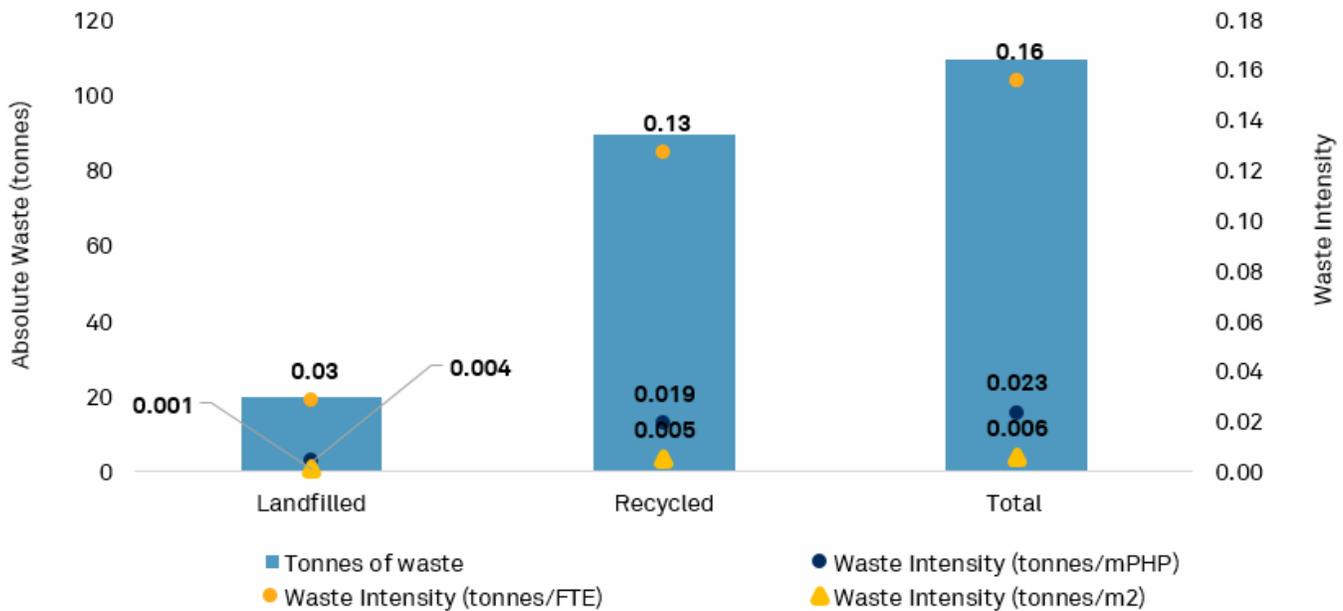
The Company will continue to work with its building contractors in improving practices and designs to further reduce consumption and wastage. Moreover, with the progress and innovations in material science, the company sees great opportunities in alternative eco-friendly building materials. For instance, the company utilizes phenolic boards instead of conventional plywood materials for the formwork requirements during construction. Phenolic boards can be re-used several more times compared to plywood, thus lessening the consumption of wood products.

Empire East has also begun moving towards the digitization of internal documents and processes. With the implementation of SAP and various in-house applications, the Group has already reduced paper usage in its offices. The company hopes to continue improving upon these initiatives and eventually transition to being paperless.

Waste Generation and Recycling

Absolute non-hazardous waste generated in FY2019 was 109.4 tonnes. 82% of non-hazardous waste was recycled with the remaining 18% sent to landfill. Major types of waste that contributed to the total mass were solid waste, metal, plastic, and paper. The intensity of total waste generated normalized by square meter of floor area, employee, and revenue is 0.01 tonnes/m², 0.16 tonnes/employee, and 0.02 tonnes/PHP million, respectively.

EXHIBIT 6: LANDFILLED AND RECYCLED WASTE, FY2019



Environmental Standards

Empire East has facility-level sustainability standards for its head office located in the Alliance Global tower in Philippines, which is LEED-certified (LEED BD+C: Core and Shell v3-LEED 2009). The Group ensures that all its real estate developments are in compliance to national and local environmental codes and regulation.

Social Impact

Workforce Diversity

Overall, the company has 53% male and 47% female representation. The largest age group of all staff in the company is between the ages of less than 30 (57%), followed by 30-50 (37%), then over 50 (6%).

EXHIBIT 7: GROUP DIVERSITY AND EMPLOYEE REPRESENTATION, FY2019

Disclosure		Number of Staff		
		Executive	Non-executive	Total
Gender	Male	10	365	375
	Female	7	320	327
Age group	Under 30	1	402	403
	30-50	8	251	259
	Over 50	7	32	40

Empire East’s hiring and promotion philosophy is based on merit and the quality of the individual’s performance. Its recruitment is based on the necessary skills and competencies of an individual and his alignment towards the job required. Careful vetting is done to ensure proper job fit and skill competencies are also tested when necessary. As for promotion, there exists a governing body consisting of executives of equal male and female distribution, that confirms the promotion recommendations of our employees based on their performance over a fixed period of time. The company does not discriminate on the basis of gender, age or other circumstances. In 2020 we hope to track other diversity factors such as number of employees belonging to vulnerable sectors ie. indigenous peoples, the poor (class D & E), single parents.

Attrition Rate

EXHIBIT 8: WORKFORCE EMPLOYEE ATTRITION RATE, FY2019

Disclosure	Quantity	Units
Attrition Rate*	10.5%	%

*Attrition rate computed as # of resignations within 2019 divided by total manpower in 2019

Attrition rates can become a useful source of data on the performance of the company to its employees. Digging deeper into the reasons for resignation of our employees can give us feedback on where we can improve as a company and what factors such as training or benefits would need further study and adjustment. As of now, all resigning employees must undergo exit interviews that serve to provide management with proper feedback. The company hopes to review the exit process in order to collect more data that can provide better insight for immediate action.

Employee Salary and Benefits

EXHIBIT 9: RATIO OF LOWEST PAID EMPLOYEE AGAINST MINIMUM WAGE, FY2019

Disclosure	Quantity	Units
Ratio of lowest paid employee against minimum wage	1.1:1	Ratio

EXHIBIT 10: PERCENTAGE OF EMPLOYEE BENEFIT AVAILMENTS, FY2019

Disclosure			
Benefit	Y/N	% of Female Employees who availed for the year	% of Male Employees who availed for the year
SSS	Y	15.92%	9.22%
Philhealth	Y	5.59%	3.55%
Pag-Ibig	Y	8.66%	8.51%
Parental Leaves (aside from SSS)	Y	0.28%	4.96%
Vacation Leaves	Y	77.37%	87.59%
Sick Leaves**	Y	59.22%	55.32%
Medical Benefits (aside from Philhealth)	Y	114.80%	9.22%
Housing assistance (aside from Pag-ibig)	Y	5.31%	4.61%
Retirement Fund (aside from SSS)	Y	0	0
Further educational support***	Y	1.12%	0.35%
Company stock options	N	--	--
Telecommuting	N	--	--
Flexible working hours*	Y	100%	100%
Bereavement Leave	Y	1.12%	4.96%

*Empire East has a three shift policy in place wherein employees can choose their time shift.

**Unclaimed sick leaves are convertible to cash

***Educational support is currently in the form of a compressed working schedule

****100% of our employees are covered by mandatory benefits as defined by law

Empire East is fully compliant to mandatory benefits as defined by law. Additional benefits given are based on industry standards to provide our employees not only with the proper care necessary, but also for the company to be a competitive employer for the years to come. We offer discounts to our products in order to assist in the housing of our employees as well as provide them with choices for their working schedules in recognition of transportation difficulties within Metro Manila. In the coming years, the Group hopes to perform usage rate studies for our benefits as well as study trends in benefits in order to provide employees with more options and tailor-fit our packages to the person.

Empire East is also fully compliant with minimum wage standards and the lowest paid employee is paid higher than minimum wage.

Workplace Safety

In FY2019, the company had no incidents involving deaths or diseases. However, there were seven serious injuries involving permanent and contract employees. The recordable incident rate (TRIR) for permanent employees was 2.39 and for contractual employees was 1.79. The incidents recorded were all near misses with only two of those being injuries related to nature of work. The identified work-related cases were subject to investigation by our HR group in accordance with the current policy in place whenever such incidents would occur. All employees were given medical assistance and were in coordination with our HR group throughout. Empire East is also in full compliance of labor laws and health and safety regulations in regards to its construction work. It would further study and record employees who suffer from pre-existing conditions to further collect data on specific health and safety precautions to be undertaken.

EXHIBIT 11: WORKPLACE SAFETY, FY2019

Disclosure	
Number of fatal incidents causing deaths	0
Number of diseases	0
Number of serious injuries	7
Total recordable incident rate (TRIR) Permanent Employees	2.39
Total recordable incident rate (TRIR) Contractual Employees	1.79

Employee Training and Development

Empire East recognizes that training and education form an important part in the development of employee skills and supporting career development. In 2019, the Company dedicated 8,325 hours on training employees. Training primarily comprised of workplace compliance such as onboarding, regularization, safety, and compliance held by the Group's human resources (HR) staff. Each department also holds its own training sessions to further familiarize responsibilities with specific roles. In addition, training on various upskilling courses is imparted to aid in the technological capabilities of the employees, such as Excel, SAP, etc.

Empire East recognizes that constant upskilling is necessary for the growth of the company as well as for the growth of each individual employee. The company aims to establish further training standards in 2020 such as increase the hours given as well as further distribute the training courses across departments and functions to expand knowledge and to provide equal opportunities for the employee. In 2020, it will be conducting further training needs analysis in crucial areas of operations in order to provide relevant and quality training programs. The company will also look to expand trainings beyond the traditional classroom set up and study the possibility of e-learning courses for employees to undergo so that the employee can be given higher levels of control on their development

Additionally, performance reviews are scheduled bi-annually to support in career development, promotion and merit enhancement. Empire East also provides several government-mandated and voluntary benefits to its employees such as leaves, salary loans, saving benefits, several loan options, medical benefits, etc.

EXHIBIT 12: EMPLOYEE TRAINING AND DEVELOPMENT, FY2019

Disclosure	
Number of hours of training completed	8,325
Total expenditure on employee training programs (PHP)	58,716
Employee Development	
Percentage of employees receiving regular performance and career development reviews	100%

Labor Relations

EXHIBIT 13: LABOR RELATIONS, FY2019

Disclosure	Quantity	Unit
% of employees covered with Collective Bargaining Agreements	0	%
Number of consultations conducted with employees concerning employee-related policies	0	#

Empire East recognizes the crucial role of having good labor-management relations. This provides us with experiential data from our employees themselves for management to be able to adjust accordingly to the needs of our people in order to improve the environment, performance, and the culture of the company. In this regard, all supervisors, managers, and executives are expected to practice an open-door policy in regard to feedback from our employees. Employees are encouraged to voice out their concerns and opinions even to the CEO of the company, whose contact details are available to all employees regardless of age and tenure. The CEO meets with all newly hired employees to personally give his contact details and encourage employees to reach out whenever necessary. These concerns are considered and acted upon with utmost urgency by formal and ad hoc groups. Numerous policy changes have already been implemented using this method with concerns ranging from working hours, overtime, additional facilities, etc. The company hopes to establish and implement wider consultation efforts and feedback mechanisms to increase engagement further.

Corporate Social Responsibility (CSR) Initiatives

In line with Empire East's 25th anniversary, all departments were to create various CSR projects, with the target of accomplishing twenty-five CSR activities in the year. As of December 2019, the company and its employees have conducted thirty-seven CSR activities for the year 2019.

Empire East’s approach to CSR is that it should be voluntary. Employees of the company initiated all activities to aid in their respective communities. These activities cover a number of vulnerable sectors such as children, the elderly, indigenous peoples, the homeless, etc., across the Philippines. These efforts can be divided into five different campaigns:

“HEALTH” hopes to aid the public health sector of the Philippines as the company believes that healthy citizens are the building block for a productive nation. These pocket CSRs tackled health and nutrition with partnerships from different organizations such as the Philippine Red Cross. Employees donated blood and provided nutritious meals to children and elderly from Tondo, Manila.

“Project SAVE” tackled two vulnerable sectors, the youth and the elderly. These programs extend help to generations of Filipinos, hoping to provide them with basic needs. There were a total of ten pocket CSRs within this program where employees partnered with schools, homes for the aged, orphanages and others, in not only sharing food and clothing, but also sharing their time and enjoyment by interacting with them.

Our “EXCELerate” program tackles literacy and education in the Philippines. The company partnered with public schools across the country in preparation for the 2019 school year. The company believes that education is a vital role in nation building and in the pursuit of excellence. These projects hope to give students the necessary school supplies and partner schools with the facilities they need to improve our country’s education.

Lastly, in “SUSTAINable”, our environmental stewardship program, the company recognizes our part in conserving our one planet. In collaborating with NGOs, the company has been able to come up with several environmental preservation and “green” projects in pursuit of achieving more sustainable communities. Efforts such as Tree and Mangrove planting activities were accomplished in order to aid in the environmental resiliency of local communities.

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In 2020, the company would like to expand their efforts by the creation of *Empire East Cares*, the official CSR arm of Empire East with specific initiatives targeting sectors that the company deems most in need.

EXHIBIT 14: CSR INITIATIVES, FY2019

Disclosure	
CSR Initiatives	
Amount of donations (PHP)	7,533,890
Volunteer hours	7,386

Labor Laws and Human Rights

EXHIBIT 15: NUMBER VIOLATIONS OF LABOR LAWS AND HUMAN RIGHTS, FY2019

Disclosure	Quantity	Unit
No. of legal actions or employee grievances involving forced labor or child labor	0	#

EXHIBIT 16: POLICY ON VIOLATIONS OF LABOR LAWS AND HUMAN RIGHTS, FY2019

Disclosure	Y/N	If Yes, cite in reference in the company policy
Child Labor	Y	In hiring, policy dictates that employees provide proper identification detailing accurate date of birth. This is strictly enforced by our recruitment team.
Forced Labor	N	
Human Rights	Y	Listed in our Employee code of discipline, violations such as provoking quarrel, acts of intimidation and harassments among others are classified as very serious offenses that can be grounds for suspension and termination.

Empire East recognizes that upholding all labor laws are fundamental in doing good business. The Group aims to provide our employees with a safe and productive work environment as supplemented by employee handbooks which detail the list of violations, both minor and major, can be found in relation to human rights. These policies are implemented strictly by our Human Resources unit. The company's recruitment process also ensures that no incidence of child labor occurs. In 2020, the company commits to having our Human Resources unit perform further studies and find any gaps that can be supplemented. They will also be studying the implementation of these policies and the corresponding sanctions to assure fairness and just actions are being done.

Relationship with Community

Community development is an integral part of any real estate developer and as such Empire East designs projects to include the community at large. One example is our transit-oriented developments that are directly connected, or in walking distance to major transportation centers such as the MRT. These developments provide ease of transport of customers and connect them towards the outside community. The Group also supports MSMEs by providing projects with commercial units that our clients can lease out. These provide our clients with additional sources of livelihood while providing the community with basic goods and services without leaving the project. Laguna BelAir in Santa Rosa, Laguna is also home to the Laguna BelAir Science School that provides K-12 ready education, specializing in STEM. These efforts connect us to the larger community outside as well as closer pocket communities inside for ease of our clients. Empire East hopes to continue these efforts further by providing similar benefits to our future projects.

Customer Satisfaction

EXHIBIT 17: CUSTOMER SATISFACTION, FY2019

Disclosure	Score	Did a third-party conduct the customer satisfaction study?
Customer satisfaction	No Survey done in 2019	N/A

Customer Management: Health and Safety

EXHIBIT 18: CUSTOMER MANAGEMENT – HEALTH AND SAFETY, FY2019

Disclosure	Quantity	Unit
No. of substantiated complaints on product or service health and safety	0	#
No. of complaints addressed	0	#

Empire East has structures and channels in place to receive customer complaints of varying natures, and an investigative body internally to substantiate any and all complaints received. It sees customer feedback as necessary and each complaint is recorded once internal investigations have been completed. Empire East hopes to further expand these channels by providing an online channel.

Marketing and Labelling

This topic is not material to Empire East, since it does not sell fast-moving consumer products.

Governance

Direct Economic Value Generated and Distributed

EXHIBIT 19: DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED, FY2019

Disclosure	Amount	Units
Direct economic value generated (revenue)	5,218	Php (in millions)
Direct economic value distributed:		
a. Employee wages and benefits	471	Php (in millions)
b. Payments to suppliers, other operating costs	3,671	Php (in millions)
c. Dividends given to stockholders and interest payments to loan providers	128	Php (in millions)
d. Taxes given to government	460	Php (in millions)
e. Investments to community (e.g. donations, CSR)	0	Php (in millions)

Climate-related Risks and Opportunities

As a real estate company, Empire East understands that climate change brings a lot of risks and opportunities. Empire East enjoins the industry in understanding these risks and seeks innovative business models with positive climate impacts for new undertakings and operations. This includes studying process designs, efficiencies, and operations across the organization. Once a good understanding of these risks has been obtained, it will be integrated in the strategy framework of Empire East for our board and steering committee to monitor.

Stakeholder Management

Empire East considers customers, suppliers, communities and employees as its primary stakeholders. Most of the Group's generated economic value is distributed back to the communities we operate in, suppliers, employees, government and other stakeholders. We understand our impact on creating economic opportunities through various projects. This creates numerous direct and indirect jobs in various locations we are operating.

Procurement Practices

Suppliers undergo various departmental assessments to operate with Empire East. Suppliers must have all proper permits to operate as a business and must submit necessary documents to assess operational stability, legality and equitability. Keeping the economic value chain transparent and equitable in distributing economic value to stakeholders is important to Empire East. Unfair business practices from our suppliers or employees could hinder our ability to flow economic opportunities to the society.

Empire East sees the opportunities to improve its performance particularly on how it assesses the economic performance of its suppliers on their policy and practice on anti-corruption and compensation and benefits.

The Company focuses on developing transit-oriented projects as part of its commitment to reducing its carbon footprint. Given that most of the projects are located within the Metro Manila area, Empire East ensures that every construction project is compliant to environmental standards set by various government agencies.

The company's risk management periodically reviews project progress and compliance to various government agencies. Given that constructions are contracted to suppliers, Empire East vets them carefully and ensures that they secured environmental compliance licenses.

Empire East will undergo a review of its current accreditation and supplier assessment processes to strengthen its anti-corruption, environmental and social measures.

Business Ethics

EXHIBIT 20: ANTI-CORRUPTION TRAINING, FY 2019

Disclosure	Quantity	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100%	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	No data available	%
Percentage of directors and management that have received anti-corruption training	100%	%
Percentage of employees that have received anti-corruption training	100%	%

EXHIBIT 21: INCIDENTS OF CORRUPTION, FY 2019

Disclosure	Quantity	Units
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 incidents of corruption	0	#

Corruption hampers our ability to equitably distribute economic value to stakeholders. As a real estate company, Empire East understands that there are exposures and risks in its business operations especially in key areas of procurement and in functions that deal with government transactions.

Empire East ensures that all transactions are executed fairly within its codes of conduct. Empire East expects each employee to observe the highest standards of business ethics. All employees have been oriented with Empire East's codes of conduct as part of their onboarding, provided references through its employee online portal and given periodic reminders. An employee cannot engage in any activity which would create conflict or interfere with the performance of his responsibilities. Receiving of gifts from third parties is not allowed. All material party transactions are evaluated by the Board's party transactions committee for fairness and conduct in arms' length.

Empire East values all information received from whistleblowers and/or anonymous sources. It encourages all stakeholders to communicate, confidentially and without the risk of reprisal, legitimate concerns about illegal, unethical or questionable practices and transactions entered by any of its employees and officers.

Empire East is actively looking for opportunities to engage and to conduct further training on anti-corruption, anti-money laundering policies and laws.

EXHIBIT 22: GOVERNANCE INDICATORS, FY2019

Disclosure	
Anti-Money Laundering	
Total amount of monetary losses as a result of legal proceedings associated with money laundering	None
Anti-money laundering policy in place	Yes

Data Privacy and Security

Empire East collects client's data pertaining to name, birthdate, marital status, and taxpayer identification number (TIN) in order to process the transfer of property titles to the respective clients. More than 36,000 individual client data are maintained by the company. The client data is stored in the Empire East's in-house servers, of which only the company's in-house applications and tailored-fit enterprise accounting system have access. (Note: Authorized personnel from the Empire East's Management Information Systems (MIS) department also has direct access to the client database when on the local network). Any electronics component that may or has ever contained data, whether the company's or clients', are removed and kept secure before disposal. For instance, it is the Empire East's standard operating procedure that before a computer is disposed, the hard disk drive platter and the magnetic read heads are removed from the drives. These are stored for safekeeping by the Empire East's Management Information Systems department and disposed of adequately.

EXHIBIT 23: DATA PRIVACY AND SECURITY, FY2019

Disclosure	
Data Management Practices	
Number of individual clients for whom data was primarily stored	36,029
Data Breaches	
Number of data security breaches in financial year	0

Electronic Waste

Empire East's electronic wastes, whether in working condition or not, are bundled and publicly sold as lots. This does not include devices/components that have/had ever contained data as determined by the company's Management Information Systems department.

Annex A: Reporting Template

Contextual Information

Company Details	
Name of Organization	Empire East Land Holdings, Inc. (EELHI)
Location of Headquarters	12th Floor, Alliance Global Tower, 36th Street cor. 11th Avenue, Uptown Bonifacio, Taguig City 1634
Location of Operations	EELHI's developments are strategically located in key areas in the National Capital Region (NCR) such as Makati City, Quezon City, Mandaluyong City, San Juan City, Pasig City and the City of Manila, and in the progressive and highly urbanized areas of Santa Rosa, Laguna and Cainta, Rizal.
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	<p><i>Subsidiaries:</i> 20th Century Nylon Shirt Co., Inc. (100%) Eastwood Property Holdings, Inc. (100%) Valle Verde Properties, Inc. (100%) Sherman Oak Holdings, Inc. (100%) Empire East Communities, Inc. (100%) Laguna BelAir Science School, Inc. (73%) Sonoma Premiere Land, Inc. (60%) Pacific Coast Megacity Inc. (40%)</p> <p><i>Associate:</i> Gilmore Property Marketing Associate, Inc (47%)</p> <p><i>Refer to page xx for the scope of the report</i></p>
Business Model, including Primary Activities, Brands, Products, and Services	Empire East Land Holdings, Inc. is presently engaged in the development and marketing of mid-cost housing projects in the form of condominium communities, subdivision lots and house and lot packages, and commercial units to a limited extent. The Company also leases out commercial and industrial properties.
Reporting Period	January 1, 2019 – December 31, 2019
Highest Ranking Person responsible for this report	Evelyn G. Cacho, Director/Senior Vice President/ Corporate Information Officer/ Compliance Officer

**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.
<i>See to page 5</i>

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)	<i>See to page 17</i>	PhP
Direct economic value distributed:		
a. Operating costs	<i>See to page 17</i>	PhP
b. Employee wages and benefits	<i>See to page 17</i>	PhP
c. Payments to suppliers, other operating costs	<i>See to page 17</i>	PhP
d. Dividends given to stockholders and interest payments to loan providers	<i>See to page 17</i>	PhP
e. Taxes given to government	<i>See to page 17</i>	PhP
f. Investments to community (e.g. donations, CSR)	<i>See to page 17</i>	PhP

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See to page 17</i>	<i>See to page 17</i>	<i>See to page 17</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See to page 17</i>	<i>See to page 17</i>	<i>See to page 17</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See to page 17</i>	<i>See to page 17</i>	<i>See to page 17</i>

Climate-related Risks and Opportunities

Governance	Strategy	Risk Management	Metrics and Targets
Disclose the organization’s governance around climate-related risks and opportunities	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning where such information is material	Disclose how the organization identifies, assesses, and manages climate-related risks	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material
<i>See to page 17</i>			
Recommended Disclosures			
a) Describe the board’s oversight of climate-related risks and opportunities	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term	a) Describe the organization’s processes for identifying and assessing climate-related risks	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process
b) Describe management’s role in assessing and managing climate-related risks and opportunities	b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.	b) Describe the organization’s processes for managing climate-related risks	b) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets
	c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management	
<i>See to page 17</i>			



Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See page 17</i>	<i>See page 17</i>	<i>See page 17</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See page 17</i>	<i>See page 17</i>	<i>See page 17</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See page 17</i>	<i>See page 17</i>	<i>See page 17</i>

Anti-corruption

Training on Anti-corruption Policies and Procedures

Disclosure	Quantity	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	<i>See page 18</i>	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	<i>See page 18</i>	%
Percentage of directors and management that have received anti-corruption training	<i>See page 18</i>	%
Percentage of employees that have received anti-corruption training	<i>See page 18</i>	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See page 18</i>	<i>See page 18</i>	<i>See page 18</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See page 18</i>	<i>See page 18</i>	<i>See page 18</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See page 18</i>	<i>See page 18</i>	<i>See page 18</i>

Incidents of Corruption

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	<i>See page 18</i>	#
Number of incidents in which employees were dismissed or disciplined for corruption	<i>See page 18</i>	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	<i>See page 18</i>	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See page 18</i>	<i>See page 18</i>	<i>See page 18</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See page 18</i>	<i>See page 18</i>	<i>See page 18</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See page 18</i>	<i>See page 18</i>	<i>See page 18</i>



ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)	See page 7-8	GJ
Energy consumption (gasoline)	See page 7-8	GJ
Energy consumption (LPG)	N/A	GJ
Energy consumption (diesel)	See page 7-8	GJ
Energy consumption (electricity)	See page 7-8	kWh

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	See page 7-8	GJ
Energy reduction (LPG)	N/A	GJ
Energy reduction (diesel)	See page 7-8	GJ
Energy reduction (electricity)	See page 7-8	kWh
Energy reduction (gasoline)	See page 7-8	GJ

Impacts: Where it occurs, Organization's Involvement, and Stakeholder Affected
<i>See page 7-8</i>
Risks Identified and Management Approach
<i>See page 7-8</i>
Opportunities Identified and Management Approach
<i>See page 7-8</i>

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	N/A	Cubic meters
Water consumption	See page 9	Cubic meters
Water recycled and reused	See page 9	Cubic meters



What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See page 9</i>	<i>See page 9</i>	<i>See page 9</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See page 9</i>	<i>See page 9</i>	<i>See page 9</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See page 9</i>	<i>See page 9</i>	<i>See page 9</i>

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume	<i>See page 9</i>	
<ul style="list-style-type: none"> renewable 	<i>See page 9</i>	kg/liters
<ul style="list-style-type: none"> non-renewable 	<i>See page 9</i>	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	<i>See page 9</i>	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See page 9</i>	<i>See page 9</i>	<i>See page 9</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See page 9</i>	<i>See page 9</i>	<i>See page 9</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See page 9</i>	<i>See page 9</i>	<i>See page 9</i>

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

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A	
Habitats protected or restored	N/A	ha
IUCN ¹⁷ Red List species and national conservation list species with habitats in areas affected by operations	N/A	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
N/A	N/A	N/A
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A	N/A	N/A
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A	N/A	N/A

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	See page 7-8	Tonnes CO _{2e}
Energy indirect (Scope 2) GHG Emissions	See page 7-8	Tonnes CO _{2e}
Emissions of ozone-depleting substances (ODS)	See page 7-8	Tonnes

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
See page 7-8	See page 7-8	See page 7-8
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
See page 7-8	See page 7-8	See page 7-8
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
See page 7-8	See page 7-8	See page 7-8



Air pollutants

Disclosure	Quantity	Units
NO _x	N/A	kg
SO _x	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)	See page 7-8	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
See page 7-8	See page 7-8	See page 7-8
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
See page 7-8	See page 7-8	See page 7-8
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
See page 7-8	See page 7-8	See page 7-8

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	See page 9-10	kg
Reusable	See page 9-10	kg
Recyclable	See page 9-10	kg
Composted	See page 9-10	kg
Incinerated	See page 9-10	kg
Residuals/Landfilled	See page 9-10	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
See page 9-10	See page 9-10	See page 9-10
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
See page 9-10	See page 9-10	See page 9-10
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
See page 9-10	See page 9-10	See page 9-10

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	N/A	kg
Total weight of hazardous waste transported	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
N/A	N/A	N/A
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A	N/A	N/A
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A	N/A	N/A

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	<i>No data available</i>	Cubic meters
Percent of wastewater recycled	<i>No data available</i>	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>See page 9-10</i>	<i>See page 9-10</i>	<i>See page 9-10</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>See page 9-10</i>	<i>See page 9-10</i>	<i>See page 9-10</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>See page 9-10</i>	<i>See page 9-10</i>	<i>See page 9-10</i>

Environmental compliance

Non-compliance with Environmental Laws and Regulations

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	See page 10	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	See page 10	#
No. of cases resolved through dispute resolution mechanism	See page 10	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
See page 10	See page 10	See page 10
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
See page 10	See page 10	See page 10
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
See page 10	See page 10	See page 10

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees		
a. Number of female employees	See page 11	#
b. Number of male employees	See page 11	#
Attrition rate	See page 11	rate
Ratio of lowest paid employee against minimum wage	See page 11	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		See page 12	
PhilHealth		See page 12	
Pag-ibig		See page 12	
Parental leaves		See page 12	
Vacation leaves		See page 12	
Sick leaves		See page 12	
Medical benefits (aside from PhilHealth)		See page 12	
Housing assistance (aside from Pag-ibig)		See page 12	
Retirement fund (aside from SSS)		See page 12	
Further education support		See page 12	
Company stock options		See page 12	
Telecommuting		See page 12	
Flexible-working Hours		See page 12	
(Others)		See page 12	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
See page 12	See page 12
What are the Risk/s Identified?	Management Approach
See page 12	See page 12
What are the Opportunity/ies Identified?	Management Approach
See page 12	See page 12

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	See page 13	hours
b. Male employees	See page 13	hours
Average training hours provided to employees		
a. Female employees	See page 13	hours/employee
b. Male employees	See page 13	hours/employee

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
See page 13	See page 13
What are the Risk/s Identified?	Management Approach
See page 13	See page 13
What are the Opportunity/ies Identified?	Management Approach
See page 13	See page 13

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	See page 14	%
Number of consultations conducted with employees concerning employee-related policies	See page 14	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
See page 14	See page 14
What are the Risk/s Identified?	Management Approach
See page 14	See page 14
What are the Opportunity/ies Identified?	Management Approach
See page 14	See page 14

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	See page 11	%
% of male workers in the workforce	See page 11	%
Number of employees from indigenous communities and/or vulnerable sector*	N/A	#

*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?	Management Approach
<i>See page 11</i>	<i>See page 11</i>
What are the Risk/s Identified?	Management Approach
<i>See page 11</i>	<i>See page 11</i>
What are the Opportunity/ies Identified?	Management Approach
<i>See page 11</i>	<i>See page 11</i>

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	<i>Not available</i>	Man-hours
No. of work-related injuries	<i>See page 13</i>	#
No. of work-related fatalities	<i>See page 13</i>	#
No. of work related ill-health	<i>See page 13</i>	#
No. of safety drills	<i>Not available</i>	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>See page 13</i>	<i>See page 13</i>
What are the Risk/s Identified?	Management Approach
<i>See page 13</i>	<i>See page 13</i>
What are the Opportunity/ies Identified?	Management Approach
<i>See page 13</i>	<i>See page 13</i>

Labor Laws and Human Rights

Disclosure	Quantity	Units
No. of legal actions or employee grievances involving forced or child labor	<i>See page 15</i>	#

Do you have policies that explicitly disallows violations of labor laws and human rights (e.g. harassment, bullying) in the workplace? *See page 15*

Topic	Y/N	If Yes, cite reference in the company policy
Forced labor		<i>See page 15</i>
Child labor		<i>See page 15</i>
Human Rights		<i>See page 15</i>

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>See page 15</i>	<i>See page 15</i>
What are the Risk/s Identified?	Management Approach
<i>See page 15</i>	<i>See page 15</i>
What are the Opportunity/ies Identified?	Management Approach
<i>See page 15</i>	<i>See page 15</i>

Supply Chain Management

Do you have a supplier accreditation policy? If yes, please attach the policy or link to the policy: *See page 17*

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance		<i>See page 17</i>
Forced labor		<i>See page 17</i>
Child labor		<i>See page 17</i>
Human rights		<i>See page 17</i>
Bribery and corruption		<i>See page 17</i>

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>See page 17</i>	<i>See page 17</i>
What are the Risk/s Identified?	Management Approach
<i>See page 17</i>	<i>See page 17</i>
What are the Opportunity/ies Identified?	Management Approach
<i>See page 17</i>	<i>See page 17</i>



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 groups (if 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)
See page 15					

*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	Not available	#
CP secured	Not available	#

What are the Risk/s Identified?	Management Approach
See page 15	See page 15
What are the Opportunity/ies Identified?	Management Approach
See page 15	See page 15

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	See page 16	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
See page 16	See page 16
What are the Risk/s Identified?	Management Approach
See page 16	See page 16
What are the Opportunity/ies Identified?	Management Approach
See page 16	See page 16

Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	See page 16	#
No. of complaints addressed	See page 16	#

*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?	Management Approach
See page 16	See page 16
What are the Risk/s Identified?	Management Approach
See page 16	See page 16
What are the Opportunity/ies Identified?	Management Approach
See page 16	See page 16

Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	See page 16	#
No. of complaints addressed	See page 16	#

*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?	Management Approach
N/A	N/A
What are the Risk/s Identified?	Management Approach
N/A	N/A
What are the Opportunity/ies Identified?	Management Approach
N/A	N/A

Customer privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	See page 19	#
No. of complaints addressed	See page 19	#
No. of customers, users and account holders whose information is used for secondary purposes	See page 19	#

*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?	Management Approach
<i>See page 19</i>	<i>See page 19</i>
What are the Risk/s Identified?	Management Approach
<i>See page 19</i>	<i>See page 19</i>
What are the Opportunity/ies Identified?	Management Approach
<i>See page 19</i>	<i>See page 19</i>

Data Security

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	<i>See page 19</i>	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>See page 19</i>	<i>See page 19</i>
What are the Risk/s Identified?	Management Approach
<i>See page 19</i>	<i>See page 19</i>
What are the Opportunity/ies Identified?	Management Approach
<i>See page 19</i>	<i>See page 19</i>

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
Residential Developments	<p>The company develops many of its residential projects in locations near public transportation hubs. In doing so, homeowners are given convenient routes to work and reduced time spent in commute.</p> <p>In addition, this encourages homeowners to use public transportation rather than private vehicles, thereby reducing emissions and fuel consumption.</p>	<p>Substantial amounts of resources and energy are consumed to construct residential projects, as well as Economical and Social impacts to the local community. These have been identified and addressed in the Environmental, Economical, and Social sections above.</p>	<p>No material negative impacts identified.</p>
Commercial Spaces in Residential Developments	<p>Commercial stores integrated in the company's residential developments provide homeowners access to goods and services within walking distance, as well as provide entrepreneurs an avenue to access a key demographic market.</p> <p>These developments also help stimulate economic activity of the local community, bringing in more potential customers for local businesses and generating employment opportunities.</p>	<p>Substantial amounts of resources and energy are consumed to construct these projects, as well as Economical and Social impacts to the local community. These have been identified and addressed in the Environmental, Economical, and Social sections above.</p>	<p>No material negative impacts identified.</p>
Science School	<p>Accredited as a science school, Laguna BelAir Science School (LBASS) provides quality and balanced education in the community. Apart from excelling in Mathematics, Science, and Technology, LBASS' focus on sustainability allows its students to understand environmental responsibility.</p>	<p>Apart from the resource used by the institution in its day-to-day operation indicated in the "Environmental Impact" section, no other material impacts on the UN SDGs have been identified for this service.</p>	<p>No material negative impacts identified.</p>

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