

A. SORIANO CORPORATION





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About this Report

102-50, 102-52, 102-54

This 2020 Sustainability Report (SR) discloses A. Soriano Corporation's financial and non-financial performance and includes in scope two of its subsidiaries, Phelps Dodge Philippines Energy Products Corporation (PDP) and Seven Seas Resorts and Leisure, Inc. (SSRLI), and its corporate social responsibility arm, The Andres Soriano Foundation (ASF), collectively the Anscor Group.

Anscor prepared this Sustainability Report in accordance with the Global Reporting Initiative (GRI) Standards: Core option. The reporting period covers January 1, 2020 to December 31, 2020, and follows the annual reporting cycle of the company.



About the Company 102-1,102-3, 102-4, 102-5, 102-6, 102-7



A. Soriano Corporation (Anscor or the Company) is a publicly-listed holding company with diverse investments in financial assets such as local equities traded in the Philippine Stock Exchange (PSE), bonds and equity funds, and in operating companies such as Phelps Dodge Philippines Energy Products Corporation (PDP) and Seven Seas Resorts and Leisure, Inc. (SSRLI) that owns Amanpulo Resort in Palawan, among others.

The Company was incorporated on February 13, 1930 with principal office at the 7th Floor, Pacific Star Building, Gil Puyat Avenue corner Makati Avenue, Makati City.

SUBSIDIARIES IN THIS REPORT

102-2, 102-6





phelps dodae

PDP is the leading domestic integrated manufacturer of quality wires and cables. Its product line is composed principally of copper-based wires and cables, and aluminum wires, cables and accessories.

It is a wholly owned subsidiary of the Company. Its main office is on the second floor, BCS Prime Building, 2297 Chino Roces Avenue Extension, Makati City and its manufacturing plant is located in Luisita Industrial Park, San Miguel, Tarlac City.

AMANPULO

SSRLI owns the world-renowned Amanpulo Resort. The Company's holdings comprise 62% ownership of SSRLI. Managed by Aman, Amanpulo is located on a 92-hectare island called Pamalican in Palawan.



As the corporate social responsibility arm of the Company, ASF provides the infrastructure and tools to help local communities develop sustainably for self-reliance.

ASF's main office is located at the A. Soriano Aviation Hangar, Andrews Avenue, Pasay City. It has field offices in Barangays Manamoc and Cabigsing, both in Cuyo, and in Barangay Bancal, Agutaya, all in Palawan province.



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STAKEHOLDER ENGAGEMENT

102-40, 102-42, 102-43, 102-44

At Anscor Group, the significant contributions and impacts of all stakeholders in its business operations are fully recognized. Thus, face-to-face communication and up-to-date engagement with its stakeholders on issues and concerns significant to them are important to the Anscor Group.

However, these engagement channels were disrupted in 2020 with the imposition of a nationwide lockdown due to COVID-19. The emergence of various online or digital platforms of communication and engagement strategies ensured that the Anscor Group's stakeholder relationships are maintained.



STAKEHOLDERS	KEY TOPICS & CONCERNS	THE GROUP'S COMMITMENT	ENGAGEMENT CHANNELS
STOCKHOLDERS	Effect of COVID-19 on the financial returns/ value of investments	 Made adjustments/ reallocation of investments when necessary to ensure continued viability of the business An operational business continuity plan 	 Reports on Company plans and targets during the period Reports on actual status of the business during the 2020 Annual Stockholders Meeting conducted virtually
BOARD OF DIRECTORS	 Impact of COVID-19 on the business and the employees Business Continuity Plan of each company in light of the disruption caused by COVID-19 	• Met the challenges head-on	 Bi-weekly meetings to present week-on-week tactical plans in light of any business disruption Monthly meetings to provide updated status of the business impacted by COVID-19

STAKEHOLDERS	KEY TOPICS & CONCERNS	THE GROUP'S COMMITMENT	ENGAGEMENT CHANNELS
CUSTOMERS/ GUESTS	 Availability of products, service quality and value Guests' safety 	 Regularly updated customers Ensured safety of guests following the resort's safety protocol 	• Since mobility was very limited during the lockdown period, various platforms of communication and engagement strategies such as virtual meetings, online advertisements and promotion were used to engage with customers and guests
SUPPLIERS/ CONTRACTORS	• Slowdown of revenues and concerns about safety	• Gave assurance that once the situation stabilizes, the company will resume business partnership with suppliers and contractors	• Virtual meetings and calls
EMPLOYEES	• Employment income, safety, security of tenure during the lockdown due to COVID-19	 Instituted work-from-home (WFH) arrangements for almost 90% to 95% of the employees at the height of the lockdown Provided financial assistance to employees 	 Family Council and Labor- Management Council Monthly Town Hall Meetings Bi-weekly and monthly field office staff virtual meetings General Manager's Dialogue General Staff Meetings Management Team Meetings
NON- GOVERNMENT ORGANIZATIONS (NGOs)	 Collaboration and partnership for informed decisions especially applicable during the pandemic Sharing of best practices on safety in the workplace, arrangement and schedule of office and field works, provision of health kits to employees Funding leads and fund sourcing 	 Established collaboration with various NGOs by way of sharing and learning best practices adopted during the pandemic Sourced funds to help meet the needs of communities in preventing the spread of COVID-19 Adopted best practice information technologies to communicate with employees, partners and donors 	 Online platforms such as: Zoom/ Google Meet, emails and messaging Regular attendance at NGO Network Meetings

STAKEHOLDERS	KEY TOPICS & CONCERNS	THE GROUP'S COMMITMENT	ENGAGEMENT CHANNELS
LOCAL COMMUNITIES	• Health, safety, livelihood income and protection of the environment	 Provided food packs to local communities, particularly to displaced workers during the lockdown period Provided medical supplies and PPEs at the height of the lockdown to local schools, hospitals, rural health units and barangay health centers 	 Face-to-face distribution of assistance following strict standard health protocols Calls with the local government units, head of hospitals, municipal health officers, frontline health workers and school principals
GOVERNMENT (National and Local Levels)	 National Vigilance on new pronouncements of Regulatory Agencies on schedules, manner of filing of regulatory reports, filing of taxes Awareness and regular updates of protocols issued by Inter-Agency Task Force on community quarantine and other directives Local Awareness of the health and safety protocols implemented at the local level Needs of LGUs in stemming the spread of COVID-19 in communities where Anscor Group has business presence Compliance with LGU regulations affecting business operations 	 Complied with regulatory requirements and protocols and guidelines imposed by the Inter-Agency Task Force on Emerging Infectious Diseases (IATF) and LGUs during the community quarantine Supported LGUs by donating health and safety kits for its frontline health and safety workers 	 Virtual Meetings Calls Online communication Face-to-face turnover of in-kind donations of health kits and PPEs following standard health protocols

MATERIALITY ASSESSMENT

102-46

The SR Management Team re-assessed the material sustainability topics that are closely relevant to the operations of the Group and important to our stakeholders. The Team decided to retain the material sustainability topics included in the 2019 SR in order to report on the developments and achievements of the targets set during the period.

SUSTAINABILITY FRAMEWORK

102-47

PILLAR	ALIGNMENT WITH UN SDGs 2030	COMMITMENT	TARGET	ІМРАСТ
		Effective, Transparent	Compliance with Laws and Regulations	Harmonious Relationships with Regulatory Institutions
Governance	16 PEAG AUGURA AND STRONG MONTHOUSE AND STRONG AND STRO	and Good Governance (Data Privacy, Environmental Compliance)	Quality Assurance	Trusted Brand Retained Customers and Guests
			Meet Expectations of Stockholders and Investors	Improved Investment Portfolio Regular Dividends/ ROI
Economic B ECENT HORE AND I POVERTY I POVE	Balanced and Inclusive Growth	Inclusive Growth	All Stakeholders Receive Fair and Reasonable Share from Investments and Benefits	
	(Economic Performance, Supply Chain)	Healthy Financials	Stabilized/ increased ROI Expand Business	

PILLAR	ALIGNMENT WITH UN SDGs 2030	COMMITMENT	TARGET	ІМРАСТ
	1 N0 2 ZEBO HINNER		Meet Expectations of Stockholders and Investors	Balanced and Fair Return on Investment
	Responsive Stakeholder	Build Loyalty of Suppliers and Contractors	Value-added Products and Services	
Social	G CLEAN WATER B ADD SANTATION B ECONVUIC CROWIN	Relationships (Employment, Health and Safety,	Satisfied and Happy Customers, Clients and Guests	Repeat Customers and Guests of the Products and Services
10 HERUCCIO HER	Corporate Social Responsibility)	Committed and Healthy Employees	Reduced Employee Turnover Increased Productivity	
			Developed Local Communities	Empowered, Self- sustained and Healthy Local Communities
Environment	3 GOOD HEALTH AND MILLIARC Image: Class white image	Responsible Environmental Stewardship (Water Efficiency, Waste Management)	Judicious and Prudent use of Resources	Enhanced Ecosystem Resilience and Human Well-being

"At Anscor, we will remain true to our core values and business ethics to further enhance shareholder value and continually assess our corporate strategies and financial plans to meet the desired objectives."

Andres Soriano III

Chairman's Message 102-14

FORTITUDE IN CHALLENGING TIMES

Like all businesses, the Anscor Group had to weather the impact of the COVID-19 pandemic in 2020.

The Company quickly assessed the situation and took immediate action to protect and secure the safety and health of its employees and stakeholders, while activating business continuity steps that are compliant with the health and safety protocols imposed by the government.

The Anscor Group's Management's fortitude and collective efforts, together with our workforce and partners, are seeing us through these challenging and difficult times. Helping those affected, such as our employees and local communities, and supporting the frontliners and critical service workers best exemplify the commitment of the Company to its stakeholders.

These were the circumstances surrounding Anscor's second Sustainability Report.

A triple bottom line of people, profit and planet is what drives Anscor's sustainability. We draw our strength from the commitment and collaboration of our employees, stockholders, customers, suppliers and communities and from the timely response to social and environmental issues while remaining profitable and competitive.

Anscor's resiliency to withstand challenges in these uncertain times is evident through transparent and accountable governance in dealing with our stockholders, effective management of the direct and indirect impacts of the pandemic on the Company's value chain, steadfast commitment to provide support to surrounding communities affected by COVID-19, and undaunted efforts to protect the environment.



In achieving our vision, we at all times have been guided by our mission and values embedded in our corporate culture.

At Anscor, we will remain true to our core values and business ethics to further enhance shareholder value and continually assess our corporate strategies and financial plans to meet the desired objectives. We will do our utmost, continue to demonstrate fortitude, and foster solidarity with our stakeholders in these challenging times.

ANDRES SORIANO III Chairman of the Board and President

Company Highlights

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TRANSPARENCY & GOOD GOVERNANCE

- Each unit of the Anscor Group prepared and implemented its respective COVID-19 Management System for the safety of its stakeholders.
- The Annual Stockholders Meeting was held virtually for the first time, streamed live on social media and prominently posted on the Company's website for the information of stockholders and the public.
- No incidents or complaints were received by the Company or by its stock transfer agent for loss or breach of data in 2020.
- SSRLI/Amanpulo has not been involved in any environmental dispute nor has it been imposed with fines or administrative or judicial sanctions.



BALANCED & INCLUSIVE GROWTH

• As of December 31, 2020, the Anscor Group's (including subsidiaries and affiliates not covered in this Sustainability Report) consolidated revenues amounted to P6.9 billion with a net income of P165.6 million. Consolidated total assets stood at P21.6 billion.



RESPONSIVE STAKEHOLDER RELATIONSHIPS

- The Anscor Group is 100% compliant with all mandatory labor benefits required by law and also provides additional benefits that are above labor standards.
- On December 14, 15 and 16, 2020, PDP underwent a re-assessment audit of its Integrated Management System (IMS – ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007) by Certification International Philippines, Inc. (CIPI). The audit was done virtually via the Go-To-Meeting app and yielded zero non-conformity for all three systems.

ENVIRONMENTAL STEWARDSHIP

- · No hazardous waste was treated on-site and no waste was shipped internationally.
- Total water consumption of Amanpulo in 2020 was lower by 10%, from the previous years' 192 mega liters to 172 mega liters.
- The water bottling facility of the resort is one of the few in all Aman properties and is the seventh water bottling facility in the Philippines that is already operational.

5 AWARDS & RECOGNITIONS

PDP

 PDP updated its certifications from the International Organization for Standardization and various other independent organizations: ISO 9001 for quality management system of PDP as a company, ISO 14001 for commitment to environmental compliance and responsibility, ISO 17025 for the accuracy of its Quality Assurance Laboratory, ROHS (Restriction of Hazardous Materials) by the European Union certifying that products are compliant and free from hazardous materials, lead-free, and environment-friendly; OHSAS 18001 for excellent safety and health management standards, and the Underwriters Laboratories (UL), USA product certification for its THHN/THWN-2 listed Building Wires, UL File No. E-54448.

Amanpulo (SSRLI)

- Amanpulo's ISO 22000:2018 Certification for its Food Safety Management System is on track to be obtained before the end of 2021.
- The Resort is among the "Top 10 Best Hotels and Resorts in the Philippines" in the DestinAsian Readers Choice Awards. Destination Deluxe handpicked Amanpulo as a finalist for "Private Island of the Year," while the Gallivanter's Guide UK named Amanpulo as "Best Ever Resort Hotel Worldwide."
- Amanpulo has earned top spots as the "World's Leading Dive Resort," "Asia's Leading Private Island Resort," the "Philippines' Leading Luxury Hotel Villa" and the "Philippines' Leading Private Island Resort" in the World Travel Awards 2020. Amanpulo Spa was named as the "Philippines' Best Resort Spa" for 2020 by the World's Spa Awards.

ASF

 In 2020, ASF was the first and only social welfare and development organization in the province of Palawan to be issued a permit to conduct nationwide fundraising campaigns under the Department of Social Welfare and Development's Memorandum Circular No. 17-2014 (Revised Omnibus Rules and Regulations on Public Solicitation) in relation to Presidential Decree No.1564 or the Solicitation Permit Law.

Corporate Governance:

Transparency & Good Governance 102-18



BOARD OF DIRECTORS

- 1 **ANDRES SORIANO III** Chairman of the Board and President
- **EDUARDO J. SORIANO** 2 Vice Chairman
- **ERNEST K. CUYEGKENG** 3
- JOHNSON ROBERT G. GO, JR.** 4
- 5 **OSCAR J. HILADO***
- 6 **JOSE C. IBAZETA****
- **ALFONSO S. YUCHENGCO III*** 7

* Independent Directors of the Company

** Non-executive Directors of the Company

Executive Committee

Andres Soriano III Eduardo J. Soriano Oscar J. Hilado Ernest K. Cuyegkeng Jose C. Ibazeta

Chairman Vice Chairman Member Member Member

Audit Committee Oscar J. Hilado

Eduardo J. Soriano Jose C. Ibazeta

Chairman Member Member

Compensation Committee

Oscar J. Hilado Andres Soriano III Alfonso S. Yuchengco III Member

Chairman Member

Nomination Committee

Eduardo J. Soriano Oscar J. Hilado Alfonso S. Yuchengco III Member

Chairman Member















ELECTION OF DIRECTORS

Any shareholder may nominate Directors for election to the Board. Nominations may be sent to the Chairman or the Corporate Secretary no later than March 1 of every year or such other date as the Board of Directors may fix. Each nomination should include these information on the nominee:

- The name, age and address;
- The principal occupation or employment;
- The number of shares of stock of the Corporation beneficially owned by the nominee; and,
- Interests and positions held by each nominee in other corporations.

The Company may request for other pertinent information from the shareholder making the nomination. All nominations received are reviewed and evaluated by the Nominations Committee.

The Board may, by a majority vote, declare that a nomination was not made in accordance with the procedures, and/or that a nominee is disqualified for election as Director, in which case the nomination shall be disregarded.

The Directors are elected during the annual meeting of shareholders.

Every stockholder is entitled to vote such number of shares for as many persons as there are Directors. Or, he or she may cumulate the said shares and give one candidate as many votes as the number of Directors to be elected, multiplied by the number his or her shares shall equal. Or, he or she may distribute them on the same principle among as many candidates as he or she sees fit, provided that the total number of votes cast by the stockholder will not exceed the number of shares owned by him or her, multiplied by the whole number of Directors to be elected. The candidates who receive the highest number of affirmative votes will be elected.

MANAGING CONFLICTS OF INTEREST

Anscor has a Policy on Material-Related Party Transactions that broadly covers the Company's Directors, officers, substantial shareholders and their spouses and relatives within the fourth civil degree of consanguinity or affinity, legitimate or common-law, if these persons have control, joint control or significant influence over the Company or its subsidiaries and affiliates, or if they are involved in deciding on or implementing contracts or transactions in which they are involved or in which they have an interest.

Directors and officers are required to declare and disclose any related-party transaction (RPT) and interest that they or any immediate family member may have in such RPT transaction. A related party shall abstain from attending and participating in deliberations that affect matters in which he or she has personal interest.

In general, all RPTs with value exceeding P5.0 million in a single transaction or in aggregate transactions within the last 12 months shall be disclosed to and evaluated by the Audit Committee for approval of the Board.

All individual RPTs shall be approved by at least a majority of the Board of Directors while material RPTs (involving an amount equivalent to at least 10% of the Company's total assets) shall be approved by at least two-thirds (2/3) vote of the Board of Directors, with at least a majority of the independent directors voting to approve the material RPT.

In case a majority of the independent directors' vote is not secured, the material RPT may be ratified by the vote of the stockholders representing at least two-thirds of the outstanding capital stock of the Company.

Concerns about illegal, unethical or questionable material RPTs may be reported to the Chairman of the Audit Committee or the Compliance Officer of the Company. These reports will be treated confidentially and without risk of reprisal for the reporting person.

VIRTUAL ANNUAL STOCKHOLDERS MEETING

Every year, Anscor holds an Annual Stockholders Meeting (ASM) in order for the Chairman of the Company to report to the stockholders its performance in the preceding year and to elect members of the Board of Directors for the ensuing year, among other matters.

The ASM is typically attended by about 200 stockholders in a hotel ballroom with sit-down lunch provided to attendees.

With the community quarantine imposed by the government and considering the safety of its employees and its stockholders, Anscor conducted the ASM virtually. Registration to participate in the meeting was conducted online as well.

For the voting, the company provided two ways by which a stockholder who has registered for the virtual meeting may vote: (1) by providing a signed proxy, or (2) by voting through the company's Online Stockholder Voting System.

The ASM was likewise streamed live on social media and prominently posted in the company's website for ease of access of stockholders who may not have been able to register and for the general public.



QUALITY ASSURANCE

102-11

PDP

PDP's brand slogan is "One-time Investment. Lifetime Protection." Providing lifetime protection to consumers requires PDP to accelerate research, invest in high precision technology, train and equip its robust team and constantly upgrade processes and systems.



Mechanical test for tensile strength and elongation

Quality Assurance Systems and Processes



RESEARCH

Establish baseline data from different references and sources according to product demand, marketability, source of raw materials, viability and availability of skills set internally and externally, impact on environment and, capital requirement and profitability.



State-of-the-art coiling and packaging machine

PRODUCT DEVELOPMENT

Prototype the product, test and retest to perfect the product. Establish a network of suppliers of raw materials and collaborate with partners for technology sharing.



STANDARDS ADHERENCE

Secure certifications from independent local and international organizations for standardization to ensure quality, safety, and efficiency of products, services, and management systems.

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QUALITY ASSURANCE

Conduct as a final step, a series of tests in the PDP QA Laboratory before the product is distributed to the retailers and to the direct users. This series of tests includes: Dimensional Test, Flame Retardant Test, High Voltage Withstand Test, Insulation Resistance Test, Mechanical Test for Tensile Strength and Elongation, Conductor Resistance Test, Chemical Test, and Accelerated Heat and Oil Aging Tests. To emphasize the value of quality assurance, PDP has consistently updated its certifications from the International Organization for Standardization and various other independent organizations.

- 1. ISO 9001 Certifies quality management system of PDP as a company.
- 2. ISO 14001 Certifies PDP's strong commitment to environmental compliance and responsibility.
- 3. ISO 17025 Certifies PDP's cutting-edge Quality Assurance Laboratory marked with integrity and credibility in rendering accuracy in product testing and procedures
- 4. ROHS (Restriction of Hazardous Materials) by the European Union that product outputs are compliant and free of hazardous materials, lead-free and environment-friendly.
- 5. OHSAS 18001 Certifies that PDP adheres to excellent safety and health management standards.
- Underwriters Laboratories (UL), USA A product certification for its THHN/THWN-2 listed for Building Wires, UL File No. E-54448.

SSRLI

For Amanpulo, quality of service includes offering an excellent dining experience to its guests. To ensure food safety, Amanpulo initiated in 2019 the installation and implementation of its management system based on Hazard Analysis and Critical Control Points (HACCP) for hygienic safety of food products, which considers the entire supply chain: from the point of purchase to the guests as end-users.

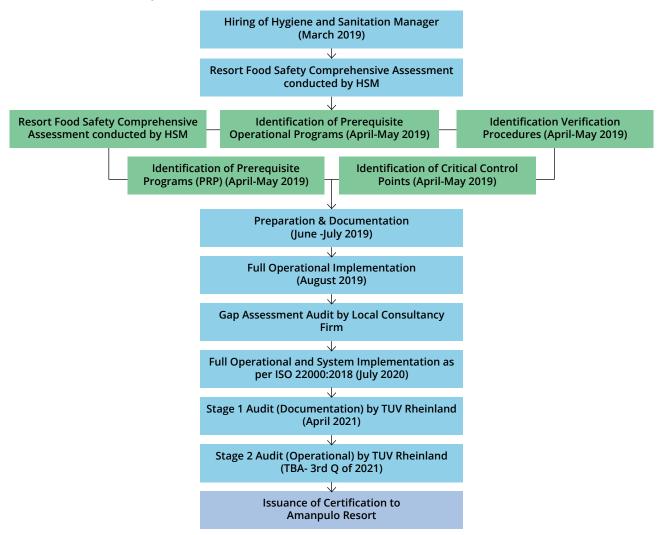
ISO 22000:2018

In 2020, Amanpulo applied for an ISO 22000:2018 for Food Safety Management System Certification. This food safety management system standard comes with very

ISO 22000: 2018 Food Safety Management System Certification Goal of Amanpulo Resort stringent requirements to eliminate the possibility of food poisoning that will negatively impact Amanpulo's brand and most especially, the health and safety of its guests and employees.

The certification covers all purchased, stored, processed and at point-of-service of food and beverage products in restaurants, private dining, indoor and outdoor functions/ events within the resort's premises.

International travel restriction due to COVID-19, however, stalled the processing of the certification. The company has already complied and submitted all the necessary requirements to the international certifying organization. Amanpulo's ISO 22000:2018 Certification is slated to be completed before the end of 2021.



COMPLIANCE WITH LAWS AND REGULATIONS



Data Privacy 103-1, 103-2, 103-3, 418-1

The Anscor Group remains committed to the data privacy of its stakeholders, which covers personal and business information of its stockholders, resort guests, suppliers, customers and personal and family data of community partners and beneficiaries. Likewise, the Anscor Group remains committed to implement the National Privacy Commission's Five Pillars of Data Privacy Accountability and Compliance.

With the increased focus on and preference for online transactions over in-person contact, Anscor installed additional protection to enhance its email security and protect further the privacy of its dealings with its stakeholders.

No incidents or complaints were received by the Anscor Group or by its stock transfer agent for any loss or breach of data in 2020.

Environmental Compliance





PDP

PDP recognizes that consumers are increasingly aware of and motivated to purchase products from companies that strictly observe environmental compliance.

In conformity with Republic Act (RA) No. 9003 or the Solid Waste Management Act, a material recovery facility (MRF) was installed at the PDP Plant where solid wastes are classified and segregated according to type and disposal method.

PDP uses two disposal methods for non-hazardous wastes: recycling excess copper wires and aluminum and selling them to company-accredited third-party buyers and bringing other non-hazardous wastes to a Department of Environment and Natural Resources (DENR)-designated landfill.

Wastes classified as hazardous, such as those used to insulate electrical and cable wires composed of PVC insulation cuttings, oil filters and used oils from the plant's machines, are brought to a DENR-accredited treater, and disposed in a government-designated landfill. The company hires a DENR-accredited contractor to transport these wastes.

PDP established its environment management system to reduce the impact of its products on the environment and to protect the health of its staff and communities. Moreover, beyond compliance, the company has sought certification from independent international organizations for its system.

PDP is certified by the International Organization for Standardization (ISO) 14001 and has not been involved in any environmental dispute. Neither has it been fined nor imposed with any administrative or judicial sanctions.



PDP's Material Recovery Facility Area

The Eldan Recycling Machine that separates copper from plastic



The Stripping Machine that recovers copper from scrap big insulated cables

The PVC Granulator Machine granulates stripped and bled-out PVCs.

SSRLI

To sustain Pamalican Island's ecosystem, Amanpulo protects and conserves its natural integrity, which means holding land and aquatic activities that neither disturb nor negatively impact the island's rich biodiversity.

The island has nesting and feeding sites for sea turtles, various fish species and other marine and terrestrial vulnerable species. It is, therefore, Amanpulo's responsibility to be a tourism operator that balances achieving its revenue goal with protecting the environmental integrity of its surroundings. Through its Marine Conservation Initiative, it holistically protects the island's ecosystems consisting of terrestrial and marine life in their natural habitats, vis-à-vis having appropriate recreational activities allowable in specific sites to promote sustainable fishing and ecotourism practices.

Framework: Marine Conservation Initiative

Key Result Area 1 ENVIRONMENT PROTECTION & MARINE BIODIVERSITY CONSERVATION

Performance indicators:

- Coral Reef Rehabilitation
 Enhancement
- Red Listing of Threatened Species
- Institutionalization of Marine Turtle Protection

Key Result Area No. 1: Environment Protection and Marine Biodiversity Conservation

Coral reef rehabilitation and enhancement

The resort undertook a combined direct-to-reef coral planting and established coral nurseries to counter past impacts of the crown-of-thorns starfish (COTS) and to rehabilitate areas damaged by COTS, storm surges, fishing, anchors, and other factors.

Red listing of threatened species

The preliminary initiative started with identifying the conservation status of each species living within and around the area according to the International Union for Conservation of Nature (IUCN).

Based on the research conducted by Amanpulo's resident marine biologist, Pamalican Island has 51 fish families with 277 fish species. Of these 51 fish families, the top five most commonly and densely populated families have 152 species.

The study also revealed the top five Vulnerable Species and top five Near Threatened Species among the population in the area. With this awareness, the resort is doing its best to further protect its surrounding seas and coral reefs that serve as refuge, source of food and sites for fish to lay their eggs.

Institutionalization of marine turtle protection

Monitoring and tracking of individual turtles were strengthened through photo identification and improved hatchery management to increase hatching and emergence success.

Key Result Area 2 STAKEHOLDER ENGAGEMENT

Performance indicators:

- Host Community and Local Staff Collaboration
- Resort Guest Involvement
- Government, NGO and Partner Support



The Pomacentridae fish family is the most densely populated fish family in Pamalican Island with 48 species. In the photos are the top nine Pomacentridae species found in Pamalican Island.

Key Result Area No. 2: Stakeholder Engagement

Host community and local staff collaboration

Amanpulo proactively engages different stakeholders to positively impact the social, economic and environmental development within the community where the resort operates. The resort also helps promote the local culture and taps local environmental knowledge and best practices in implementing its initiatives.

Resort guest involvement

Information and education campaigns are implemented to promote responsible tourism, encouraging guests to participate in citizen science and partnering with them in environmental monitoring by submitting photos of wildlife encountered during recreational activities.

As part of its environmental awareness campaign, the resort invites its guests to join the release of turtle hatchlings to the sea.

Government, NGO and partner support

The resort from time to time consults with DENR on marine science, particularly, coral reef improvement. Amanpulo will also work closely with ASF, its partner NGO, to prepare the plan for reef check monitoring and fish visual census scheduled in the first quarter of 2021. ASF's technical staff and community volunteers will assist in the activity.

SSRLI/Amanpulo has not been involved in any environmental dispute nor has it been imposed with fines, or administrative or judicial sanctions in 2020.



Resort guests and staff joined the release of turtle hatchlings in December 2020.

PAMALICAN ISLAND PROTECTING ENDANGERED MARINE LIFE

Since the opening of the resort in 1993, there have been two species of marine turtles recorded, the hawksbill and the green sea turtle. In 2020, a third species was recorded to be nesting in the island and one clutch emerged to be that of an olive ridley sea turtle. This is the first recorded nesting and hatching of such species in the island.

Of the three specie-residents of the island, the hawksbill sea turtle is classified as critically endangered while the other two are now considered as endangered species.

In 2020, the resort collected 861 turtle eggs from nine nests in five different nesting sites and recorded five nesting mothers out of the nine nests.

Of the 861 eggs laid during the period, 506 or 57% of hatchlings emerged and were released to the sea. This is an improvement compared to the previous year's 28% emergence success rate. The resort installed a hatchery management program to protect the hatchlings and improve their survival rate.



Also known as the keeper of healthy shores, eggshells of the olive ridley sea turtle are good for the beach and provide nutrients to the sand, with its own animals living between the grains and nearby plants along the shore.



Also known as the coral bee, the hawksbill sea turtle increases coral diversity and the overall structure of the reef's ecosystem, keeping it healthy while maintaining its biodiversity. It also allows other marine inhabitants to share its food while it feeds. This generous feeder has a decreasing population.



Also known as the seafloor mower, the herbivore green sea turtle grazes on seagrass and algae on the seafloor that helps maintain the seagrass beds' overall good health. This keeps the Philippine seafloor healthy to fight climate change. Its byproducts feed the other marine inhabitants. The digested seagrass becomes recycled nutrients important to shrimp, crab and sea cucumber. Sadly, their population is decreasing.

Economic: Balanced & Inclusive Growth



102-45, 103-1, 103-2, 103-3, 201-1

With uncertainties due to the COVID-19 pandemic, the Anscor Group kept a tighter watch on its portfolio of investments and businesses by closely monitoring targets and performance with frequent meetings of various management committees of each of the companies in the Group.

As a result, the Anscor Group (including subsidiaries and affiliates not covered in this Sustainability Report) ended 2020 with a consolidated net income of P165.6 million with total revenues amounting to P6.9 billion. Consolidated total assets of the Group stood at P21.6 billion.



Direct Economic Value Generated and Distributed*

(In Million Pesos)

	2020	2019	2018
Direct Economic Value Generated	6,883.7	10,695.4	9,781.0
Direct Economic Value Distributed			
a. Operating Costs	5,830.8	7,656.9	8,057.5
b. Employee Wages & Benefits	430.4	533.4	530.2
c. Dividends given to Stockholders and Interest Payments to Loan Providers	962.0	663.8	681.5
d. Taxes given to Government	364.2	484.6	395.3
e. Investments to Community	10.0	9.6	6.6
Total of Direct Economic Value Distributed	7,597.4	9,348.3	9,671.1
Economic Value Retained	-713.7	1,347.1	109.9

* The data presented are derived from the Audited Consolidated Financial Statements of A. Soriano Corporation for the period 2020, in accordance with relevant Philippine Financial Reporting Standards, and include the following subsidiaries: A. Soriano Air Corporation, AFC Agribusiness Corporation, Anscor Consolidated Corporation, Anscor Holdings, Inc. (AHI), Anscor International, Inc., Island Aviation, Inc., Minuet Realty Corporation, Pamalican Resort, Inc., PD Energy International Corporation, Phelps Dodge International Philippines, Inc., Phelps Dodge Philippines Energy Products Corporation, and Seven Seas Resorts and Leisure, Inc.

SUPPLY CHAIN 102-9 6% foreign suppliers Amanpulo 98 1,688 total Amanpulo engages foreign and domestic suppliers for the suppliers goods and services needed by the resort such as fuel and oil, food and beverage, linens, toilet and bath and cleaning 94% domestic detergents, and medical supplies, among others. 1.590 suppliers 01 02 03 The Purchasing Department reviews the needed supplies A request for supply Each department assesses then contacts the various replenishment is prepared and prepares an inventory suppliers who can provide the and submitted to the Office of its supply needs and best quality and good price for of the Comptroller for requirements each month. the requested products and approval. services, and purchase orders are then placed. 05 04 At least twice a year, Amanpulo's Purchasing Department holds face-to-face For 2020, the estimated and online meetings with the monetary value paid to suppliers to update them of suppliers amounted to regulatory requirements of the P120.6 million. government (BIR, DTI, Customs, etc.) and of the company.

PDP

PDP maintains foreign and local suppliers who provide a wide variety of goods and services to the company, ranging from machineries and its spare parts, raw copper, and special alloys to the usual office supplies, employees' uniforms, and PPEs for plant workers, among others.

Total estimated value paid to suppliers in 2020 amounted to P6.02 billion. These suppliers strictly adhere to the company's standards and comply with applicable government laws and regulations, such as submission of legal documents as proof of its legal existence and audited financial statements to establish the company's financial viability. PDP also assigns a team to assess the capability and product quality of its suppliers.



Social: Responsive Stakeholder Relationships

INFORMATION ON EMPLOYEES AND WORKERS

102-8

-



Distribution of Employees by classification per Company a. Distribution of Employees by Employment Contract/by Gender

Company	Perma	anent	Temp	Total	
Company	Female	Male	Female Male		
Anscor	11	10	0	0	21
PDP	52	219	6	218	495
SSRLI/Amanpulo	88	277	18	28	411
ASF	7	3	3	7	20
Total	158	509	27	253	947

b. Distribution of Employees by Employment Contract/by Region

Compony		Perm	anent		Temporary			Total	
Company	NCR	Luzon	Visayas	Mindanao	NCR	Luzon	Visayas	Mindanao	TOLAI
Anscor	21	0	0	0	0	0	0	0	21
PDP	42	219	5	5	9	215	0	0	495
SSRLI/Amanpulo	86	254	19	6	32	12	1	1	411
ASF	3	7	0	0	3	7	0	0	20
Total	152	480	24	11	44	234	1	1	947

ήÔ c. Distribution of Employees by Employment Type/by Gender

Compone	Full-1	time	Part	Total	
Company	Female	Male	Female	Male	TOLAI
Anscor	11	10	0	0	21
PDP	52	219	6	218	495
SSRLI/Amanpulo	88	277	18	28	411
ASF	9	9	1	1	20
Total	160	515	25	247	947

The Anscor Group has workers who are not employees but render service or work that is not essential or directly related to its businesses. These include, among others, janitorial and security services commonly contracted to third parties.

The Anscor Group ensures that these third parties comply with the Labor Code and its rules and regulations.

The number of workers in Amanpulo varies due to the seasonal nature of its operation, where the number of guests drops considerably from June to October.

All of the above information are actual data compiled from the manpower roster and 201 files of the Anscor Group.

EMPLOYMENT

102-7, 103-1, 103-2, 103-3, 401-1, 401-2



PDP

PDP's HR Department handles the hiring of employees. Job portals and online platforms may be used to invite applicants, while factory workers are usually sourced from third-party contractors. The hiring process normally includes an in-person initial interview and examination, plus a final interview. But with the pandemic, all of these processes are being conducted online. New hires observe a six-month probationary period, after which they become regular employees once they pass the evaluation conducted for regularization.

PDP is 100% compliant with all the mandatory benefits required by law. Aside from the mandatory benefits, PDP also provides other benefits.

PDP New Employee Hires					
	То	tal			
18 years old and below	0	0			
19-30 years old	11	24			
31-40 years old	7	7			
41-50 years old	1	1			
51 years old and above	0	0			
Male	16	25			
Female	3	7			
NCR	2	7			
Central Luzon	14	25			
Region 4A	2	0			
Region 10	1	0			
	18 years old and below 19-30 years old 31-40 years old 41-50 years old 51 years old and above Male Female NCR Central Luzon	To202018 years old and below019-30 years old1131-40 years old741-50 years old and above051 years old and above0Male16Female3NCR2Central Luzon14Region 4A2			

PDP Employee Turnover

		То	tal
		2020	2019
	18 years old and below	0	0
	19-30 years old	5	3
By Age Group	31-40 years old	1	2
	41-50 years old	2	12
	51 years old and above	0	0
Di Candar	Male	6	8
By Gender	Female	2	9
	NCR	5	13
By Region	Central Luzon	3	4

In 2020, eight employees resigned from PDP, 47% lower from the previous year's 17 employees. Reasons for resignations included a decision to transfer to another company or non-regularization.

Amanpulo

0 0

The resort has 411 personnel and staff who work around the clock to respond to every need of its guests. In 2020, Amanpulo had 33 new hires compared to the previous year's 36. On the other hand, its employee turnover was mainly attributed to the decision of employees mostly from National Capital Region not to comeback after almost four months of lockdown. The resort's benefit policies provide its full-time employees with additional company benefits on top of the benefits mandated by labor laws.

ကိုကို Amanpulo New Employee Hires				
	Total		tal	
		2020	2019	
By Age Group	18 years old and below	0	0	
	19-30 years old	16	23	
	31-40 years old	11	10	
	41-50 years old	5	1	
	51 years old and above	1	2	
By Gender	Male	20	15	
	Female	13	21	
By Region	Mimaropa	12	4	
	NCR	17	31	
	Expat	4	1	

Amanpulo Employee Turnover

		Total	
		2020	2019
By Age Group	18 years old and below	0	0
	19-30 years old	25	23
	31-40 years old	28	25
	41-50 years old	4	1
	51 years old and above	4	3
By Gender	Male	38	17
	Female	23	35
By Region	Mimaropa	14	11
	NCR	44	36
	Expat	3	5

STAKEHOLDERS' HEALTH AND SAFETY

103-1, 103-2, 103-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9

The COVID-19 pandemic presented a grave challenge for many companies. A core strategy of the Anscor Group is to protect the health and safety of all stakeholders. Anscor continues to ensure that not only are its employees safe in their workplace, but also that its customers and other stakeholders, particularly its stockholders, are safe in their contacts and dealings with the company.

As a publicly-listed holding company, Anscor has 11,000 stockholders, many of whom contact the company for questions or requests on their stockholdings. Many stockholders are senior citizens, who are considered a high-risk group for COVID-19. Other dealings with



non-employees in the company's premises include official business or meetings with guests and deliveries of parcels and documents from messengers and other logistics personnel.

Online and phone inquiries and virtual meetings are encouraged and preferred. To ensure the safety of those who need to visit the office, the following measures are implemented:

- Automatic (sensor sensitive) alcohol dispenser at reception area
- Temperature checking

- Frequent daily cleaning and sanitation of workplace and once-a-month deep cleaning and sanitation by a third-party contractor
- Wearing of masks and face shields
- Social distancing
- Accomplishing a health declaration form for contact tracing purposes
- Disinfection of parcels and documents from outsiders

To date, no guests or visitors have reported contracting COVID-19 after visiting the company's office premises.

To prevent transmission of COVID-19 in the workplace, Anscor immediately instituted the following health and safety protocols for employees:

- Temperature checking was made mandatory before entering the workplace.
- Automatic alcohol dispensers were installed.
- All employees were regularly provided with alcohol, masks and face shields for free.
- A Work-from-home (WFH) schedule was implemented.
- Transportation was provided to employees for free.
- Social distancing was required in the workplace.
- Frequent handwashing and good hygiene practices were promoted.
- Work areas were cleaned and sanitized daily. Monthly deep cleaning and disinfection were done by a third-party contractor.
- A quarterly swab (RT-PCR) test was provided for free.

Employees continued to receive their salaries and benefits during the enhanced community quarantine (ECQ) or lockdown to ensure financial stability in their respective households.

PDP

PDP is OHSAS 18001-certified, which demonstrates that the company has an excellent occupational safety and health management system in place.

Notwithstanding the mobility restriction due to COVID-19, auditors from the Department of Labor and Employment (DOLE) conducted a routine inspection at its Tarlac Plant to check the company's level of compliance with Occupational Health and Safety standards set by the government. The Notice of Compliance was released in early January 2021. Fire and earthquake drills were cancelled this year due to the COVID-19 quarantine restrictions imposed by the government



Temperature checking, a requirement before entering the workplace.

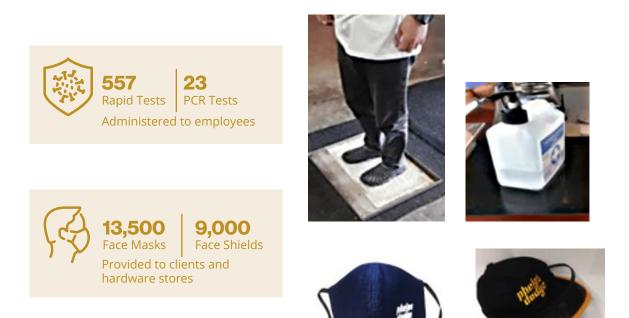
COVID-19 Response Services

- When the entire Luzon was placed under an Enhanced Community Quarantine on March 17, PDP's Makati office operationalized its WFH arrangement.
- PDP Tarlac's employees were advised to stay at home in compliance with government guidelines.
- Select Team Leaders were appointed to routinely oversee and check the plant, particularly doing weekly machine warm-up.
- Different platforms were used for meetings. WFH employees remain productive, morale is high, and developments are monitored.
- Cash management became a priority.

Upon resumption of plant operations in Tarlac in May 2020 and in the Makati office in June 2020, the company observed the following:

- Ensured compliance with health standards as mandated by the Department of Health and DOLE
- Finalized protocols and conducted employee orientation on the Company's COVID-19 response, which included:
 - ✓ Employee profiling: health survey and screening
 - ✓ Stocking and distributing PPEs: face masks, gloves, face shield, etc.
 - Buying and conducting rapid tests for employees as needed

- ✓ Identifying relevant health institutions for immediate health needs
- ✓ Finalizing work schedule: shifting and WFH arrangement, including checking of available resources and shuttle service
- ✓ Regularly disinfecting offices and plants



Training

The Company annually conducts trainings for employees on company safety policies and standards. In 2020, 814 hours were dedicated for various safety and health trainings. These included:



Module Number	Module Title
MODULE 1	Introduction to OSH
MODULE 2	General Concepts on OSH
MODULE 3	Basic Safety Rules and Measures for Workplace Hazards
MODULE 4	Application of Hazards Identification, Risk Assessment and Control (HIRAC)
MODULE 5	Workplace Emergency Preparedness
MODULE 6	Compliance with Administrative OSH Requirements
	Health and Wellness Lifestyle at home and workplace (COVID-19–related)

SAFETY RECORD

Based on the Safety Record and Report of PDP for its employees, no fatality occurred during the reporting period, although incidents were recorded in January 2020 involving a contractual personnel, and in July 2020 involving an operator, both of whom did not follow standard operating procedures. Appropriate actions were taken and the incidents were relayed to other workers as a reminder of the importance of following safety practices on the shop floor.

	Fatality Occurrence	Incidence of high consequence work-related injury	Rate of high consequence work-related injury*
(F)	0	1	1.77
Work-related Injuries	0	1	1.57
°`}∬≣	0	0	0
Work-related Ill Health	0	0	0
		1	
Company		Third-Party Workers	

* The rate of high-consequence work-related injuries (excluding fatalities) was calculated based on the following formula: 1 (incident)/565,902 (man-hours) x 1,000,000 (hours worked). For Third-party workers, the rate of high-consequence work-related injuries (excluding fatalities) was calculated based on the following formula: 1 (incident)/635,492 (man-hours) x 1,000,000 (hours worked).

Workers

ISO Certification

Employees

In December 2020, PDP underwent a re-assessment audit of its Integrated Management System (IMS – ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007) by Certification International Philippines, Inc. (CIPI).

The audit was done virtually via the Go-To-Meeting app and yielded zero non-conformity for all three systems.

PDP will also shift from OHSAS 18001 to ISO 45001 in 2021.

SSRLI

Amanpulo instituted the following COVID-19 protocols to ensure the health and safety of its employees and its guests:

For Manila-Hired Employees:

- Incoming staff are advised to limit their movement outside of their homes 14 days before their scheduled flight to the island. This is to minimize the possibility of them being infected with the virus before arriving at the island.
- Strict adherence to COVID-19 sanitation recommendations such as wearing masks and face shields, frequent washing of hands, and physical distancing, have been emphatically recommended.
- All staff are required to undergo a five-day quarantine either at home (for those who have their own private transport) or at the allocated quarantine area at our Manila Lounge, before taking the RT-PCR test. This is to guarantee the integrity of the test as it could take five to seven days after a person gets infected before the RT-PCR test would be able to detect viral particles in that particular person's specimen.
- Quarantine still continues after the swabbing until the receipt of the result of the RT-PCR test, which usually takes one to two days.
- Only upon the receipt of a negative RT-PCR result will an employee be allowed to take the scheduled flight to the island.
- On the day of departure to the island, even with a negative RT-PCR test, the employee still has to undergo a medical examination conducted by the doctor at the medical lounge to check for signs and symptoms of the viral illness. Anyone manifesting fever, coughing, wheezing, congestion in the nasopharyngeal area, anosmia, dysgeusia, diarrhea, weakness, or any sign or symptom which could be attributed to the SARS-CoV2 virus, in spite of a negative RT-PCR test, is not allowed to take the flight.
- An assigned team uses ultraviolet light to disinfect all items an employee will bring to the island.
 Simultaneously, the employee undergoes a medical examination. Should the employee pass the medical examination, all items are delivered inside the Lounge to be ready for loading on the plane.

• Once on the island, the employee is required to wear a face mask and a face shield at all times for 14 days, except when eating at the cafeteria.

For Locally-Hired Employees:

For Manamoc Employees

- In coordination with the island of Manamoc's barangay officials and because of their commitment to prevent the introduction of the virus in their community, Amanpulo has kept a travel bubble between the islands of Manamoc and Pamalican.
- Any staff from Manamoc returning to work in Pamalican Island, is required to undergo a physical examination by the company physician and take an antigen test at the Staff Check upon arrival on the island. Normal physical examination results together with a negative antigen test would allow the staff to enter the island and report back to work.
- In case an employee tests positive to the antigen test, a confirmatory RT-PCR test is conducted.
 While waiting for the result which could take 24 to 48 hours, the person who tested positive together with all the staff he or she was with on the boat going to Pamalican is asked to return to Manamoc for isolation and will remain in isolation for 14 days should the RT-PCR test turn out to be positive.
- A negative RT-PCR test allows the antigen-positive person and his/her companions to go back to the island to report back to work.



A trained resort staff assigned at the entrance of the Amanpulo Pasay Medical Clinic takes the temperature of every guest before an antigen test is conducted to validate the online negative PCR Test result.

For Concepcion, Algeciras, and Cuyo Island Employees:

- An employee coming from these islands is required to undergo a physical examination by the company physician and take an antigen test.
- With a negative antigen test result, the employee is still required to undergo a seven-day quarantine at the Pilot cottages followed by a RT-PCR test (at the end of the seven-day quarantine).
- With the receipt of the negative RT-PCR test result after 24 to 48 hours, the employee is allowed to enter the back-of-the-house and resume work.

For Guests coming from Manila:

Arrival

- To facilitate contactless check-in, guests are requested to email the reservations team at the resort at *amanpulores@aman.com* their online registration form and copies of their IDs before their scheduled flight to the island.
- International guests have to follow the guidelines as directed by the Philippine government, among which are to secure a quarantine hotel and take a PCR swab test upon arrival in the country.
- All domestic and international guests must email the reservations team at the resort their negative COVID-19 PCR test results at least eight hours before their stay in Amanpulo. The test must be taken in Manila no more than 48 hours before their flight to the island.
- Guests from within the National Capital Region who are 14 years old and below have the option to take the COVID-19 antigen swab test in the private Manila Lounge. However, to eliminate the 30-minute waiting time for the results, guests may present negative COVID-19 antigen swab test results done in their preferred testing facility on the same day as their flight or submit a negative COVID-19 PCR test result with the same conditions as the above.
- Guests who have taken the PCR swab test are requested to be quarantined from the time they have the swab test taken until their flight to Amanpulo to preserve the integrity of the results.
- All guests must also pass a health assessment, conducted by a physician at the Medical Reception of the Manila Lounge to board the flight to the island.



At the wharf, an Amanpulo physician conducts an antigen test on an employee who has just arrived from the nearby island of Manamoc. The test result is required before the employee can report for work at the resort.

- Guests who took commercial flights to Manila must also test negative in the required antigen swab test that will be administered by the physician to be cleared to join the flight.
- For those arriving via private plane, these checks take place upon arrival at the resort.
- After completing the health protocol, guests are ushered to the Manila Lounge to await their flight.
- Luggage is thoroughly disinfected before security screening.
- Disinfecting of the cabin and cockpit of the aircraft is done four hours before each flight from Manila and immediately after passengers alight from the plane in Pamalican.
- Social distancing is implemented on the seating arrangement and face masks are required to be worn for the duration of the flight.
- Passengers are given amenity kits consisting of hand sanitizer wipes, gloves and masks.
- Nap essentials consisting of a pillow, blanket and earplugs are offered before departure and are packaged for individual use.
- Upon arrival in Amanpulo, contactless check-in is implemented.

Housekeeping

- In line with professional consultation with SGS and Diversey, Aman implemented a post-COVID-19 protocol across its portfolio including Amanpulo to ensure that the resort is doing its utmost in elevated policies in hygiene and other containment best practices to promote a hygienic and healthy environment for employees and guests.
- Sanitizer gel or liquid is available in all public areas and refilled throughout the day.
- Public areas are thoroughly cleaned with a focus on disinfecting door handles, lighting switches and all other high use areas.
- All Villas and Casitas are sanitized daily with focus on specific touch points within the full room perimeter. To avoid cross contamination, cleaning equipment (sponges, cloths and similar) are changed with every room.
- Rooms are refreshed with fresh air by opening windows and doors during servicing.
- All paper collaterals have been removed from the rooms. A digital copy of the compendium is available via QR code for mobile phone viewing.
- On arrival, guests are advised that they can opt to have room linen changed daily, once every two days or only on request. The same applies to the turn-down service, with guests opting to have turndown service, or not. Some guests may want less staff interaction and activity within their room.

Food & Beverage and Dining

- In restaurants and on terraces, furniture layout has been reassessed to enable social distancing in addition to encouraging outdoor dining options where possible. Tables have been amply spaced apart.
- All staff are trained in the health and safety aspects relating to COVID-19, including training for minimal contact and communication during service.
- The resort is offering options for more private dining experiences, with menus focusing on wellness options and local produce.

- The thorough cleaning and sanitizing of all tableware, menus, placemats, salt and pepper shakers take place after each use. Utensils are placed on the table once the guest is seated.
- Menus are available via QR code to minimize contact. If guests prefer, a one-use paper menu is available.
- In-room dining is served with all food and drinks covered. Guests are asked where they prefer to have their meal inside the casitas or in the veranda, and the staff practice social distancing. All food and beverage orders are packaged and covered, food is seasoned to perfection to do away with salt and pepper shakers.

Spa and Wellness

- Additional hygiene equipment (sanitizer wipes) are placed next to fitness equipment, with the addition of staff cleaning it after each use.
- The gym is strictly limited to no more than four guests.
- Each wet facility is limited to one guest/couple at a time, with a 30-minute limit should there be other guests waiting to use it.
- Each treatment room is stocked with PPEs for both guest and employee use. Each room has enough sanitizers and wipes/cleaning supplies to ensure the room is cleaned thoroughly between each use.
- There is a minimum of 30-minute turnover time between sessions to allow cleaning of each treatment room.
- The spa lobby is equipped with sanitizing amenities to include gloves, masks and sanitizer.
- Facials are not offered as part of the spa menu unless requested by the guest.
- Guests are asked to use the steam and shower facility in their treatment room before their treatment.

Activities

 All private activities are limited to five individuals, including driver/boat captain, and/or guide, when applicable.

AMANPULO FRESH WATER BOTTLING PROJECT

In affirmation of the resort's commitment to the environment, Amanpulo developed a water bottling project to minimize its waste and eventually reduce its carbon footprint.

Based on the data gathered, Amanpulo used 427,790 pieces of 350 mL single-use PET water bottles valued at P2.5 million.

The water bottling initiative aims to:

- Reduce single-use plastic bottle generation in the resort, and;
- Generate an annual cost savings of approximately P1.3 million.

The project will be implemented in five phases:

- Phase 1 covers service water in three main restaurants;
- Phase 2 involves serving drinking water in guests' rooms;
- Phase 3 will provide drinking water in the spa, gym and other related experiences activities.

Once the first three phases are successful, the project will move forward to the next two phases:

- Phase 4 will include providing bottled water to the guests' club cars, looking at an option of using stainless steel bottles that can also be washed in the high heat temperature glass bottle machine;
- Phase 5 will include providing Back-of-House with five-gallon service water.

The project was launched in December 2020 after the completion

of the required water bottling facility's civil works and the shipment of bottling equipment, such as the bottle fillers, glass bottle wash machine, specialized production tanks and the Europeanproduced personalized branded bottles. Full bottling production is set for the second quarter of 2021.

The water bottling facility of the resort is one of the few in all Aman properties and is the seventh water bottling facility in the Philippines that is already operational.



Environment: Environmental Stewardship



WATER EFFICIENCY

103-1, 103-2, 103-3, 303-1, 303-2, 303-3, 303-4, 303-5

Policies and procedures guided by the Philippine Clean Water Act of 2004 (RA No. 9275) govern the resort's water withdrawal system. Water withdrawal, discharge and consumption are measured and recorded using a standard and regularly calibrated water meter and compiled in the Water Withdrawal Monitoring File and Reports specifically maintained for recording waterrelated information.

Water Withdrawal

Amanpulo sources its water requirement from the sea. The company installed a reverse osmosis desalination plant with a capacity of 1,450 cubic meters per day.

Water consumption for resort operation includes not only those supplied in hotel rooms and restaurants



but also those used in swimming pools, back-of-house operation and various offices. To reduce further impact on water use as a shared resource, there are reminders, orientation and guidelines for all resort stakeholders and users to conserve water.

The company follows standard procedures in setting the annual goal and objectives for its overall operation, including its water utilization targets. The Engineering Department spearheads the target-setting during annual planning in consultation with strategic departments that use water the most.

Water Discharge and Managing Water Discharge Impact

Following the guidelines of the RA No. 9275, the company strictly implements its policies to protect its groundwater and surrounding coastal water. Quarterly reports are prepared after regularly scheduled self-monitoring. Spearheaded by the resort's Pollution Control Officers, an annual water sampling analysis for its potable water and wastewater is performed by a DENR-accredited thirdparty laboratory. The results are submitted to DENR as part of the resort's compliance requirement.

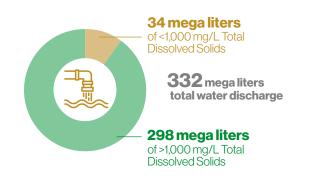
2020 Water Sampling Analysis of Desalinated Water

PARAMETER	METHOD	STANDARD	VALUES	RESULT
Heterotrophic Plate Count	Pour Plate	< 500 CFU/mL	21 CFU/mL	PASSED
Thermotolerant (Fecal) Coliform Count	Multiple Tube Fermentation Technique	< '1.1 MPN/100 mL	< 1.1 MPN/l00 mL	PASSED
Total Coliform Count	Multiple Tube Fermentation Technique	<1.1 MPN/100mL	< 1.1 MPN/100 mL	PASSED

All water discharge is directed to a wastewater treatment facility and is not discharged directly to the groundwater. Because of the desalination process, effluents that consist of brine water (concentrate) are directly discharged back to the ocean.

All wastewater undergoes the Primary, Secondary and Tertiary Levels of treatment, and once done, only then is it discharged indirectly to the ground by using it to water plants and vegetables and to soak gravel roads to prevent dust.

Thermotolerant (Fecal) Coliform Count, Ammonia as NH3-N, Biochemical Oxygen Demand, Nitrate as NO3-N, Oil and Grease, Phosphate as Phosphorus, Surfactants (MBAS) are the priority substances of concern for which discharges are treated. These substances were defined according to the standard criteria and guidelines of RA No. 9275 and the company's utilization objective in relation to water discharge treatment.





2020 Result of Wastewater – STP Analysis

PARAMETER	METHOD	RESULT
Thermotolerant (Fecal) Coliform Count	Multiple Tube Fermentation Technique	<1.8 MPN/'100 mL

Standard Methods for the Examination of Water and Wastewater 23rd ed.2017



2020 Result of Wastewater – STP Sampling Analysis

PARAMETER	METHOD	RESULT
Ammonia as NH3-N.	4500 -NH3 D. lon-Selective Electrode "	0.04 mg/L
Biochemical Oxygen Demand	5210 B. s-Day BOD Test "	< I mg/L
Nitrate as NO3-N	4500-NO3-D Nitrate Electrode Method	1.5 mg/L
Oil and Grease	5520 B. Liquid-Liquid, Partition- Gravimetric	3 mg/L
Phosphate as Phosphorus	4500 -P D. Stannous Chloride 6	<0.007 mg/L
Surfactants (MBAS)	5540 C. Anionic Surfactants as MBAS	<0.02 mg/L

Sample Description/Condition: The sample is clear and received in glass and plastic containers transported with ice. References: Standard Method for the Examination of Water and Wastewater, 23rd Edition, 2017

Water Consumption

2020 Water Consumption

172 megaliters 10% lower from the consumption of 193 mega liters in 2019

There was no water consumption in areas with water stress and no identified water-related impact from the fresh water storage/tank with capacity of 0.8 mega liters. There was no change of water tank from 2019 to 2020.





The water-bottling project of the resort began in mid-2020. The resort decided to produce its own bottled water instead of buying bottled mineral water to reduce the volume of plastic (PET bottles) wastes at the resort. Initial data from the reports show that the bottling facility maintains one external fresh water stock tank with a capacity of 2,500 liters connected to an interior tank with a capacity of 500 liters. Both tanks are dedicated solely for the water bottling operation. The bottling system consisting of a bottle filler machine has a daily capacity of 2,300 liters. Since the project was launched only in December 2020, information on the daily water bottling operation is yet to be generated.





PDP and Amanpulo Resort each have a set of standard protocols in managing its effluents and waste in accordance with the strict guidelines of the DENR.

PDP

PDP has a sound solid waste management system to protect primarily the health of its employees, the work environment and the surrounding communities.



68.7 metric tons of copper recycled and sold to third-party buyer

ر برکی di

28.33 metric tons of other non-hazardous wastes

disposed of in a DENR-certified landfill area

TO metric tons of hazardous wastes treated off-site, transported and disposed of in a DENR-certified location

No hazardous wastes were imported, exported and treated on-site. PDP is compliant with Restriction of Hazardous Materials (ROHS) Standards by the European Union, which certifies that its products are free from hazardous materials, lead-free and environment-friendly.

The company has no experience of organizational default from its disposal contractor nor a recorded spill. Risk mitigation and prevention policies and strategies based on guidelines issued by DENR for proper handling of hazardous waste are in place and strictly observed in the company's operations.

Amanpulo

The resort produces non-hazardous and hazardous wastes, of which proper disposal and tranportation are strictly observed. The company anchors its waste management system on the guidelines provided by Republic Act No. 9003 or the Ecological Solid Waste Management Act and Republic Act No. 6969 on Hazardous Waste.

- The company complies with the regulatory standards which are administered by the Department of Environment and Natural Resources
 Environmental Management Bureau (DENR -EMB).
- The company has two DENR-EMB-accredited Pollution Control Officers (PCOs). These PCOs assess regularly the waste management approaches used by the company, facilitate the conduct of quarterly potable water and waste water sampling analysis through accredited and qualified water testing laboratory, and prepare the quarterly Self-Monitoring Report (SMR) for submission to DENR-EMB.
- DENR-EMB conducts annual inspection of the company facilities.

187.22 metric tons of biodegradable wastes sorted out at the materials recovery facility (MRF)

Wastes are segregated in the resort's MRF. Hazardous wastes and non-biodegradables are classified and stored temporarily in a separate area of the MRF, which consist of used oil from restaurants, the maintenance shop and power house, and office supplies such as dry cell batteries and light bulbs. These are all transported out from the island through a third-party, a DENRaccredited contractor and are brought to the mainland for proper disposal at a DENR-accredited treater facility.

All wastewater is directly piped-in to the sewage treatment plant (STP) to undergo three levels of treatment. Treated sludge from the STP is sun-dried and mixed with garden soil for the resort's organic vegetable garden. These initiatives are aligned with the company's goal to achieve zero-waste in the island resort.

No spillage had been reported in 2020. All fuel tankrelated facilities have bund walls to prevent spillage and the sewerage treatment plant is equipped to process wastewater properly.



Anscor's Corporate Social Responsibility 102-12, 103-1, 103-2, 103-3, 413-1



THE ANDRES SORIANO FOUNDATION, INC.

ASF's work in northeastern Palawan continues to bear fruit with the addition of five island communities to the Small Islands Program. The Foundation's work in cancer management has likewise seen many developments, especially in research, information-education, and formation of local cancer area networks. The Foundation also supports the UP-PGH Cancer Institute/ Andres Soriano Cancer Center, a charitable treatment facility for indigent cancer patients.

The global effects of the COVID-19 pandemic on human health, economy and environment were unprecedented. The Foundation secured program grants from both local and foreign funding institutions to help stem the spread of COVID-19. Despite tight administrative and operating budgets, ASF remains confident that better times lie ahead and that the Anscor Group will continue to be a staunch ally of marginalized Filipinos in the fight against poverty. The United Nations' 17 Sustainable Development Goals (SDGs) 2030 remain to be an anchor for the Foundation in these uncertain times.

ASF immediately responded to the needs of its personnel and staff and the small island communities it has committed to help without losing sight of its mission as a social development organization.

SMALL ISLAND SUSTAINABLE DEVELOPMENT PROGRAM

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Health

The Foundation immediately distributed medical supplies, hygiene kits, personal protective equipment and Vitamin C to three Rural Health Units of Cuyo, Agutaya and Magsaysay and one District Hospital; a government hospital in Puerto Princesa, Cancer Institute at the UP-PGH, East Avenue Medical Center and Mission Hospital; and four government TB laboratories in Isabela and Cagayan.

Families of displaced tricycle drivers and contractual workers in construction projects, resorts and small eateries were provided with relief packs. Overall, ASF was able to reach 4,273 families or 21,365 individuals; 602 frontline health workers, 50 cancer patients, five public hospitals, three rural health units, 11 barangay health centers and 15 public elementary schools in Cuyo, Agutaya and Magsaysay.





The nutrition program "First 1,000 Days of a Child" continued in the second half of the year. Twenty pregnant women from Barangay Algeciras, Agutaya were recipients of a package of health services inclusive of prenatal consultations, Vitamin A, vaccines for tetanus and sexually transmitted diseases, and iron and iodine with the distribution of milk and iodized salt, with the last two given monthly. They also regularly attended health and nutrition education sessions spearheaded by ASF in partnership with the Barangay Midwife.

Newborns and children up to two years old received complete immunization, breast milk and nutritious foods. The participating pregnant women were also required to have backyard vegetable gardens to supply fresh and nutritious vegetables under ASF's Food Always in the Home (FAITH) project in partnership with the Local Government Unit of Agutaya.

ASF will expand the project in 2021 to two other island communities within its sphere of project sites.

Supporting the National Tuberculosis (TB) Control Program, ASF set up a TB-DOTs facility ten years ago as a diagnostic and therapeutic center. So as not to disrupt the daily treatment process of patients in the Quiniluban Group of islands due to mobility restriction and health protocols, TB medicines were brought to 14 patients every week for six months. With the help of volunteer barangay health workers, all 14 patients were cured.

Education

Distance learning added to the challenges teachers and students faced due to the implementation of community lockdown. ASF operates in areas with intermittent internet connection, so the Foundation donated a risograph machine to enable the island's two public schools to reproduce weekly modules for the students. Supplies such as printer ink and bond papers were also provided to various schools.

Grade 12 Senior High School learners of Manamoc National High School were prevented by mobility restrictions and health protocols from having their internship at Amanpulo Resort. Instead, they held their practicum and their December 2020 culminating activity at the Tech-Voc Laboratory that ASF constructed for the school.

ASF fully supported the 33-day seminar on training methodologies for two Senior High School (SHS) technical-vocational (Tech-Voc) teachers under the ASF Adopt-A-School Project for Manamoc National High School. This is part of the school's efforts for TESDA accreditation of its SHS Tech-Voc Laboratory Facility as an assessment center in Palawan for SHS graduates of tourism-related courses.

The Foundation supports three college scholars through the provision of the needed equipment for virtual learning.





Grade 12 Senior High School learners of Manamoc National High School were prevented by mobility restrictions and health protocols from having their internship at Amanpulo Resort. Instead, they held their practicum, and their December 2020 culminating activity at the Tech-Voc Laboratory that ASF constructed for the school.

Ten tech-voc scholars of ASF completed a two-year course on electromechanics at the Dual Tech Training Center. All ten graduates are employed in companies in the Laguna Techno-Industrial Park where the students had their on-the-job training.

Livelihood

ASF organized and provided technical and organizational training support including access to capital to Manamoc Livelihood Association and Manamoc Marketing Cooperative and linked them to Amanpulo to supply the resort with various local products. While the pandemic affected the livelihood of the local farmers, sales gradually picked-up during the 4th quarter of 2020. Products sold included pork, chicken, eggs and vegetables. Aggregate sales were P3.1 million during the period, 50% lower from the previous year's P6.1 million.

ASF assisted pandan and buri weavers by stocking up on their products, such as beach hats and picnic boxes, and setting up a temporary livelihood fund to pay for the finished products, which provided income for the weavers.





Environment

Protection and conservation efforts in partnership with barangays and municipal governments improved live coral cover and increased the presence of a variety of fish.

Fish and shells that were in abundance helped supply the needed food and income particularly for the workers displaced during the lockdown.

Coastal clean-up was continued at various project sites and 12,578 mangrove seedlings were planted before and after the lockdown.

ASF supported the efforts of communities in reducing plastic wastes in the islands through recycling and repurposing initiatives. A first step in the latter process is shredding plastic wastes and mixing them with concrete for house flooring and road construction. In 2021, ASF will help communities turn plastic wastes into secondary products for household and community use.



(Left photos) ASF continued to support pandan and buri weavers. (Above) Results of the 2020 Coral Reef Check Monitoring in Manamoc Island Fish Sanctuary show material increase and healthy live coral cover at 74%, a marked improvement from what was less than 50% years ago. (Below) Shredding single-use plastic wastes is the first step in the densifying process to repurpose plastic into usable items for households and community use.



CANCER CARE PROGRAM

ASF received continuing support from seven pharmaceutical companies as a fund conduit for its medical oncology fellowship program for seven medical doctors in the Cancer Institute at UP-PGH.

The Cancer Institute received medical supplies, hygiene kits and personal protective equipment (PPEs) worth P650,000 from ASF and its partners. In addition, four units of new desktops and five units of laptop computers were donated to support the shift from face-to-face medical consultations to online/teleconsultations.

In partnership with the Asian Oncology Society and Philippine Cancer Society, ASF sponsored the 2020 Andres Soriano Memorial Cancer Lecture, which was held virtually. Conference speaker Dr. Heinz Josef Lenz (USA) spoke on "Biomarker-Driven and Molecular-Targeted Therapies for Colorectal Cancer." Asian medical practitioners mostly specializing in oncology attended the lecture.

DISASTER RELIEF RESPONSE PROGRAM

In the aftermath of the devastating Taal Volcano eruption, ASF in partnership with the Archdiocese of Lipa and the Municipalities of Malvar and Talisay distributed relief packs and hygiene kits to over a thousand families in Batangas.

The Foundation also donated cash and goods for the typhoon victims of three successive typhoons (Quinta, Rolly and Ulysses) that inundated North Luzon, Bicol and Metro Manila in October and November 2020.

PDP Assistance for Typhoon Victims

PDP also extended assistance to typhoon victims. The month of November 2020 saw one typhoon after another ravaging the regions of Bicol and North and Central Luzon. Super Typhoon Rolly (Goni) battered Bicol region and the rest of Southern Luzon in November 1, 2020. This was followed by Typhoon Siony (Atsani) and Tonyo (Etau), which struck Luzon and Visayas from November 5 to 8, 2020. Typhoon Ulysses (Vamco) hit Central Luzon from November 11 to 12, 2020.



Despite a precarious health situation, the dedicated frontline health workers of the Cancer Institute at PGH remain steadfast in their commitment to provide cancer health care and laboratory services to cancer patients. ASF has been a staunch ally and partner of the Cancer Institute for over 20 years, supporting many of its initiatives to improve further its health care service delivery to cancer patients. In 2020, ASF donated over P500,000 worth of various health kits, PPEs and vitamins to frontline health workers and cancer patients.



PDP provided financial assistance to various partners who organized relief operations for the communities battered by the typhoons. The company donated P500,000 to Andres Soriano Foundation and participated in the relief operations in Cagayan organized by one of its dealers in North Luzon.

Essential goods were distributed to different barangays in Cagayan: three in Amulong, one in Solana, and one in Alcala. PDP also donated 100 hygiene kits for 100 families in Bicol and another 100 kits for 100 families in Northern Luzon through Habitat for Humanity. In the long-term, the Company is also looking at supporting Habitat for Humanity's housing projects in the same areas.

Global Reporting Initiative (GRI) Index

GRI Standard		Disclosure	Page Number (s), Direct Answer, and/or Reason for Omission (if applicable)
GENERAL DISCLOS	SURES		
GRI 102: General	Organization Pr	ofile	
Disclosures 2016	102-1	Name of the organization	Page 2
	102-2	Activities, brands, products and services	Page 2
	102-3	Location of headquarters	Page 2
	102-4	Location of operations	Page 2
	102-5	Ownership and legal form	Page 2
	102-6	Markets served	Pages 2-3
	102-7	Scale of organization	Page 2
	102-8	Information on employees and other workers	Page 24
	102-9	Supply chain	Page 23
	102-10	Significant changes to the organization and its supply chain	For the period covered, there were no significant changes in the size, structure, ownership and supply chain of both Amanpulo and PDP.
	102-11	Precautionary principle or approach	Page 15
	102-12	External initiatives	Pages 38-41
	102-13 Strategy	Membership of associations	 PDP is an active member of the Philippine Electrical Wire Manufacturers Association. Amanpulo is an active member of the following associations: Philippine Hotel Owners Association Cost Controller's Association in the Hospitality Industry, Inc. Information Technology Association of the Philippines The ASF actively participates in these national networks of non-government organizations (NGOs): League of Corporate Foundations Philippine Council for NGO Certification Association of Foundations ASF represents AF in a Commission of Caucus of Development NGOs (CODE-NGO), an umbrella organization of 12 NGC Networks in the country
	102-14	Statement from Senior Decision Maker	Page 10
	Ethics and Integ		
	102-16	Values, principles, standards, and norms of behavior	Refer to 2019 SR
	Governance		·
	102-18	Governance structure	Page 13
	Stakeholder Eng	gagement	
	102-40	List of stakeholder groups	Pages 4-6

GRI Standard		Disclosure	Page Number (s), Direct Answer, and/or Reason for Omission (if applicable)		
	102-41	Collective bargaining agreements	No Collective Bargaining Agreements in any of the subsidiaries within Anscor Group		
	102-42	Identifying and selecting stakeholders	Pages 4-6		
	102-43	Approach to stakeholder engagement	Pages 4-6		
	102-44	Key topics and concerns raised	Pages 4-6		
	Reporting Practice				
	102-45	Entities included in the consolidated financial statements	Page 22 2020 Audited Financial Statements		
	102-46	Defining report content and topic boundaries	Page 7 Refer to 2019 SR		
	102-47	List of material topics	Pages 7-8		
	102-48	Restatements of information	No Restatements of Information for 2020		
	102-49	Changes in reporting	Inclusion of Anscor's CSR as Material Topic, reported using GRI 413: Local Communities 2016 standard		
	102-50	Reporting period	Inside Front Cover		
	102-51	Date of most recent report	Last Sustainability Report was 2019		
	102-52	Reporting cycle	Inside Front Cover		
	102-53	Contact point for questions regarding the report	Inside Back Cover		
	102-54	Claims of reporting in accordance with the GRI Standards	Inside Front Cover		
	102-55	GRI content index	Pages 42-45		
	102-56	External assurance	No external assurance has been made for this report.		
MATERIAL TOPICS					
ECONOMIC DISCLO	DSURES				
Economic Perform	ance				
GRI 103: Management	103-1	Explanation of the material topic and its boundary	Page 22		
Approach 2016	103-2	The management approach and its components	Page 22		
	103-3	Evaluation of the management approach	Page 22		
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Page 22		
ENVIRONMENTAL	DISCLOSURES				
Water Efficiency					
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Page 34		
	103-2	The management approach and its components	Page 34		
	103-3	Evaluation of the management approach	Page 34		

GRI Standard		Disclosure	Page Number (s), Direct Answer, and/or Reason for Omission (if applicable)
GRI 303: Water and Effluents 2018	303-1	Interaction with Water as a Shared Resource	Pages 34-35
	303-2	Management of Water Discharge-Related Impacts	Pages 34-35
	303-3	Water Withdrawal	Pages 34-35 As seawater is the only water source used by Amanpulo, all other water sources indicated in the GRI Standards (surface water, ground water, produced water, and third-party water) are not applicable. Further, there are no water-stressed areas in the island.
	303-4	Water Discharge	Pages 34-35 Other than brine water, all other forms of water stated in the GRI standards are not applicable as only brine water is discharged back into the ocean. Further, there are no water-stressed areas in the island.
	303-5	Water Consumption	Page 36
Waste Managemei	nt		
GRI 103: Management	103-1	Explanation of the material topic and its boundary	Page 36
Approach 2016	103-2	The management approach and its components	Page 36
	103-3	Evaluation of the management approach	Page 36
GRI 306: Effluents	306-2	Waste by Type and Disposal Method	Pages 36-37
and Waste 2016	306-3	Significant Spills	Page 37
	306-4	Transport of Hazardous Waste	Page 37
Environmental Cor	npliance		·
GRI 103: Management	103-1	Explanation of the material topic and its boundary	Pages 18-20
Approach 2016	103-2	The management approach and its components	Pages 18-20
	103-3	Evaluation of the management approach	Pages 18-20
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with laws and regulations	Pages 18-20
SOCIAL DISCLOSU	RES		
Employment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Pages 25-26
	103-2	The management approach and its components	Pages 25-26
	103-3	Evaluation of the management approach	Pages 25-26
GRI 401:	401-1	New Employee Hire & Employee Turnover	Pages 25-26
Employment 2016	401-2	Benefits provided to full-time employees that are not provided to Temporary or Part-time Employees	Pages 25-26

GRI Standard		Disclosure	Page Number (s), Direct Answer, and/or Reason for Omission (if applicable)
Stakeholders' Hea	lth and Safety		
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Pages 26-27
	103-2	The management approach and its components	Pages 26-27
	103-3	Evaluation of the management approach	Pages 26-27
GRI 403: Occupational Health and Safety 2018	403-1	Occupational Health and Safety Management System	Page 27
	403-2	Hazard Identification, Risk Assessment and Incident Investigation	Pages 28-29
	403-3	Occupational Health Services	Page 28
	403-4	Worker Participation, Consultation and Communication on Occupational Health and Safety	Pages 27-29
	403-5	Worker Training on Occupational Health and Safety	Page 28
	403-6	Promotion of Worker Health	Pages 27-29
	403-7	Prevention & Mitigation of Occupational Health and Safety Impacts	Pages 27-29
	403-9	Work-Related Injuries	Page 29
Anscor's Corporate	e Social Respo	nsibility	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Page 38
	103-2	The management approach and its components	Page 38
	103-3	Evaluation of the management approach	Page 38
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Pages 38-41
Data Privacy			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Page 18
	103-2	The management approach and its components	Page 18
	103-3	Evaluation of the management approach	Page 18
GRI 418: Customer Privacy 2016	418-1	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	Page 18 Refer to 2019 SR on Management Approach

Contact Us 102-53

Corporate Social Responsibility Arm

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