



2022 Sustainability Report



Paving the path
TO A BETTER FUTURE





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ABOUT THE COVER

Beyond the meaningful connections that we create in the digital world are our intrinsic connections with the natural world.

The majestic Lake Panlabuhan in the Agusan Marsh Wildlife Sanctuary connects an indigenous clan of Manobos to food, shelter, culture, and heritage. More than its breathtaking beauty, its surrounding marshlands and peatlands sequester carbon and connect people to protection from storms and from the worsening impacts of climate change.

Our interactions with nature impact our present and will ultimately define the path to our future.

ABOUT THE REPORT

GRI 2-1, 2-2, 2-3, 2-5

This Sustainability Report tells the story of the PLDT Group’s environmental, social, and governance (ESG) management journey from January 1 to December 31, 2022. Our narrative covers initiatives undertaken by PLDT Inc. (PLDT), subsidiaries Smart Communications, Inc. (Smart), ePLDT, and PLDT Global, associate Maya, and social outreach arm PLDT-Smart Foundation (PSF).

In creating this report, we have followed the requirements of the Global Reporting Initiative (GRI) Standards 2021: Core option and applied the Sustainability Accounting Standards Board (SASB) framework. We have also referred to relevant reporting guidelines of the Task Force on Climate-related Financial Disclosures (TCFD) and the United Nations Global Compact

(UNGC). Further details on these references are indicated on page 168. Disclosures with limited coverage have been particularly specified and qualified with explanatory notes.

This report also serves as our UNGC Communication on Progress (CoP) for both PLDT and Smart in the same period. It carries through the commitment of our PLDT and Smart President and Chief Executive Alfredo S. Panlilio to align our operations with the principles of the UNGC.

Selected disclosures in this report have been assured by external and independent firm SyCip, Gorres, Velayo & Co. (SGV), a member firm of Ernst & Young International Ltd. Their statement of such assurance is on page 177.

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This report is printed on recycled paper.



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ONWARD TO A SUSTAINABLE FUTURE

GRI 2-22

As the Philippines' largest and fully integrated telecommunications and digital services company, PLDT anchors on the purpose of inspiring innovations and meaningful connections across generations.

With the support of our Chairman of the Board Manuel V Pangilinan, and under the leadership of our President and Chief Executive Officer Alfredo S. Panlilio, we pursue sustainability as a central strategy pillar and key driver of our business performance. Such pillar of doing business responsibly complements our parallel goals for elevating customer centricity, upholding operational excellence, building the best workplace, and achieving profitable and sustainable growth.

We thus continue to embed sustainability in our operations and aspire to achieve ESG leadership in the region. In this pursuit, we align with the UNGC on human rights, labor, environment and anti-corruption, as well leverage on our digital technology to help our country contribute to the United Nations Sustainable Development Goals (UNSDGs), particularly Goal 9 on Industry, Innovation, and Infrastructure.

In support of global targets to slow down global warming and achieve Net Zero by 2050, we are carrying on with our decarbonization roadmap that aims to reduce our Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 40% by 2030. We thus continue to adopt energy efficiency solutions and increase the use of renewables in the power mix of our network equipment and business facilities. We also endeavor to fortify our integrated approach to circularity and waste management, expand our carbon neutral fleet plan using electric vehicles, as well as enable biodiversity conservation and nature-based solutions in the course of doing business.

To bridge the digital divide, we continue to expand our digital infrastructure and democratize access to communications among Filipinos. We carry on further with our mission of delivering meaningful connections by offering digital solutions that foster digital literacy and enable our customers and stakeholder communities to thrive in the digital economy. And amid the growing threats and harms in the digital realm, we have also embedded robust provisions

for cyber security and data privacy into our digital infrastructure and customer experience.

Further, in delivering on our thrust for sustainability, we follow a defined roadmap that upholds a holistic materiality assessment of our business, industry, and stakeholders. We continue to align our policies and strategies with ESG global best practices and embark on parallel capacity-building initiatives for all our employees. Recognizing our industry leadership and influence, we aspire to continuously share and harmonize our core values and practices with those of our supply and value chain stakeholders.

As we set our eyes to 2023 and beyond, we continue on strengthening further the breadth and depth of our ESG initiatives as we march on towards a sustainable future.

OUR BUSINESS UNITS

GRI 2-1, 2-2, 2-6

Through our business units, subsidiaries, affiliates, and associates, we deliver on our thrust for sustainability and create long-term value for all our stakeholders.



PLDT HOME

PLDT HOME is the country's leading broadband and digital services provider, allowing seamless, simultaneous streaming on all home devices. Offering Fiber and Fixed Wireless, it delivers the right packages and a combination of landline and high-speed Internet connection for its customers.



SMART COMMUNICATIONS, INC.

Smart Communications, Inc. (Smart) is a wholly owned wireless communications and digital services subsidiary of PLDT. Smart serves approximately 97% of the country's cities and municipalities with its combined 2G, 3G, 4G LTE, and 5G network, providing mobile communications services, high-speed internet connectivity, and access to digital services and content to over 66.3 million Filipinos*, supporting the country's growing digital economy, and providing the best customer experience for an increasingly digital Filipino lifestyle.



PLDT ENTERPRISE

PLDT Enterprise is the corporate business arm of PLDT. Through its different units, the Enterprise group is dedicated to deliver an array of fixed-line, wireless, and ICT solutions that enable business owners to adapt to evolving technological needs by providing access to innovative solutions that optimize efficiency, continuity, and connectivity, and enhance customer experience.

** as of end of 2022*



ePLDT, INC.

ePLDT is the industry-leading digital transformation partner of enterprises in the Philippines. Leveraging on the expertise and world-class telecommunication infrastructure of the PLDT Group, ePLDT delivers customized ICT services through its Multi-Cloud and Data Centers suite, enabling enterprises to achieve their digital transformation vision. ePLDT boasts the largest data center footprint in the country, with 10 state-of-the-art facilities located in key locations nationwide. The current VITRO network of data centers offers 8,930 racks and is powered by a combined 27.9 MW total IT power capacity which has been strategic in serving mission-critical operations of industry-leading operations.



PLDT GLOBAL CORPORATION

PLDT Global Corporation (PGC) is a technology services company providing high-quality communications infrastructure and innovative platforms to its global network of carriers, enterprise customers, and distribution partners. As the international business unit of the PLDT Group, PGC builds and delivers a full range of digital solutions that serve the evolving needs of the Global Filipino.



MAYA

Maya is the most comprehensive fintech ecosystem in the Philippines. Powered by the #1 merchant acquiring business, the #1 rated consumer finance app, and a digital bank, Maya provides end-to-end financial services to consumers and enterprises in the Philippines. Maya continues to double down on its digital banking advantage to accelerate its growth in bringing more progressive digital financial services such as savings, credit, and investments to Filipinos.

AWARDS AND RECOGNITIONS *

Ookla

Best Mobile Network - Smart
Fastest Mobile Network - Smart
Best Mobile Coverage - Smart
Fastest Fixed Network - PLDT

umlaut | Smart

- Best in Test
- Best Rated Download Speed
- Best Rated Upload Speed
- Best Rated Latency

LinkedIn Talent Awards

Best Talent Acquisition Team - Smart

Finalists

Best Employer Brand - PLDT, Smart
Talent Insights Pioneer - PLDT, Smart

FutureNet Asia Event

APAC Operator Award for Best Example of Automation Deployment - Smart

Institute of Corporate Directors

2022 ACGS Golden Arrow Awards
Awardee - Three Golden Arrow Awards

Institutional Investor 2022 Asia

#3 IR Professional - Melissa V. Vergel de Dios

Alpha Southeast Asia 12th Institutional Investor Corporate Awards 2022

#1 Most Consistent Dividend Policy - PLDT
#3 Strongest Adherence to Corporate Governance - PLDT
#3 Best Strategic CSR - PLDT

ASEAN Corporate Governance Scorecard

ASEAN Asset Class - PLDT

Asia Communication Awards

CEO of the Year - Alfredo S. Panlilio

2022 International Business Awards

Gold Stevie® - Project Tower
Silver Stevie® - #FarmSmart

2022 Asia-Pacific Stevie Awards

Gold Stevie®
• Smart GigaPlay

Silver Stevie®

- #FarmSmart
- #SimplyLove Digital Pride
- Digicon 2021
- Madiskarte Moms PH
- MVP Bossing Awards

World Communication Awards

WCA Honor Roll - Highly commended
• Operator of the Year
• Crisis Response Award (for Typhoon Odette).
• Social Contribution (for Better Today)

** For the full list of Awards and Recognitions, refer to Annual Report 2022*

MEMBERSHIPS IN ASSOCIATIONS

GRI 2-28

LOCAL

- Australian-New Zealand Chamber of Commerce Philippines (ANZCHAM)
- Association of Foundations
- Association of Safety Practitioners of the Philippines, Inc.
- Canadian Chamber of Commerce of the Philippines (CANCHAM)
- Cebu Chamber of Commerce & Industry (CCCI)
- Contact Center Association of the Philippines (CCAP)
- Data Privacy Council of the Philippines
- ECPAT Philippines
- Earth Day Network Philippines
- Emergency Telecoms Cluster, National Disaster Risk Reduction and Management Council
- eMoney Association of the Philippines
- Employers Confederation of the Philippines (ECOP)
- Ethics and Compliance Initiative
- FinTech Alliance
- Healthcare Information Management Association of the Philippines (HIMAP)
- Global Compact Network Philippines (GCNP)
- Good Governance Advocates and Practitioners of the Philippines
- Integrity Initiative, Inc.
- IT & Business Process Association of the Philippines, Inc. (IBPAP)
- Junior Chamber International Manila
- League of Corporate Foundations
- Management Association of the Philippines
- Manila International Dialogue
- NEDA (National Economic Development Authority) Stakeholders' Chamber on the SDGs
- People Management Association of the Philippines (PMAP)
- Philippine Association of Private Telephone Companies (PAPTELCO)
- Philippine Business Coalition for Women Empowerment (PBCWE)
- Philippine Business and Disability Network (PBDN)
- Philippine Business for Education (PBEd)
- Philippine Business for Social Progress (PBSP)
- Philippine Center For Entrepreneurship (GoNegosyo)
- Philippine Chamber of Telecommunication Operators (PCTO)
- Philippine Council for NGO Certification
- Philippine Disaster Resilience Foundation (PDRF)
- Philippine Franchise Association (PFA)
- Philippine Partnerships for Sustainable Agriculture
- Philippine Retailers Association (PRA)
- Philippine Society for Talent Development (PSTD)
- Philippine Society of Mechanical Engineers

- Pollution Control Association of the Philippines, Inc
- Procurement Leaders
- Private Sector Advisory Council (PSAC)
- Public Relations Society of the Philippines (PRSP)
- QBO-Ideaspace Foundation
- SaferKidsPH
- Safety Organization of the Philippines, Inc.
- Semiconductor and Electronics Industries in the Philippines Foundation, Inc (SEIPI)
- Semiconductor and Electronics Industries in the Philippines, Inc.
- Subic Bay Freeport Chamber of Commerce (SBFCC)
- Supply Chain Management Association of the Philippines (SCMAP)
- TM Forum
- Zero Extreme Poverty Coalition

INTERNATIONAL

- Asia IoT Program
- Asian Carriers Conference Incorporated
- Asian Venture Philanthropy Network
- Business Continuity Management Institute (BCMI) of Singapore
- CommunicAsia
- Conexus Mobile Alliance
- Forum of Incident Response and Security Teams (FIRST)
- Global Settlement Council (GSC)
- Global System for Mobile Communications Association (GSMA)
- Information Systems Audit and Control Association
- Institute of Electrical and Electronics Engineers (IEEE)
- Inter-agency Council Against Child Pornography
- International Association of Business Communicators (IABC)
- International Inbound Services Forum (IISF)
- International Association of Privacy Professionals
- International IP Interconnect Forum (i3F)
- International Telecommunications Union (ITU)
- International Telecoms Week (ITW)
- Internet Watch Foundation (IWF)
- Metro Ethernet Forum (MEF)
- Pacific Partners Meeting (PPM)
- Scaling Up Nutrition Business Network
- Sustainability Accounting Standards Board (SASB)
- WeProtect Global Alliance
- United Nations Global Compact (UNGC)

CHAIRMAN'S MESSAGE

To our Stakeholders,

The biggest threat to Sustainability is if we allow it to remain a slogan or a buzzword. If companies merely proclaim how much they care about the environment but continue to practice business-as-usual, Sustainability will not mean much. And we even risk developing a false sense of having accomplished something as our communities descend into the grimmer realities of climate change.

Sustainability must deal with realities. Mike Tyson once said: "Everybody has a plan until they get punched in the mouth." And so as we draw up ambitious goals, we have a duty to make sure that our Sustainability practices have a positive, material impact on people's lives. Our plans must be executed by teams accustomed to reality's habit of punching us in the mouth.



The energy sector is a good case study. Net Zero emissions is a noble goal—and critical to our survival. But so is energy. The War in Ukraine placed the energy industry under so much strain that it could push back the Net Zero timeline. Many governments in developing economies, facing excessively high fuel and power rates, have had to revisit their Sustainability goals. Such is the balancing act required of most decision makers in a harsh and unpredictable global economy.

Though it is further removed from geopolitics, PLDT has had to do a similar balancing act—remaining hyper-focused on caring for all our stakeholders while observing adherence to ESG standards. The specifics are outlined in this comprehensive report, but I am proud to say that our approach supports our Sustainability pillars.

On the environment side, we've developed a decarbonization roadmap that aims to reduce our Scope 1 and Scope 2 greenhouse gas emissions by 40% by 2030. This involves maximizing the share of Renewables in the energy mix of our network facilities and hyperscale data centers. Our offices are also prioritizing energy efficiency and managing environmental impact.

On the social side, we continue to push the envelope in making our services accessible, affordable, and good-for-value for every Filipino. And finally, on Governance, we continue to align with global principles on human rights, labor, and anti-corruption.

My guidance to our Sustainability unit is two-fold: First, to develop strategies informed by up-to-date and credible knowledge and Second, to make sure we can mobilize and execute them. Such an approach has opened the door to much progress, but we're not satisfied. Our stewardship at the PLDT Group is driven by this singular vision—and we are thankful that the Marcos Government has expressed a similar goal—to unleash the full potential of connectivity for our countrymen. The road to full connectivity might be long and steep with many corners, but we press on, with faith that a bright, sustainable future is within reach. Flag and country—this is what motivates us to remain focused, punches in the mouth notwithstanding.

Manuel V. Pangilinan
Chairman of the Board

PRESIDENT'S MESSAGE

To our Stakeholders,

The future of telecommunications will always be promising, given the limitless possibilities of new technologies and innovations that continuously transform the way we all communicate. I am proud that the PLDT Group has consistently been at the forefront of change, as an enabler of digital transformation.

However, digital transformation goes beyond acquiring technology. For us to create solutions that are sustainable over time, we must consider environmental, social, and governance impacts to have a clearer understanding of the long haul. Only then can we be resilient to unforeseen – but inevitable – future disruptions.

This is why sustainability continues to be a central strategy at PLDT and a key pillar of our transformation. As we work towards ESG leadership, sustainability will help ensure the long-term viability of not just our company, but all the stakeholders involved and the planet as a whole.

For the latter, we are prioritizing decarbonization initiatives that are closely linked to our business as we commit to reducing our Scope 1 and Scope 2 greenhouse gas emissions by 40% come 2030. Our key environmental initiatives include the use of renewable energy, with the deployment of solar panels in five PLDT-Smart facilities across four cities as one of our milestones for 2022. We were able to cut more than 137 tons of greenhouse gas emissions across these sites, a reduction equivalent to at least 6,000 trees planted.

We have also explored green technologies, the use of electric vehicles, and are progressively improving our operational efficiencies.

At the heart of PLDT and Smart's sustainability journey lies our long-standing Mission of connecting and empowering Filipinos everywhere, consequently contributing to the country's sustainable development. By tightly linking social impacts to our products and services, we are creating inclusive and lasting value

to benefit the wider society. We have launched promos to help low-income Filipinos stay connected amidst rising inflation and bolstered our cybersecurity measures to safeguard customers against online attacks and breach attempts. We also remain hard at work in preventing online sexual abuse and exploitation of children, them being the future stakeholders of our business and shapers of our nation.



These and our long-running corporate social responsibility programs align with our commitment under the GoDigital Pilipinas movement of the Private Sector Advisory Council, where I represent PLDT as a founding member. Providentially, PLDT and Smart are pioneers in initiatives that align with the digital upskilling priority area of this Government-mandated movement, specifically through Science, Technology, Engineering, and Mathematics (STEM) -centric programs that equip Filipino youth for jobs of the future.

PLDT Group's core business and fundamentals remain strong as we reaffirm the governance pillar of our ESG goals. We continue to align with global best practices to surpass our 2022 ESG ratings, which posted improvements versus the previous reporting year. We are on top of everything and remain committed to our transformation goal of becoming the region's leading ESG telco by 2025.

We shall build on both our 2022 wins and lessons while embarking on a more well-defined roadmap for the future. We shall rise up no matter what crisis may come our way – like we always have. And we will thrive and stay true to PLDT's long-standing Vision of leading and inspiring everyone to create a better tomorrow.

Alfredo S. Panlilio
President and CEO
PLDT and Smart

MESSAGE FROM THE CHIEF SUSTAINABILITY OFFICER

To our Stakeholders,

We at the PLDT Group understand the urgent need to do our share in response to the call for action to put sustainability at the top of our corporate agenda in support of the national and global ambition to support the UNSDGs -- our "shared blueprint for peace and prosperity for people and the planet, now and into the future". We continue to intensify our campaigns, focused on embedding Sustainability in our culture and the business, and engaging all employees and stakeholders in collective action.

Sustainability is at the core of everything we do – in our day-to-day operations, in our decision-making, and in all engagements whether internal or external.

Recognizing that our actions and decisions today impact our future, this report documents our sustainability journey and the milestones we have achieved thus far.

The Group's sustainability initiatives and programs are organized under four pillars: Connection, Concern, Conservation, and Commitment.

When we announced our first quarter financial and operating results for 2022, we also shared the PLDT Group's decarbonization roadmap which aims to reduce Scope 1 and 2 GHG emissions by around 40% by 2030.

This will be underpinned by efforts to increase the use of renewables in our operations, a continuing focus on energy efficiency, and the "greening" of our fleet. We are working on firming up our Scope 3 reduction target, and our path in support of Net Zero by 2050.

It is important that the organization shares a common understanding of sustainability and how each one can contribute to the organization's sustainability ambition of being an ESG leader in the region by 2025.

We continue to undertake awareness programs, learning courses, and dialogues with employees. We continue to nurture and expand the number of sustainability champions and advocates within our sphere of influence: from our employees, our customers, suppliers, and retailers. These are our force multipliers who will help us build a future for generations to come.

We continue to use our technology and services in support of conservation efforts focused on the essential ecosystem of forests, peatlands, mangroves, and marine protected areas. We guard our customers' data privacy and further strengthened cybersecurity, working doubly hard to keep a safer online space for our customers, especially the young ones. We innovate and develop inclusive and quality products to reach more and more Filipinos in line with our mission to narrow the digital divide.

To ensure that our sustainability goals are met and to hold ourselves accountable for our commitments, sustainability is included in the CEO scorecard, and each employee is required to have an ESG-focused Key Performance Indicators.

We know that the challenge before us all is a global one – a challenge that must be tackled with hands joined. As such, we continue to engage with the global community and build partnerships for the sustainability movement. We continue to use our voice and link our hands with like-minded individuals and organizations as we give our full support to the country's call for everyone to take urgent action in support of the UNSDGs.

While the sustainability journey ahead is long and many times difficult, we are determined to do our part so that the next generation of Filipinos will also have a world full of possibilities like we have today – and that the PLDT Group will always be there to be of service.

Thank you for being on this journey with us, and do stay with us as we continue to pave the way for the future for our children and our children's children.

Melissa V. Vergel de Dios

Chief Sustainability Officer
PLDT and Smart



OUR SUSTAINABILITY JOURNEY

OUR PURPOSE

We are a Filipino company, inspiring innovations and meaningful connections through generations.

OUR VISION

We aspire to be a happy space using technology to empower and build bridges of collaboration across sectors and communities towards a sustainable future.

OUR MISSION

Our people deliver meaningful connections and experiences for our customers to live a fuller life.

PRINCIPLES

Accountability. We take full responsibility for our actions and decisions.

Integrity. We are ethical and law-abiding.

Fairness. We uphold justice and equity.

Transparency. We uphold truthfulness and are open to scrutiny.

OUR VALUES

The Customer is our North Star.

- We all work together for customer happiness.
- We go the extra mile to build meaningful connections.
- We enable our employees to drive great customer experiences.

We trust each other to do the right thing.

- We empower and equip our people to make decisions.
- We are transparent yet respectful with each other even in difficult conversations.
- We keep our promises.

We are one.

- We seek out the voice of others before making our voices heard.
- We tap on each other's uniqueness to turn our differences into strengths.
- We check our biases regularly.

Our people are our family.

- We have fun at work and celebrate big or small achievements together.
- We invest time in building ourselves and those around us.
- We create a safe space to be our best selves at work.

Malasakit is our strength.

- We prioritize the wellbeing of our people.
- We go out of our way to help those in need.
- We care for the business like it's our own.

Together, we can do great things at speed.

- We innovate, fail fast, and pause to learn.
- We make choices to enable quick execution.
- We collaborate and build partnerships.

Sustainability Pillar CONNECTION



Develop innovations that create value to the business, consumers, and society

Provide reliable customer experience and improve access to and quality of service

STAKEHOLDERS		Customers
Material Topics	<ul style="list-style-type: none"> Innovation and Infrastructure Investments Customer Experience & Managing Systemic Risks from Technology Disruptions Community Investment & Digital Inclusion 	<ul style="list-style-type: none"> Connect and Empower Filipinos Everywhere with the Customer as our North Star

Sustainability Pillar CONCERN



Contribute to nation-building through community and shared value programs that support key priorities and engagements

As an equal opportunity employer, cultivate a diverse and inclusive culture to develop transformational leaders

Create a conducive and transformational environment by providing a safe and empowering digital experience for children

STAKEHOLDERS		Employees, Children, and Communities
Material Topics	<ul style="list-style-type: none"> Stakeholder Value Employees and Customers Health and Safety Employee Relations (employee development, retention, diversity & inclusion) Freedom of Association and Rights of Indigenous Peoples 	<ul style="list-style-type: none"> Advocate for an inclusive culture that will develop transformational leaders in the company and in the communities we do business in

Sustainability Pillar CONSERVATION



Achieve resource efficiency in all facets of business operations and protect the environment and the country's natural resources for sustainable development

STAKEHOLDERS		All Stakeholders
Material Topics	<ul style="list-style-type: none"> Operational Resource Efficiency Electronic waste management Climate-related Risk Management 	<ul style="list-style-type: none"> Aspire for resource efficiency in all facets of operations and manage our environmental impact

Sustainability Pillar COMMITMENT



Commit to the highest standards of business ethics and corporate governance requirements

STAKEHOLDERS		All Stakeholders
Material Topics	<ul style="list-style-type: none"> Supply Chain Management Business Ethics and Integrity Regulatory Compliance, Anti-Money Laundering, Anti-Corruption and, Anti-Competitive Behavior Data Privacy and Cybersecurity 	<ul style="list-style-type: none"> Commit to the highest standards of business ethics and corporate governance requirements that will guide our business operations

INSTITUTIONALIZING SUSTAINABILITY

As a Filipino company with American Depository Shares listed on the New York Stock Exchange (NYSE:PHI), and as one of the largest firms in the country in terms of market capitalization, PLDT has always been committed to doing business responsibly.

We are deeply conscious of the impact that we create to the environment and the society, and thus strive to continuously offer positive value in the conduct of our business.

Since 2016, we have been actively reporting on our ESG progress, even ahead of the annual Sustainability Report requirement of the Philippine Securities and Exchange Commission (SEC) for listed companies. In 2019, we formally institutionalized our organizational mandate for sustainability and established our Corporate Sustainability Office.

To ensure continuous guidance and oversight of our ESG initiatives, we expanded the charter of the Board Committee on Governance and Nomination in 2020 to include Sustainability, effectively becoming

the Governance, Nomination, and Sustainability Committee (GNSC). In 2021, top management officially identified sustainability as a key pillar to realizing our vision and long-term strategy.

Beyond our organizational targets, we also align with global ESG targets, including the Net Zero ambition by 2050. As such, we have announced in 2022 our target to reduce our Scope 1 and Scope 2 GHG emissions by 40% by 2030 using a 2019 baseline.

To strengthen our social impact management and corporate governance, we continue to develop policies and implement institutionalized practices to deliver on our UNGC commitment and contributions to the UNSDGs. We forge on accelerating and intensifying the embedding of sustainability in our business, as we aspire to be a truly transformational company for our customers, communities, and stakeholders.

DYNAMIC MATERIALITY ASSESSMENT AND FRAMEWORK GRI 3-1, 3-2

Our sustainability roadmap is guided by a dynamic assessment of areas that are important to our business and our stakeholders. We therefore maintain periodic materiality assessment workshops, consultations with relevant stakeholders, and benchmarking with global best practices to ensure continuous improvement of our ESG strategies and practices. Further, our materiality focus areas undergo top management and board-level confirmation to strengthen their alignment with business objectives and provide guidance to succeeding implementation across the organization.

CONNECTION	CONSERVATION	CONCERN	COMMITMENT
Investments in Innovation and Infrastructure	Operational Resource Efficiency	Employee Welfare	Greening of Supply Chain
Customer Experience	Waste Management and Circularity	Customer Welfare	Cyber Security and Data Privacy
Digital Inclusion and Community Investments	Climate-related Risk Management	Child Protection	Corporate Governance and Business Ethics

- **Employee Welfare** – Coming from the experience and continuing impact of the pandemic, safety, health, and wellness continue to be very important concerns for our stakeholders.
- **Investments in Innovation and Infrastructure** – The ability to continuously generate innovations and make sound business investments is material to our stakeholders.
- **Cyber Security and Data Privacy** – The capability to ensure employees’ and consumers’ security and privacy as they use PLDT’s platforms and services is crucial, and stakeholders want reliable information on the topic

The material topics were also utilized to identify the key priority SDG where we can make the most impact, and that is “SDG 9: Industry, Innovation, and Infrastructure”. Our mission and vision would be achieved through our delivery of innovative and reliable infrastructures that support the growth and development of sustainable industries.

CONTRIBUTING TO THE UNSDGs

Parallel to our participation in the UNGC, PLDT and Smart are part of the Sustainable Development Goals Stakeholders’ Chamber of the National Economic and Development Authority. Through these platforms, we engage in capacity-building initiatives to understand, expand, and deepen our contribution to the UNSDGs.

With UNSDG Goal 9 on Industry, Innovation, and Infrastructure as our primary anchor, we further assess and report on our expanded and diversified impact on the other goals in alignment with our materiality roadmap.

This matrix shows the level of importance of UNSDG-related issues based on our operating sectors and geographical presence, as well as the degree of financial materiality of issues that underpin each UNSDG.

The UNSDGs on the upper right quadrant of the matrix equate to high financial materiality and risk exposure. Meanwhile, the UNSDGs on the lower right quadrant are high in terms of financial materiality but of low magnitude in terms of impact to our company.

OUR SUSTAINABILITY PILLARS

1. **Connection:** Connect and empower Filipinos everywhere with the Customer as our North Star
2. **Concern:** Advocate for an inclusive culture that will develop transformational leaders in the company and in communities we do business in
3. **Conservation:** Aspire for resource efficiency in all facets of operations and manage our environmental impact
4. **Commitment:** Commit to the highest standards of business ethics and corporate governance requirements that will guide our business operations



STAKEHOLDER ENGAGEMENT

GRI 2-5, 2-26, 2-29

PLDT has developed a Stakeholder Engagement Policy that provides information on how our organization engages with our stakeholders and aims to harmonize strategies across all levels of operations. The policy requires each engagement to align and comply with our corporate governance policies for ethical business conduct. Relevant grievances and concerns are thus managed and governed by our corporate governance mechanisms. We receive and process grievances via our internal whistleblowing platform for employees and through our publicly available corporate governance channels for external stakeholders.

Anchored on this Policy, various units across the organization carry out the implementation of our stakeholder engagements. Each unit is responsible and accountable for its respective engagements with stakeholders in line with its operational function. Each engagement is reviewed and assessed based on its alignment with business and operational objectives.

To optimize the impact of each engagement, our organization fosters internal collaboration, cross-functional implementation, and sharing of best practices throughout engagements. Our Learning and Development Team also develops relevant courses and renders training programs that benefit various kinds and levels of stakeholder engagement.



We regard stakeholder engagements that contribute to revenue generation, customer experience, and regulatory compliance as paramount. Accordingly, aligning with our materiality framework, we endeavor to advance our thrust for shared value creation throughout our stakeholder engagements.

EMPLOYEE

PLDT Group employees are spread geographically in the different offices, business zones, digital stores, and cell sites across the Philippines.

ENGAGEMENT METHODS

- Functional goals that are aligned with management goals
- Employee engagement surveys to measure the level of engagement among the employees of the Company
- Pulse surveys
- Regular training programs including those by Learning and Development Group and PLDT-Smart University
- Programs that support the well-being of employees (health and wellness webinars)
- Online internal communication platform to keep employees informed and engaged with relevant company and business news
- Comprehensive health and medical benefits
- Product Knowledge trainings to better equip employees in promoting existing products and services of PLDT

FREQUENCY OF ENGAGEMENT

- Cycle of goal-setting and performance appraisal activities, at least once a year, plus performance coaching sessions spread across the year
- Employee engagement surveys every three years
- Pulse surveys at the end of webinars, trainings, and activities
- Regular skills training programs
- Leadership development programs at every promotion stage in the employee’s life cycle
- Digital dialogues and cascades, two to three times a year
- Functional town halls at least once a year
- Annual medical check-ups

KEY CONCERNS

- | | |
|----------------------------------|-----------------------------|
| • Employee experience | • Health and Safety |
| • Leadership development | • Work-life balance |
| • Digital culture transformation | • Working conditions |
| • Skills training | • Compensation and benefits |
| • Career opportunities | |

RESPONSES

- Talent management and succession planning
- Safe, secure, and healthy environment
- Global certifications for critical technical skills
- Employee wellness programs
- Learning and development programs at all levels
- Employee engagement to encourage innovation and creativity
- Digital workplace
- Business continuity and disaster management



CUSTOMERS

Our customers include residential customers, micro, small, and medium enterprises (MSMEs) and corporate customers covering large companies, organizations, and government.

ENGAGEMENT METHODS

- Market research studies to understand customer needs and pain points
- Market research and focus group discussion studies
- Voice of the Customer studies to monitor company performance from the customer’s point-of-view (e.g. satisfaction, advocacy)
- Monitoring and analysis of internal customer metrics to optimize network, channel, and service delivery performance
- Customer interactions across various touchpoints and channels: Business offices, Call centers, Online service, self-service facilities, sales agents, relationship managers, technicians and contractors, bill delivery service providers, SMS facility
- Operation of online customer panels to crowdsource customer feedback and ideas
- myHome app/GigaLife app

FREQUENCY OF ENGAGEMENT

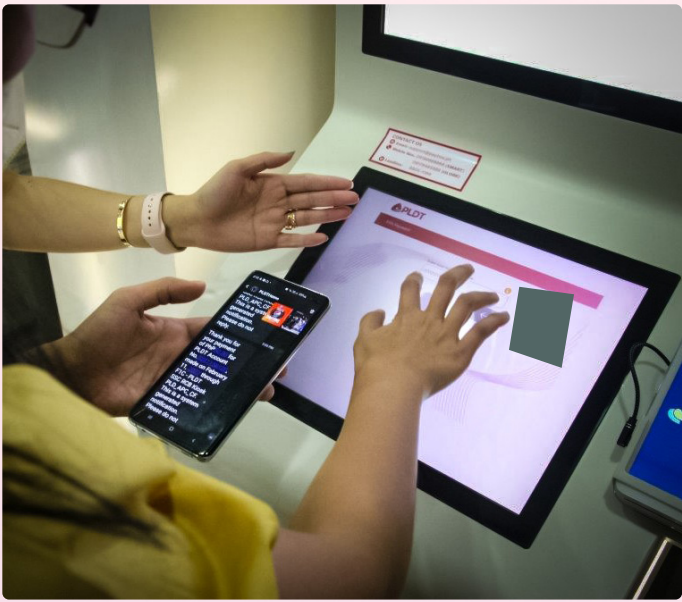
- Annual research program with planned quarterly activities
- Year-round customer interactions
- Online customer panels one to three times a month

KEY CONCERNS

- Company image and reputation
- Products portfolio
- Quality of service
- Pricing
- Channels and means to contact
- Effortless engagements with PLDT that promote positive customer experience
- Service Level Agreements for service provisioning, restoration, and queuing, and transaction times
- Billing process and delivery
- Payment and collection
- Data privacy

RESPONSES

- Service access
- Service quality and network improvements
- Affordable services and access
- Customer data privacy and information security
- Innovation in products and services
- Streamlined product portfolio and offerings across business units
- Digitalization and automation
- Paperless billing
- Online payments and self-service customer channels



COMMUNITIES

The PLDT group operates in communities all over the Philippines, which include local residents, local government units, non-government organizations, and other sectors.

ENGAGEMENT METHODS

- Provision of products and services that connect people and enable them to manage the constraints of time and place more efficiently
- Creation of wider opportunities for employment, entrepreneurship, and greater well-being
- Engagement with the communities through corporate social responsibility (CSR) projects in education, health, livelihood development, culture and arts, youth development, sports, disaster resiliency and preparedness, and environmental protection

FREQUENCY OF ENGAGEMENT

Daily-weekly basis

KEY CONCERNS

- Improvement of lives through our products and services
- Impact of our operations in their community

RESPONSES

- Response to natural disasters and calamities
- Resource efficiency and operations
- CSR programs that positively impact the communities' education, health, livelihood, and overall well-being
- Investments in various environmental and livelihood programs nationwide

SHAREHOLDERS AND INVESTORS

We have a wide shareholder base in the Philippines and abroad due to our PSE and NYSE listings.

ENGAGEMENT METHODS

- Public disclosures to investors and shareholders through the Annual Report, which includes: Management Discussion and Analysis (MD&A), Financial Statements, Audit Committee Report, Corporate Governance Report, Enterprise Risk Management Report, and Corporate Social Responsibility Report
- Press releases and disclosures filed with the regulators on important company developments
- Meetings and conference calls with shareholders, fund managers, investors, and analysts

KEY CONCERNS

- Company's operational and financial performance
- Recent developments in the industry and the Company's outlook and future plans
- Company's compliance with corporate governance policies

FREQUENCY OF ENGAGEMENTS

- Quarterly release of Financial Statements, MD&A, Presentation, and Podcast
- Quarterly briefings conducted by the top management for the press, investors, and analysts to announce financial and operating results, respond to queries and clarifications, and provide outlook
- Regular dialogue with shareholders, fund managers, investors, and analysts through participation in investor fora and conferences, and one-on-one meetings
- Annual Stockholders' Meeting

RESPONSES

- Quarterly Reporting and Release of disclosures and Press Releases
- Managing business risk
- Business continuity and disaster management
- Business ethics and governance
- Sustainability Reporting

GOVERNMENT AND REGULATORS

These stakeholders include government agencies from the local, regional, and national levels, such as the Department of Information and Communications Technology (DICT), Department of Labor and Employment (DOLE), Department of Trade and Industry (DTI), National Telecommunications Commission (NTC), Securities and Exchange Commission (SEC), and other external regulatory bodies, as well as local and national government officials.

ENGAGEMENT METHODS

- Operations that are within relevant legislative and regulatory frameworks and compliance with applicable requirements
- Participation in public fora and hearings conducted by government and regulatory agencies relative to initiatives in the field of ICT

FREQUENCY OF ENGAGEMENT

As required

KEY CONCERNS

Compliance with regulations, policy, and other matters in the interest of our shareholders, customers, and other stakeholders

RESPONSES

- Business ethics and governance
- Compliance with regulatory and environmental standards
- Sustainability Reporting

SUPPLIERS

We have accredited suppliers that serve various requirements of our business, ranging from items under capital expenditures to operating expenditures.

ENGAGEMENT METHODS

- Direct coordination with the procurement unit and internal proponents
- Online portals such as the Enterprise Resource Planning (ERP) system and the Supplier Relationship Management (SRM) that communicate with suppliers and serve as facilities to ensure integrity of the bidding process

KEY CONCERNS

Eagerness to offer partnerships, subject to appropriate transparency measures

FREQUENCY OF ENGAGEMENT

As needed

RESPONSES

- Compliance with regulatory standards
- Business ethics and governance



MEDIA

Our stakeholders in media include representatives from working journalists and publishers in print, TV, and radio, as well as online and digital media.

ENGAGEMENT METHODS

- Regular media engagements through the CEO, Company Officers, Corporate Communication executive, and Chief Sustainability Officer
- Online channels
- Press briefings and press releases

KEY CONCERNS

Newsworthiness of events, press releases, and corporate movements

FREQUENCY OF ENGAGEMENT

Quarterly and as required

RESPONSES

- Quarterly press briefings that coincide with company disclosures
- Annual Reports and Sustainability Reporting
- Release of disclosures and Press Release

CHILDREN

We believe that the welfare of Filipino children is an essential concern that needs to be addressed in a truly effective sustainability mindset and culture.

ENGAGEMENT METHODS

- Family members of our employees
- End-users of our digital services
- Key members of communities where we operate

FREQUENCY OF ENGAGEMENT

Daily monitoring of URLs

KEY CONCERNS

- Online Sexual Abuse and Exploitation of Children and the proliferation of Child Sexual Abuse Materials
- Gaps in public awareness and education on safe digital use and practices
- Lack of proper parental guidance on children’s use of digital devices

RESPONSES

- Child Protection Platform and Cyber Security Solutions
- Implementation of a Child Safeguarding Policy within the organization
- Shared value partnerships with industry, government, and advocacy organizations



OUR STRATEGY: SUSTAINABILITY EVERYDAY

GRI 2-24

In line with PLDT’s ambition to achieve ESG leadership in the region, we strive to embed #SustainabilityEveryday in our business and to continuously create positive value within our organization and across all sectors and generations of our stakeholders.

We are thus working on institutionalizing our ESG commitments through the development of organizational policies and are consequently integrating these into our innovation and value creation strategies, customer experience, stakeholder engagements, and community investments.

We are also pursuing relevant learning, benchmarking, and capacity-building engagements as we champion a culture of sustainability and build a common understanding of our ESG impact among our top management, employees, and affiliates.

Throughout these initiatives, we conduct periodic monitoring of progress and perform corresponding risk assessment measures to facilitate improvements and ensure alignment with our targets. In communicating our progress, we abide by regulatory requirements and align further with relevant ESG disclosure and corporate assessment frameworks.

INSTITUTIONALIZED ALLIANCES



CLIMATE DISCLOSURE PROJECT (CDP) www.cdp.net

The PLDT Group aligns with the disclosure framework and requirements of the CDP. This provides us guidance in adopting science-based targets for our decarbonization roadmap and in continuously improving on our climate risk management and disaster resilience strategies.



GLOBAL SYSTEM FOR MOBILE COMMUNICATIONS ASSOCIATION (GSMA) www.gsma.com

PLDT and Smart actively benchmark with the GSMA to ensure continuous alignment with industry best practices, particularly on focus areas that support and enhance our materiality framework. These include participating in dialogues and knowledge-transfer sessions on innovations, operational resource efficiency, climate action, circularity, and child protection, among others.

WE SUPPORT



UNITED NATIONS GLOBAL COMPACT (UNGC) www.unglobalcompact.org

PLDT and Smart are registered Participants to the UNGC. Such participation underscores our commitment to embed global principles on environment, human rights, labor, and anti-corruption into the conduct of our business.



INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS) FOUNDATION **www.ifrs.org**

PLDT is a member of the IFRS. We support and align with the foundation's goal to foster high-quality, understandable, enforceable, and globally accepted accounting and sustainability disclosure standards. We also continue to support the country's adoption of a single set of high-quality global accounting standards.



International Telecommunications Union (ITU) **www.itu.int**

PLDT and Smart are active members of the ITU. In line our commitment to bridge the digital divide, we endeavor to participate in relevant industry and multi-stakeholder alliances to develop standards, harmonize policies, and foster the universality of access to information and communications technology.



SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) **www.sasb.org**

PLDT is the first telecoms operator in the world and the first company in the Philippines and the Asia Pacific to become a SASB alliance member. The program supports the need for more decision-useful and cost-effective sustainability disclosures. Membership in SASB shows our sustainability commitment to investors.



TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD) **www.fsb-tcfd.org**

PLDT is a pioneering member and local supporter of the TCFD. This augments our roadmap of integrating nature and climate into our decision-making, operational strategy and disclosures.



TASKFORCE ON NATURE-RELATED FINANCIAL DISCLOSURES (TNFD) **www.tnfd.global**

PLDT is a supporter of the TNFD. We align with the goal to develop and deliver a risk management and disclosure framework in response to evolving nature-related risks and opportunities. We continue to learn from TNFD's work that builds on seven principles: market usability, science-based, nature-related risks, purpose-driven, integrated & adaptive, climate-nature nexus, and globally inclusive.

2022 HIGHLIGHTS

AT A

GLANCE

CONNECTION PILLAR

66.3M Mobile Subscribers	PHP 267B Direct Economic Value Generated
3.8M Fixed Line Subscribers	PHP 97B CAPEX Investment
4.0M Broadband Subscribers	PHP 697M Community Investment
4.4 EXABYTE Mobile Network Data Traffic	APPROXIMATELY 1.1M Km Fiber footprint

SMART		
UNDISPUTED "Fastest & Best Mobile Network" in PH according to OOKLA	Around 76.5K base stations nationwide	97% Population coverage with 2G, 3G, LTE, and 5G networks

PLDT HOME	
UNDISPUTED Fastest Fixed Network in PH as awarded by OOKLA for 5 years	68% of cities and municipalities covered

PLDT ENTERPRISE	
LAUNCHED 14K KILOMETERS Jupiter cable system	ABOUT 60Tbps in international capacity (17 cabling systems)

ePLDT	
Ongoing construction of a 50MW hyperscale data center operational by 1Q 2024	PRIMED TO BE A GREEN DATA CENTER

PLDT GLOBAL	
OVER 32 International Partners of Vortex (distribution platform)	INTRODUCED SIM-LESS and online mobile number
LAUNCHED TinBO (TINDAHAN NI BOSSING) one-stop online gateway for overseas Filipinos	

MAYA #1 Merchant Acquirer	#1 Digital Bank in PH
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MAYA BANK	1.5M Digital Bank Customers	PHP 14.7B in deposits	PHP 3B Loans disbursed while on by-invite access
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CONCERN PILLAR

16,171 Total number of employees

PHP 30B Employee Compensation and Benefits

99%
Parental leave return to work rate

95%
Parental leave retention rate

Participated in global, regional, and national fora to share best practices on

Child Rights and Online Protection

Implemented a comprehensive initiative to measure customer loyalty - Net Promoter Score

BLOCKED 586K+
URLs linked to online child sexual abuse and exploitation materials (CSAEM)

ENACTED A Diversity and Inclusion Policy

CONSERVATION PILLAR

288m³ of rainwater collected and recycled

16,595 mWh
of electricity generated from renewable energy (16,451 for ePLDT and 144 for PLDT)

10,426
metric tons of GHG reduced from use of renewable energy (10,289 from ePLDT and 137 from PLDT)

1,332
metric tons of used lead acid batteries properly treated by DENR-accredited TSD facility

SUPPORTER OF Taskforce on Nature-related Financial Disclosures (TNFD)

PIONEER MEMBER Philippine Alliance for Climate Action

COMMITMENT PILLAR

PHP 144B Economic Value Distributed

PHP 34B Payment to providers of capital

PHP 8B Taxes paid to government

0 Confirmed Incidents of Corruption

17B
attempts for other malicious sites other than CSAEM, have been blocked by eDNS

Anti-corruption company policy communicated to

100%
OF ALL ACCREDITED VENDORS

CONNECTION PILLAR





DELIVERING MEANINGFUL CONNECTIONS

“Connection” is a core pillar of our sustainability roadmap and strategy. In pursuit of continuously creating value and aspiring for long-term profitability, our company builds the infrastructure to bridge the digital divide, inspire meaningful innovations, and deliver the best possible experience for our customers.

Amid a rapidly evolving digital landscape, with our customers as our North Star, we leverage the limitless capacity of digital solutions to address customer needs and uplift their lives. Our connections also anchor our contributions to the global goals for sustainable development. By providing inclusive and equitable access to technology, we advance sustainable transformation toward a better future for our people and the planet.



BUILDING A DIGITAL FUTURE

We remain steadfast in expanding our digital infrastructure and in pursuing innovations that bring world-class connectivity to Filipinos. We thus continue to expand and fortify our international and domestic fiber optic cable systems, 4G/LTE and 5G network capacity, and data center infrastructure.

Fiber Optic Network

By the end of 2022, our fiber network expansion reached 1.1 million kilometers, comprising 866,000 kilometers of domestic fiber and 231,000 kilometers of international fiber. These cover 68% of the country's cities and municipalities and pass 17.2 million homes.

Our domestic fiber optic network (DFON) traverses the archipelago, connecting the island provinces of Marinduque, Romblon, Catanduanes, Masbate, Panay, Cebu, Siquijor, Bohol, Samar, and Negros to the rest of the country and the world. With a robust capacity of 87 Terabits per second (Tbps), our DFON enables increased volumes of connections and digital solutions nationwide. We have also embarked on an Enhanced Resiliency Project of DFON Loops that links over 2,000 kilometers of submarine and inland fiber optic cable links

and ensures our readiness to support 5G and other emerging technologies.

Submarine Cables

International submarine cables are critical to our infrastructure, enabling cross-country connections and the transfer of massive amounts of data that facilitate worldwide digital trade.

In 2022, we launched the US-Transpacific Jupiter Cable System, which spans 14 thousand kilometers connecting the west coast of the United States, Japan, and the Philippines. This cable system boosts our international data transfer capacity and supports the high-bandwidth demands of global hyperscalers and multinationals. Construction has also begun for the 9,400-kilometer Asia Direct Cable (ADC) with target completion by the end of 2023. It will link seven international cable landing points across East and Southeast Asia, from Batangas, Philippines, to Tuas, Singapore; Chung Hom Kok, Hong Kong; Maruyama, Japan; Quy Nhon, Vietnam; Sri Racha, Thailand; and Shantou, China. This cable system features a minimum 200G Dense wavelength-division multiplexing system per wavelength design

that will expand our network bandwidth for both inbound and outbound international traffic. This will also allow us to deliver faster hyperscale data across East and Southeast Asia through its additional capacity of at least 36 Tbps.

PLDT also joined the APRICOT consortium for the APRICOT cable system with a capacity of 35.2 Tbps. Construction has since been underway and is expected to be completed by the end of 2025. This will bring the total PLDT capacity to more than 130 Tbps.

Wireless Network and 5G Technology Partnerships

Benefiting from our expansive fiber infrastructure is our wireless network which remains unparalleled in the Philippines. Our continuous expansion has allowed Smart to cover 97% of the population with 76,500 base stations, including more than 7,200 5G base stations and about 38,800 LTE base stations at the end of 2022.

To scale up our network presence and improve customer experience, we have strategically pivoted to executing various towers and master services lease agreements with independent tower operators. These were carried out in line with our thrust for network cost-efficiency and efforts to support the government's policy for common towers.

In 2022, we also pursued collaborations with global satellite companies to explore new technologies that will future-proof Smart's network and demonstrate additional capabilities of space-based communications



to bridge the digital divide using Low Earth orbit (LEO) satellites. Among these include our team-up with 5G satellite company Omnispace which aim to test our network's interoperability with their network geared towards delivering the world's first global 5G-capable satellite network.

We have also begun pioneering tests with AST SpaceMobile for their AST SpaceMobile's BlueWalker 3 satellite. This technology is designed to communicate directly with unmodified mobile phones from LEO satellites without need of satellite dish receivers, paving the way for connectivity in far-flung areas of the country.

Further, we collaborated with global satellite operator Telesat of Canada to conduct the Philippines' first on-orbit testing of high-speed broadband connectivity. A first for Telesat in Southeast Asia, this project used Telesat's Phase 1 LEO Satellite, aiming to achieve speeds and latency comparable to those from regular cell sites.

Meanwhile, our PLDT and Smart Technology Laboratory (TechnoLab) completed the deployment of a fully functional, end-to-end network slicing Proof of Concept (PoC) on our 5G Stand Alone network. This PoC has demonstrated the capability of Smart to allocate and reserve resources within the network for specific services and customers, allowing for the feasibility to tailor-fit services that address the diverse needs of businesses and consumers.

All these network deployment initiatives and new technology explorations have allowed us to continuously improve our services and deliver an unmatched digital experience for Filipinos.

PLDT	PHILIPPINES' FASTEST FIXED BROADBAND	OOKLA
SMART		
PHILIPPINES'S FASTEST AND BEST MOBILE NETWORK	OPERATOR TO BEAT	BEST IN TEST
OOKLA	OPENSIGNAL	UMLAUT



Hyperscale Data Centers

As the Philippines gears up to be a significant regional hub and preferred digital destination for hyperscalers in the Asia Pacific, we continue to expand our data center business and maintain PLDT's position at the forefront of the data center co-location market in the country. We have started the construction of our 11th and largest data center to-date at a five-hectare property in the booming industrial zone of Sta. Rosa, Laguna. It will be the first in a series of data center builds that will have a total a power capacity of 100 Megawatts.

Aimed at aligning with global standards and future-proofing our service delivery, PLDT VITRO Sta. Rosa incorporates sustainability and resource-efficient technologies in its design and construction. It will align with LEED standards

for sustainable design and construction, adopt the latest innovations in cooling and power redundancy, start on a minimum energy mix with 20% renewable energy, align with Tier-3 certification and Tier 4-readiness, and utilize the highest level of network diversity and resilience with at least three in-network fiber routes and route augmentations from other carriers. Such a facility will also include rain and wastewater storage and reuse provisions.

Additionally, PLDT VITRO Sta. Rosa will be built to host the country's richest Internet ecosystem and premiere Internet exchanges. This environment will make it the best location for Availability Zones and Points-of-Presence of hyperscalers, as well as for critical systems of enterprises.

Ecosystem of Innovations

PLDT Enterprise continues to collaborate with local and global technology and communications partners through our Enterprise Innovations arm to strengthen the breadth and depth of our service impact. By evolving using the latest emerging tech ecosystems, we aim to equip Filipino entrepreneurs with advanced tools to grow and transform their business by adopting globally competitive intelligence and analytics, automation, security, and resiliency systems across industries

Further, with PLDT Innolab as the co-working laboratory of Enterprise Innovations, we collaborate with Filipino startups to realize locally relevant business ideas and products using our next-generation technologies. In 2022, we strengthened our partnership with IdeaSpace Foundation and QBO Innovation Hub with the goal of developing more programs for the local startup community. One of these is the participation of PLDT Enterprise in IdeaSpace's annual Accelerator Program. Additionally, we are also one of the community partners in the Philippine Startup Week 2022, the country's largest nationwide startup conference lead by the Department of Information and Communications Technology (DICT), the Department of Science and Technology (DOST), and the Department of Trade and Industry (DTI).

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the country's largest nationwide startup conference lead by the Department of Information and Communications Technology (DICT), the Department of Science and Technology (DOST), and the Department of Trade and Industry (DTI).

Innolab continues to contribute and share expertise in emerging tech solutions development to the innovators in the country. Among Innolab's notable startup discoveries is Twala, a blockchain-powered digital identity and digital signature platform that enables the digital transition of agreement workflows. It is further supported by the DOST and is now fully compliant with the Electronic Commerce Act of the Philippines and with the Supreme Court Rules on Electronic Evidence.

PLDT Enterprise also innovated the Internet of Things (IoT) platform which serves as the foundation of connected and insightful business operations. To enable our customers to access the vast ecosystem of IoT solutions, Innolab has partnered with local IoT platform and solutions provider ThingsPH. This collaboration leverages on the use of a unified artificial intelligence and IoT platform that allows customers to get real-time data, analytics, and alerts on activities in their office facilities and premises.

We have also embarked on an IoT venture with Packetworx, a leading provider of network

architecture of IoT in the country. Such venture combines our solutions with Packetworx's market reach and solid infrastructure to enable our academe, local government units, and enterprise clients as they pursue sustainability, efficiency, and productivity through the use of the IoT.

For digital banking, Maya continues to pursue various innovations to make the experience seamless, secure, and attractive for end-users. These are in line with integrating Artificial Intelligence (AI) models and automation of Know Your Customer (KYC) processes, expanding sources for credit sourcing, and testing and learning approaches for new features and technology models, among others.


Among the Maya product innovations launched in 2022 were the integrated banking services via the Maya app, the crypto buy-and-sell for P1 feature that made investments accessible to a wide range of people, the use of AI-enabled KYC to ensure seamless integration with evolving ID document formats, and the nationwide QR payment with Credit and PayLater accounts that enables users to easily pay by scanning any interoperable QRPH QR codes available in the market.




TAKING CARE OF OUR CUSTOMERS

By building the infrastructure that enables the universality of access to digital technologies, our business carries on further with the delivery of quality and impactful services to our customers. We thus invest on strategic partnerships, innovative platforms, data analytics, business continuity and transparency mechanisms to ensure a seamless and value-driven journey for our customers from the point of product development and product distribution to acquisition, usage, and after-sales.


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66.3M
MOBILE SUBSCRIBERS



3.8M
FIXED LINE SUBSCRIBERS



4.0M
BROADBAND SUBSCRIBERS

Accessible, Safe, and Impactful Digital Services

Delivering on PLDT’s commitment to help bridge the digital divide, we continue to expand our portfolio of value-packed digital solutions that foster universal access to communications among individuals, homes, enterprises, government agencies, schools, and communities.

We also embarked on shared value partnerships and render community investments that enable our customers and stakeholders to participate and thrive in the digital economy through digital literacy, education, and skilling programs, financial inclusion platforms, and e-commerce solutions, among others.

To keep our customers safe and secure amid the rise of cyber threats and various risks online, we have also intensified the integration of Internet safety education and responsible digital citizenship campaigns into our brand communications and customer experience.

ACCESS

SKILLS

USE

INNOVATIONS

ACCESS

Making Impactful Digital Services Accessible to Filipinos



SKILLS

Enabling Financial Inclusion and the Digital Transformation of Micro, Small and Medium-sized Enterprises



USE

Advocating for a Safe Digital Environment



INNOVATIONS

Creating Shared Value and Fostering Innovations through Collaborations



Framework based on the Digital Inclusion pillars of World Benchmarking Alliance

SIM Card Registration

In line with Republic Act 11934 or the SIM Card Registration Act, Smart and TNT have launched a digital portal and campaign ecosystem to drive our wireless customers towards registering their SIM cards. Working with the government, industry, trade, and distributor networks, we aim to create pervasive channels and platforms to assist our customers. As a result, Smart has been particularly lauded by the National Telecommunications Commission for rendering industry-best solutions to make SIM card registration easy, convenient, and rewarding for customers.

Customer Analytics and Platforms

Advancing our thrust for customer-centricity, we have partnered with customer experience platform provider Medallia in order to optimize customer experience management across all touchpoints, including digital platforms, mobile phone applications, and contact centers. To complement this partnership, we have also teamed up with data analytics firm Kantar to strengthen our market research and customer data analytics and allow us to listen and respond to our customers more effectively.

Customer Satisfaction Measurement











We continuously strive to achieve customer loyalty. Loyal and passionate customers stay longer, spend more, and provide positive words about our

company to their friends and colleagues. Such strong and dynamic relationship with our customers is essential to meeting our overall business goals. Less loyal customers affect brand equity and sales, ultimately hurting our bottom line. This in turn demotivates our employees, suppliers, partners, customers, and shareholders. We use the Net Promoter Score (NPS) as our primary metric for measuring customer satisfaction.

In 2022, we used relational NPS to gauge the quality of relationship we have with our customers. Relational NPS covers all facets of brand services, including disposition and perception, among others. We thus worked with a global leader in audience measurement, data, and analytics to facilitate an independent conduct of an NPS research. The survey process made no mention of our group as the commissioning client to ensure non-posturing and unbiased responses. Hence, the results obtained have been vetted as truthful, objective, unbiased, and purely from customer experience.

To maintain aligned and comparable results across businesses, the same methodology was employed for both Fixed and Wireless in 2022, making the results the first read for HOME.

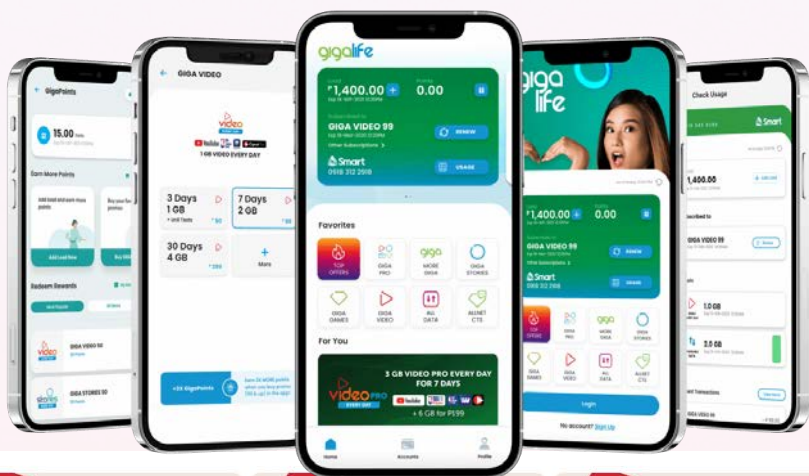
CUSTOMER LOYALTY

		NPS			
	FIXED	Fiber	56	Did a 3rd-part conduct the customer loyalty study	
		DSL	57		
	WIRELESS	Smart Prepaid	65		
		TNT	71		
		Smart Signature	67		
		Smart Bro	54		
		Maya	56		
		Maya Savings	77		

We have obtained a high proportion of Promoters, indicating a good relationship with customers who are more likely to recommend the brand to their family, friends, and colleagues. These positive NPS results can be broadly attributed to the signal quality, value for money, or affordability of our products and services, as well as on our brand equity and reputation management initiatives.

Meanwhile, we endeavor to keep improving on the accessibility and efficiency of customer service channels and on the overall experience in our retail stores. For our fixed brands, our strengths lie in the availability and variety of payment channels. However, service repair quality and speed and efficiency in responding to customer concerns remain a common area for improvement across brands.

For Maya, on an as-needed basis, we monitor feature-specific feedback to ensure that the experience is smooth, addresses consumer needs, and identifies potential opportunities to improve and delight the experience. Of the many features within the app, Maya Savings remains to be the top driver of customer satisfaction due to the competitive interest rates.



PLDT Home Techniks
[View full playlist](#)



How to have a convenient Smart Home with PLDT | #QuickTips...
[View full playlist](#)



How to stay connected with PLDT Home | #QuickFix and...
[View full playlist](#)



How to manage my PLDT Home account | #QuickTips
[View full playlist](#)



How to manage my PLDT billing and payments | #QuickTips
[View full playlist](#)

Customer Care Channels

Complementing our hotlines and contact centers, we strive to make it convenient for our customers to do business with us through our pervasive presence in various digital channels, social media accounts, and self-help platforms.

At the PLDT Home website, we have made accessible an array of quick guides to frequently asked questions and frequently performed transactions, including the PLDT Tracker that enables customers to check on the status of new service

applications, repair tickets, and service interruptions. Our fixed-line customers can also send in aftersales requests, report service issues and personnel concerns, get information on payment channels, and clarify bill charges via our website. We have also set up a PLDTHome Chatbot through Facebook Messenger for further concerns. And for customers who wish to transact with our stores, our website provides the option to book virtual or in-store appointments beforehand.

For Smart, TNT, and Prepaid Home WiFi, our GigaLife App enables our wireless customers to conveniently explore various service offerings, manage their accounts, check their usage, add load, and pay their bills. As an integrated platform, GigaLife allows our customers to link up various accounts with us. The app also features a dashboard on GigaPoints where our customers can earn and redeem rewards points.



Within our organization, we have rallied our employees to be champions of customer service excellence through the CX Congress held last October 2022. In this organization-wide congress, we launched our CX Charter “Count On Us” and our Customer Promises: Fast, Reliable, Safe & Secure, Personable, and Accessible, to remind us to always keep the customer at the center of everything we do. We also launched our #SanaAll employee service center. Integrated into our employee platform, #SanaAll allows our employees to report and endorse customer care transactions for prompt handling across our enterprise, home, and individual consumer brands.

In 2022, we have further drummed up efforts to encourage our customers to switch to paperless billing and utilize online payment channels. By year-end, we have noted the enrollment rates to paperless billing increase to around 95% for PLDT and 91% for Smart, exceeding the 90% target for the year.

Distribution Networks

Our wireless prepaid business works with a vast network of distributors, key account partners,

and retailers to make our services available and accessible across the country. Within this network, we maintain quality management standards, training programs, audit mechanisms, and incentive schemes to ensure consistent delivery of our defined standards for customer service across touchpoints.

We implement a Smart Sales Institute Program that renders various trainings to our organic sales personnel and capacitates them to conduct consequent trainings to our distributor network on our service offerings and service delivery standards. Through our distributors, these later on trickle down to all our customer-interfacing retailers. In 2022, 100% of our distributors received our mandatory trainings held in-person and virtually.

On the level of our retailers, we have developed a Ka-Partner App that guides them through selling with dynamic information on our services, as well as available digital channels for seamless account top-ups and payment acceptance. We also implement a Ka-Partner Negosyo program that supports our retailers with digital tools and various incentives to boost their profitability.

We also conduct Retail Trade Audit (RTA) monthly covering 100% of our distributor networks to ensure that our distributors are meeting our standards in terms of product and sales volume distribution, merchandising, pricing, and coverage areas. Such audits are conducted via third-party entities that obtain and process retailer feedback on our distributors. Parallel retail trade audits are also conducted by our organic field sales personnel for further validation. Monthly RTA results are submitted to our organic sales heads and are further cascaded to our audited distributor partners during our monthly business reviews.

For incentives, we follow a standardized discounting scheme across our distributor networks and retailers. We also periodically hold retailer conventions and fellowship engagements to recognize and incentivize our best performing distributors and retailers. In times of calamities and disasters, we also provide relief and assistance to enable our affected distributor partners and retailers to quickly recover and revive their businesses.

Network Interruption and Frequency of Duration

Climate change and the increasing frequency of extreme weather conditions in the country impact our physical network infrastructure and operations. Depending on the extent, these disturbances may lead to commercial power outages and damages to our fiber optic cables and equipment, resulting further to network service interruption.

The following table shows a summary of our average interruption frequency and duration for our fixed and wireless brands for 2022.




We also face risks of network interruption due to illegal and intentional cable cuts on our fixed network. These involve perpetrators who cut cables and wires and sell them for profit. We have thus taken a stand with the telecommunications and cable network industry and launched a campaign called “Oplan Kontra Putol”. This campaign aims to reinforce Republic Act No. 10515, or the Anti-Cable Television and Cable Internet Tapping Act of 2013, through a comprehensive consumer education program, as well as the deployment of efficient security and patrolling systems, and observance of a tighter collaboration with local authorities and government units. These efforts, supported by intensified asset protection initiatives, allowed us to reduce cable theft incidents to about 55% and increase apprehensions by 45% between April to July 2022.

To deliver unhampered access to connectivity and digital services among our customers, we follow business continuity mechanisms and train our teams to ensure immediate repair of damaged

assets and service restoration. We also continuously fortify our cell towers and network equipment to strengthen resilience amid the increasing frequency of weather disturbances. These include the conversion of our tower designs from guyed to the more resilient self-support structure type, using carbon fiber for our towers for maintenance efficiency, concretizing cabin shelter structure for critical sites and equipment, provisioning generator sets with sufficient fuel, as well as strategic elevation placements to counter cable theft and prevent flood reach.

Amid network interruptions, we carefully assess the corresponding impact to customer experience and release relevant advisories to affected customers using our corporate websites, social media accounts, and direct-to-consumer channels like SMS and mobile apps.



	FIXED	WIRELESS
 Average Network Interruption Frequency*	0.0377	0.0132
 Average Network Interruption Duration** (in hours)	7.3000	8.2100
 Total Number of Network Interruption	590	219
<i>*The total number of customer interruptions divided by the total number of customers served</i> <i>**The total customer interruption duration divided by the total number of customers served</i>		

A photograph of several children with their hands raised in the air, smiling and cheering. The image is overlaid with a large yellow semi-circle on the left and a red semi-circle at the bottom left. The text 'CONCERN PILLAR' is written in bold, dark blue capital letters over the yellow area.

CONCERN PILLAR



TAKING CARE OF OUR PEOPLE

In our 2022 Sustainability Townhall, our Chairman Manuel V Pangilinan said that the ultimate test of our business efficiency lies in how well we can improve the lives and lot of our people.

Underpinning this principle, the second pillar of our sustainability framework focuses on our “Concern” for People, particularly sectors which we impact the most in the conduct of our business.



TAKING CARE OF OUR EMPLOYEES

The PLDT Group is a robust organization of diverse individuals who are united by the common vision for a sustainable future and driven towards the mission of delivering meaningful connections and experiences for our customers to live fuller lives.





better today Conversations



A special series on:

Passion & Purpose

Strength & Resilience

Community & Empathy

Hope

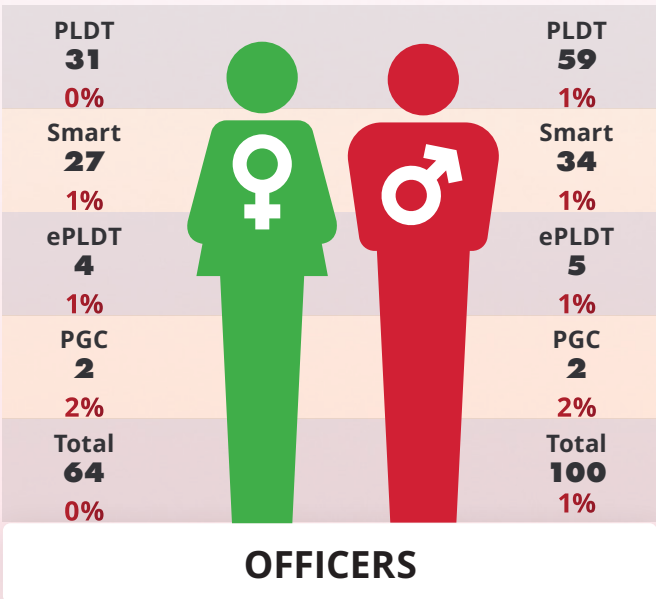
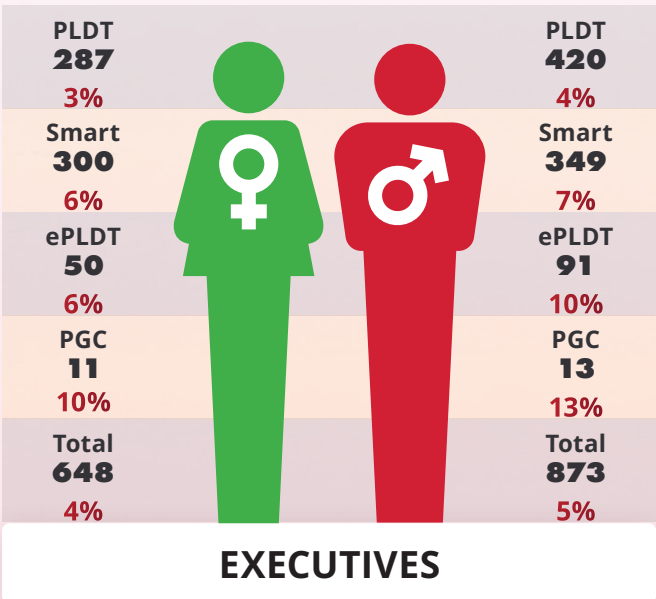
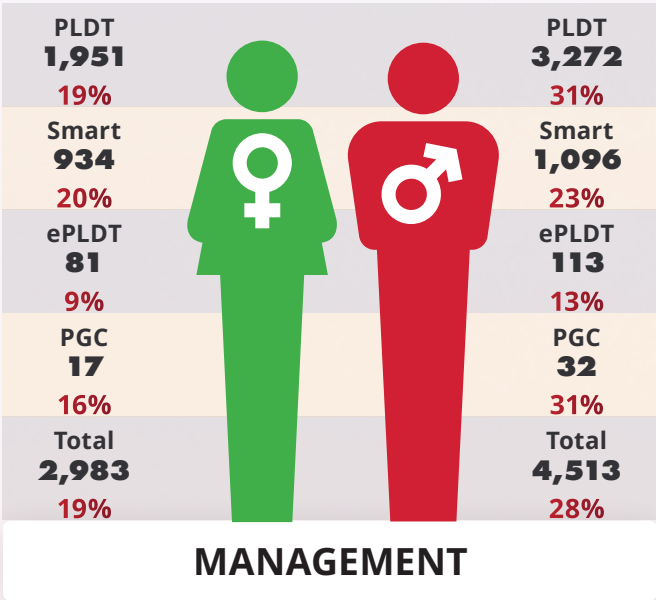
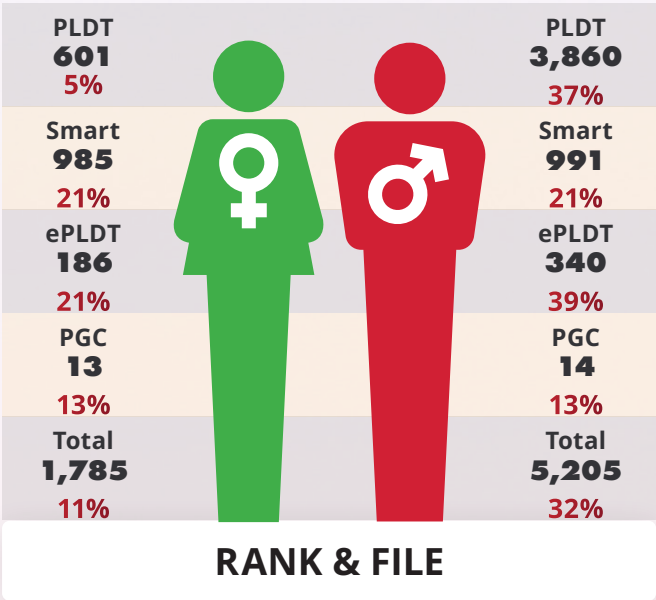
Catch the series **LIVE** on the **Wellness Revolution** page on Workplace by FB every Friday at 5:30 PM from September 16 to October 7.



Employee Diversity by Gender and Position

GRI 405-1

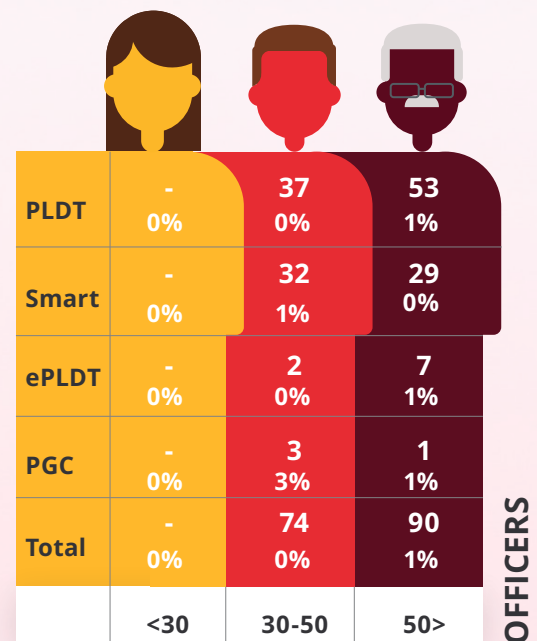
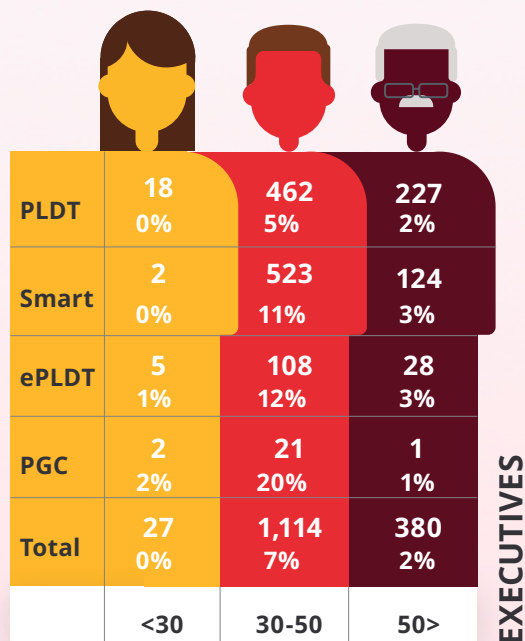
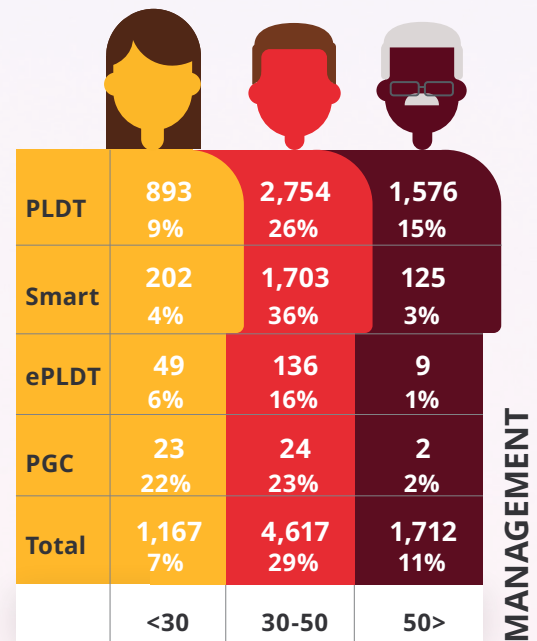
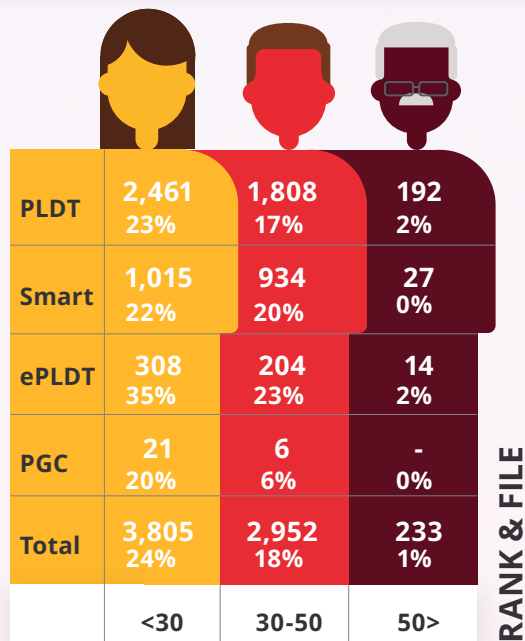
2022 PLDT Group Employee Population: 100% Filipino



TOTAL	PLDT		Smart		ePLDT		PGC	
	Male	Female	Male	Female	Male	Female	Male	Female
	7,611	2,870	2,470	2,246	549	321	61	43
	73%	27%	52%	48%	63%	37%	59%	41%
	100%	10,481	100%	4,716	100%	870	100%	104

Employee Diversity by Age Group and Position

GRI 405-1



TOTAL	PLDT			Smart			ePLDT			PGC		
	<30	30-50	50>	<30	30-50	50>	<30	30-50	50>	<30	30-50	50>
	3,372 32%	5,061 48%	2,048 20%	1,219 26%	3,192 68%	305 6%	362 42%	450 51%	58 7%	46 44%	54 52%	4 4%
	100% 10,481			100% 4,716			100% 870			100% 104		

Employee Diversity by Region and Position

GRI 405-1

LUZON (L)

	RANK & FILE	MANAGEMENT	EXECUTIVES	OFFICERS
PLDT	3,441 33%	4,440 42%	660 6%	90 1%
Smart	1,663 36%	1,750 37%	606 13%	61 1%
ePLDT	491 56%	189 22%	138 16%	9 1%
PGC	27 26%	49 47%	24 23%	4 4%
TOTAL	5,622 35%	6,428 40%	1,295 8%	155 1%

VISAYAS (V)

	RANK & FILE	MANAGEMENT	EXECUTIVES	OFFICERS
PLDT	551 5%	424 5%	26 0%	- 0%
Smart	162 3%	154 3%	25 1%	- 0%
ePLDT	29 3%	4 1%	2 0%	- 0%
PGC	- 0%	- 0%	- 0%	- 0%
TOTAL	742 4%	582 4%	159 1%	2 0%

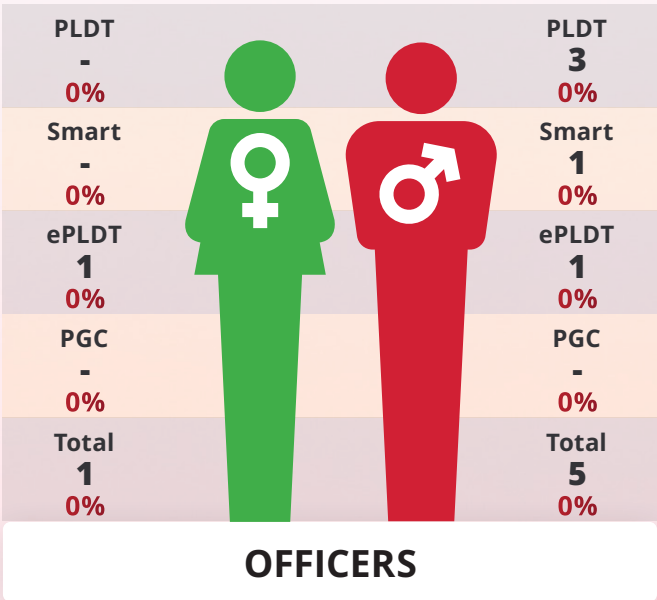
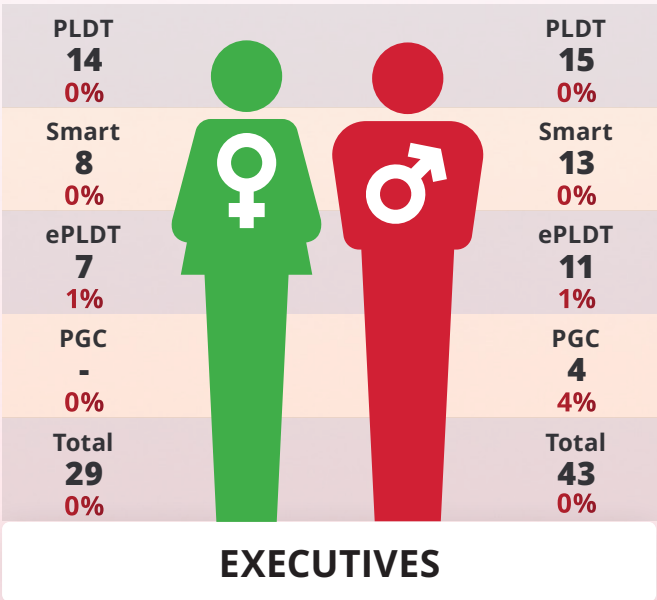
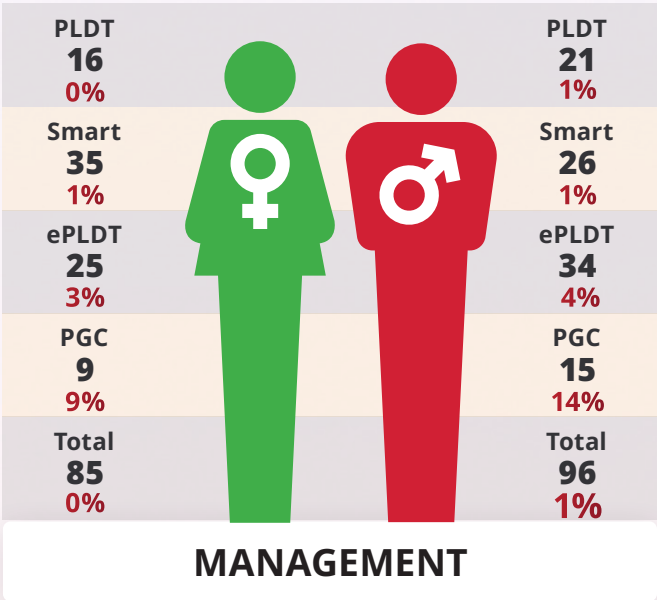
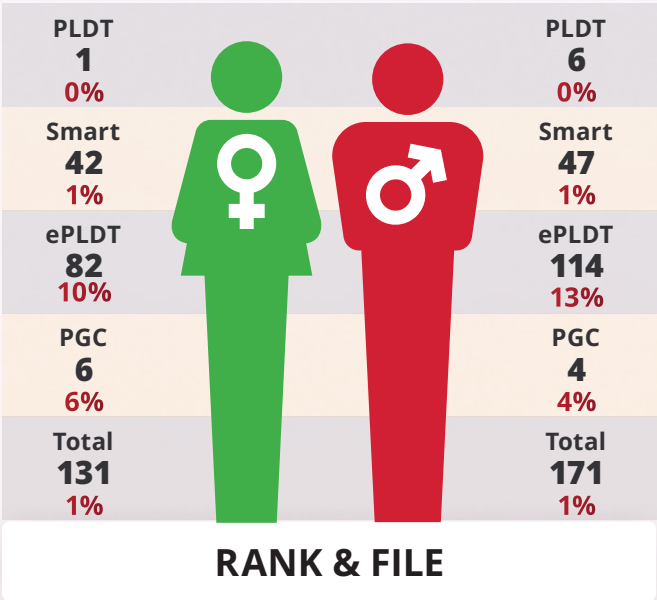
MINDANAO (M)

	RANK & FILE	MANAGEMENT	EXECUTIVES	OFFICERS
PLDT	469 5%	359 3%	21 0%	- 0%
Smart	151 3%	126 3%	18 0%	- 0%
ePLDT	6 1%	1 0%	1 0%	- 0%
PGC	- 0%	- 0%	- 0%	- 0%
TOTAL	626 4%	486 3%	67 0%	7 0%

TOTAL	PLDT			Smart			ePLDT			PGC		
	L	V	M	L	V	M	L	V	M	L	V	M
	8,631 82%	1,001 10%	849 8%	4,080 87%	341 7%	295 6%	827 95%	35 4%	8 1%	104 100%	0 0%	0 0%
	100% 10,481			100% 4,716			100% 870			100% 104		

New Hires By Gender

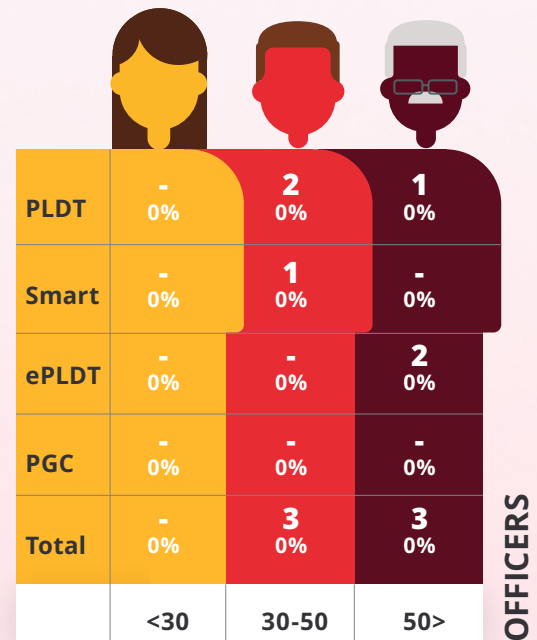
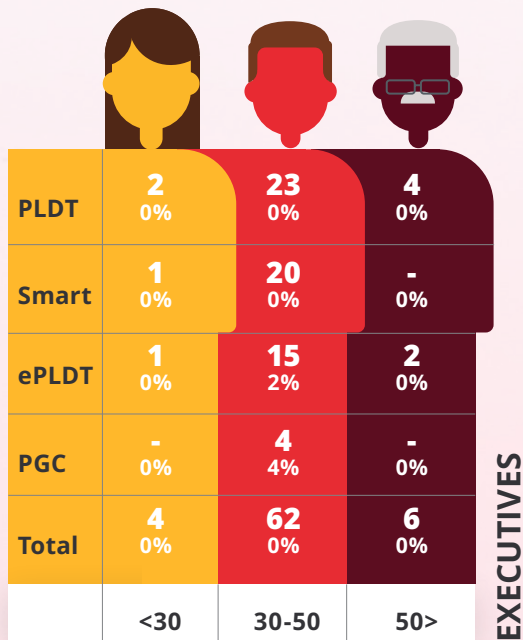
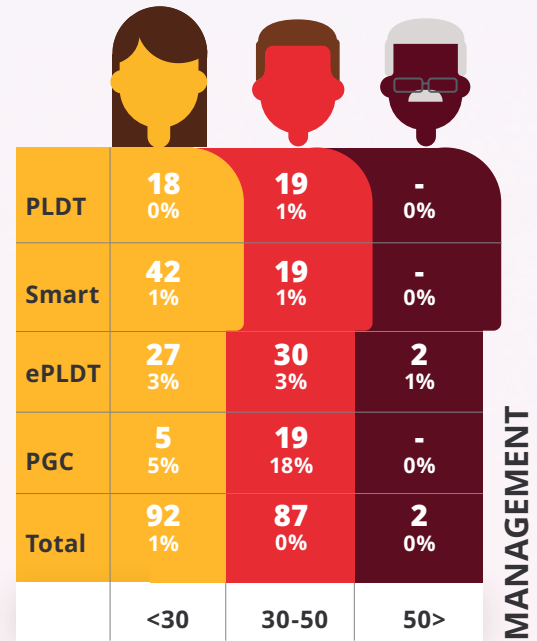
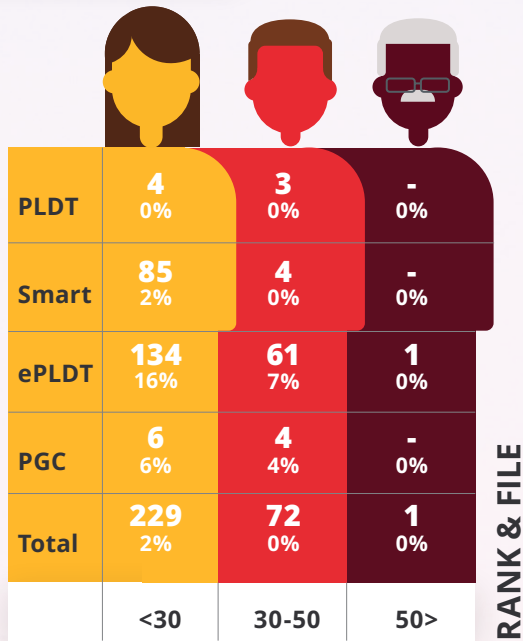
GRI 401-1



TOTAL	PLDT		Smart		ePLDT		PGC	
	Male	Female	Male	Female	Male	Female	Male	Female
	45 1%	31 0%	87 2%	85 2%	160 18%	115 14%	23 22%	15 15%
	1%	76	4%	172	32%	275	37%	38

New Hires By Age Group

GRI 401-1



TOTAL	PLDT			Smart			ePLDT			PGC		
	<30	30-50	50>	<30	30-50	50>	<30	30-50	50>	<30	30-50	50>
	24 0%	47 1%	5 0%	128 3%	44 1%	- 0%	162 19%	106 12%	7 1%	11 11%	27 26%	- 0%
	1% 76			4% 172			32% 275			37% 38		

New Hires by Region

GRI 401-1

LUZON (L)

PLDT	RANK & FILE	6 0%	MANAGEMENT	37 1%	EXECUTIVES	28 0%
Smart		89 2%		60 2%		21 0%
ePLDT		192 22%		59 7%		18 2%
PGC		10 10%		24 23%		4 4%
TOTAL		297 2%		180 1%		71 0%
						3 0%

VISAYAS (V)

PLDT	RANK & FILE	- 0%	MANAGEMENT	- 0%	EXECUTIVES	1 0%
Smart		- 0%		1 0%		- 0%
ePLDT		4 1%		- 0%		- 0%
PGC		- 0%		- 0%		- 0%
TOTAL		4 0%		1 0%		1 0%
						- 0%

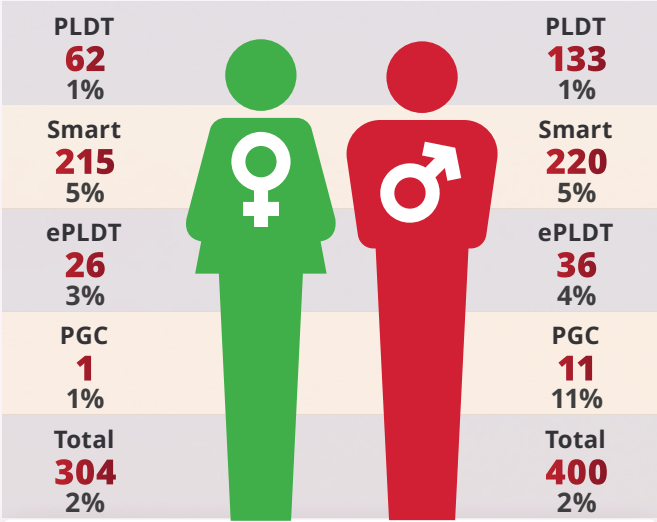
MINDANAO (M)

PLDT	RANK & FILE	1 0%	MANAGEMENT	- 0%	EXECUTIVES	- 0%
Smart		- 0%		- 0%		- 0%
ePLDT		- 0%		- 0%		- 0%
PGC		- 0%		- 0%		- 0%
TOTAL		1 0%		- 0%		- 0%
						- 0%

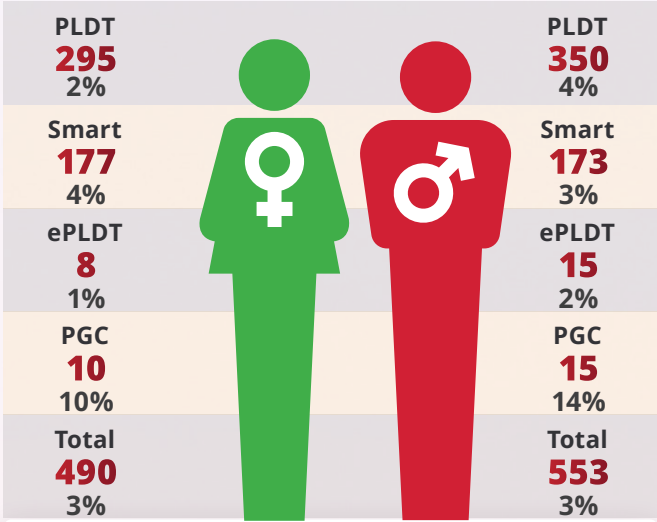
TOTAL	PLDT			Smart			ePLDT			PGC		
	L	V	M	L	V	M	L	V	M	L	V	M
	74 1%	1 0%	1 0%	171 4%	1 0%	- 0%	271 31%	4 1%	- 0%	38 37%	- 0%	- 0%
	1% 76			4% 172			32% 275			37% 38		

Employee Attrition by Gender

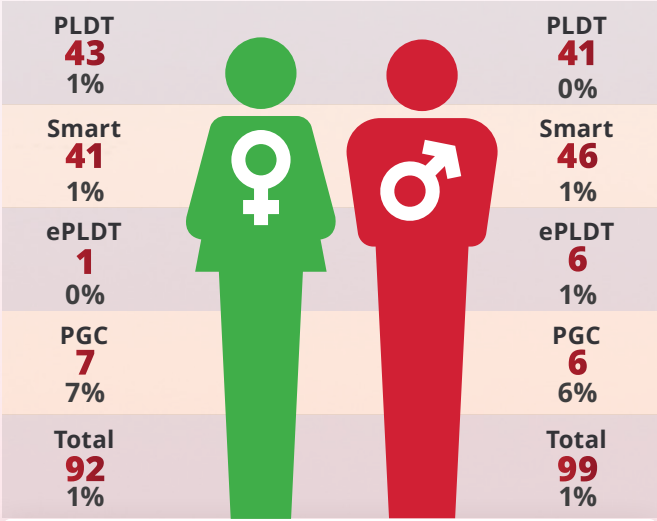
GRI 401-1



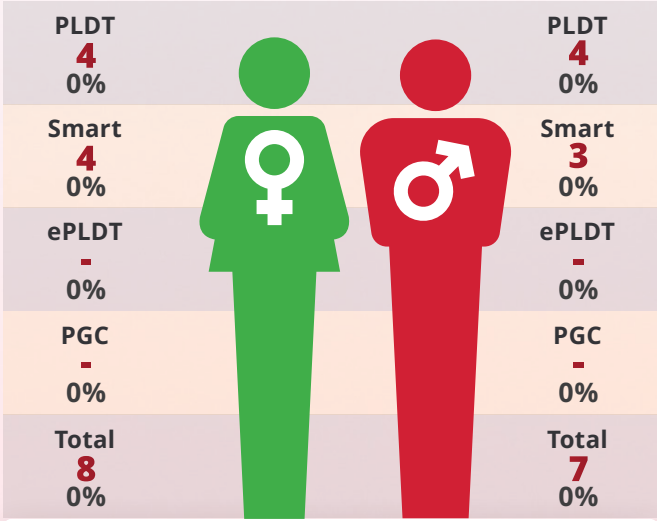
RANK & FILE



MANAGEMENT



EXECUTIVES

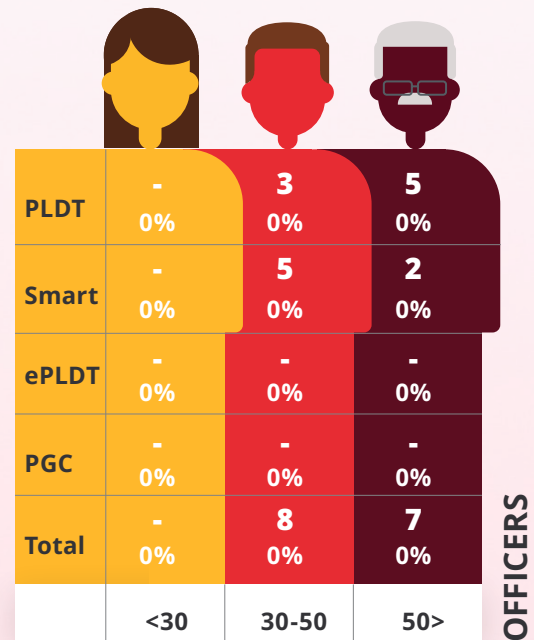
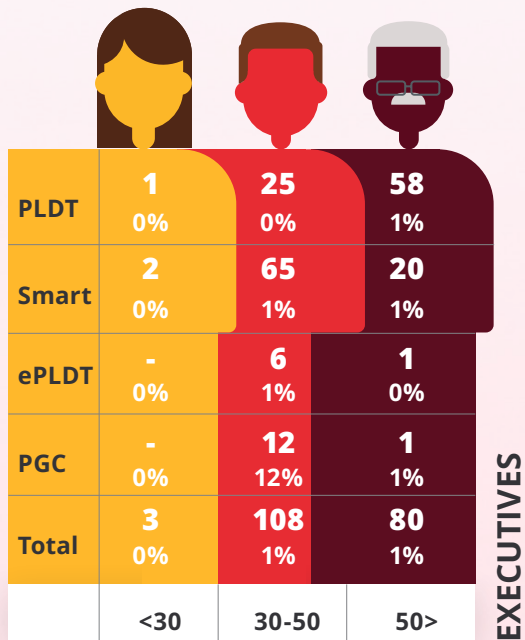
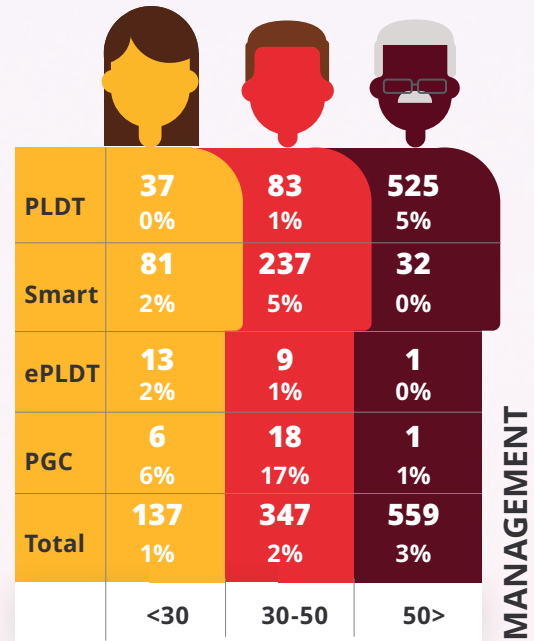
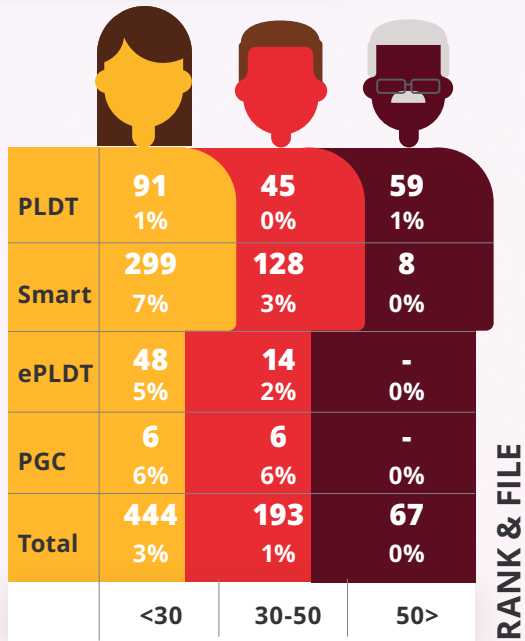


OFFICERS

TOTAL	PLDT		Smart		ePLDT		PGC	
	Male	Female	Male	Female	Male	Female	Male	Female
	528 5%	404 4%	442 10%	437 9%	57 7%	35 4%	32 31%	18 18%
	9%	932	19%	879	11%	92	49%	50

Employee Attrition by Age Group

GRI 401-1



TOTAL	PLDT			Smart			ePLDT			PGC		
	<30	30-50	50>	<30	30-50	50>	<30	30-50	50>	<30	30-50	50>
	129 1%	156 1%	647 7%	382 9%	435 9%	62 1%	61 7%	29 4%	2 0%	12 12%	36 35%	2 2%
	9% 932			19% 879			11% 92			49% 50		

Employee Attrition by Region

GRI 401-1

LUZON (L)

PLDT	RANK & FILE	141 1%	MANAGEMENT	566 5%	EXECUTIVES	81 1%	OFFICERS	8 0%
Smart		376 8%		320 7%		85 2%		7 0%
ePLDT		61 7%		23 3%		7 1%		- 0%
PGC		12 12%		25 24%		13 13%		- 0%
TOTAL		590 4%		934 6%		186 2%		15 0%

VISAYAS (V)

PLDT	RANK & FILE	20 0%	MANAGEMENT	46 1%	EXECUTIVES	1 0%	OFFICERS	- 0%
Smart		31 1%		20 0%		1 0%		- 0%
ePLDT		1 0%		- 0%		- 0%		- 0%
PGC		- 0%		- 0%		- 0%		- 0%
TOTAL		52 0%		66 0%		2 0%		- 0%

MINDANAO (M)

PLDT	RANK & FILE	34 1%	MANAGEMENT	33 0%	EXECUTIVES	2 0%	OFFICERS	- 0%
Smart		28 1%		10 0%		1 0%		- 0%
ePLDT		- 0%		- 0%		- 0%		- 0%
PGC		- 0%		- 0%		- 0%		- 0%
TOTAL		62 0%		43 0%		3 0%		- 0%

TOTAL	PLDT			Smart			ePLDT			PGC		
	L	V	M	L	V	M	L	V	M	L	V	M
	796 7%	67 1%	69 1%	788 17%	52 1%	39 1%	91 11%	1 0%	- 0%	50 49%	- 0%	- 0%
	9% 932			19% 879			11% 92			49% 50		

TRANSFORMING THE WAY WE WORK

In 2022, PLDT and Smart focused on embarked on an aspirational 2025 transformation journey to become a company that customers advocate for, competitors admire, shareholders value, and employees love to work for.

Hence, with the goal of making PLDT and Smart the Best Place to Work, we have designed a transformation strategy that follows a roadmap of initiatives to unleash the potential of our workforce, build an adaptive, flexible, and healthy workplace, and foster new ways of working.

We have also built a transformation community with key units that concretized new ways of working. Key employees from various groups were selected to take on expanded roles in the newly formed Transformation Office, Workstreams and Emerging Leaders Program, among others.

By yearend, over 1,100 workstream members have taken part in our transformation initiatives, and more than 14,000 PLDT and Smart employees have been onboarded in our roadmap. These have been achieved through the optimized use of internal communication channels, including an organization-wide portal, town halls, leadership change stories, workshops, and a rewards and recognition program.

CULTIVATING TALENT

For PLDT and Smart, we have crafted a single value proposition for talents that aims to have the best fit employees in critical roles to address pressing business targets and deliverables. Organizational redesigns were thus completed in 2022 for Information Technology (IT), Network, Finance, People Group, Customer Value Management, Wireless, Home, and Enterprise.

In support of our massive transformation journey, we have created the PLDT and Smart Leadership Transformation Team (LTT) to focus on driving the execution of the transformation program and ascertain that its goals are attained and its benefits realized in a timely manner. The LTT enables cross-functional collaboration for agile decision-making and builds on improving the group's efficiencies and productivity.

We have also actively continued to do succession management. Efforts include working with the LTT and senior leaders on their capability and training requirements, while continuously refreshing the talent pipeline by nurturing the ecosystem of both internal and external pools.

Throughout the year, internal critical talents have undergone robust leadership and skill development programs, including the Next Leadership Program which highlights experiential learning, talent mobility, global education, and coaching. The external pool, on one hand, takes a proactive approach in engaging relevant markets and a compelling onboarding program.

To keep up with the growing talent demands of the telco industry, we have launched an improved Talent Management Portal to serve as a performance assessment tool for our current workforce, as aligned with PLDT and Smart's business directions. Such portal also aimed at digitalizing the recruitment process for new candidates and created a smooth end-to-end onboarding system for new hires and hiring managers.

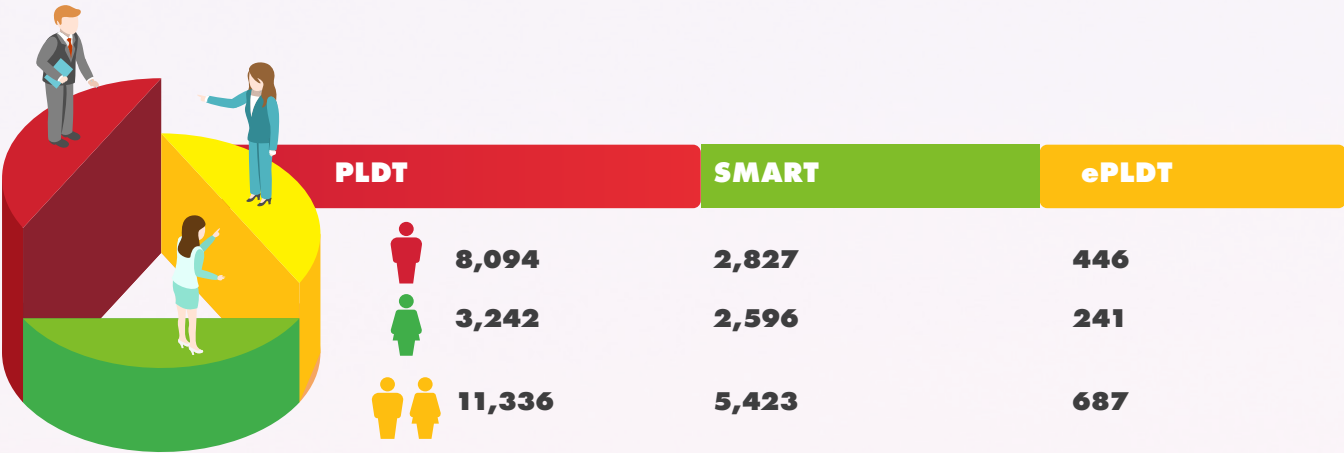
As we implement all these initiatives, we conduct periodic goal-setting and performance appraisal among our employees to measure performance and ensure alignment with our strategic goals, sustainability metrics, and organizational core values.

Using the PLDT and Smart Talent Management Portal platform, employees encode their annual goals based on their respective group's alignment with our strategic pillars on Customer Experience, Financial Growth, Organizational Capability and Health, Operational Excellence, and Sustainability. Together with their line heads, our employees define their individual goals and key performance indicators (KPIs) in line with their role and functions, as reference of their evaluation. By yearend, line heads start finalizing the evaluation of their subordinates based on the agreed goals and KPIs for the year. Performance ratings also include behavioral indicators that align with organizational core values. Employees are thus graded on a five-point scale, ranging from Exceptional to Unsatisfactory.



2021 EMPLOYEE PERFORMANCE MANAGEMENT

GRI 404-3










TOTAL ACTIVE EMPLOYEE AS OF 2021 (BY GENDER)

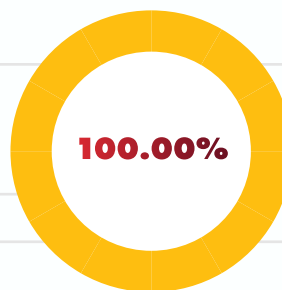


TOTAL ACTIVE EMPLOYEE AS OF 2021 (BY POSITION)

					TOTAL
RANK & FILE					
MANAGEMENT					
EXECUTIVE					
OFFICER					
PLDT	4,826	5,702	713	95	11,336
SMART	2,551	2,143	662	67	5,423
ePLDT	429	138	113	7	687



		EMPLOYEES WHO ARE ELIGIBLE FOR PERFORMANCE EVALUATION	EMPLOYEES WHO RECEIVED PERFORMANCE EVALUATION	% OF ELIGIBLE EMPLOYEES WHO RECEIVED PERFORMANCE EVALUATION	% OF TOTAL EMPLOYEES WHO RECEIVED PERFORMANCE EVALUATION
PLDT		8,053	8,034	99.76%	99.26%
		3,195	3,183	99.62%	98.18%
		11,248	11,217	99.72%	98.95%
	RANK & FILE	4,795	4,785	99.79%	99.15%
	MANAGEMENT	5,667	5,646	99.63%	99.02%
	EXECUTIVE	696	696	100.00%	97.62%
	OFFICER	90	90	100.00%	94.74%
SMART	TOTAL	11,248	11,217	99.72%	98.95%
		2,687	2,642	98.33%	93.46%
		2,504	2,469	98.60%	95.11%
		5,191	5,111	98.46%	94.25%
	RANK & FILE	2,390	2,344	98.08%	91.89%
	MANAGEMENT	2,091	2,065	98.76%	96.36%
	EXECUTIVE	643	637	99.07%	96.22%
ePLDT	OFFICER	67	65	97.01%	97.01%
	TOTAL	5,191	5,111	98.46%	94.25%
		378	378		84.75%
		200	200		82.99%
		578	578		84.13%
	RANK & FILE	345	345		80.42%
	MANAGEMENT	120	120		86.96%
	EXECUTIVE	106	106		93.81%
	OFFICER	7	7		100.00%
	TOTAL	578	578		84.13%



PLDT:

Employees not eligible for performance evaluation are those who resigned during the review period, those whose leaves exceeded 180 days, and employees hired after July 1, 2021.

Smart:

Employees not eligible for performance evaluation are those hired outside the evaluation period. Eligible employees who were not able to complete performance appraisal are those who resigned during the evaluation period.

ePLDT:

Employees not eligible for performance evaluation are the following:

- under probationary status during the time of review
- separated before the time of review, and
- executive of a subsidiary budgeted under ePLDT

KEEPING OUR EMPLOYEES SAFE AND HEALTHY

GRI 403-1, 403-2, 403-4, 403-6, 403-7, 403-8

The PLDT Group is committed to fostering a safe and happy work environment where our employees can thrive and become the best that they can be.

In line with this, we have adopted an occupational safety and health & environmental commitment that has been approved by Top Management and institutionalizes the implementation of a comprehensive Occupational Safety, Health, and Environmental Management System (OSHEMS). Our OSHEMS encapsulates efforts to set up focus areas and action plans to achieve the identified metrics across all levels of the organization, covering all employees who work within company premises and outside for field operations. Parallel provisions are also embedded in our contract agreements with our suppliers and contractors that require them to provide occupational safety and health (OSH) programs to their employees which we observe at arm's length. These provisions are all in compliance with the statutory requirements such as, but not limited to, the following:

- RA 11058 or An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations thereof (OSH Law) and its Implementing Rules and Regulations (IRR) or Department Order 198-18
- DTI and DOLE Joint Memorandum Circular No. 20-04-A, s. 2020
- Philippine Occupational Health and Safety Standards as Amended 1989

Following the ISO 45001:2018 or the Occupational Health and Safety management systems framework, the above also serves as the risk management standards and guidelines for implementing the OSHEMS which contain the following elements:

- Risk and hazard assessments to identify what could cause harm in the workplace
- Prioritization and integration of action plans with quantified targets to address those risks
- Integration of actions to prepare for and respond to emergency situations
- Evaluation of progress in reducing/preventing health issues/risks against targets
- Internal inspections
- Verification of health, safety, and well-being following the ISO 45001 standard
- Procedures to investigate work-related injuries, ill health, diseases, and incidents
- OHS criteria introduced in procurement and contractual requirements

Throughout all these processes, we provide employee communication and feedback channels to facilitate collaboration towards our goal of building a safe and healthy workplace. We involve our employees in all aspects of the Environmental and Occupational Safety and Health (EOSH) management system. We also facilitate internal consultations and engage employee representatives in various risk and opportunity assessments, as well as in Environment, Health, and Safety (EHS) committee meetings and programs.

We have formed EHS central and working committees which are composed of representatives from different groups in the organization. Our EHS working committee meets on a monthly basis and takes charge of the development and implementation of the company's EHS policies and programs. On the other hand, our EHS central committee, which meets every quarter, oversees the planning, and directs the overall management of our EHS Management System.

We also have EHS specialists and Safety Officers who are also continually seeking ways to enhance the management system and achieve improvements in overall occupational health and safety performance. They help identify work-related hazards and assess risks on a routine and non-routine basis through Hazard Identification, Risk Assessment, and Control (HIRAC) procedures. Further, we use a 5x5 Risk Matrix which contains five levels of probability and severity and allows our EHS professionals to conduct risk assessments with the most detail and clarity.

As a result of these, we have developed various risk-based controls and improvement measures, including the 5S Thursday Drive, Permit to Work System, Online Service Vehicle Pre-departure Inspection and Online Driver Accreditation.



**WORK-RELATED HAZARDS
THAT POSED HIGH-
CONSEQUENCE INJURY**

CASES OF FATALITY

In our 2022 risk and opportunity assessments

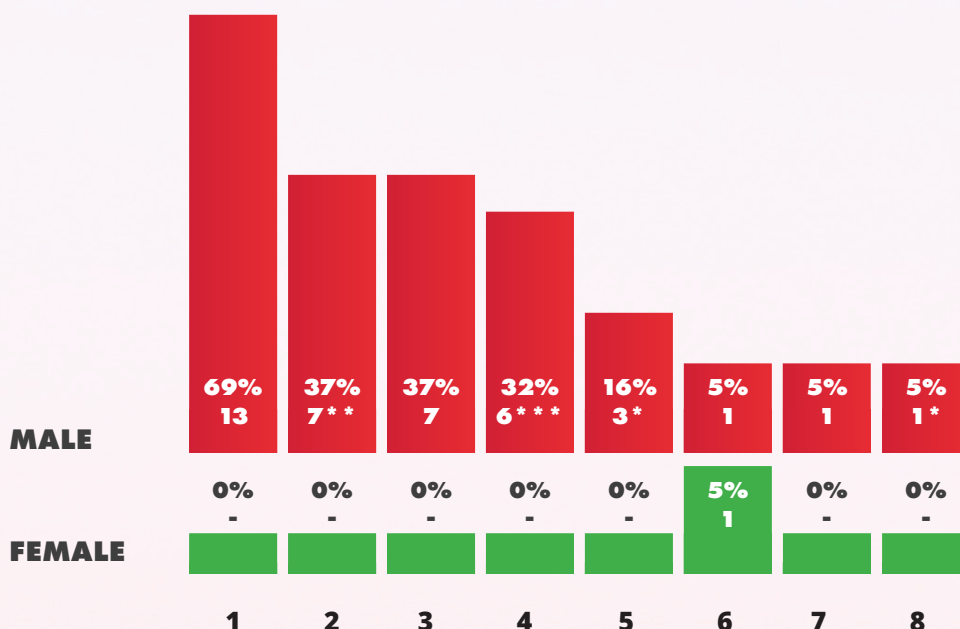
27%

FROM 55 IN 2021 TO 40 IN 2022

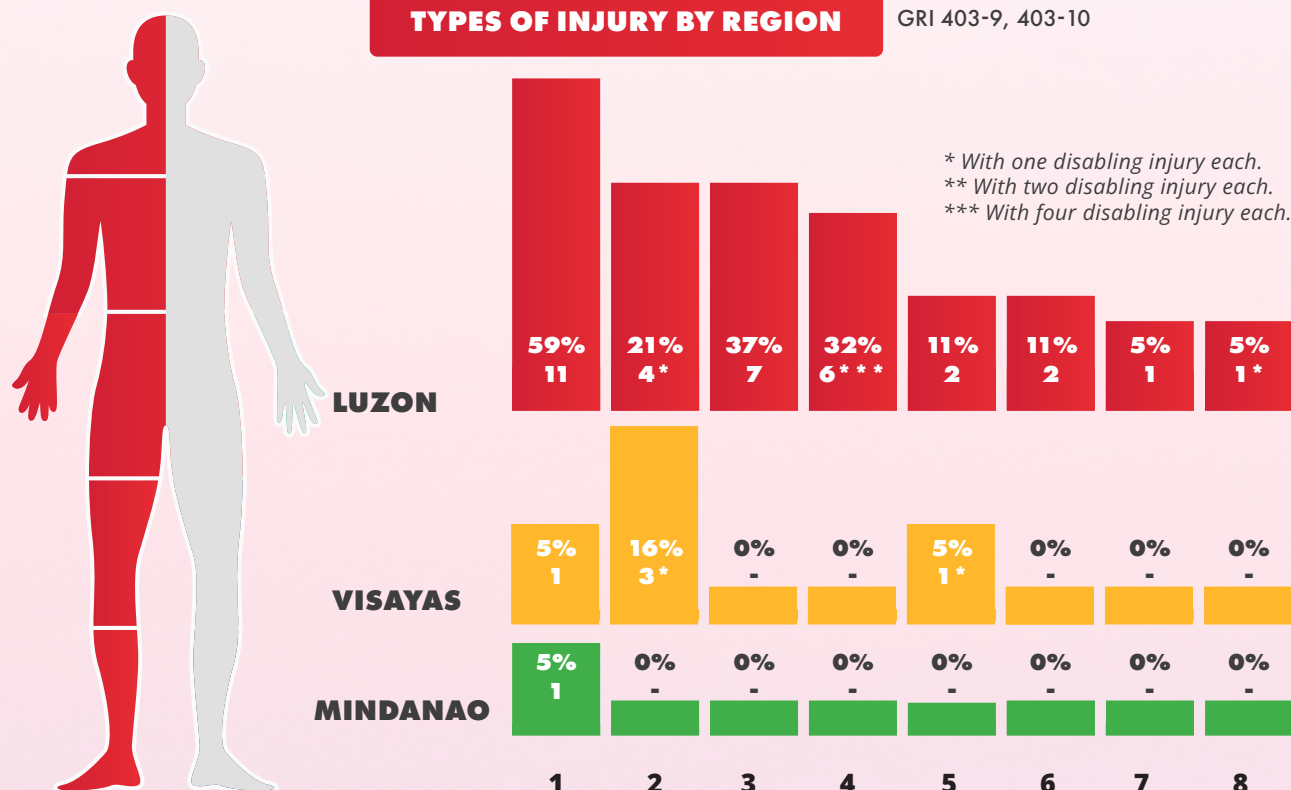
LEGEND

- 1** Animal bite
- 2** Cuts, lacerations, punctures
- 3** Fall, trip, slip
- 4** Sprains
- 5** Dislocation, fracture
- 6** Contusion, bruises, hematoma
- 7** Trauma
- 8** Vehicular accident

GRI 403-9, 403-10



GRI 403-9, 403-10



* With one disabling injury each.
** With two disabling injury each.
*** With four disabling injury each.



8

Lost Time
Accident

0.43

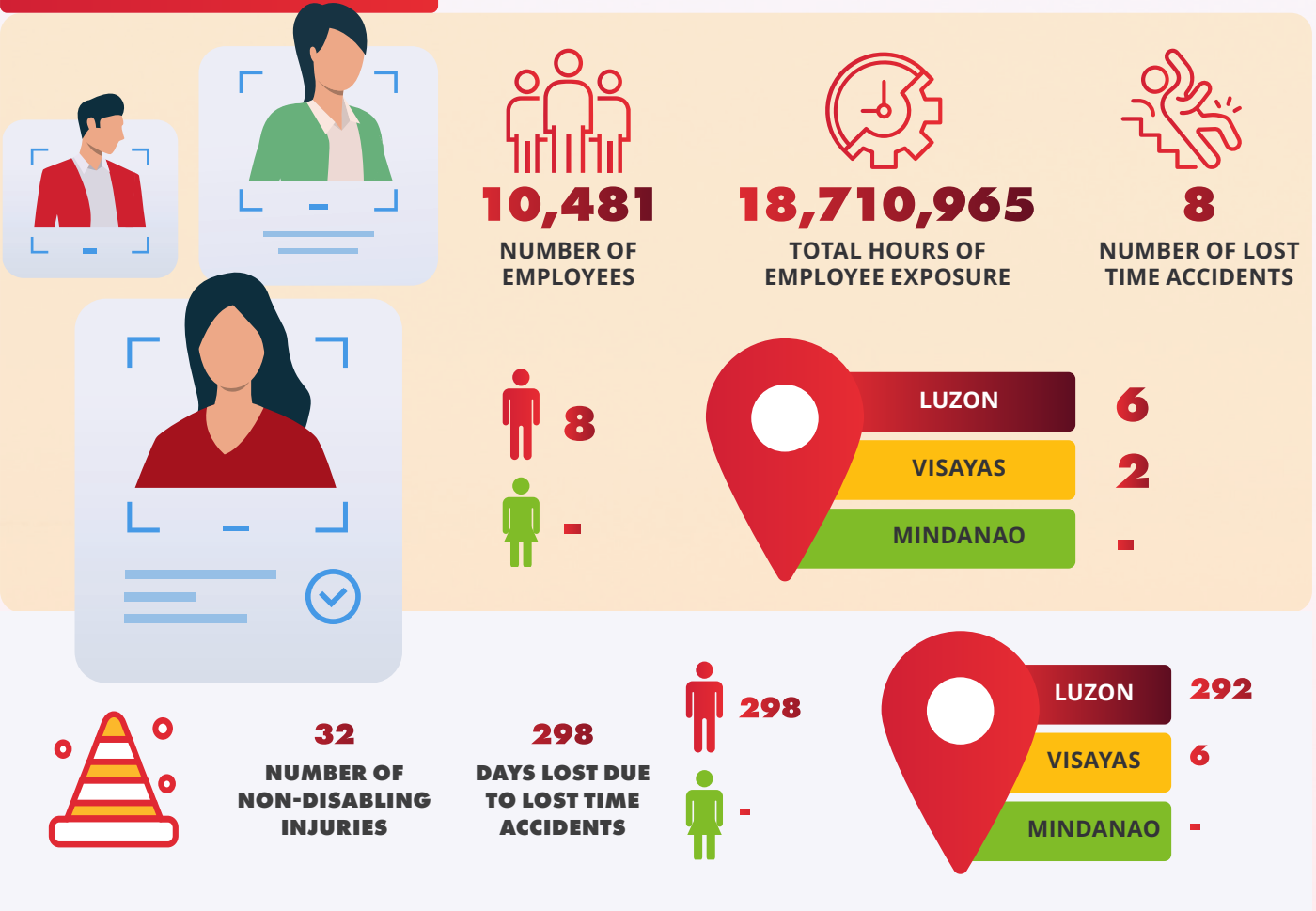
Frequency
Rate

15.93

Severity
Rate

PLDT SAFE MAN HOURS

GRI 403-2



1,409,013

TOTAL MAN-HOURS
WORK WITHOUT LTA



18,710,965

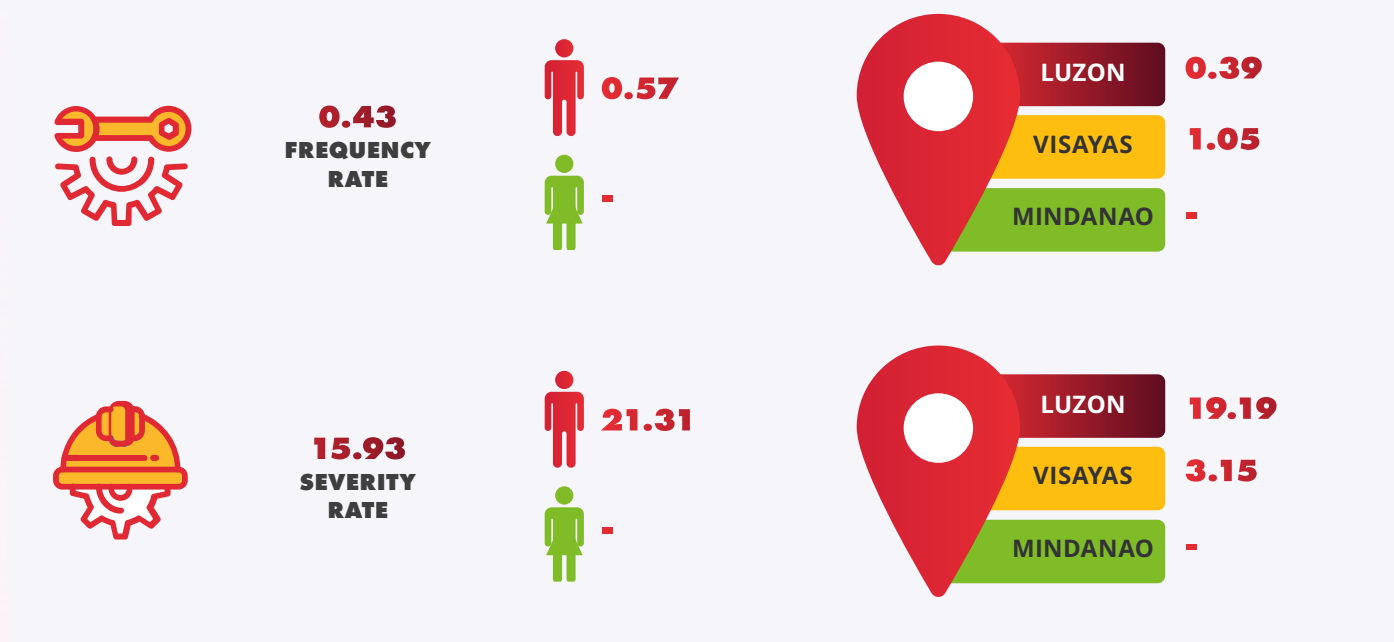
TOTAL HOURS OF
EMPLOYEE EXPOSURE

FREQUENCY
RATE **0.43**

SEVERITY
RATE **15.93**

13,981,310
4,729,655

LUZON 15,217,560
VISAYAS 1,902,604
MINDANAO 1,590,801



Frequency Rate (FR) = (No of Lost Time Accidents (LTA) x 1000000) / Total Manhours Worked
Severity Rate (SR) = (Days Lost due to LTA x 1000000) / Total Manhours Worked

Most of our recorded occupational accidents in 2022 involved field personnel. Following the use of the hierarchy of controls, trainings and continuous organizational learning are integral to our OSH strategy. We strive to continuously capacitate our employees towards adopting safety measures and avoiding accidents in the workplace.

Training needs have therefore been assessed primarily based on competencies required for each role, as well as based on risk and regulatory requirements. Below are the criteria and assessment considerations for our corresponding training conduct:

- To comply with legal and regulatory requirements
- To address Top Risks in the organization in line with Risk and Opportunity Assessment
- To improve the competency of our EHS key personnel

Training modules have been developed, conducted during paid working hours, and made accessible to all employees. Both regulatory-mandated trainings and EHS competency improvement trainings have been made mandatory for all employees. As part of

corrective actions, mandatory trainings have been rendered among concerned units to address top risks. Trainings for the purpose of raising awareness have not been mandated, but employees have been highly encouraged to complete them. Concerned business units have also been given the liberty to choose their training representatives based on training applicability to respective roles and functions. The competency of external trainers is evaluated and approved through the accreditation program of our Learning and Development Team as well as any of the following:

1. Exams or tests and/or surveys administered after the conduct of training,
2. Decrease in number of incidents in addressing top risks, and
3. Increase in compliance status for EHS Key personnel competency

Trainings intended to address hazards identified in Occupational Health and Safety Standards recorded the most number of man-hours at 51,244 hours for 2022. Such supports our goal to bring down further occupational accidents within our operations.



NAME OF TRAINING	ATTENDEES	NO. OF HOURS	TOTAL TRAINING MAN-HOURS	SPECIFIC HAZARDS THAT WILL BE ADDRESSED BY THE TRAINING
Mandatory Occupational, Safety And Health Elearning Series (1-9)	5,760	8.00	46,080.00	Hazards Identified In Occupational Health And Safety Standards
Occupational First Aid Training	121	176.00	1,936.00	Health Hazards
Basic Field Safety For Field Personnel, Contractors And Subcontractors Training	565	3.00	1,695.00	Hazards Identified In Occupational Health And Safety Standards
Defensive Driving Training	422	48.00	1,688.00	Road Hazards / Safe Driving
Safety Leadership Training With Behavior-Based Safety	503	3.00	1,509.00	Hazards Identified In Occupational Health And Safety Standards
Animal Bite Safety Training	622	4.00	1,244.00	Animal Bite Hazard
Defensive Driving Webinar	538	2.00	1,076.00	Road Hazards / Safe Driving
Construction Occupational Safety and Health (COSH) Training	25	240.00	1,000.00	Hazards Identified In Occupational Health And Safety Standards
Ergonomics And The New-Normal Ways Of Working Safely Webinar	408	2.00	816.00	Ergonomic Hazards
Basic Occupational Safety and Health (BOSH) Training	20	280.00	800.00	Hazards Identified In Occupational Health And Safety Standards
Fire Brigade Training	19	40.00	760.00	Fire Hazard
Pollution Control Officer (PCO) Training	15	160.00	600.00	Environmental Hazards
Standard First Aid Training	13	96.00	416.00	Health Hazards

NAME OF TRAINING	ATTENDEES	NO. OF HOURS	TOTAL TRAINING MAN-HOURS	SPECIFIC HAZARDS THAT WILL BE ADDRESSED BY THE TRAINING
Online Environmental Permitting & Reporting Training	25	16.00	400.00	Environmental Hazards
Wastewater Treatment Operation Training	38	8.00	304.00	Environmental Hazards
Drayberks: Safety And Emergency Preparedness At Expressways	303	1.00	303.00	Road Hazards / Safe Driving
Leadership And The Ims Seminar	35	6.00	210.00	For Establishment Of Qehsms In Accordance With Iso Standards
Orientation Of Applicable Environmental, Health And Safety Regulations	33	6.00	198.00	For Establishment Of Qehsms In Accordance With Iso Standards
Setting The Foundation For Qehsms Workshop	30	6.00	180.00	For Establishment Of Qehsms In Accordance With Iso Standards
Process Orientation	26	6.00	156.00	For Establishment Of Qehsms In Accordance With Iso Standards
Document Controller Training	19	8.00	152.00	For Establishment Of Qehsms In Accordance With Iso Standards
Understanding The ReqTs Of ISO 9001:205, ISO 14001:2015 And ISO 45001:2018 Standards	25	6.00	150.00	For Establishment Of Qehsms In Accordance With Iso Standards
Pdi Admin Workshop	144	1.00	144.00	For Service Vehicle Pre Departure Inspection (Road Safety Program)
So1 Training	9	32.00	144.00	Hazards Identified In Occupational Health And Safety Standards
Risk Orientation	23	6.00	138.00	For Establishment Of Qehsms In Accordance With Iso Standards
Free Basic Fire Safety Training	21	5.00	105.00	Fire Hazard
Formulation Of Qehs Policy, Qehs Objectives & Action Plans, And Ehs Operational Controls Workshop	12	6.00	72.00	For Establishment Of Qehsms In Accordance With Iso Standards
Free HIRAC Training	17	4.00	68.00	Conduct Of Hirac
Fire Detection And Protection For Li-Ion Battery Energy Storage System	44	1.50	66.00	Fire Hazard
Advanced Fire Detection Applications & Techniques	65	1.00	65.00	Fire Hazard
Integrated Solid Waste Management Webinar	64	1.00	64.00	Hazardous Waste Hazard
Basic Fire Safety Awareness Training	20	3.00	60.00	Fire Hazard

NAME OF TRAINING	ATTENDEES	NO. OF HOURS	TOTAL TRAINING MAN-HOURS	SPECIFIC HAZARDS THAT WILL BE ADDRESSED BY THE TRAINING
Online Processing Of Ptt	39	1.50	58.50	For Facilitation Of Compliance
Loss Control Management Training	1	40.00	40.00	Continuing Advance Education For Osh Risk Management
Accessing Fire System Remotely And Securely Smoke Fast Damper Actuator	24	1.50	36.00	Fire Hazard
Basic Occupational Safety and Health (BOSH) Training For So1	1	16.00	16.00	Hazards Identified In Occupational Health And Safety Standards
Doc Control Training with Tuv Certification	1	16.00	16.00	For Establishment Of Qehsms In Accordance With Iso Standards
5S And Basic Workplace Housekeeping Training	1	8.00	8.00	Poor Housekeeping Hazards
Pco Managing Head Training	1	8.00	8.00	Environmental Hazards
TOTAL	10,052		62,781.50	

Further to strengthening education and awareness, we held our second Annual Environment, Health, and Safety (EHS) Week with the theme: “Act together to build a positive environment, health, and safety (EHS) culture”. The event was designed to help improve personnel consciousness on EHS aspects while increasing knowledge on specific subject areas covering solid waste management, ergonomics, safety on field, behavior-based safety leadership, emergency preparedness, animal safety, and road safety among others. It also included simultaneous Fire Safety Seminars with Drills and Fire Fighting and Search and Rescue Demonstrations conducted in partnership with the Bureau of Fire Protection, Facilities Management, and Security Teams at different sites namely Malolos, Manila International Toll Center (MITC), Lucena, Cebu Jones, and Davao Ponciano. The week-long celebration was concluded with a culmination program recognizing employees and business partners who actively support the EHS programs, those who continue to serve as role models emulating best practices and those who seek to uphold a generative culture on EHS.

To align with international standards, we have also embarked on pursuing ISO certification on Integrated Management Systems (IMS) of our Corporate EHS Center covering Quality, Environment, Health, and Safety Management Systems (QEHSMS) that would include ISO 9001:2015 (Quality Management System), ISO 45001:2018 (Occupational Health and Safety Management System) and ISO 14001:2015 (Environmental Management System).

BUILDING AN INCLUSIVE WORKPLACE

GRI 405-1, 406-1

Anchoring on the PLDT Diversity and Inclusion Policy, we foster a workplace culture that does not tolerate any kind of harassment, abuse, discrimination, intimidation, retaliation and prejudice.

To implement this policy, we have continued to promote among our employees an understanding and sensitivity to disabilities, tendencies for unconscious bias, various types of discrimination, and how all these can be avoided and addressed in the workplace.

In accordance with procedures and processes set in our broader Human Resource Manual, we encourage our employees to report, in good faith, instances of harassment, abuse, discrimination and prejudice in the workplace. Aside from the standard reporting process via line managers, we have also set up channels for anonymous reporting via our corporate governance whistleblowing facility.

In 2022, we have noted zero reports and incidents of discrimination and harassment in the workplace.

To capacitate our employees, we have pursued various partnerships and conducted relevant learning sessions on Gender Equality, Women Empowerment, and Disability Sensitivity, among others.



As members of the Philippine Business Coalition for Women Empowerment (PBCWE), we have continued to explore evidence-based strategies and best practices in the workplace for PLDT and Smart. Together with PBCWE, we have reviewed our organization using the Gender Equality Assessment Results and Strategies (GEARS). Such assessment showed that PLDT and Smart are of “Leading Practice” status in terms of mainstreaming flexible work for performance and support; professional development, mentoring, sponsorship; preventing and addressing gender-based harassment and discrimination, sexual harassment, and domestic violence. Smart even achieved “gender balance” in terms





Watch out for the upcoming activities this Pride Month!



Leaders'
Messages



Rainbow
Stories



Digital
Activity



Webinar



Virtual
Concert

#EveryColorEveryYou

of recruitment and promotion processes in all levels of the organization, including a gender balanced board, while the combined data of PLDT and Smart shows high retention rate for both men and women — scoring above 90% standard in retention across all levels of our integrated organization.

We also celebrated in March 2022 our annual “Yes, She Can” Women’s Month program that featured stories of phenomenal PLDT and Smart women who have shared their dedication and generosity to their families; performed roles traditionally done by men, pursued their passion outside work, nurtured the next generation of women leaders, and led the transformation of the organization. We have also hosted a special “Yes, She Can” virtual concert and rolled out a webinar on “Managing Unconscious Bias in the Workplace”.

To honor June Pride Month, we kicked off a campaign called “#EveryColorEveryYou” which aimed to celebrate the LGBTQIA+ community and foster a culture that supports inclusivity, equality, and diversity. The month-long celebration included messages from our top leaders promoting allyship, Pride Rainbow Stories featuring community members, and a digital activity that allowed our employees to pay tribute to the LGBTQIA+ community,

In celebration of the United Nations’ International Day of Persons with Disabilities, we also partnered with Life Haven Center for Independent Living, an organization that promotes the movement of persons with disabilities who work for self-determination, equal opportunities, and life with dignity. Under the campaign handle, “#InclusionAbles”, we conducted webinars that tackled an introduction to disability, disability sensitization, and building a more inclusive workplace.

Aside from these capacity-building engagements, we also continue to accommodate and address varying needs of our employees – from office systems that support accessibility plug-ins and bots, ramps, and passenger elevators that can accommodate mobility tools, wider cubicles with support bars for employees with equipment requirements, and customized lighting fixtures for those with conditions that require natural light.



SINGLE PARENTS

236	PLDT
266	SMART
1	EPLDT
-	PGC
503	TOTAL

Among the total employee population, 503 is considered to be from the vulnerable sector (single parents)

UPHOLDING LABOR RIGHTS GRI 2-25, 2-26, 407-1, 408-1, 409-1

PLDT and Smart uphold a Human Resources Manual that articulates our labor rights protection policies. We promulgate clear policies that support government regulations on labor and human rights in the workplace such as the Labor Code, the Protection against Child Abuse, Exploitation, Discrimination, and the General Labor Standards (GLS). Our People Group diligently monitors and checks for compliance with these regulations.

We hence comply with laws on forced labor, child labor, and human rights and fully cooperate with the government in promoting workers’ rights and employee welfare. We have in place minimum age requirements for employment to prevent child labor and hiring of minors. We promote strict adherence to these labor and environmental standards set forth by laws and governmental rules and regulations, as well as internationally recognized principles on labor and human rights.

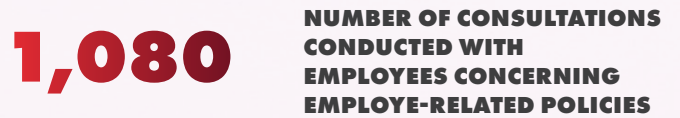
Our PLDT and Smart Human Resources Manuals define corresponding grievance procedures and include a general grievance handling policy that prescribes mechanisms for managing labor rights concerns, while a Committee on Workplace Decorum and Investigation resolves gender-based sexual harassment cases. Our employees are also allowed to resign, subject to compliance with the notice period.

The following table shows a summary of information on labor laws and human rights for the reporting year ended December 31, 2022:



The PLDT Group also continues to uphold freedom of association and freedom of expression among our employees. PLDT upholds the right of employees to organize and engage in collective bargaining negotiations, as well as make use of relevant platforms to have their concerns discussed and addressed accordingly.

The following table shows the coverage of our Collective Bargaining Agreements (CBA) with PLDT employees in 2022:



**-this is only applicable to PLDT employees as it is the only organization that is unionized.*

PLDT continues to recognize the CBAs signed with three employee unions, namely the Gabay ng Unyon sa Telekomunikasyon ng mga Superbisor, Manggagawa sa Komunikasyon ng Pilipinas, and the PLDT Sales Supervisors’ Union. The enforcement of these CBAs carries throughout the lifetime of PLDT’s respective contracts with these employee union groups, particularly covering employee benefits and working conditions. These also define disciplinary processes and mechanisms to guarantee due process, hearing, and consultations with legal counsel and union representatives.

Corresponding CBA grievances are received and handled primarily within these employee union groups before being raised to the Union-Management Grievance Committee for due process and disposition.

These are the stages under PLDT’s employee union grievance handling mechanisms:

- 1. Stage one - Plant-Level Hearing where the employee, or through the concerned employee’s Union, files the complaint with the Line Head/ Line Executive. If the matter is not resolved, written documentation to the effect must be made and signed by the line head, the employee, and the employee’s union.

- 2. Stage two – The matter is elevated to the Joint Management and Union Grievance Committee for resolution. The Committee is composed of three representatives from management and three representatives from the union.
- 3. Stage three – If the case is not resolved at the second stage, the parties may opt to refer the matter to the Board of Arbitrators at the National Conciliation and Mediation Board of the Department of Labor and Employment.

We continuously recognize the importance of maintaining an open and transparent communication with our employees. Hence, we maximize every opportunity to listen and ask for feedback, as well as foster discussions across levels to help address potential concerns within the workplace. Such approach supports our goal to create the best workplace for our people and make them our partners in our quest for sustainable growth.

EMPLOYEE BENEFITS AND INCENTIVES

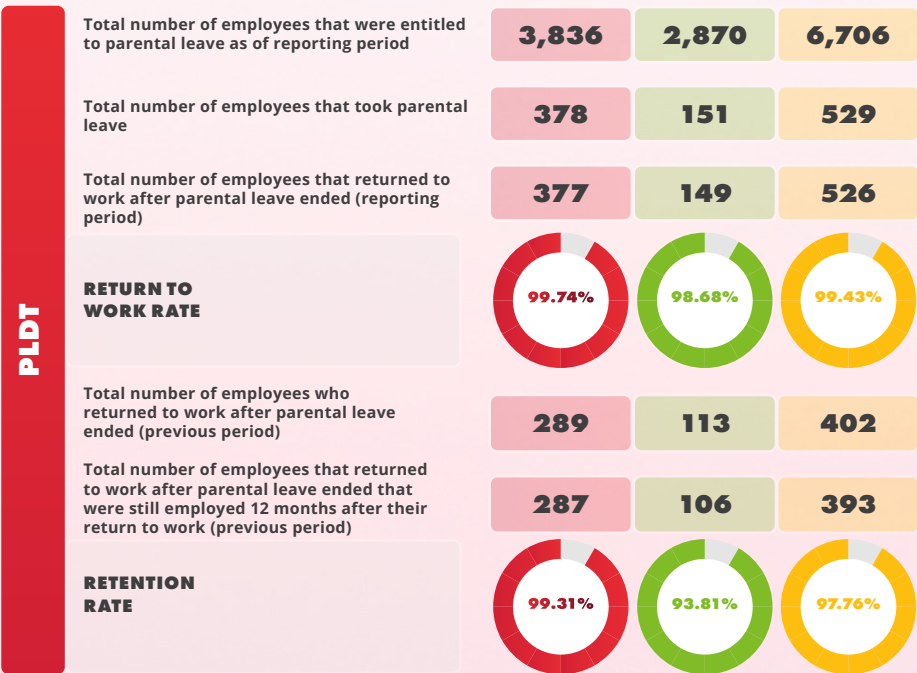
GRI 401-2, 401-3

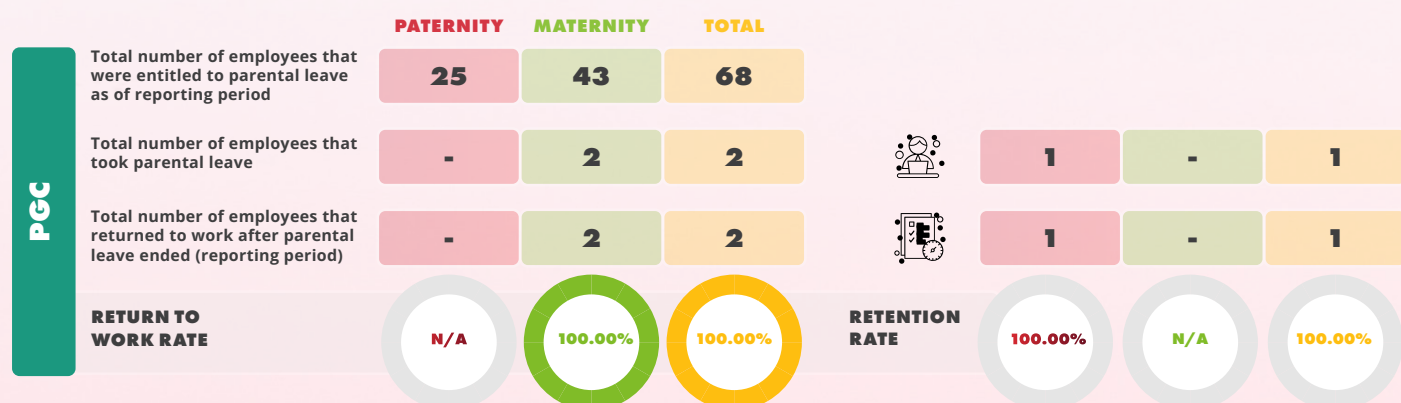
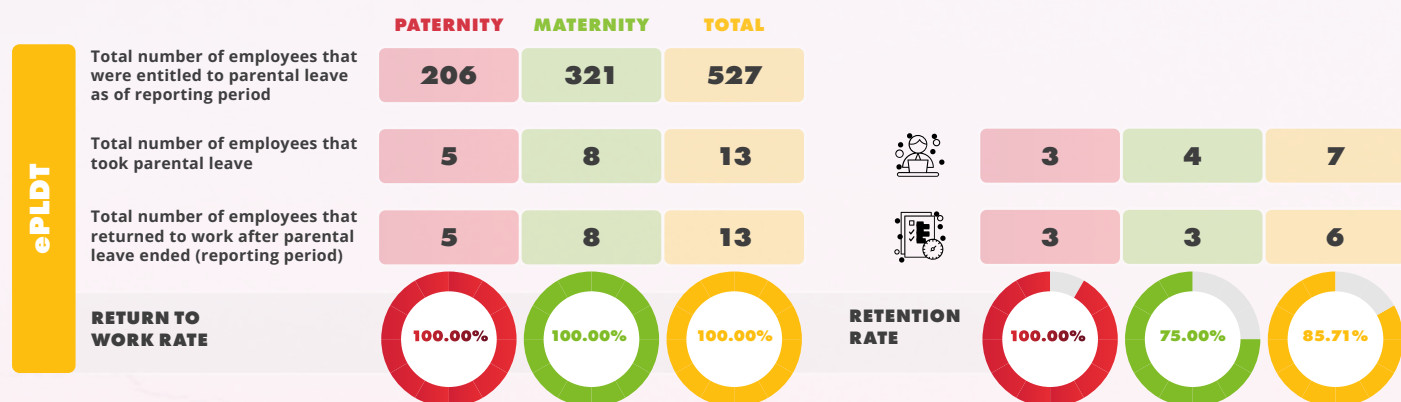
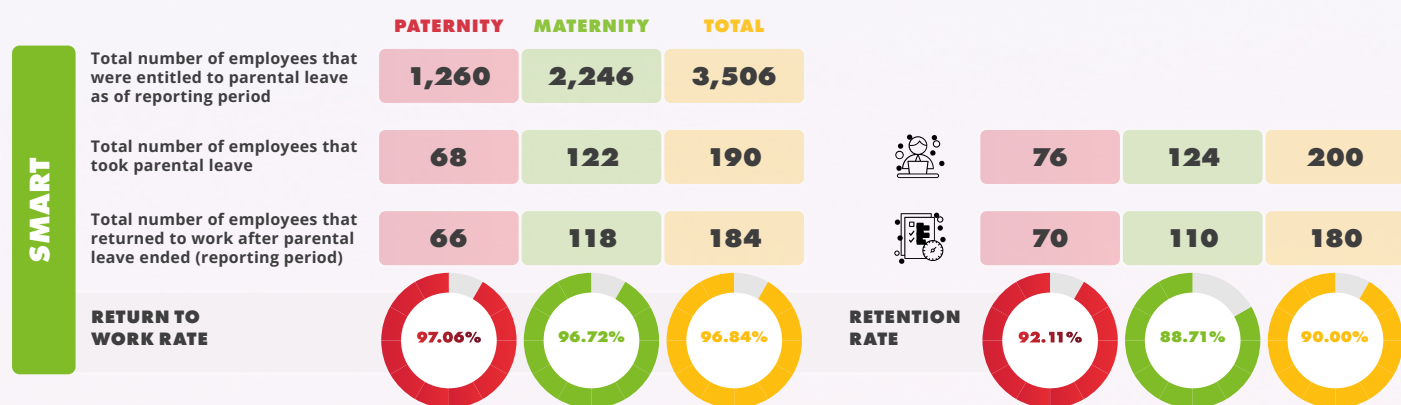
Parental Leaves, Child-friendly Benefits, Flexible Work

Recognizing the role of our employees as parents and caregivers to their children and families, we maintain several policies for expanded parental leave and family-friendly leave arrangements.

PARENTAL LEAVES

GRI 401-3





LEGEND

Total number of employees who returned to work after parental leave ended (previous period)

Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work (previous period)

Our workplace benefits also include breastfeeding support as various offices and business centers include lactation rooms that support breastfeeding mothers who are returning to work. We have also continued offering childcare support and scholarship grants for employee children with special needs through the MVP Academic Excellence Awards of the PSF. Family-friendly events and special programs for children as dependents have also been held throughout the year.

In 2022, we have implemented flexible working hours and hybrid arrangements. About 50% of our PLDT and Smart employees did field work, store-based, and office-based work due to their mission-critical roles, while the remaining 50% followed an alternate two-week hybrid format of remote and on-site work. We have also

implemented Work-from-Home Fridays to support our energy conservation thrust in our facilities across the country. For PLDT Global, we have required employee staff to report to work at least three days a week, following flexible work schedule options.

Wellness Programs

Throughout the year, we have also continued implementing our PLDT and Smart Wellness Revolution Program that empowered employees to take care of their overall wellbeing, including physical fitness, mental health, financial security, and spiritual wellness.

Among our wellness programs in 2022 was the engagement series entitled “Better Today Conversations: Mind Your Health”. Underscoring the importance of taking care of one’s mental health, the series featured various guests that share inspiring mental wellness stories and facilitated employee reflections in line with the narratives of Passion and Purpose, Strength and Resilience, Community and Empathy, and Hope.

By yearend, our Wellness Revolution Programs garnered 47,000 views across our internal communication channels.

Compensation and Healthcare Benefits

Among the benefits of being part of the PLDT team is the stability and reliability of a dynamic 94-year-old industry leader. Every PLDT employee is assured of all mandatory employee benefits prescribed by the law, and other additional benefits beyond statutory requirements, including up to 15th-month pay and full medical benefits.

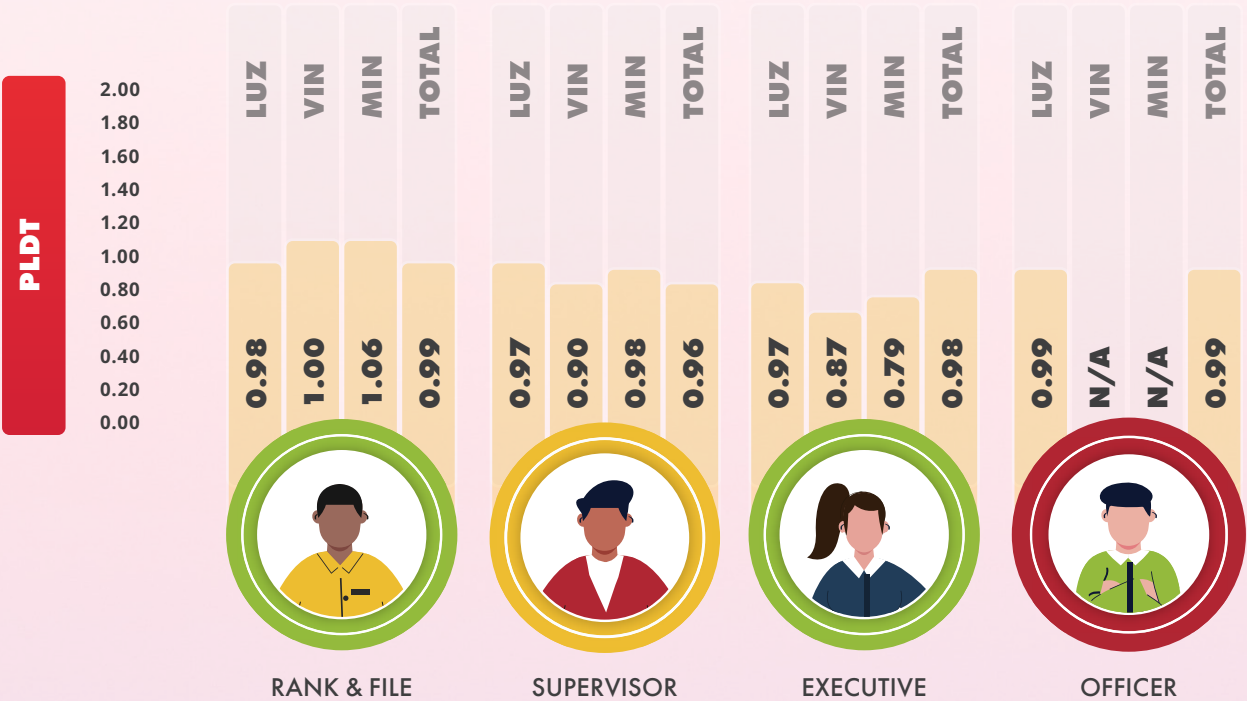


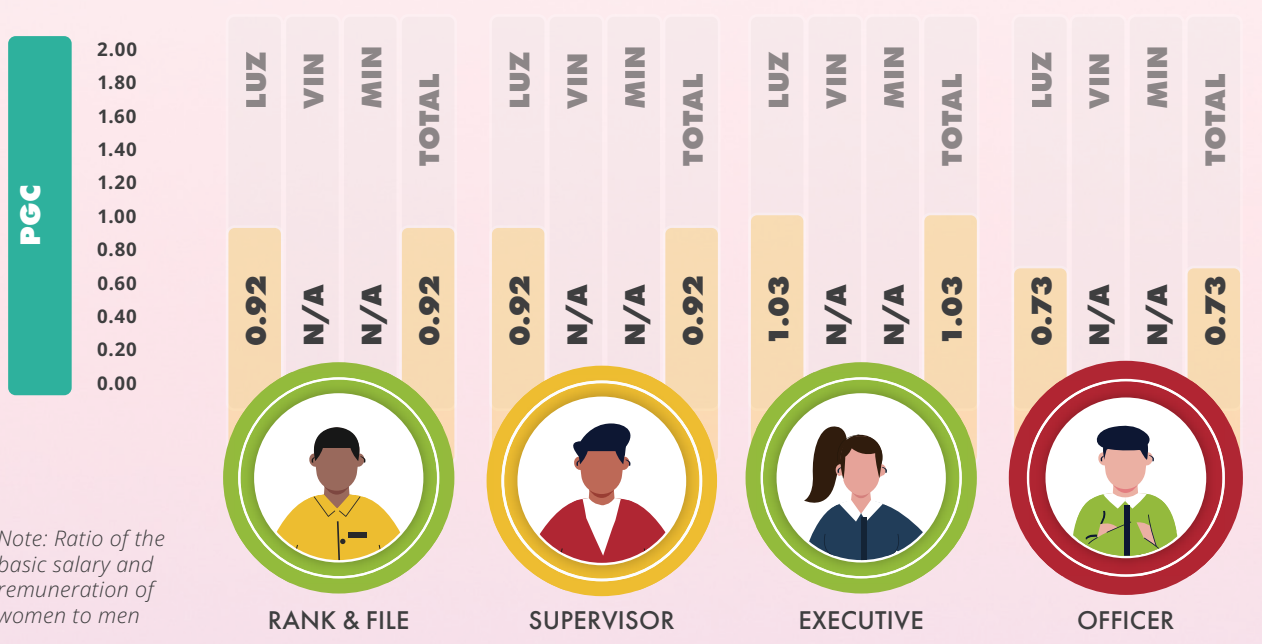
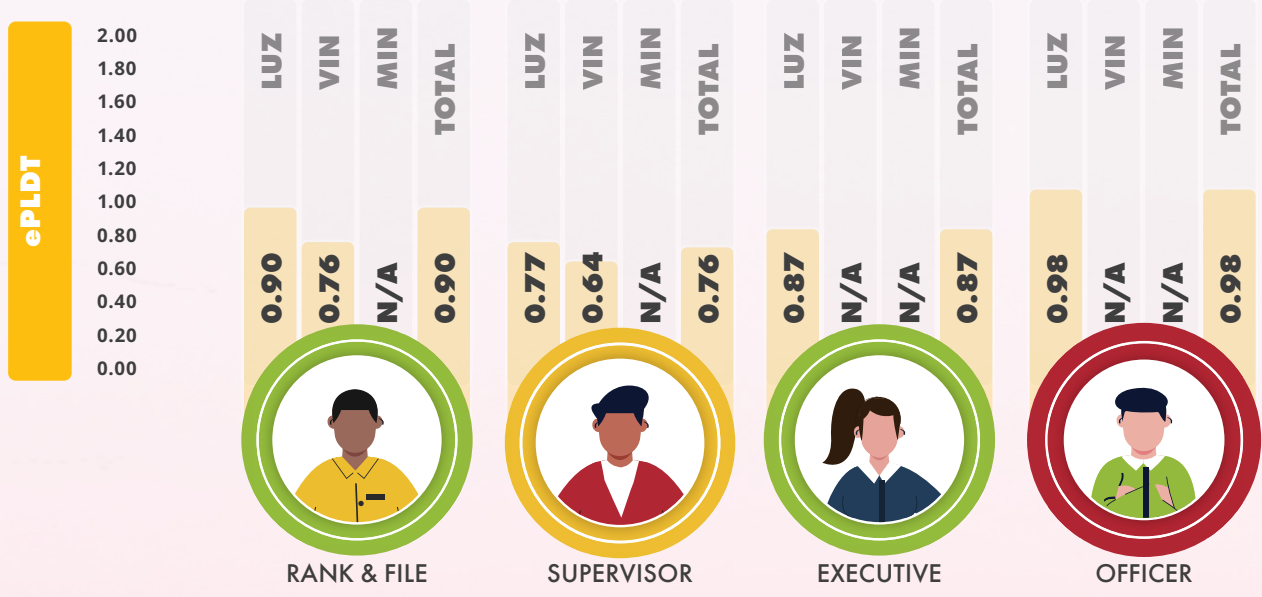
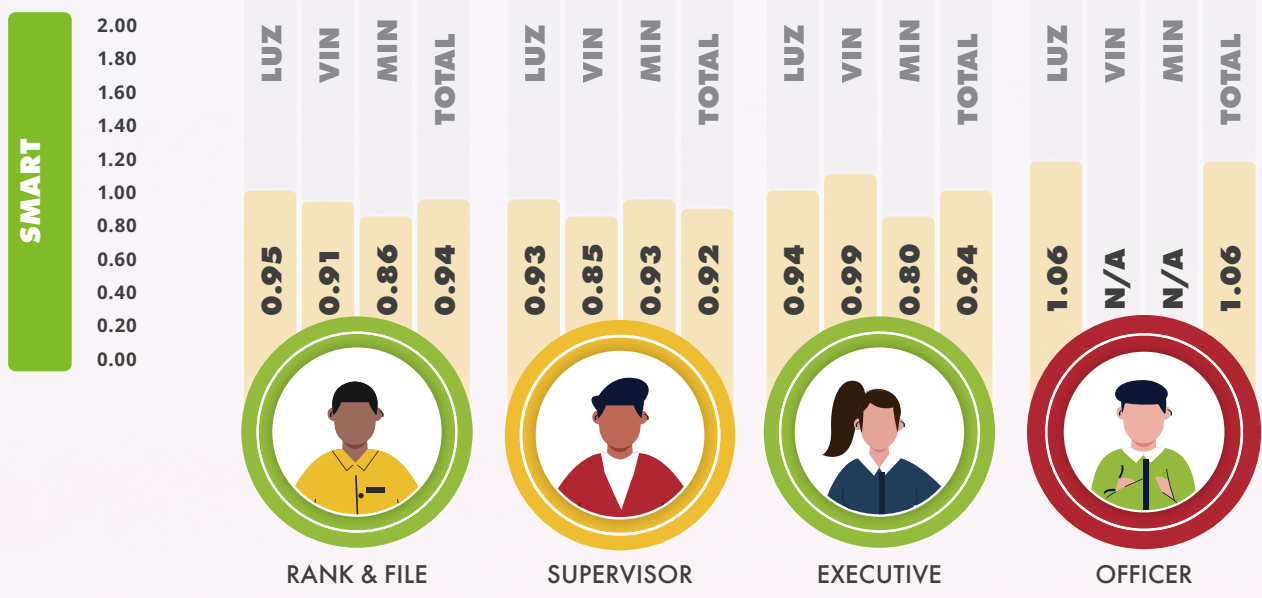
Lactation room at Smart tower



PAY RATIOS

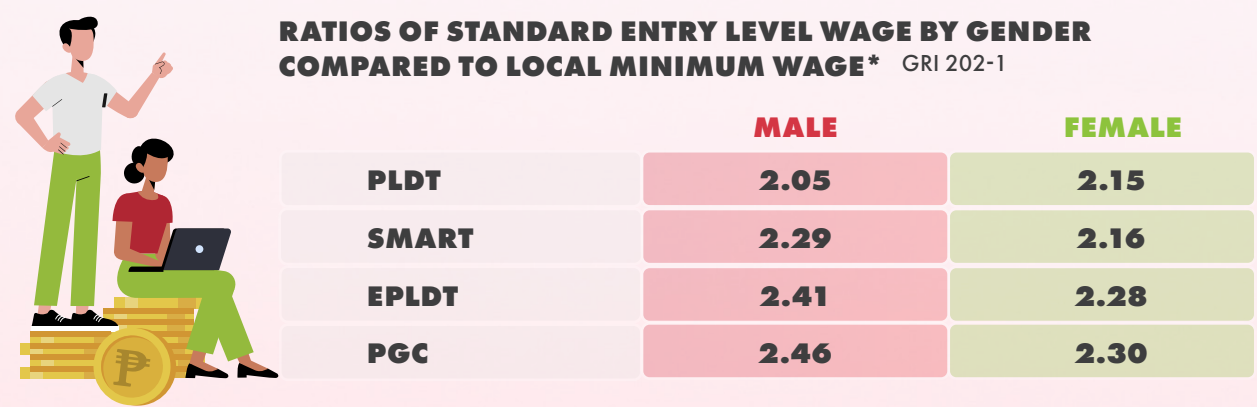
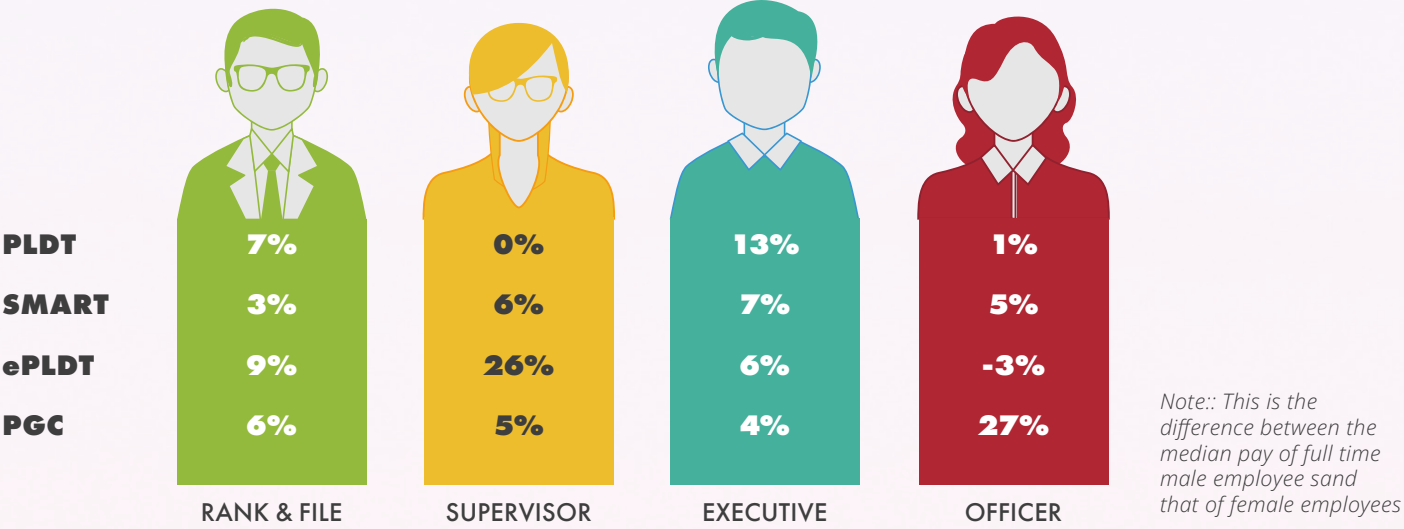
GRI 405-2





Note: Ratio of the basic salary and remuneration of women to men

MEDIAN SALARY PAY GAP BY GENDER



The company’s main offices are in Makati, Metro Manila. The average monthly salary plus other compensation of entry level employees of the company is more than twice as high as the Estimated Equivalent Monthly Rate (EEMR) in Metro Manila, including the mandatory 13th-month pay, using the daily minimum wage set by the National Wages Productivity Commission (NWPC) of the Department of Labor and Employment (DOLE) for both male and female.

**Assumptions:
With reference to the daily minimum wage in Metro Manila effective June 2022 by the National Wages and Productivity Commission (NWPC) of the Department of Labor and Employment (DOLE). The Estimated Equivalent Monthly Rate (EEMR) is computed according to the 2022 DOLE Handbook on Workers Statutory Monetary Benefits annualized including the mandatory 13th month pay.*

*<https://nwpc.dole.gov.ph/regionandwages/national-capital-region/>
https://bwc.dole.gov.ph/images/Handbook/2022_02_22_Handbook_on_Workers_Statutory_Monetary_Benefits_2022_edition.pdf*

EMPLOYEE BENEFITS

GRI 401-2

MEDICAL	PLDT	SMART	ePLDT	PGC
Sick Leave (in excess of government mandated SL)	\$	\$	\$	\$
Life Insurance	\$	\$	\$	\$
Medical, Dental, and Hospitalization for Employees	\$	\$	\$	\$
Medical Insurance, Hospitalization, Medical Benefits for Dependents	\$	\$	\$	\$
Accidental Death and Disablement Assistance	\$	\$	\$	\$
MONETARY BENEFITS, FINANCIAL ASSISTANCE, AND ALLOWANCES	PLDT	SMART	ePLDT	PGC
Financial Assistance during Calamity/ Funeral	\$	\$		\$
Rice Allowance	\$	\$	\$	\$
Unused Sick Leave converted to cash	\$	\$	\$	\$
Mid-year Bonus	\$			
Longevity Bonus	\$			
Presidential Bonus	\$			
Clothing/Uniform Allowance		\$	\$	\$
Christmas Bonus	\$			\$
Medical Allowance		\$		
Parental Assistance		\$		\$
Provident Fund		\$		\$
14th Month Pay			\$	\$
15th Month Pay		\$		\$



LOANS	PLDT	SMART	ePLDT	PGC
Calamity Loan	\$	\$		\$
Hospitalization Loan for Dependents	\$	\$		\$
Phone / Gadget Loan		\$		\$
Educational Loan		\$		\$
Dental Loan		\$		
Optical Loan		\$		
Wellness / Fitness Loan		\$		
Bereavement Loan		\$		
Employee Subscription Loan		\$		
Hospitalization Loan for Employees		\$		
OTHERS	PLDT	SMART	ePLDT	PGC
Christmas Party Subsidy	\$	\$		\$
Vacation Leave (in excess of government mandated VL)	\$	\$	\$	\$
Bereavement Leave	\$	\$	\$	\$
Community Service Leave		\$		
Calamity Leave	\$	\$		\$
Parental Leave	\$	\$	\$	\$
Magna Carta Leave	\$	\$	\$	\$
RA 9262 Leave	\$	\$		\$
Employee Privilege Plan			\$	
Military Leave	\$			
Prescription Eyeglass Subsidy	\$			

DEFINED BENEFIT OBLIGATION			
GRI 201-3	PLDT	Smart	ePLDT
Defined Benefit Obligation	15,506,880,900	2,776,929,000	199,581,400
Fair Value of Assets	16,294,223,500	3,485,203,200	--
Net Defined Benefit Asset/ (Liability)	787,342,600	708,274,200	(199,581,400)
Percentage of Salary Contributed by Employee	NONE	5% to 10%	NONE

Note: Parent Company Only. The company engages the assistance of an external actuary whose calculations depend on certain assumptions, such as future salary rate increase, attrition and mortality rates, as well as discount rate, which could have a material impact on the results.

PLDT GROUP EMPLOYEE TRAINING DETAILS



RANK

RANK & FILE

MANAGEMENT

EXECUTIVE

OFFICER

EMPLOYEE *				
PLDT	4,461	5,223	707	90
Smart	1,976	2,030	649	61
ePLDT	526	194	141	9
PGC	27	49	24	4

TRAINING HOURS				
PLDT	65,117	83,586	10,783	1,142
Smart	44,286	43,814	14,333	1,661
ePLDT	4,944	2,300	1,068	106
PGC	48	297	85	-

AVE. TRAINING HOURS				
PLDT	14.60	16.00	15.25	12.68
Smart	22.41	21.58	22.09	27.22
ePLDT	9.40	11.85	7.57	11.73
PGC	1.78	6.06	3.54	-



MALE



FEMALE



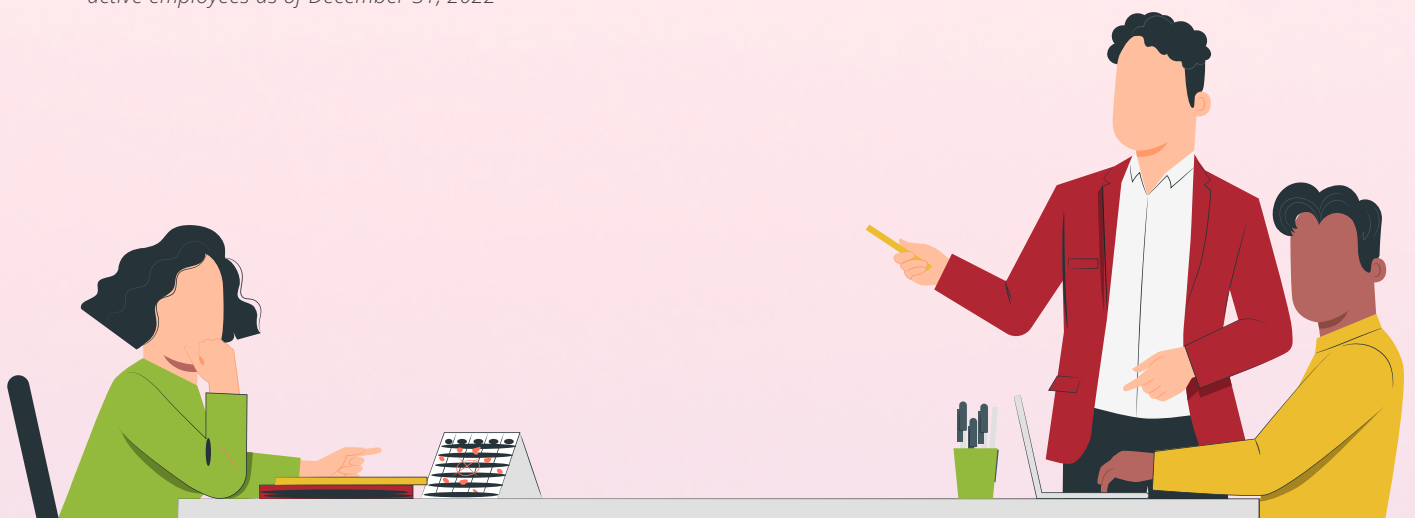
TOTAL

EMPLOYEE *			
PLDT	7,611	2,870	10,481
Smart	2,470	2,246	4,716
ePLDT	549	321	870
PGC	61	43	104

TRAINING HOURS			
PLDT	102,393	58,234	160,627
Smart	57,279	46,815	104,094
ePLDT	5,162	3,254	8,417
PGC	213	217	430

AVE. TRAINING HOURS			
PLDT	13.45	20.29	15.33
Smart	23.19	20.84	22.07
ePLDT	9.40	10.14	9.67
PGC	3.49	5.05	4.13

* active employees as of December 31, 2022



THE TOP THREE TOPICS MOST ATTENDED TRAINING:

PLDT

TOPIC	NO. OF ATTENDEES
ESSENTIAL SKILLS PROGRAM	980
LEADERSHIP SKILLS	162
CERTIFICATION SKILLS	75

SMART

TOPIC	NO. OF ATTENDEES
ESSENTIAL SKILLS PROGRAM	30,595
TECHNICAL/FUNCTIONAL SKILLS PROGRAM	15,567
LEADERSHIP SKILLS	1,639

ePLDT

TOPIC	NO. OF ATTENDEES
CYBER SECURITY AWARENESS	858
SUSTAINABILITY ESSENTIALS	333
BUSINESS SYSTEMS TRAINING	240

PGC

TOPIC	NO. OF ATTENDEES
SELF-MANAGEMENT	158
IT SECURITY	138
LEADERSHIP TRAINING	23

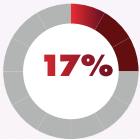

TRANSITION PROGRAM

	PLDT	SMART	TOTAL
NUMBER OF ATTENDEES	484	325	809
TOTAL NUMBER OF HOURS	7,744	4,896	12,640
AVERAGE HOUR PER ATTENDEE	16	15	16

In 2022, 809 retiring employees also participated in our transition workshops and seminars that guided them on financial management, re-employment, entrepreneurship, overseas migration, continuing education, and finding passions.

EMPLOYEE DEVELOPMENT PROGRAMS

NAME	DESCRIPTION	BUSINESS BENEFIT	QUANTITATIVE IMPACT	PERCENTAGE OF THE PARTICIPATION
Hyperboost	Hyperboost is a leadership development program for PLDT and Smart top leaders. It is a 12-week program that produces leaders with the right mindset and capabilities ready to face the future. Through the program, leaders build capabilities that allow them to appreciate the complete value chain for the organization, advocate for the customer incessantly, be constantly on the lookout for opportunities to trigger discontinuous growth beyond organizational barriers, boundaries, and budgets, strengthen deep understanding of people, and appreciate what great performance looks like and what drives it.	<ul style="list-style-type: none"> Build the Leadership Bench at PLDT/SMART Create a new way of thinking and working Drive the new Leadership DNA expectations Create unique solutions to business challenges 	<ul style="list-style-type: none"> 14 critical roles filled by internal talents when the business needed it 92% were selected to play lead roles in the transformation Created 2 policies currently adopted and 2 programs underway for implementation 	<div> <div></div> <div>1%</div> </div>
Leaders Developing Leaders	Under the umbrella of the NEXT Leadership Development Program, Leaders Developing Leaders (LDL) aims to create an environment where Leaders develop themselves and others. It has three mandatory courses that shape our NEXT ways of leading - How to Coach & Give Feedback, How to Lead & Communicate Change, and How to Inspire Performance, which are key to the transformation and growth of the company.	<ul style="list-style-type: none"> Business Impact, e.g. savings from reduction in turnover, improved talent capabilities, ratings of productivity, etc. Leadership and workforce improvements e.g. higher engagement, increased frequency of coaching conversations, lower turnover, improved bench health, etc. Build a coaching culture 	<ul style="list-style-type: none"> 96% of Participating direct reports of leaders trained responded favorably on the FEEDBACKING skills and practices of their Immediate Heads, e.g. promoting a safe space, objective and timely feedback, etc. 88% of participating direct reports of leaders trained responded favorably on the COACHING skills and practices of their Immediate Heads, e.g. encouraging a dialogue by asking the right questions, setting clear goals and guidance towards aspirations, etc. 13 certified executive coaches Ongoing coaching communities being built in the organization 	<div> <div></div> <div>10%</div> </div>
Emerging Leaders Program	The Emerging Leaders Program is an accelerated development program for high potential and high performing young leaders where they are exposed to focused development programs on business and self leadership, provided various opportunities for top management exposure, and a fast track career path. The program aims to ready the young leaders for next level roles in the organization.	<ul style="list-style-type: none"> Turbo-charge capability building PLDT gains next generation leaders Increased “firepower” for Transformation Programs Brings additional resources during bottom-up planning and Implementation phases of transformation programs Enriches Transformation team’s knowledge and organizational insights Enhanced impact and sustainability Ensures broader and longer-term impact beyond the 2- year Transformation 	<ul style="list-style-type: none"> 31 Emerging Leaders spread across 12 workstreams working closely to ensure success of key thrusts; impacting company efficiency, cost optimization, savings, and process improvements. 	<div> <div></div> <div>1%</div> </div>

	NAME	DESCRIPTION	BUSINESS BENEFIT	QUANTITATIVE IMPACT	PERCENTAGE OF THE PARTICIPATION
PLDT Global	Haraya Kinaiya Leadership Development Program	Mancom and Senior management leadership program	<ul style="list-style-type: none"> Improved management skills and company culture 		 17%
	AIM – Foundations of Management for Firstline Leaders	Develop program for new leaders	<ul style="list-style-type: none"> Improved management skills and company culture 		 7%
ePLDT	Project Shift: Cloud and Professional Services Learning Series	Enablement Series focused on developing credibility and confidence of Customer Management Roles in understanding ePLDT's products & services through best practice-based solutions	<ul style="list-style-type: none"> The Customer Management Roles are expected to be more proficient in explaining and selling the solution better and more likely to open new pipelines since they know how to identify business opportunities and move pipelines to closure 	<ul style="list-style-type: none"> Higher projected revenue for new ICT opportunities & deals Increased pipeline being moved to closure or delivered status Higher Customer Satisfaction and Net Promoter Scores for current on-going ICT opportunities 	
	Project Shift: Cloud and Professional Services Learning Series	Enablement Series focused on developing credibility and confidence of Customer Management Roles in understanding ePLDT's products & services through best practice-based solutions	<ul style="list-style-type: none"> The Customer Management Roles are expected to be more proficient in explaining and selling the solution better and more likely to open new pipelines since they know how to identify business opportunities and move pipelines to closure 	<ul style="list-style-type: none"> Increase in Partnership Tier or "Road to Gold"; cost savings on future certifications Increased employee efficiency and productivity for deployment of cloud solutions and faster resolution of cloud-related issues Improved security and compliance related to cloud infrastructure Accelerated Time-to-Market in releasing new cloud-based applications or features Improved customer satisfaction by delivering more reliable and innovative cloud-based solutions. 	

MEASURING EMPLOYEE ENGAGEMENTS

To measure the feedback and satisfaction of our employees, we put up feedback channels for every internal communication material and obtain the Net Promoter Score (NPS) and Customer Satisfaction Score (CSAT) for every engagement program.

As a standard measure, the NPS helps us gauge employee loyalty, satisfaction, and enthusiasm through the question “On a scale of 0 to 10, how likely are you to recommend this program to a colleague?”. Employees who responded to this question with 6 or lower are considered ‘detractors’, while those who have answered 9 or

10 are considered ‘promoters’. We thus calculate the NPS of our programs by subtracting the percentage of detractors from the percentage of promoters.

Meanwhile, we obtain our CSAT scores through a five-point scale with 1 equivalent to “very dissatisfied” and 5 representing “very satisfied”. We asked our employees to rate us with stars between such range of 1-5. We report these individual responses on an aggregate level by getting the sum of the number of stars given over the sum of the maximum stars multiplied by 5.

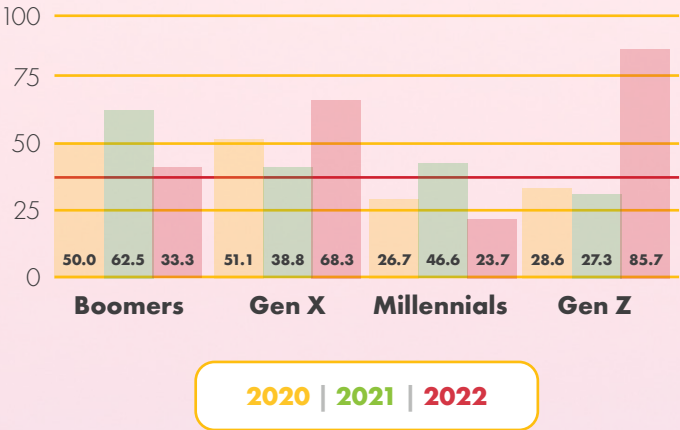
PLDT AND SMART

	PROGRAMS	PARTICIPANTS	NUMBER OF RESPONDENTS	CSAT	NPS
Q1	33	13,896	960	4.87	86
Q2	36	7,135	82	4.75	53
Q3	47	11,756	121	4.84	92
Q4	24	11,287	341	4.60	81
OVERALL 2022	140	44,074	1,504	4.77	78

PGC

BY AGE GROUP

NPS BREAKDOWN | GENERATION



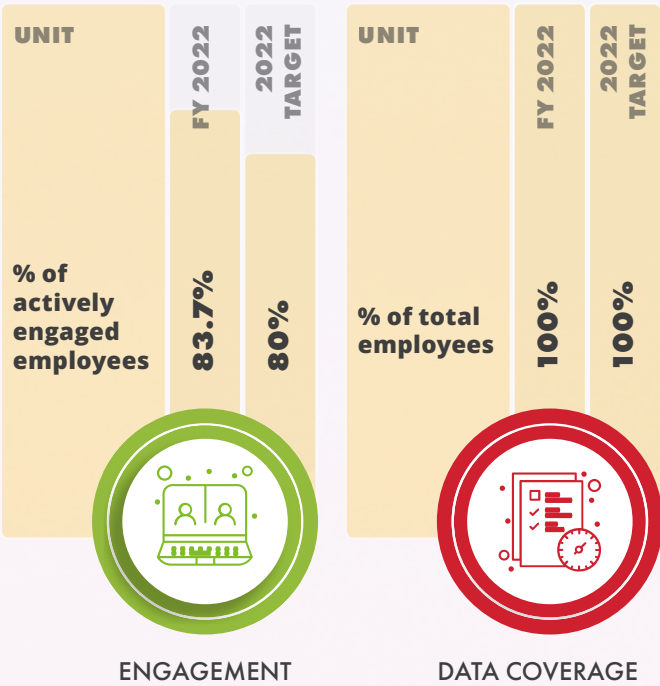
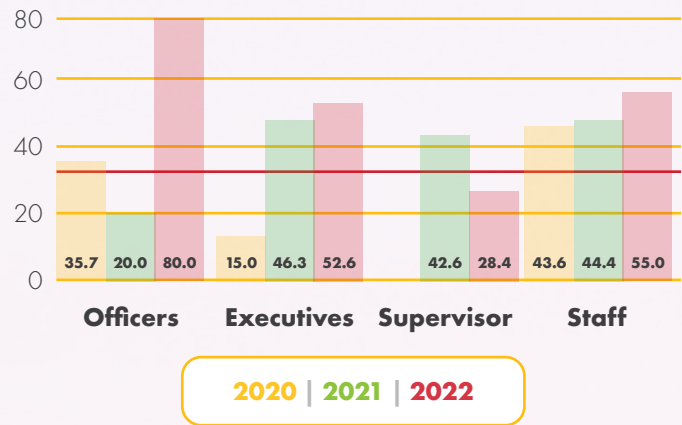
BY GENDER



PGC

MANAGEMENT LEVEL

NPS BREAKDOWN | GENERATION



TAKING CARE OF CHILDREN

As children are among the most vulnerable end-users of connectivity and digital solutions, Child Protection continues to be a material topic for the PLDT Group. Anchoring on our continuing adoption of the Child Rights and Business Principles, we uphold children’s rights in the conduct of our operations in the workplace, marketplace, and community through our Child Safeguarding Policy. We also follow an integrated and multi-sectoral approach towards making children safer in the digital world today.

In 2022, we continued the process of assessing our business impact on children using the Mobile Operators Child Rights Impact Self-Assessment (MO-CRIA) tool of UNICEF. The MO-CRIA gave us guidance in assessing our child rights impact in our community engagements, human resources, product, sales, and marketing, and procurement, network, and security operations. Such assessment gave us a defined roadmap for mapping out enhancements, particularly in line with learning and development programs, policy and governance, and stakeholder engagements. Succeeding engagements for the year have thus been guided by such roadmap, particularly on the expansion of partnerships and learning resources on child online protection.

We have also forged a partnership with global cyber security leader Palo Alto Networks to fortify our Child Protection Platform and strengthen its capacity to detect and block URLs linked to child sexual abuse materials (CSAM) both on the domain and content-level. Such partnership complements our continuing subscription to the CSAM intelligence data of the Internet Watch Foundation and Project Arachnid of the Canadian Centre for Child Protection.

In 2022, PLDT also became a member of the WeProtect Global Alliance against child sexual exploitation and abuse. Joining governments, multi-lateral organizations, and civil society across the globe. Such membership provides us access to global reports, learning resources and benchmarking opportunities in the fight against the proliferation of CSAM. Further, as PLDT and Smart are at the forefront of the adoption of the latest Internet Protocol version 6 (IPv6) in the country, we continue to capacitate our technical capability to help the government on criminal investigation and prosecution of Online Sexual Abuse and Exploitation of Children (OSAEC), to the extent permitted by law.

BLOCKED OVER

586, 000
CSAM URLS

1.3 Billion
CSAM ACCESS
ATTEMPTS

AS OF DECEMBER 2022

To help our customers in educating their children and families on responsible digital citizenship, PLDT Home collaborated with Google to launch a five-part series on YouTube that localizes the Be Internet Awesome (BIA) curriculum. Such Filipino-oriented series promotes the values of being smart, alert, strong, brave, and kind on the Internet. Such collaboration also included a fresh series of content guides on child online protection for customers that were released via PLDT Home social media channels.

PLDT and Smart also collaborated further with Google and ECPAT Philippines in staging a webinar for teachers that taught Internet safety lessons from the BIA, as well as practical tips in spotting and proper handling signs of child abuse among students.



We have also continued our partnership with Kids for Kids PH and the SaferKidsPH consortium of UNICEF, Save the Children, Asia Foundation, and the Australian Embassy on “Safer Spaces for Kids”. This is a program aimed at strengthening child protection units within the grassroots, including the Barangay Council for the Protection of Children, schools, and local government units. Said program was piloted in three barangays in Cagayan de Oro and Iligan City.

SAFER SPACES FOR KIDS PROGRAM RESULTS

3	Child-friendly spaces established in Cagayan de Oro and Iligan City	540	LGU and School-based service providers trained
8	activated local councils on child protection	152	children trained on OSAEC prevention and response
4	schools formed child protection committees	120	parents trained on OSAEC prevention and response

2022 was also a landmark year for the passing of necessary amendments to legislation on OSAEC, particularly the Republic Act 10364 or the Expanded Anti-Trafficking in Persons Act of 2012 and the Republic Act 11930 or the Anti-OSAEC and Anti-Child Sexual Abuse and Exploitation Materials Act.

Together with industry partners, PLDT and Smart were active participants in the technical working groups and legislative dialogues that led up to the amended legislations, providing clarity on roles of Internet Service Providers and making the law more adaptive to the dynamic technology landscape.

Further, we have also been active in global, regional, and national-level dialogues to share our best practices in child protection. These include the ISP Summit organized by the Department of Social Welfare and Development and the Inter-Agency Council Against Child Pornography for the Safer Internet Day celebration, the Evidence2Action Summit by the USAID, Winrock International and Freedom Collaborative on Trafficking in Persons, and the Global Child Forum by the Royal Family of Sweden, among others.

In line with all these initiatives, PLDT and Smart’s child rights championship journey has been cited in the “Charting the Course: Embedding children’s rights in responsible business conduct” report of the UNGC, UNICEF and Save the Children that was released in October 2022.

TAKING CARE OF COMMUNITIES GRI 413-1

We leverage on our leading technology infrastructure and widest network reach to implement shared value programs that drive business competitiveness and sustainability, while addressing economic and social concerns of stakeholders in communities where we operate.

PLDT and Smart’s Corporate Citizenship strategy anchors on the promotion of digital inclusion, the optimized application of technology as an enabler of development and transformation, and collaboration with partners to generate collective impact particularly in the areas of education,

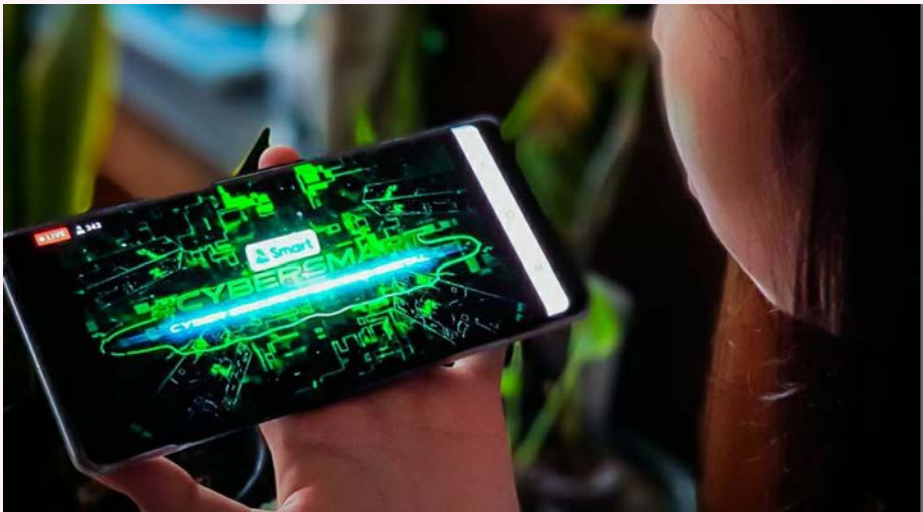
digital wellness, disaster recovery and resilience, education, livelihood, and food security.

The PLDT-Smart Foundation, as PLDT and Smart’s social outreach arm, envisions a connected, empowered and progressive Philippines. PSF provides assistance in education, economic and social entrepreneurship, disaster response, youth, arts, and sports development.

In 2022, we implemented all our local development programs in 100% of our operations in Luzon, Visayas, and Mindanao.

DIGITAL WELLNESS: PROMOTING SAFE SPACES FOR A #BETTERTODAY

As provider of enabling access to the internet and technology, the PLDT Group plays a vital role in advocating for internet safety and cybersecurity to ensure that Filipinos, especially the youth, have access not only to quality and affordable connectivity but also that they are able to have a safe and secure digital experience.



PROGRAMS	2022 RESULTS
<ul style="list-style-type: none">• #CyberSmart: An awareness program to help public safeguard their digital lives with topics on online child safety, data privacy and security, computer and mobile devices protection, spotting and combating fake news, and responsible use of social media.• Better Today Conversations: An awareness program that provides safe spaces for the youth to dialogue about their mental health and wellbeing• Better Today Psychological First Aid: A community-based program that trains communities to provide first-aid, non-intrusive care to those who are mentally distressed	<ul style="list-style-type: none">• Reached 41,021 participants via #CyberSmart internet safety awareness program• Over 576k socmed reach for Safer Internet Day• Over 45M social media reach for Better Today Conversations• Trained and mobilized 210 volunteer youth and barangay healthcare workers for Better Today Psychological First Aid program

DISASTER RECOVERY AND RESILIENCE: CREATING A #SAFEANDSMART PHILIPPINES

The Philippines is among the countries hardest hit by natural disasters every year and in times of disasters and emergencies, communications can be a lifeline for those affected. As a provider of this enabling technology, the PLDT Group is in a unique position to provide communications vital before, during, and after disasters.

As a signatory to the GSMA Humanitarian Connectivity Charter, PLDT and Smart are committed to building a culture of resilience by equipping communities with disaster preparedness and emergency skills, providing communications as aid to communities affected, and facilitating access to information for humanitarian agencies, government, and NGOs.

Anchored on our core value of ‘malasakit’, we provide immediate relief to communities affected by disasters and advocate a #SafeandSmart Philippines.



PROGRAMS	2022 RESULTS
<ul style="list-style-type: none"> Ligtas Kit: A portable, all-in-one package that contains tools and devices to provide emergency communications to communities vital before, during, and after disasters #SafePH: An awareness program that helps communities prepare for disasters and emergencies Communications as Aid: Emergency communications stations that provide free calls, charging services, and WiFi to communities affected by disasters and emergencies Relief: Aid provided to communities affected by disasters and emergencies 	<ul style="list-style-type: none"> Deployed 20 Ligtas Kits to hazard-prone LGUs and trained 50 participants from 19 LGUs on Emergency Communications Engaged 359 LGUs & schools, reaching 44,0007 participants for its #SafePH caravan Set up 57 emergency calling stations Provided 9 GAs & LGUs with communications support Distributed 17,396 relief aid to communities affected by disasters 18,771 families served with disaster relief by PSF <div> <div>PLDTSmart</div> <div>FOUNDATION</div> </div> <ul style="list-style-type: none"> Distributed 13,647 Total Relief Packs 1,150 Families Served through Soup Kitchens in Sorsogon 2,592 Vitamins Distributed 1,382 Grocery Packs Distributed

EDUCATION: ENSURING #NOLEARNERLEFTBEHIND

The PLDT Group bridges the digital divide by providing learning communities access to technology, connectivity, and education resources; building capacity around technology; and fostering community-based innovation that enhance basic to tertiary education and ensure lifelong learning.

By investing in education and industry-academe linkages, especially in the Science, Technology, Engineering, and Mathematics (STEM) fields, we invest in the next generation of professionals that will join our diverse workforce and ensure that we remain competitive, the industry will continue to flourish, the country will continue to develop economically, and society will benefit from new ideas, innovations, and technologies.



PROGRAMS	2022 RESULTS
<ul style="list-style-type: none"> School-in-a-Bag: A portable digital classroom that provides last-mile schools access to mobile devices, internet connectivity, and training on a STEM-focused pedagogy Central Visayan Institute Foundation - Dynamic Learning Program (CVIF-DLP): An innovative disaster-resilient pedagogy that develops students into independent learners InfoTeach: A digital literacy training program for various sectors of society to empower them with 21st century skills Innovation Generation: An innovations program that enables young Filipino innovators to develop technology-enabled solutions to help rebuild their communities by mentoring students on technopreneurship Smart Wireless Engineering Education Program (SWEEP): The longest-running industry-academe linkage program in the Philippines that helps schools produce industry-ready graduates or technopreneurs 	<ul style="list-style-type: none"> Deployed 20 Ligtas Deployed 644 School-in-a-Bag packs to last-mile schools Bags reached 113,739 students Program trained 4,377 teachers Trained 15,394 teachers on CVIF-DLP pedagogy with 1,081 schools implementing it Supported 52 SWEEP partners over 20 years Trained 41,095 faculty and students Accommodated 4,194 student OJTs Immersed 551 faculty in operations Hired 1,130 graduates Produced 2 Startups Received 234 entries to Innovation Generation Seasons Reached 1,241 students and 234 faculty from 110 tertiary schools Trained over 30,000 participants in InfoTeach <div> <div>PLDT</div> <div>Smart</div> <div>FOUNDATION</div> </div> <ul style="list-style-type: none"> 705,000 worth of load cards distributed to public schools 21 School-in-a-Bag units deployed to last mile schools 261 Smart LTE Pocket WiFi distributed to schools nationwide 1,100 Sack of Joys distributed 3,989 Scholarship Grants to PLDT and Smart employee dependents since 2004 763 Scholarship Grants to Philippine National Police personnel dependents since 2008 2,296 Scholarship Grants via the Gabay Guro Program since 2007 7,600 Extraordinary Manny books distributed Donated to Caritas Manila’s Youth Servant Leadership and Education Program Donated to the San Beda College Alumni Foundation

LIVELIHOOD AND FOOD SECURITY: CREATING #FARMSMART, #PLANTSMART, AND #SUSTAINABLECOMMUNITIES

With communications considered as a necessity, as people’s livelihood improve communications’ share of the wallet is also likely to increase, sustaining and expanding the business. We thus promote digital inclusion among the base sectors of society, smallholder farmers, cooperatives, and micro, small, and medium enterprises (MSMEs). We implement digital literacy and skills trainings, provide livelihood support and access to markets via e-commerce, and foster food security by enjoining communities to grow their own food.



PROGRAMS	2022 RESULTS
<ul style="list-style-type: none"> Digital Farmers Program: A digital literacy program in partnership with the Department of Agriculture-Agricultural Training Institute (DA-ATI) for smallholder farmers to help increase their livelihood opportunities e-BizNovation: A digital literacy program for MSMEs, coops, PWD- and IP-led businesses, and small tourism business players to connect them to e-commerce Buy Local: A farm-to-market program that helps provide Filipino smallholder farmers with access to sure markets and affordable capital PlantSmart: A food security program that consists of distributing planting kits to communities and training them on starting their own edible gardens and setting up GrowHubs or vegetable gardens in company offices for employees and partner communities 	<ul style="list-style-type: none"> Trained 6,555 farmers, agri youth, & agri extension workers on Digital Farmers Program Trained 9,641 participants on e-BizNovation For Buy Local: <ul style="list-style-type: none"> Supported 4,672 farmers Generated Php12M in gross sales Sold 153k kgs of rice Loaned Php2.6M capital to farmers Supported 317 farmers with capital Distributed 7,860 PlantSmart Kits Set up 2 GrowHubs <div> <div>PLDT</div> <div>Smart</div> <div>FOUNDATION</div> </div> <ul style="list-style-type: none"> Implemented the Tuloy Pa Rin ang Pasko Program Year 3 <p>Bohol</p> <ul style="list-style-type: none"> 15,525 Cacao Trees Rehabilitated 800 Cacao Production and Rehabilitation Program 50 Cacao Farmers Trained 50 Bikes for Livelihood 20 Boats for Fisherfolk 3 Sewing Machines for Women Entrepreneurs <p>Surigao del Norte</p> <ul style="list-style-type: none"> 50 Bikes for Livelihood for the Provincial Disaster Program 50 Bikes for Livelihood for Selected Beneficiaries from 9 Municipalities 9 Hospital-in-a-Bike for the Emergency Response of 9 Municipalities 12 fishing boats Ligtas Kits <p>La Union</p> <ul style="list-style-type: none"> 100 Bikes for Livelihood 150 grocery packs <p>Negros Oriental</p> <ul style="list-style-type: none"> Rebuilding 3 PeacePond structures: Cocosugar shed, CocoVinegar production area and Smoked Fish Processing area <p>Jolo, Sulu</p> <ul style="list-style-type: none"> Extended financial assistance to the 96 soldiers and their families affected by the C-130 crash

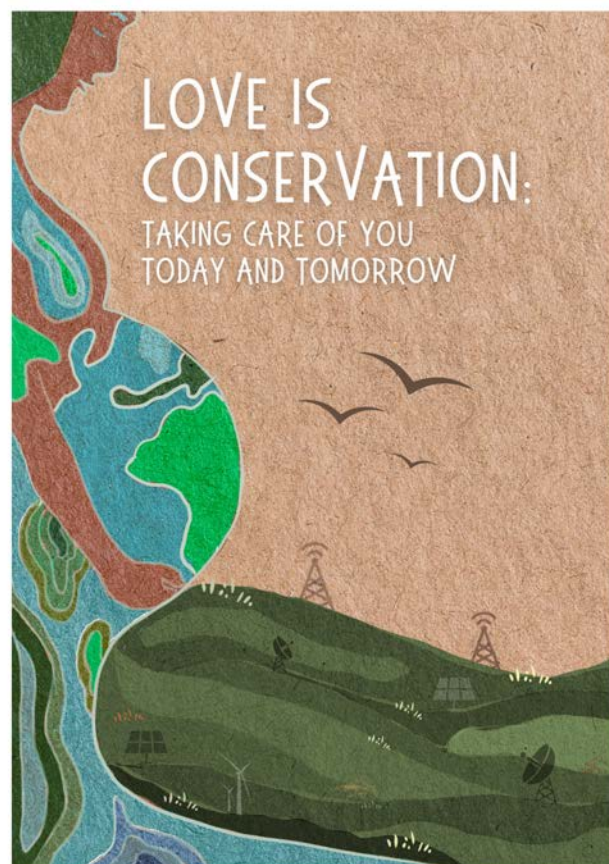


CONSERVATION PILLAR



TAKING CARE OF OUR PLANET

“Conservation”, as the third pillar of our sustainability roadmap, sets our agenda to future-proof our business by continuously embedding environmental impact management, climate action, and biodiversity conservation in the way we operate.



PLDT Smart ePLDT PLDT Global
#SustainabilityEveryday

CHAMPIONING ENVIRONMENTAL MANAGEMENT AND STEWARDSHIP GRI 302-5

To demonstrate our commitment towards environmental management, we continuously develop and implement policies that ensure our compliance with environmental laws, foster adoption of green technologies and eco-efficiency solutions, foster our transition to renewable energy and climate-resilient resources, observe proper waste management, and pursue partnerships that enable biodiversity protection and conservation. These thrusts apply to the whole of our organization and are undertaken by various functional units as part of their day-to-day operations and service delivery.

Advancing these in 2022, we have embarked on various capacity-building initiatives that aimed to intensify the breadth and depth of our environmental stewardship commitment.

Throughout the year, we conducted relevant training and policy-making activities in pursuit of an ISO certification on Environmental Management Systems (ISO 14001:2015) and on Occupational Health and Safety (ISO 45001:2018). To foster a common understanding on our climate action targets, we also launched a self-paced employee learning program that covered topics on climate change, Net Zero and decarbonization, and the corresponding business risks and opportunities of these. We also drummed up our year-round employee campaigns that promoted practical applications of energy conservation, waste management, and climate awareness in their day-to-day lives at work and at home.

These capacity-building initiatives allowed us to diversify and expand our environmental target-setting and impact assessment, increase the number of working champions, and establish a stronger cadence of collaboration within our organization focused on shared objectives.



During the year, we also continued to engage our supply chain, service providers, and contractors, to reinforce strong compliance with environmental laws and urge alignment with our respective thrusts for the environment. We have particularly continued to include adherence to the UNGC principles for the Environment as part of their accreditation, onboarding, and periodic audit requirements.

Last year, we also actively participated in various industry collaborations and fora to expand our environmental stewardship advocacy and at the same time, benchmark with our peers.

These included our continuing co-chairmanship of the Planet Pillar of UNGC's local chapter, Global Compact Network Philippines (GCNP) where we advocate for the greening of micro, small, and medium-sized enterprises in the country, with a particular focus on addressing the problems of plastic waste. We have also participated in the United Nations General Assembly's Stockholm+50 conference where we talked about our continuing "Connected Mangroves" biodiversity conservation partnership with Ericsson and underscored the importance of connectivity, cloud technology and industry collaboration in the fight against climate change. We also joined local peers in the United for Climate Sustainability Summit organized by the SM Group and the World Wildlife Fund where we talked about the need for an enabling and inclusive ecosystem towards renewable energy adoption and climate action.



ASSESSING OUR ENVIRONMENTAL IMPACT AND FOOTPRINT



GRI 302-5, 305-1, 305-2, 305-4, 305-5

Across our operations, we established various mechanisms to enable us to continuously monitor, assess, and mitigate our impact to the environment. These include our greenhouse gas emissions (GHG), energy consumption, generated air pollution, water consumption, and waste generation. Aligning with global standards and industry frameworks, we use the data from these assessments to perform relevant mitigation measures and enhancements in our policies and processes.

PLDT group used the operational control approach in accounting for its GHG emission.

Scope 1 emission comes from the purchased fuel for service vehicles, generator sets, and forklifts as invoiced by the vendor. GHG included are Carbon dioxide (CO2), Methane (CH4), and Nitrous oxide (N2O) converted to Carbon dioxide equivalent (CO2e). Conversion factors follow the Global Warming Potential (GWP) values for 100- year time horizon from the Sixth Assessment Report (AR6) of Intergovernmental Panel on Climate Change (IPCC).

CONVERSION FACTORS		
MOBILE FUEL COMBUSTION		
1 LITER 0.264 gallon	1 GALLON 144.945 megajoule for Diesel 126.858 megajoule for Gasoline	
https://www.eia.gov/energyexplained/units-and-calculators/energyconversion-calculators.php		
ON-ROAD GASOLINE FUEL 8.59873 kg of CO2 per gallon	ON-ROAD DIESEL FUEL 10.131 kg of CO2 per gallon	
https://ghgprotocol.org/sites/default/files/Emission_Factors_from_Cross_Sector_Tools_March_2017.xlsx		
STATIONARY FUEL COMBUSTION		
1 LITER 0.264 gallon	1 GALLON 144.945 megajoule for Diesel 126.858 megajoule for Gasoline	
https://www.eia.gov/energyexplained/units-and-calculators/energyconversion-calculators.php		
STATIONARY OIL		
2.676492 kg of CO2 per liter	0.0003612 kg of CH4 per liter	0.000021672 kg of N2O per liter
https://www.eia.gov/energyexplained/units-and-calculators/energyconversion-calculators.php		
GLOBAL WARMING POTENTIAL		
https://report.ipcc.ch/ar6/wg1/IPCC_AR6_WGI_FullReport.pdf		

ELECTRICITY	
	
LUZON & VISAYAS 0.7122KG CO₂e per megawatt-hour	MINDANAO 0.7797KG CO₂e per megawatt-hour

For our Scope 2 or indirect emissions, we adopt the location-based approach. As recommended by the Department of Energy (DoE), the Simple Operating Margin (SOM) Emission Factor (EF) is multiplied by the electricity consumed by all of our facilities as indicated in the statement of account or invoice. This applies except for purchased renewable energy which uses emission factor as provided by the vendor.

GHG SCOPE 1 EMISSIONS

GRI 302-1, 302-2, 302-4, 305-3, 305-4, 305-5, TC-TL-130A.1

TRANSPORT FUEL			GENSET & FORKLIFT* FUEL		
FUEL CONSUMPTION (IN LITERS)	DIESEL	GASOLINE	FUEL CONSUMPTION (IN LITERS)	DIESEL	GASOLINE
PLDT	2,074,888	3,522,237	PLDT	540,616	11,762
SMART	1,048,449	500,344	SMART	10,353,640	--
ePLDT	14,018	1,702	ePLDT	617,699	--
TOTAL	3,137,355	4,024,283	TOTAL	11,511,956	11,762

TOTAL	PLDT	SMART	ePLDT	TOTAL
DIESEL	2,615,504	11,402,089	631,718	14,649,311
GASOLINE	3,533,999	500,344	1,702	4,036,045

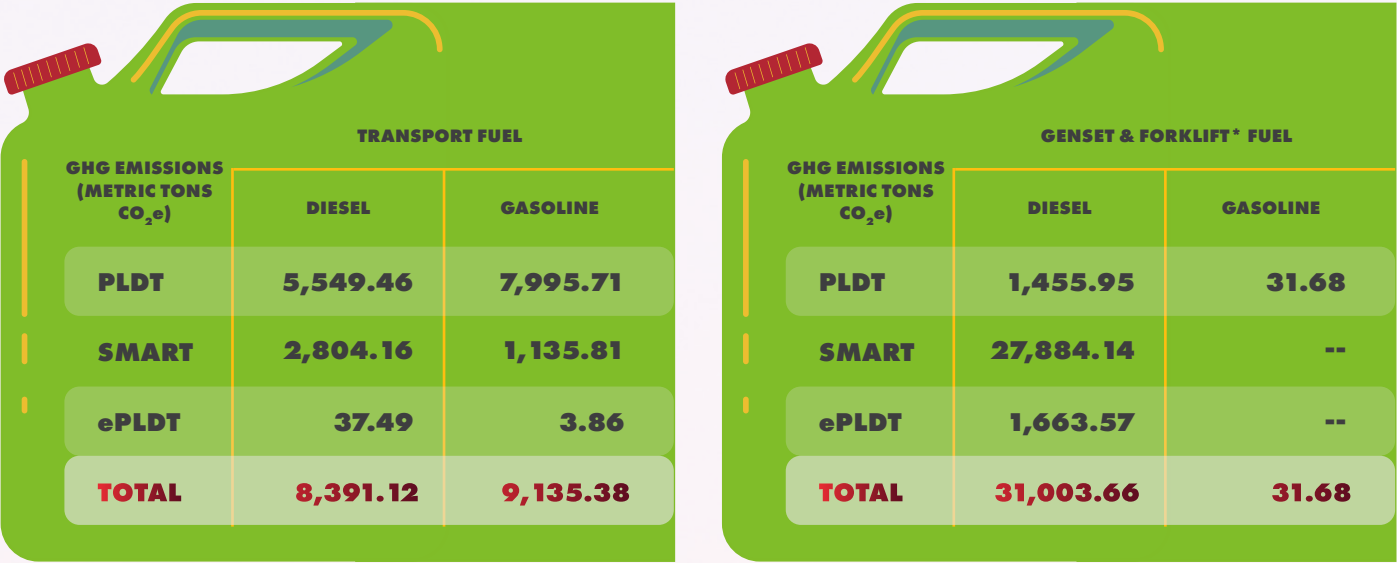
*Only PLDT uses fuel for forklift

TRANSPORT FUEL			GENSET & FORKLIFT* FUEL		
ENERGY CONSUMPTION (IN GIGAJOULE)	DIESEL	GASOLINE	ENERGY CONSUMPTION (IN GIGAJOULE)	DIESEL	GASOLINE
PLDT	79,396.58	117,961.52	PLDT	20,686.95	394.06
SMART	40,119.40	16,756.79	SMART	396,187.00	--
ePLDT	536.41	57.00	ePLDT	23,636.56	--
TOTAL	120,052.39	134,775.31	TOTAL	440,510.51	394.06

TOTAL	PLDT	SMART	ePLDT	TOTAL
DIESEL	100,083.53	436,306.40	24,172.97	560,562.90
GASOLINE	118,355.58	16,756.79	57.00	135,169.37

*Only PLDT uses fuel for forklift

GHG (IN TONNES CO₂e) GRI 305-1



TOTAL	PLDT	SMART	ePLDT	TOTAL
DIESEL	7,005.41	30,688.30	1,701.06	39,394.78
GASOLINE	8,027.38	1,135.81	3.86	9,167.06

*Only PLDT uses fuel for forklift

GHG SCOPE 2 EMISSIONS GRI 305-2

SCOPE 2 FACILITIES	CONSUMPTION (KWH)	ENERGY CONSUMPTION (IN GIGAJOULE)	GHG EMISSIONS (METRIC TONS CO2E)
PLDT Facilities	216,956,651	781,736.83	155,629.61
Smart Offices & Stores	14,837,398	53,414.63	10,590.25
Smart Network Facilities	615,448,276	2,215,613.79	444,482.63
ePLDT Offices	141,251	508.50	100.60
ePLDT Data Centers	90,795,534	326,863.92	54,375.85
TOTAL	938,179,108	3,378,137.68	665,178.94

CARBON REDUCTION FROM USE OF RENEWABLE ENERGY

GRI 305-5

Aligning with our PLDT Group decarbonization roadmap, we are partnering with various providers to enable our transition to renewable energy and continuously increase renewables in our energy mix for our data centers. Through these, we were able to reduce our Scope 2 GHG emissions by 10.29 metric tons of carbon dioxide (CO₂) in 2022. Such reduction further contributed to lowering our emissions intensity headcount and revenue by an average of 32%, compared to our 2019 baseline level of emissions.

EPLDT DATA CENTERS	TOTAL CONSUMPTION (KWH)	TOTAL CONSUMPTION FROM THE GRID (KWH)	TOTAL CONSUMPTION FROM RENEWABLE ENERGY (KWH)
Vitro Cebu 1	4,862,081	3,889,665	972,416
Vitro Cebu 2	6,763,305	5,410,644	1,352,661
Vitro Clark	8,794,302	7,035,442	1,758,860
Vitro Makati	30,231,377	25,752,766	4,478,611
Vitro Makati Systems 2	700,000	700,000	-
Vitro Pasig	39,444,468	31,555,574	7,888,894
TOTAL	90,795,534	74,344,091	16,451,442

EPLDT DATA CENTERS	GHG EMISSION IN METRIC TON			GHG REDUCED FROM USE OF RENEWABLE ENERGY	BASE YEAR GHG EMISSION IN METRIC TON *
	RENEWABLE ENERGY	FROM THE GRID	TOTAL		
Vitro Cebu 1	84.41	2,770.22	2,854.63	608.15	3,601.04
Vitro Cebu 2	117.41	3,853.46	3,970.87	845.95	1,911.66
Vitro Clark	152.67	5,010.64	5,163.31	1,099.99	2,862.12
Vitro Makati	388.74	18,341.12	18,729.86	2,800.92	6,179.44
Vitro Makati Systems 2	--	498.54	498.54	--	--
Vitro Pasig	684.76	22,473.88	23,158.64	4,933.71	31,738.01
TOTAL	1,427.99	52,947.86	54,375.85	10,288.73	46,292.27

*Base year is 2019, pre-pandemic operations

Data center GHG intensity per employee	62.50	92.03
% reduction against base year	32%	
Data center GHG intensity per million revenue	7.20	10.52
% reduction against base year	32%	

PLDT, likewise, was able to reduce 102.30 metric tons of GHG emissions from the solar rooftop panels installed in selected facilities in the Visayas region.









PLDT FACILITIES	TOTAL CONSUMPTION (KWH)	TOTAL CONSUMPTION FROM THE GRID (KWH)	TOTAL CONSUMPTION FROM SOLAR ENERGY (KWH)
PLDT Mandaue Cebu	1,235,729	1,200,749	34,980
PLDT Bacolod	3,204,250	3,175,410	28,840
PLDT Roxas City Capiz	1,507,646	1,488,816	18,830
PLDT Cebu Jones	4,836,484	4,775,484	61,000
TOTAL	10,784,109	10,640,459	143,650

PLDT FACILITIES	GHG EMISSION IN METRIC TON			GHG REDUCED FROM USE OF RENEWABLE ENERGY
	RENEWABLE ENERGY	FROM THE GRID	TOTAL	
PLDT Mandaue Cebu	-	855.17	855.17	24.91
PLDT Bacolod	-	2,261.53	2,261.53	20.54
PLDT Roxas City Capiz	-	1,060.33	1,060.33	13.41
PLDT Cebu Jones	-	3,401.10	3,401.10	43.44
TOTAL	-	7,578.13	7,578.13	102.30



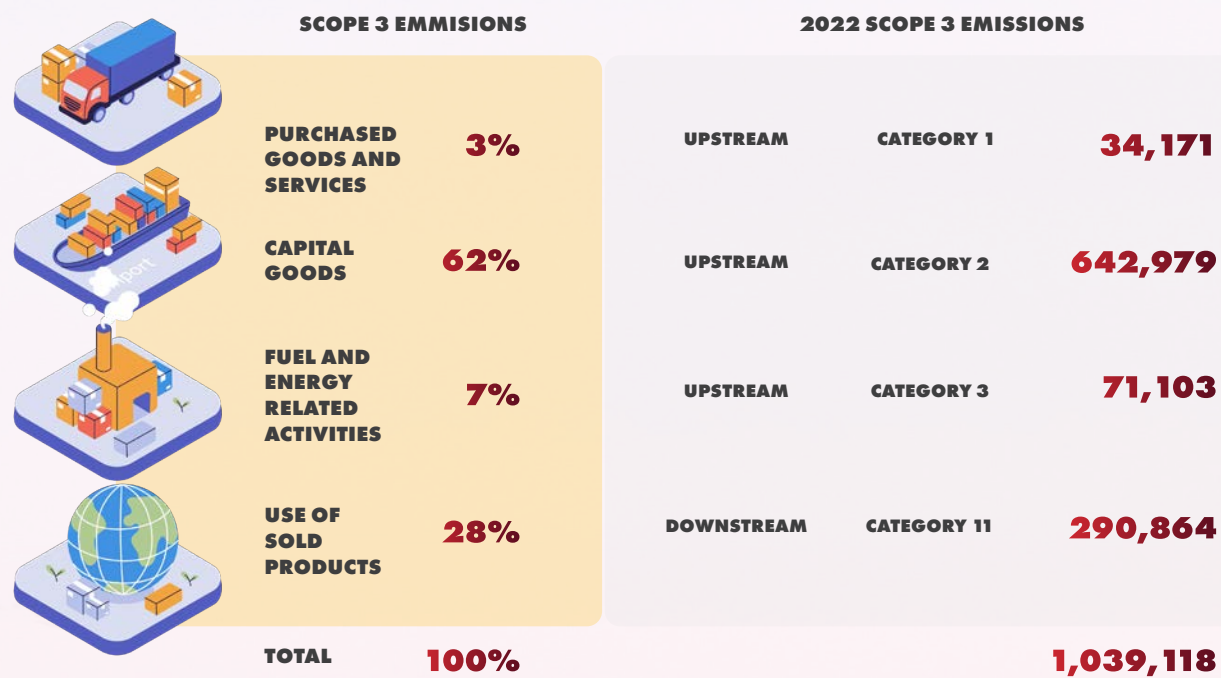
ENERGY AND GHG INTENSITY * GRI 302-3, 305-4

COMPANY	ENERGY (GIGAJOULE)			GHG EMISSIONS (METRIC TONS)		
	SCOPE 1	SCOPE 2	TOTAL	SCOPE 1	SCOPE 2	TOTAL
PLDT	218,439.11	781,736.83	1,000,175.95	15,032.80	155,629.61	170,662.41
SMART	453,063.19	2,269,028.42	2,722,091.61	31,824.11	455,072.88	486,897.00
ePLDT	24,229.97	327,372.42	351,602.39	1,704.93	54,476.45	56,181.37
TOTAL	695,732.27	3,378,137.68	4,073,869.95	48,561.84	665,178.94	713,740.78

PER HEADCOUNT	 ENERGY INTENSITY (SCOPE 1)	PLDT	20.84	 GHG INTENSITY (SCOPE 1)	PLDT	1.43
		SMART	96.07		SMART	6.75
		ePLDT	27.85		ePLDT	1.96
		TOTAL	43.30		TOTAL	3.02
	 ENERGY INTENSITY (SCOPE 2)	PLDT	74.59	 GHG INTENSITY (SCOPE 2)	PLDT	14.85
		SMART	481.13		SMART	96.50
		ePLDT	376.29		ePLDT	62.62
		TOTAL	210.25		TOTAL	41.40
	TOTAL INTENSITY	PLDT	95.43	TOTAL INTENSITY	PLDT	16.28
		SMART	577.20		SMART	103.24
		ePLDT	404.14		ePLDT	64.58
		TOTAL	253.56		TOTAL	44.42
PER REVENUE (IN MN)	 ENERGY INTENSITY (SCOPE 1)	PLDT	2.16	 GHG INTENSITY (SCOPE 1)	PLDT	0.15
		SMART	4.51		SMART	0.32
		ePLDT	3.21		ePLDT	0.23
		TOTAL	3.33		TOTAL	0.23
	 ENERGY INTENSITY (SCOPE 2)	PLDT	7.75	 GHG INTENSITY (SCOPE 2)	PLDT	1.54
		SMART	22.60		SMART	4.53
		ePLDT	43.36		ePLDT	7.21
		TOTAL	16.17		TOTAL	3.18
	TOTAL INTENSITY	PLDT	9.91	TOTAL INTENSITY	PLDT	1.69
		SMART	27.11		SMART	4.85
		ePLDT	46.56		ePLDT	7.44
		TOTAL	19.51		TOTAL	3.42

*PLDT, Smart, and ePLDT only

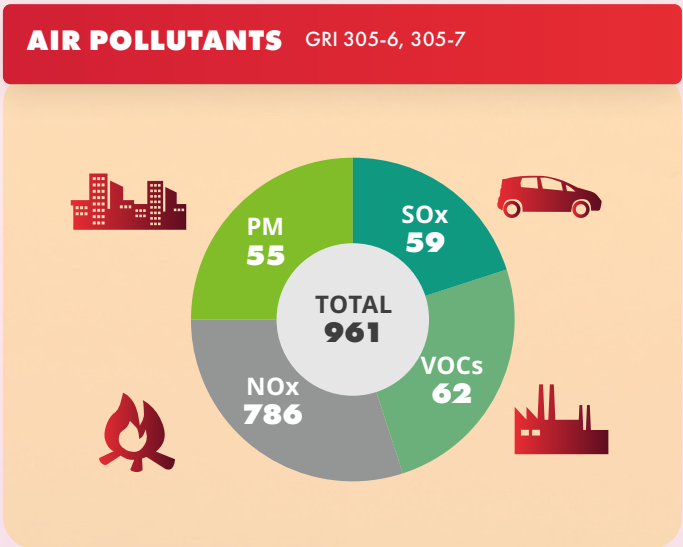
Using 90% of our spend data and environmentally-extended input-output (EEIO) emission factors, our upstream emissions from purchased capital goods (category 2) comprise 62% of our total emissions, and 3% comes from purchased goods and services (category 1). Emissions from fuel and energy-related activities are at 7%. Our downstream emissions from the use of our products and services account for 28%. These are the handsets, routers, and services (data, SMS, and voice).



GHG EMISSION	GHG Emission (Metric tons CO2e)	%
SCOPE 1	48,562	3%
SCOPE 2	665,179	38%
SCOPE 3	1,039,118	59%
TOTAL	1,752,858	100%
Intensity per Headcount	167.24	
Intensity per Revenue	8.39	

Generated Air Pollution

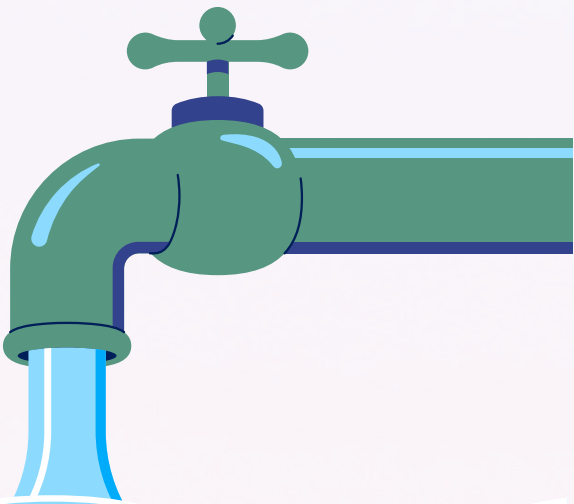
We monitor ozone-depleting substances (ODS) data based on actual refrigerant use, as well as the air pollutant data that is dependent on the diesel consumption of all our generator sets. Emissions are then estimated using the Emission Factor (E.F.) for diesel engine (less than 600 Hp) from the United States Environmental Protection Agency’s Compilation of Air Pollutant Emissions Factors (AP-42).



WATER CONSUMPTION

GRI 303-2

In 2022, we have noted a decrease on the use of domestic water within our PLDT facilities and an increase in water consumption within our Smart facilities, as compared to the year before. Such can be attributed to the gradual consolidation of PLDT and Smart office spaces nationwide and to the implemented hybrid work arrangements, including the mandatory Work-from-Home Fridays. With fewer employees reporting to certain offices, especially in those facilities that use chiller plants, we have noted corresponding impact to overall water consumption. And as we have lessened the operating time of some of our cooling towers, succeeding water evaporation rate and make-up water volume requirement also decreased.



WATER CONSUMPTION (IN CUBIC METER)	FIXED	WIRELESS	TOTAL
ABSTRACTED SURFACE AND GROUNDWATER	3,047	60	3,107
PURCHASED WATER FROM UTILITY PROVIDERS AND BOTTLED WATERS	370,766	47,114	417,880
TOTAL	373,813	47,174	420,987



WASTE GENERATION

GRI 306-2

We identify and classify the solid waste that we generate in our facilities periodically through ocular inspection, assessment and evaluation of business activities in our premises, and regular coordination with our maintenance and janitorial personnel.

For Hazardous Waste, our identification and classification covers oils and compounds used in our equipment and fleet, waste electronic and electronic equipment, and medical wastes, among others.

GRI 306-1, 306-3

WASTES (IN METRIC TONS)	 FIXED	 WIRELESS	TOTAL
SOLID WASTE	2,599	1,400	3,999
HAZARDOUS WASTES*	618	1,074	1,693
TOTAL	3,217	2,474	5,692

OPTIMIZING RESOURCE ECO-EFFICIENCY

GRI 2-24

Decarbonization Roadmap

In 2022, we announced our decarbonization roadmap that seeks to reduce our Scope 1 and Scope 2 GHG emissions by 40% by 2030, coming from a 2019 baseline.

This target supports and aligns with the global ambition to abate impacts of climate change and achieve Net Zero by 2050. The initiatives that underpin this target are in line with pursuing operational resource eco-efficiency, renewable energy transition, waste management and circularity, and carbon neutral fleet plan, among others.

We deliver on our commitment to support the Energy Efficiency and Conservation Act by implementing various energy conservation measures and reporting on our annual energy consumption. Spearheaded by our Property and Facilities Management (PFM) Team, we conduct energy audits and proactively implement improvements to processes and mechanisms that will allow us to further reduce our consumption and mitigate our operational impact on the environment.

Throughout the year, we have also conducted regular maintenance of our generator sets, performed power generator testing, and set minimum ordering level in our facilities. We have explored the use of fuel catalysts to improve combustion processes, increase combustion efficiency, and reduce the amount of harmful emissions of SOx, NOx, and other air pollutants. We have also begun active consultations with an energy management system consultant to guide us in formulating, implementing, and preparing for ISO certification on Energy Management System (ISO 50001) of our strategic PLDT and Smart sites across the country. We aim to complete this process and secure the certification for the identified sites by December 2023.

Transition to Renewable Energy

In 2022, we have advanced our transition to the use of renewable energy (RE) and green technologies in order to reduce our GHG emissions, achieve cost efficiencies, and make our business even more attractive to sustainability-focused customers and business partners that also seek parallel efficiencies in their respective operations.

We have successfully completed the installation of more than 200 photovoltaic (PV) or solar panels on the rooftop of our biggest business center facility in the Visayas, PLDT AS Fortuna, Mandaue City. Lessening our dependency to commercial power, each panel rates 450 watts and are estimated to add up to generate almost 87,000 kilowatt hours (kWh), or up to 94-kilowatt peak capacity in the first full year of operation. Such installation was the first of about 20 that we have lined up nationwide, in support of our decarbonization roadmap

We have also continued to increase the efficiency of our VITRO data centers by integrating RE into their power mix, starting at 20% for each site's power consumption. Our long-term goal is to fully transition each site to RE as more supply becomes available. Aside from purchasing RE from the grid, we also endeavor to explore further harvesting of off-grid green energy sources such solar, wind, and geothermal energy across the country. In addition,

In addition, four of our data centers, particularly in Clark, Makati, Pasig, and Cebu, have secured ISO certification on Energy Management System (ISO 50001:2019).





We have also started the construction of our 11th and largest data center facility, VITRO Sta. Rosa, in Laguna. For its construction, we are tapping on the global expertise of RED Engineering and aligning with LEED standards for sustainable design, supply, and building operations. Such facility will also utilize state-of-the-art cooling technology, hot or cold aisle containment, high-efficiency uninterruptible power supply systems, provisions for rain and wastewater storage and reuse, and construction material that will help maintain the ambient temperature within the building. Scheduled to be operational in the first quarter of 2024, VITRO Sta. Rosa operations will be powered by a combination of conventional and renewable energy.

To ensure business continuity, VITRO Sta. Rosa will also use a dedicated power substation for disaster resiliency, and will be designed to deliver services up to 72 hours in cases of natural and man-made disasters.

Carbon Neutral Fleet Plan

To support our decarbonization roadmap, particularly the reduction of our Scope 1 emissions, we endeavor to green our fleet with the rationalization and progressive switch to electric vehicle (EV) use. In 2022, we have procured a pilot EV to serve customers in the areas of our PLDT Zone unit in Makati. In line with the passing of Executive Order No. 12, which aims to remove tariffs on EVs, we endeavor to continue pursuing the expansion of EVs within our fleet.



WATER CONSERVATION

GRI 303-2

To ensure efficiency and reduce our water consumption in our facilities nationwide, we have conducted regular maintenance works, including leak detection measures, standardization of water used in all water closet facilities, optimization of use in chiller plants and cooling waters, and construction of rainwater catchments in pre-identified locations or sites. These measures involved certain practices, such as closed loop cooling, recycling, and the use of rainwater whenever possible.

We have equipped four of our facilities in Mindanao with rainwater catchments, and have also identified two other sites in the Visayas to be next in line. Our Mindanao sites can potentially store rainwater of up to 24,000 liters, while the prospective ones in the Visayas are estimated to reach about 50,000 liters. Collected rainwater was used for the washing of service vehicles, cleaning of our facilities, and watering plants in our premises. In 2022, we collected and recycled 288m³ of rainwater.

WASTE MANAGEMENT AND CIRCULARITY

GRI 306-1, 306-2

As one of the material topics under our Conservation Pillar, waste management is an active thrust of several units within our organization.

In adherence to environmental laws and regulations, we implement various mechanisms to properly manage our organizational waste, particularly solid waste and hazardous waste. We also work with accredited waste haulers and treaters to help us facilitate an end-to-end process for managing our waste.

In 2022, our Logistics Group supported high-impact initiatives, including the dismantling of equipment and clean up of retired assets from our sale of wireless network towers, disposal of fiber optic cables, and the recovery of posts for disposal. We increased standard rates for waste materials that undergo disposal on a regular basis, including those for copper,



paper, and plastic waste.

We segregate our solid waste at source and tap on local partners to collect them on a daily or weekly basis. For our hazardous waste (HW), we work with accredited third-party service providers to help us conduct hauling, storage, and proper disposal. These partners provide us with corresponding inventory and geotagged information throughout the process of handling our HW, as well as a Certificate of Treatment (CoT) upon completion of proper disposal. For 2023, we endeavor to further harmonize our waste hauling monitoring process and require certification for all waste collected by third-party providers.

To further illustrate the process, used lead-acid batteries (ULAB) constitute a significant chunk of our HW within the organization. We have set-up an internal process where employees can use our OneHub employee platform to file ULAB disposal requests and document end-to-end handling processes.

Requests are issued with corresponding tickets that undergo line manager and finance approvals before they are sent over to our Logistics group for hauling.

ULABs that are hauled on-site are covered by the required waste manifest documentation of the Department of Environment and Natural Resources (DENR). These go directly to DENR-accredited Treatment plant, Storage, and Destruction (TSD) facilities. After which, a CoT is issued by the treater and further certified by the DENR.

From the request transaction up to certification, we monitor our waste data and use it as reference for any remittance made by our third-party haulers. Relevant proceeds from such hauling process are used to fund our corporate shared value programs and supported projects of the Philippine Business for Social Progress (PBSP).

As part of our accreditation process for our waste management partners, we perform joint conduct of on-site assessment and facilities inspection with the DENR to ensure that their HW treatment and disposal facilities are aligned with regulatory standards and requirements.

In 2022, the results of improved processes are the following:

- Reduced accumulated fines and penalties under sites managed by PFM, equivalent to a 7% year over-year reduction
- Resolved 100% of NOV incurred in 2021 by the second and third quarter of 2022 (9 out of 9 Notices) under FM-managed sites

- Resolved 92% of NOV incurred in 2022 (12 out of 13 Notices)
- Enhanced cross-functional collaboration between our PFM and Network Group

For any lapses in the process, we strive to adhere to corresponding DENR regulations in terms of disclosure and rendering of remediation measures. For instance, some of the Notices of Violation (NOV) received by PLDT were related to the late renewal of permits and non-procurement of HW tags for several generator sets received in 2021 were proven not to be valid, while others remain under investigation. While we await the final decision of the DENR on these, we have put in place the following internal measures to avoid recurrence:

- Creation of a designated unit within the Network organization to monitor the permitting process
- Creation of a compliance register (database) that will track permits, assets/gensets
- Adoption of a process that captures movements and changes
- Fine-tuning of the process for full turnkey contracts with outsourced contractors
- In 2022, the results of improved processes are the following:
 - Reduced accumulated fines and penalties under sites managed by PFM, equivalent to a 7% year-over-year reduction
 - Resolved 100% of NOV incurred in 2021 by the second and third quarter of 2022 (9 out of 9 Notices) under FM-managed sites
 - Resolved 92% of NOV incurred in 2022 (12 out of 13 Notices)



- Enhanced cross-functional collaboration between our PFM and Network Group
- Designated Pollution Control Officers (PCO) and Safety Officers (SO) in each of our network facilities
- Conducted regular updates and monitoring of the regulatory compliance status of each facility
- Established a compliance obligation register
- Pursued digitalization of the monitoring and updating process of the status of regulatory permits/certificates with automatic notification for expiry of each permit/certificate

Meanwhile, Smart received a number of NOV's from DENR-Environmental Management Bureau (DENR-EMB) relating to permit renewal, online registration, report submission, and PCO designation. These NOV's were fully addressed through show cause letters and technical conferences for complete absolution, while others are still awaiting decision of the DENR-EMB. To avoid similar occurrences in the future, we have put in place the following measures:

- Creation and regular updating of Smart's Online EHS Database (OED) with real-time updating, 60 and 30 days prior to expiration notification, and with 24/7 mobile access
- Continuous coordination with third-party legal partners on all DENR-EMB-related DMPI permits and inspections
- Appointment/designation of additional PCOs for regions

- Continuous monitoring of real-time generator set movement updating and permit processing requirements
- Continuous process improvement for DENR-EMB compliance measures
- Continuous collaboration with Regional EMBs (e.g., HWID clustering, Sale Notice conditions of cell sites to Tower Companies, and timely response)

Further to these compliance measures, we work with the government on several initiatives that promote effective waste management and circularity within local communities. In 2022, we supported the month-long electronic waste (e-waste) collection program of the DENR-EMB Region 6 and Robinsons Malls in Panay. We have provided e-waste collection bins stationed in Robinsons Malls in Iloilo, Jaro, Pavia, Roxas, and Antique, and helped in encouraging our customers and the general public to properly dispose of their e-waste.

Within our offices and business centers, we have repurposed acrylic barriers from our COVID-19 safety provisions and turned them into segregation and recycling bins for paper, plastic, metal, and e-waste. Outside our own collection, we have also joined the X-Trash Challenge of the PBSP and encouraged all our employees to drop off their recyclables in identified program facilities across the country. These recyclables were matched with corresponding Environmental Points (EPs) that were later on converted into food packs that were distributed as donation to urban poor communities.



TAKING ACTION ON CLIMATE CHANGE

GRI 201-2

Strategy and Governance

The PLDT Group takes an integrated strategy and approach towards identifying and managing climate-related risks and opportunities. Our <GRMD> holds the mandate of ensuring that climate risks are strategically considered in business decisions. Meanwhile, our Corporate Sustainability Office takes charge of designing the organizational climate roadmap and ensuring corresponding alignment and contribution of business and functional units.

Recognizing the vulnerability of the Philippines to the worsening impacts of climate change, we implement a standardized Business Continuity Management System (BCMS) to continuously strengthen our organizational resilience and protect critical business functions amid climate risk exposure. Such implementation is spearheaded by our Enterprise Business Continuity and Resilience Office (BCRO) with the mandate to ensure the preparedness of the PLDT Group to manage operational and business disruptions.

Overseeing the effectiveness and continuous improvement of these management systems is the PLDT Board of Directors Governance, Nomination, and Sustainability Committee (GNSC). The GNSC is further guided by the Task Force on Climate-related Financial Disclosures (TCFD) recommendations in reviewing the impact of climate change regulations to our business investments and prospects, including those of our subsidiaries, associates, and entities where we hold securities. We also refer to TCFD guidelines in considering various climate change scenarios and in assessing long-term business plans and strategies.



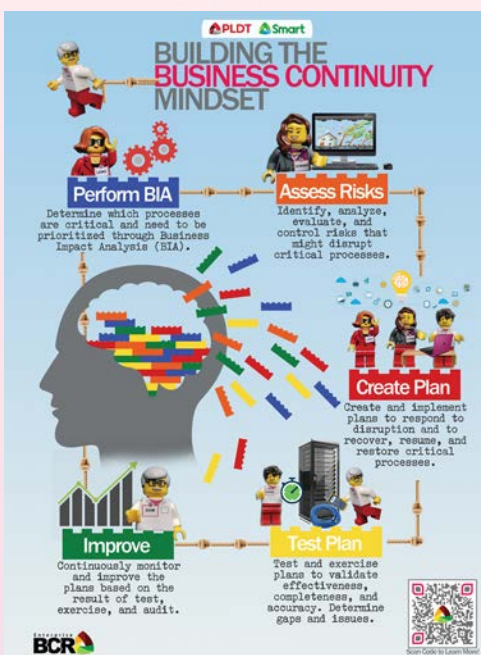
MANAGING CLIMATE-RELATED RISKS

GRI 201-2

We have embedded our thrust for climate change mitigation and adaptation into our risk management and business transformation initiatives across the organization. Streamlining activities and process enhancements have supported our twin pursuit towards energy efficiency and led towards solutions that support our decarbonization roadmap.

In 2022, we have continued to build on the comprehensive findings of our Climate Risk Assessment with S&P Global in 2020. These have laid the groundwork for us to continuously identify and assess relevant categories of climate-related risks, including those that affect policies, physical structures, market conditions, and business reputation. In the process, we make sure to align with global standards and frameworks, particularly with the Committee of Sponsoring Organizations (COSO) and ISO 31000 Risk Management.

Throughout the year, our BCRO and Network Operations teams tightened collaboration to secure our physical assets, such as towers and structures for our wireless network, that are in disaster high-risk areas. We have reinforced structures of our network towers, elevated crucial equipment in flood-prone areas, and conducted enhancements on our fiber optic cables to mitigate potential loss of service during extreme weather conditions.



Following our climate risk identification and assessment processes, we have implemented the following measures in support of our physical climate risk adaptation:

1. Conducted regular reporting to the Board Risk Committee and Top Management on emerging disruptive operational risks to facilitate strategic risk treatment and mitigation measures
2. Set target standards and secured relevant ISO certifications for our critical facilities across the country. 14 PLDT sites and 8 Smart sites have received Business Continuity Management System Certification ISO 22301:2012 and have transitioned to ISO 22301:2019.
3. Activated an Emergency Operation Center (EOC) for a 24/7 centralized monitoring of operations during disasters, emergencies, crises, or major events such as super typhoons, earthquakes, and even high-risk social events like national elections.
4. Formed a Crisis Management Team (CMT) in tandem with our BCRO to reinforce implementation of our organizational Crisis Management Plan (CMP). Operations included early monitoring of incidents that may further develop into crises and high-risk occurrences that will require activation of contingency measures.

5. Formed Regional Disaster Management Teams (RDMT) to manage regional-level coordination and crisis communication in times of business disruptions. Our BCRO also held yearly Resilience Summits to facilitate dialogue and improvement planning on the PLDT Group Resilience Strategy among our RDMTs. These gatherings also serve as venues to cascade organizational targets, address on-ground concerns, and re-orient RDMT members on their roles and responsibilities.
6. Conducted Prolonged Power Outage Readiness Review to assess the current state of readiness and response measures of our facilities in times of power outages. Such process also allowed us to identify current operational strengths and areas of improvement, particularly on measures to enhance sufficiency of our generator sets and fuel storage facilities, business continuity of our supply chain, and procurement and logistical support in times of power outages.
7. Performed Complex and Actual Tests on our Business Continuity Plans to minimize the risk of potential issues that may escalate during actual incidents and to enhance the preparedness of our critical facilities for any types of business disruptions.
8. Enhanced the Hazard Alert Notification for Disaster App (HANDA) internal platform to continuously enable PLDT Group employees to seek help and report their status during emergencies or disasters. In 2022, we have further improved on the system and migrated it to our integrated OneHub employee platform. Such transition led to a significant increase in corresponding reports and utilization.
9. Rolled out the Supply Chain Resiliency Project to evaluate and ensure alignment of our climate risk management and business continuity initiatives with those of our key suppliers, particularly those that service our network and operations.
10. Expanded the creation of Business Unit Business Continuity Plan (BU BCP) to further localize our BCP and ensure that all functioning units have business continuity plans in place and are ready to respond to any type of business disruptions.

We have also piloted a Network Functions Virtualization Infrastructure (NFVI) for various applications in our Network and IT operations. A first in the country, our NFVI houses PLDT and Smart's network elements and helps ensure seamless interoperability across networks. This solution enhances our business continuity and disaster recovery response, as well as minimizes service downtime.

In September 2022, we inaugurated the PLDT and Smart Integrated Operations Center (IOC), which now houses our network operations teams. Using top-tier network monitoring and multimedia conferencing facilities, our IOC enhances our capability to deliver quality services, enables quick identification of service outages, and facilitates immediate response and coordination with impacted customers. Further, our IOC has been particularly designed and set-up to beef up our BCP and end-to-end management of network response during times of calamities and disasters.





ENABLING CONSERVATION OF BIODIVERSITY AND NATURE-BASED CLIMATE SOLUTIONS

GRI 304-2

Anchoring on our industry leadership and using our enabling technology, we undertake various initiatives that integrate and mainstream the protection, conservation, and sustainable use of biodiversity across our value chain and stakeholder engagements.

We endeavor to continuously learn, develop strategies, and pursue shared value partnerships in support of the Philippine Biodiversity Strategy and Action Plan (PBSAP) and global agreements not limited to the Convention on Biological Diversity (CBD), the Convention on International Trade in Endangered Species of Fauna and Flora (CITES), the International Union for Conservation of Nature (IUCN), UNESCO – World Heritage Convention (WHC), the Convention on the Conservation of Migratory Species of Wild Animals (CMS), and the Ramsar Convention on Wetlands.

Connecting Rainforests

We have continued our collaboration and site assessment activities with Huawei and the DENR for the rollout of the Rainforest Connection (RFCx) to more areas in the country. RFCx uses Smart's connectivity network to capture and monitor sounds in rainforests (e.g. chainsaws and vehicles) and send real-time alerts to activated forest rangers on potential prohibited activities like illegal logging and poaching.

In 2022, Smart has also completed a five-hectare reforestation project in the Talavera Watershed, Carranglan, Nueva Ecija, in partnership with the PBSP and local people's organization Kalinga sa Kalikasan ng Puncan (KAPUNCAN). A succeeding culmination event with the DENR and turnover of forest protection equipment are slated for 2023.

Connecting Mangroves

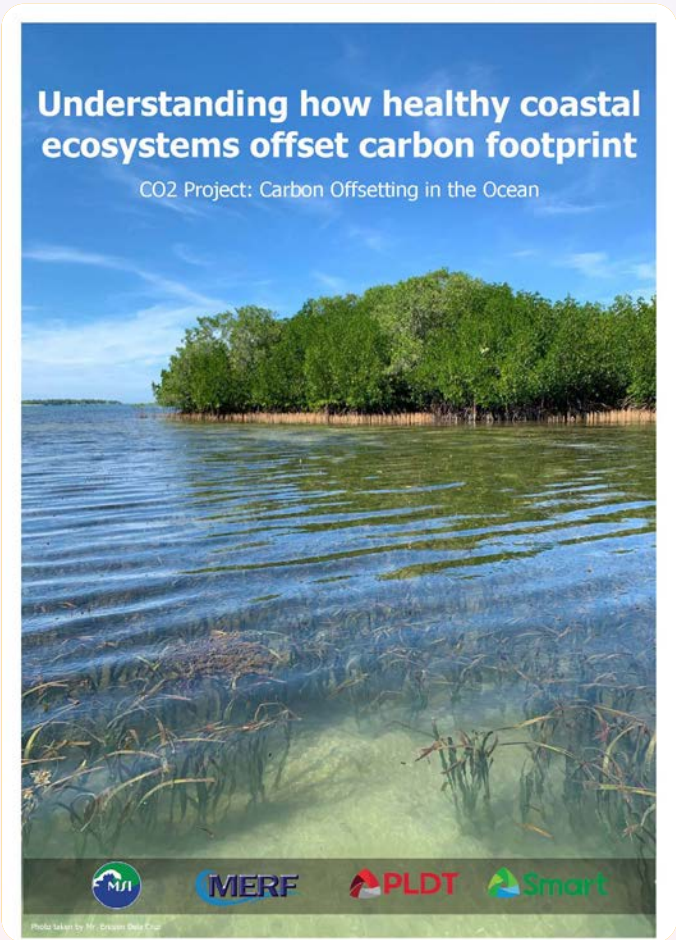
Since 2017, we have been partnering with Ericsson and the DENR to utilize technology solutions in the conservation of the mangroves in the Sasmuan Bangkung Malapad Critical Habitat and Ecotourism Area (SBMCHEA). At the start of the project, sensors were connected to the mangroves to activate remote detection and transmission of pertinent data about physical conditions in the site, including water temperature and salinity. Later on, the solution was reinforced and modified with the capacity to identify migratory birds using an Artificial Intelligence-connected camera and be able to monitor these via a 24/7 dashboard platform. Such technology-enabled solutions have continued to complement parallel protection and preservation measures of the DENR and the Local Government of Sasmuan.



Aside from the use of our enabling technology, we also leverage on our leading resource network and local community presence to support research undertakings that help conserve and unlock the potential of nature-based climate solutions and biodiversity hotspots in the country.

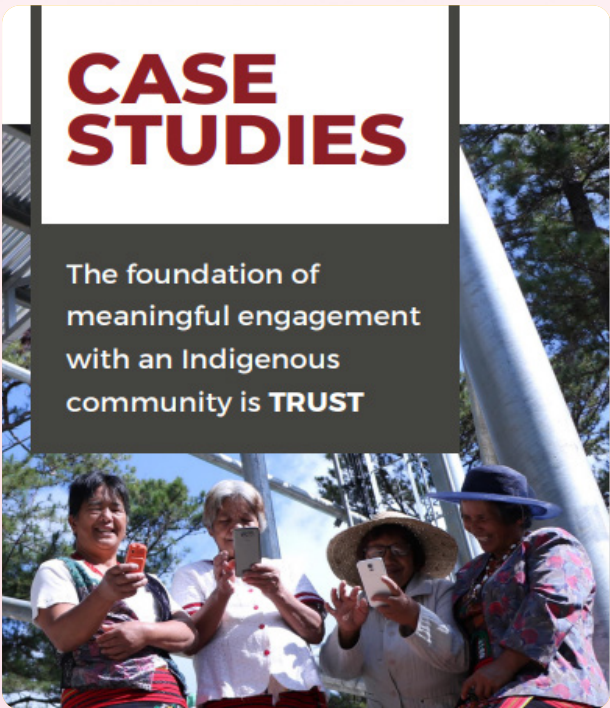
Connecting with Seagrasses

Together with the University of the Philippines Marine Science Institute (UP MSI), we have completed research to better understand the carbon sequestration potential of “Blue Carbon” or coastal ecosystems that include seagrasses and mangroves. Such ecosystems are essential in absorbing and preventing the release of significant amounts of carbon that could cause further warming in the atmosphere. Covering 17 marine protected areas (MPAs) across the country, the study generated relevant data that may help in the establishment of local carbon registries for carbon offsetting. Research results can also guide local communities in augmenting their conservation and management policies and programs. Further, the PLDT Group also endeavors to use the research to augment environmental management and biodiversity conservation initiatives, particularly amid the continuous expansion of our domestic fiber network and physical network facilities along coastal areas and protected sites.



Connecting with Peatlands

We have carried on our landmark partnership with the DENR - Biodiversity Management Bureau and the Agusan Marsh Wildlife Sanctuary Protected Area Management Office for the conservation and protection of peatlands in Agusan del Sur, Mindanao. Identified as important “carbon sinks”, peatlands are said to have the capacity to store twice as much carbon as forests. They also benefit local ecosystems and communities by filtering water for drinking and mitigating impacts of typhoons. Following the turnover of connectivity solutions and forest protection gear, we have continued to explore further partnerships that will help the DENR conduct re-measurement and re-assessment of carbon stock in the Caimpugan Peatlands.



Complementing our thrust for biodiversity conservation, we also continue to recognize and mitigate the potential impact of our domestic fiber and wireless network expansion to indigenous peoples and local communities (IPLCs). We have thus developed and rolled out an Indigenous Culture Communities Engagement Guide to aid relevant activities of our network and field operations personnel. Such learning resource included an overview of Free and Prior Informed Consent, technical guidance in securing permits for sites in ancestral domains, soft skills for engagements with IPLCs, and actual case studies of local community negotiations. We endeavor to continuously improve on this guide and also share it with our service providers and third-party contractors.



COMMITMENT PILLAR



DOING BUSINESS RESPONSIBLY

The fourth pillar of our sustainability framework is “Commitment”. Guided by our Board of Directors, and together with our Top Management, employees, and supply chain stakeholders, we continue to develop and enhance our policies and governance mechanisms to ensure adherence to the highest standards of corporate governance and business ethics.

In line with our aspiration to achieve ESG leadership in the region, we consider it paramount to continuously earn the trust of our stakeholders and consistently deliver on our duties and responsibilities across the many facets of our operations. We are purposeful in our interactions with stakeholders, and we value the responsibility of delivering the best communications and digital solutions to our customers.



COMMITTING TO THE HIGHEST STANDARDS OF GOVERNANCE

PLDT is publicly-listed in the Philippine Stock Exchange (TEL) and has American Depositary Shares publicly-listed in the New York Stock Exchange (PHI). We thus are governed by applicable laws and listing rules in the Philippines and in the United States of America. We also comply with the Sarbanes-Oxley Act Section 404, among other applicable laws. As PLDT is an affiliate company of First Pacific Company Limited, a Hong Kong Stock Exchange listed company, we benchmark as well with the governance standards of Hong Kong.

The Philippine Code of Corporate Governance for Publicly Listed Companies defines corporate governance as “a system of direction, feedback and control using regulations, performance standards and ethical guidelines to hold the Board and senior management accountable for ensuring ethical behavior – reconciling long term customer satisfaction with shareholder value – to the benefit of all stakeholders and society.” In PLDT, our system of direction, feedback and control is exemplified in our governance framework. Our policies and practices serve as a guide for all employees on the standard of conduct that is necessary to support the Vision, Mission, and strategic goals of the Company.

BOARD STRUCTURE

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-17



At the center of our governance framework is the PLDT Board, the body entrusted by shareholders with authority to act for and on behalf of PLDT. In coordination with Management, the Board determines our Vision, Mission and strategic objectives.

Our Board is composed of 13 qualified and competent members, each highly regarded in his or her respective fields and/or industries, such as telecommunications, Information and Communication Technology (ICT), business processing, infrastructure, power, insurance, real property development, retail and agriculture businesses, law, and public administration. Our directors possess complementary skills and expertise, and the requisite independence, probity, and diligence in the exercise of their fiduciary duties. They are business owners or leaders and hold, or have held, senior management positions.

The PLDT Board is composed of:

Mr. Manuel V. Pangilinan,
Chairman, Non-Executive Director

Hon. Manuel L. Argel, Jr.,
Non-Executive Director

Ms. Helen Y. Dee,
Non-Executive Director

Atty. Ray C. Espinosa,
Non-Executive Director

Mr. James L. Go,
Non-Executive Director

Mr. Kazuyuki Koza,
Non-Executive Director

Mr. Bernido H. Liu,
Independent Director

Hon. Artemio V. Panganiban,
Lead Independent Director

Mr. Alfredo S. Panlilio,
Executive Director

Ms. Bernadine T. Siy,
Independent Director

Atty. Marilyn A. Victorio-Aquino,
Executive Director

Mr. Naoki Wakai,
Non-Executive Director

Ms. Marife B. Zamora,
Non-Executive Director

There are eight non-executive directors, two executive directors, and three independent directors on the PLDT Board. Our independent directors are selected on the basis of specific independence criteria set out under applicable laws and rules, our By-laws, and the CG Manual. As such, they are free from any business or other relationships with PLDT and its subsidiaries which could possibly interfere with the exercise of independent judgment.

To ensure that the Board has an effective and balanced mix of knowledge, expertise, experience, and diversity in terms of, among other factors, age, gender, and ethnicity, the Board, through its GNSC, implements a selection process and reviews the qualifications of directors to be nominated for election by the stockholders, or appointment by the Board, as the case may be.

The GNSC follows the PLDT's Guidelines on the Search, Screening, and Selection of Directors and Screening Checklist which contain, among others, the criteria and qualifications for directorship and a matrix of skills, expertise, and experience relevant to the responsibilities of the Board, and considers other relevant factors, such as conflict of interest and directorships and/or positions in other corporations.

The directors are elected each year to serve until the next annual meeting of stockholders and until their successors are elected and qualified, except in case of death, resignation, disqualification, or removal from office. On June 14, 2022, PLDT held its Annual Stockholders' Meeting where the directors have been duly elected to serve as such for the ensuing year.

The Board conducts an annual self-assessment to evaluate its performance as a whole, as a committee, and as individual directors. Each Board Committee also conducts an annual self-assessment of its performance. This process enables the Board to identify strengths as well as areas for improvement. Individual directors also provide feedback and views on PLDT's strategies, performance, and future direction.

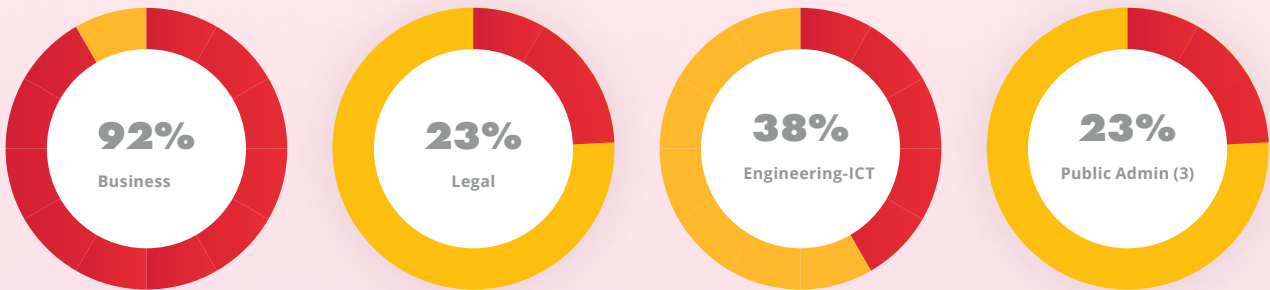
Diversity in the Board allows for optimal performance for the achievement of our strategic and sustainability objectives. Our Board Diversity Policy articulates our recognition of the enhanced quality of decision-making capability and performance of a Board that is composed of a mix of directors who are equipped with knowledge, skills, professional or business experience, cultural and educational background, ethnicity, gender, age, length of service, and is a combination of non-executive, executive, and independent directors.

Our Board Diversity Policy provides that without infringing the cardinal right of the stockholders to nominate and vote for the election of directors, the Governance, Nomination and Sustainability Committee and the Board shall consider the appropriate mix, complementation and interplay of the various diversity aspects in the selection of qualified director-nominees, including independent director-nominees, who will be recommended for election by the stockholders or the Board, as applicable, for our organization to achieve the benefits of Board diversity as well as to fairly and effectively promote the interest of all the stakeholders, particularly the long-term interest of the stockholders of the PLDT.

GRI 202-2, 405-1



2022 BOARD DIVERSITY FACTORS



DIRECTORS' PROFESSIONAL BACKGROUND

Several of our directors have professional background and business experience in more than one field.

With assistance from the GNSC, the Board likewise establishes and oversees the implementation of PLDT's sustainability strategy, framework, programs, and policies; oversees our social investments and commitments to making meaningful impact to communities. The Board also ensures that we have an investor relations program to engage with shareholders and the investing community at large, as well as programs to interact and communicate with the communities we operate. The Board further oversees the disclosure of material and reportable information regarding non-financial and sustainability matters, including those concerning the management of economic, environmental, social and governance aspects of the business.

With assistance from its Audit Committee, the Board carries out its oversight responsibilities for PLDT's financial reporting, internal control system, internal audit and independent audit mechanisms, and reviews material related party transactions that meet the materiality threshold set in the Material Related Party Transactions Policy (MRPT) and the Guidelines on the Proper Handling of Related Party Transactions. To continuously improve on our controls and mechanisms, we conduct periodic internal and external audits on our operations and disclosures.

BOARD COMMITTEES GRI 2-12

In pursuit of good corporate governance, the following Board Committees have been constituted to assist the Board in the performance of its functions and responsibilities. The respective charters of the Board Committees provide that each shall have the necessary resources and authorities to discharge their responsibilities, including obtaining external legal or professional advice:

ADVISORY COMMITTEE

The Advisory Committee provides guidance and suggestions, as necessary, on matters deliberated upon during Board meetings. The Advisory Committee is composed of:

Mr. Benny S. Santoso
Mr. Orlando B. Vea
Mr. Christopher H. Young

RISK COMMITTEE (RC)

The RC oversees Top Management adoption and implementation systems that allow us to identify, assess, monitor, and manage key risk areas. It also reviews Management reports on

PLDT's major risk exposures and corresponding plans and actions to minimize, control, or manage the impact of such risks.

The RC is composed of:

Hon. Artemio V. Panganiban,
Chairman/ Retired Supreme Court Chief Justice/Independent Director
Ms. Bernadine T. Siy,
Independent Director
Mr. Bernido H. Liu,
Independent Director
Mr. Kazuyuki Kozu
Mr. James L. Go
Chief Risk Management Officer,
Non-voting Member

AUDIT COMMITTEE (AC)

The AC performs oversight on the integrity of PLDT's accounting and financial reporting principles and policies, and system of internal controls, including the integrity of financial statements (FS) and the independent audit thereof. The Committee also covers the following: our compliance with legal and regulatory requirements, our audit process, and the performance of the Internal Audit organization and the external auditors (including the external auditors'

qualifications and independence). In addition, the AC also conducts reviews MRPTs and significant unusual transactions.

The AC is composed of:

Ms. Bernadine T. Siy,
Chairperson/Independent Director
Hon. Artemio V. Panganiban,
Retired Supreme Court Chief Justice/Independent Director
Mr. Bernido H. Liu,
Independent Director
Mr. James L. Go,
Advisor
Mr. Kazuyuki Kozu,
Advisor
Ms. Corazon S. de la Paz-Bernardo,
Advisor

GOVERNANCE, NOMINATION AND SUSTAINABILITY COMMITTEE (GNSC)

The GNSC assists the Board in the performance of its functions to: (i) establish PLDT's corporate governance framework, principles, and policies and oversee implementation and of continuing education and communication programs on good governance; (ii) develop and implement the Board's performance evaluation process, as well as the evaluation process for the annual review of

Board Committees and individual directors' performance; (iii) review and evaluate the qualifications of the persons nominated to the Board and to other positions requiring appointment by the Board;

(iv) identify persons qualified to become members of the Board and/or the Board Committees; (v) make an assessment of the effectiveness of our nomination and selection process for the Board and Board Committees; (vi) establish our sustainability strategy, framework, program, and policies and oversee implementation of programs in line with our ESG materiality, including Waste Management and Circularity and Climate-related Risk Management, Digital Inclusion and Community Investments, Child Protection, the Greening of the Supply Chain, among others.

The GNSC is composed of:

Mr. Manuel V. Pangilinan,
Chairman

Hon. Artemio V. Panganiban,
Retired Supreme Court Chief Justice /Independent Director

Mr. Bernido H. Liu,
Independent Director

Ms. Bernadine T. Siy,
Independent Director

Mr. Kazuyuki Kozu

Ms. Gina Marina P. Ordoñez,
Chief People Officer/Non-voting Member

Ms. Melissa V. Vergel de Dios,
Chief Sustainability Officer/Non-voting Member

Mr. Alfredo S. Panlilio, Advisor

EXECUTIVE COMPENSATION COMMITTEE (ECC)

The ECC assists the Board in overseeing the following: the development of a compensation philosophy or policy consistent with the strategy, culture and control environment of PLDT; the development and administration of PLDT's executive compensation

programs, including long term incentive plans and equity-based plans for officers and executives; the development and administration of PLDT's performance management framework to monitor and assess the performance of Management; the review of the succession plan for officers, including the CEO; and the development and implementation of professional development programs for officers.

The ECC is composed of:

Mr. Manuel V. Pangilinan,
Chairman

Hon. Artemio V. Panganiban,
Retired Supreme Court Chief Justice/Independent Director

Ms. Bernadine T. Siy,
Independent Director

Mr. Bernido H. Liu,
Independent Director

Mr. Kazuyuki Kozu

Ms. Gina Marina P. Ordoñez,
Chief People Officer/Non-voting Member

TECHNOLOGY STRATEGY COMMITTEE (TSC)

The TSC assists the Board in the review and approval of the strategic vision for the role of technology in PLDT's overall business strategy, including technology strategy and roadmap. The Committee helps the Board fulfill its oversight responsibilities for PLDT's effective execution of its technology-related strategies and ensuring the optimized use and contribution of technology to PLDT's business and strategic objectives and growth targets.

The TSC is composed of:

Mr. Manuel V. Pangilinan,
Chairman

Amb. Albert F. del Rosario †

Atty. Ray C. Espinosa

Mr. James L. Go

Mr. Kazuyuki Kozu

Mr. Alfredo S. Panlilio

Mr. Orlando B. Vea,
Non-voting Member

Mr. Oscar S. Reyes*,
Non-voting Member

**Until June 14, 2022*

DATA PRIVACY AND INFORMATION SECURITY COMMITTEE (DPISC)

The DPISC assists the Board in the performance of its functions to: promote and foster a culture of data privacy and information security governance; review and approve PLDT's strategic plans on data privacy and information security; ensure accountability for compliance with regulatory standards and best practices on data privacy and information security; and oversee Management's adoption and implementation of a system for identifying, assessing, monitoring and managing enterprise-wide data privacy and information security risks, including its framework, structure, policies, standards, and processes. The DPISC is the first Board Committee on privacy and information security among publicly listed companies in the Philippines.

The DPISC Committee is comprised of:

Mr. Manuel V. Pangilinan,
Chairman

Atty. Ray C. Espinosa

Mr. Kazuyuki Kozu

Mr. Bernido H. Liu,
Independent Director

Mr. Alfredo S. Panlilio,
Advisor

ETHICS AND COMPLIANCE

At PLDT, we strive to embed the highest standards of business ethics in the achievement of our corporate goals. At the core of all our business decisions, actions and inactions, are our principles of Accountability, Integrity, Fairness, and Transparency. These principles govern the way we do business and inspire our relationships internally within the organization and externally with our stakeholders.

Our corporate governance policies are available through our company website, including the following:

Manual on Corporate Governance (CG Manual)

The CG Manual contains our governance structure and framework, as well as our policies and processes. Supplementary to the Articles of Incorporation and By-Laws, the CG Manual assigns and delineates functions and responsibilities, and entrusts powers, authorities and resources for the execution of such functions and responsibilities. The CG Manual provides, among other matters, the powers, duties and responsibilities of the Board, the Chairman of the Board, each director, the Chief Executive Officer and Management, our duties towards our stakeholders, and our obligation to comply with applicable disclosure rules.

Code of Business Conduct and Ethics (Code of Ethics)

The Code of Ethics defines our core principles of Integrity, Accountability, Transparency and Fairness, which we shall observe in the conduct of our business. It sets the governance and ethical standards that shall govern and guide all our business

relationships through various interactions of our directors, officers, and employees.

Our Code of Ethics is further strengthened by the following enabling policies:

Anti-Corruption Policy –

PLDT's anti-corruption policy, as embodied in the Code of Business Conduct and Ethics and Policy on Gift-Giving Activities, prohibits direct and indirect bribery and corrupt practices in compliance with applicable laws and regulations. Guidance and procedural safeguards are provided in the conduct of gift-giving activities so as to comply with applicable laws, respect the gift-receiving policies of intended gift recipients, and uphold our core principles and policies. Appropriate monitoring and preventive measures are in place to reinforce observance of the anti-corruption policy, including internal controls, training and communication programs, whistleblowing facilities, third-party due diligence, and enforcement mechanisms.

Conflict of Interest Policy

(COI Policy) - The COI Policy mandates all directors, officers, employees, and consultants to avoid and promptly disclose situations that may conflict with the best interest of our company. For any such situation, an online COI disclosure system facilitates immediate disclosure, risk assessment and management by the reporting individual, line head, and the designated approving authority, as may be applicable. While evaluation is ongoing, reporting individuals should inhibit from any action, decision, or transaction involving the conflict situation. Within PLDT and SMART, our employees update their COI disclosures at least once yearly, at the beginning of each year, and as frequently as the occurrence of a conflict of interest situation.

Material Related Party Transactions Policy (MRPT Policy)

- The MRPT Policy provides the processes, controls, and safeguards for the proper handling of related party transactions in accordance with applicable laws and regulations. Defined in the policy are processes for the proper review, approval, and disclosure of related party transactions that meet the materiality threshold as defined therein. MRPTs are reviewed by the Audit Committee and subject to approval by the Board.

Policy on Gifts, Entertainment, and Sponsored Travel (Gifts Policy)

- PLDT's Gifts Policy provides safeguards in the receipt and acceptance of gifts given by third parties to ensure that such gifts would not affect the objective, independent or effective performance by directors, officers, and employees of their duties to our company. We have established an online Gifts disclosure system to facilitate the immediate disclosure of offers or receipt of gifts from third parties.

Supplier/Contractor Relations Policy (S/C Relations Policy)

- The Policy provides rules for arm's length transactions and fair treatment of our prospective and existing suppliers. The Policy specifically adopts the processes of vendor accreditation and competitive bidding as the general rule to ensure that contracts are awarded only to qualified and duly accredited vendors who offer the best value for money for PLDT's requirements.

External parties, including suppliers and contractors, may report concerns and violations related to human rights, child rights, and labor laws to the Corporate Governance Office at CGOHotline@pldt.com.ph.

Expanded Whistleblowing Policy (EWB Policy) - The EWB Policy provides guidelines on handling employee disclosures or complaints regarding (i) violations of corporate governance rules, including corporate governance policies; (ii) questionable accounting and auditing matters; and (iii) violations covered by our Human Resources Manual. The EWB Policy protects whistleblowers and witnesses from retaliation, and to ensure confidentiality and fairness in the handling of a disclosure or complaint, PLDT maintains an online disclosure system, Whistleblowing Helplines, and other reporting facilities, such as a dedicated electronic mailbox, special contact number, and post office box.

In 2022, we have received and handled the following reports through our EWB system:

PLDT

- three (3) new whistleblowing complaints: (i) two (2) cases were closed and resolved with adoption of remedial measures and imposition of appropriate disciplinary actions, and (ii) another case is still pending investigation. Four (4) cases, including three (3) cases which were pending as of December 31, 2021, were determined to fall under the jurisdiction of line management and/or were outside the scope of the EWB Policy, have been closed and appropriate actions were made.

SMART

- four (4) new whistleblowing complaints: (i) three (3) cases were closed and resolved, and (ii) one (1) case was archived due to insufficiency of evidence.
- No new whistleblowing

complaint or complaint on retaliation was received by PLDT Global Corporation, ePLDT, Inc., Digital Telecommunications Philippines, Inc. and Digital Mobile Philippines, Inc.

To ensure that our principles and policies are ingrained as part of our organizational culture, PLDT has incorporated corporate governance standards in the performance evaluation of employees and has included violations of corporate governance rules as a cause for disqualification from incentives and rewards in its Policy on Employee Qualification for Incentives and Rewards.

Within the organization, our corporate governance policies undergo review at least once every two years and are benchmarked against global best practices to ensure that they are compliant with applicable laws and regulations and are appropriate for the Company. Our key subsidiaries implement similar corporate governance rules and policies, adapted to their respective business environments and contexts. They have likewise appointed their respective corporate governance or compliance officers.

In recognition of our initiatives on operating responsibly and ethically, in 2022, PLDT was among the top corporations in the ASEAN region for corporate governance and was included in the ASEAN Asset Class in the ASEAN Corporate Governance Scorecard (ACGS) for 2021. An initiative of the ASEAN Capital Markets Forum, the ACGS aims for companies across the region to improve their corporate governance and promote ASEAN as an investment destination. It is conducted every two years,

with companies from Indonesia, Malaysia, Thailand, Singapore, Vietnam, and the Philippines participating.

POLICIES ON ANTI-COMPETITIVE AND ANTITRUST BEHAVIOR

GRI 206-1

PLDT continues to be proactive in ensuring full compliance with competition-related laws, rules, and regulations. Contracts are reviewed with diligence and care, especially in view of policies on anti-competitive and antitrust behavior.

PLDT further reports on its case against the Philippine Competition Commission (PCC), which was first mentioned in the 2018 report and which remains pending. Such case is handled and managed by our external counsel. Below are disclosures on pending and resolved cases:

PLDT is currently involved in litigation with the PCC relating to PLDT's investments in the telecommunications business of San Miguel Corporation (SMC). In July 2016, PLDT filed before the CA a petition for certiorari and prohibition (with urgent application for a temporary restraining order and/or writ of preliminary injunction) against the PCC. The Petition seeks to enjoin the PCC from proceeding with the review of the acquisition by PLDT and Globe Telecom (Globe) of equity interest, including outstanding advances and assumed liabilities, in the telecommunications business of SMC, and performing any act which challenges or assails the "deemed approve" status of the said transactions. In August

2016, the CA issued a writ of preliminary injunction enjoining the PCC to cease and desist from conducting further proceedings for the pre-acquisition review and/or investigation of the SMC Transactions. In April 2017, the PCC filed before the Supreme Court a petition to annul the writ of preliminary injunction issued by the CA. The petition remains pending with the Supreme Court.

Following news reports on August 8, 2022 that Dito filed a complaint with the PCC against Globe and Smart involving the same issue pending with the National Telecommunications Commission on International Simple Resale (ISR), Smart received a Subpoena Duces Tecum dated December 7, 2022 from the PCC Competition Enforcement Office, pursuant to an ongoing full administrative investigation involving the telecommunications industry. Smart was given notice in the Subpoena, that it is the subject of ongoing investigation pursuant to Section 2.9 of the 2017 PCC Rules of Procedure. The investigation involves allegations of violation/s by Smart of Section 14(b)(1), 15(b), 15(c) and 15(i) of the Philippine Competition Act. In the subpoena, Smart was directed to submit its corporate documents, documents and information pertaining to its operations as a PTE, its relationship with other PTEs, and documents and information on ISR.

Smart submitted the available requested documents to the PCC on January 23, 2023, after the PCC granted an extension of time to submit said documents. On January 27, 2023, Smart also submitted to the PCC a Supplemental Submission (with Request for Confidentiality), to submit an Agreement which was not included in the earlier compliance. As of date, no other notices have been received by Smart from the PCC in regard to this investigation.

ANTI-CORRUPTION

GRI 205-3



PLDT's anti-corruption policy is embodied in our Code of Business Conduct and Ethics and in our Policy on Gift-Giving Activities. Together, these policies set the principles that govern decision-making and set the standards of business conduct expected of all our directors, officers and employees to ensure compliance with laws, regulations, and commitments to the international community.





In line with these goals, we provide our employees with policy advisories and newsletters via email and internal platforms. We also conduct a yearly online governance refresher training to ensure employee awareness of corporate governance policies, including the Code of Ethics and Gift-Giving Policies. On December 16, 2022, all PLDT directors




received communication on gift advisories. Likewise part of our continuous trainings is the annual in-house Corporate Governance Enhancement Session (the "ACGES") for our directors, advisory board members, and officers organized in collaboration with other Philippine-based affiliate companies of First Pacific Company Limited, and approved by the Philippine Securities and Exchange (SEC) Commission. Topics and resource speakers for the ACGES are selected by the Board Governance, Nomination, and Sustainability Committee (GNSC) based on emerging trends in business and governance, and guided by the training needs of our directors and officers.



ANTI-CORRUPTION COMMUNICATION GRI 205-2

Employee Rank		2022					
		PLDT			SMART		
		Active Employees ¹	Received Communication	Percentage	Active Employees ²	Received Communication	Percentage
	Rank and File	4,496	4,496	100.00%	1,980	1,980	100.00%
	Management	5,199	5,199	100.00%	2,041	2,040	99.95%
	Executives	707	707	100.00%	649	649	100.00%
	Officers	90	89	98.89%	61	61	100.00%
TOTAL		10,492	10,491	99.99%	4,731	4,730	99.98%





Employee per Region		2022					
		PLDT			SMART		
		Active Employees ¹	Received Communication	Percentage	Active Employees ²	Received Communication	Percentage
	Luzon	8,636	8,635	99.99%	4,091	4,090	99.98%
	Visayas	1,007	1,007	100.00%	343	343	100.00%
	Mindanao	849	849	100.00%	297	297	100.00%
	TOTAL	10,492	10,491	99.99%	4,731	4,730	99.98%




¹ Total Employee as of November 18, 2022 with active email address

² Total Employee as of November 22, 2022 with active email address

ANTI-CORRUPTION TRAINING GRI 205-2

	PLDT	Smart
Percentage of employees who received training on anti-corruption policies and procedures	99.48%	99.66%

Employee Rank	2022					
	PLDT			SMART		
	Employee Count	Received Training	Percentage	Employee Count	Received Training	Percentage
 Rank and File	4,461	4,450	99.75%	1,976	1,964	99.39%
 Management	5,223	5,208	99.71%	2,030	2,026	99.80%
 Executives	707	690	97.60%	649	649	100.00%
 Officers	90	79	87.78%	61	61	100.00%
TOTAL	10,481	10,427	99.48%	4,716	4,700	99.66%

Employee per Region	2022					
	PLDT			SMART		
	Employee Count	Received Training	Percentage	Employee Count	Received Communication	Percentage
 Luzon	8,631	8,579	99.40%	4,080	4,065	99.63%
 Visayas	1,001	999	99.80%	341	340	99.71%
 Mindanao	849	849	100.00%	295	295	100.00%
TOTAL	10,481	10,427	99.48%	4,716	4,700	99.66%

In addition to conducting organizational cascades and training on governance policies, we also recognize that integral to our anti-corruption drive are internal control measures established to ensure compliance with anti-corruption laws. These measures include Sarbanes-Oxley Act Section 404 internal controls, accounting and auditing controls, third party due diligence, vendor accreditation and performance review, anti-corruption and corporate governance provisions in procurement contracts, among others. We also have in place specific Guidelines for Handling Requests for Donations that provide the review and approval process to ensure integrity and transparency in the evaluation and grant of donations.

We also consider supply chain due diligence as a significant aspect of our anti-corruption thrust. Our vendors, suppliers, and business partners are made aware of our PLDT Code of Ethics and other company policies that must be observed and upheld in their conduct of business with us. To ensure compliance with our policies, and with applicable laws and regulations, we encourage our suppliers to report to Supply Chain Management any violation, including those that may constitute bribery and corruption. Through effective collaboration with our supply chain, we strive to cultivate with them a culture of good governance founded on shared values of accountability, integrity, fairness, and transparency.

TAX GRI 207-1, 207-2, 207-3, 207-4

The PLDT Group reinforces its commitment to creating value for its stakeholders by the efficient management of the costs to comply with its tax obligations. Standards for tax governance and management are set out across the Group through a responsible and sustainable tax strategy that is overseen by the Board of Directors and Audit Committee and executed by the Tax Group.

Our approach to tax is aligned with our core business principles of accountability, integrity, fairness, and transparency. We ensure that our tax affairs are conducted in full compliance with all applicable national and local tax laws and practices. This demonstrates our understanding of how our tax contributions directly impact the development of the Philippine economy and the lives of every Filipino.













Our tax strategy is also guided by our Code of Business Conduct and Ethics which requires doing

business in accordance with the highest standards of ethics and endeavors. As part of this, we have an Anti-Corruption Program that embodies our zero tolerance approach to tax integrity issues. A whistleblowing policy is also enforced to encourage anyone in the company to act in good faith and freely communicate their concerns about illegal or unethical practices without any risk of retaliation.

We work closely with tax authorities in a cooperative and transparent manner by engaging them through regular and open dialogue to ensure accurate understanding and application of tax laws and to discuss tax positions and implications of material transactions affecting the Group.

The taxes we pay are our responsibility toward our stakeholders and the communities we are part of and plays a vital role in the sustainable growth of our business and the country as a whole.

2022 TAX JURISDICTION: PHILIPPINES (IN MILLION PHP)

 16,171 Total Employees	 29,812 Employee Wages & Benefits	 4,255 Taxes withheld and paid on behalf of employees ¹	 17,031 Taxes collected from customers on behalf of a tax authority ²
INDUSTRY-RELATED AND OTHER TAXES OR PAYMENTS TO GOVERNMENTS		274 Real Property Tax	95 Documentary Stamp Tax
 N/A Significant uncertain tax positions	 16,231 Balance of intra-company debt held by entities in the tax jurisdiction ³	 N/A Revenues from third-party sales	 14,797 Revenues from intra-group transactions with other tax jurisdictions ⁴
 13,509 Profit/loss before tax	 505,535 Tangible assets other than cash and cash equivalents	 6,949 Corporate income tax paid on a cash basis	 2,774 Corporate income tax accrued on profit/loss

Please refer to the reconciliation between the provision for income tax at the applicable statutory tax rate and the actual provision for corporate income tax on page F-69 of 17A

Note: All figures above are the consolidated numbers of the PLDT Group except for total employees that covers only PLDT, Smart, ePLDT and PGC.

¹ Withholding tax on wages plus fringe benefit tax

² Expanded withholding tax plus withholding VAT plus VAT and Overseas communication tax

³ Advances by Digital Telecommunications Phils.

⁴ Intercompany revenue by PLDT Global Corporation

ENTERPRISE RISK MANAGEMENT (ERM)

For 2022, our ERM continued to enable and foster risk-based decision-making within our organization. Relevant initiatives focused on generating data streams across all levels through the following approaches:

Top-Down Approach: Enhancing Risk Reporting and Visibility to the Management Committee

From June to July, our ERM Team conducted a Top Risk Reassessment activity with ten members of the management committee (MANCOM) that were identified as Top Risk Owners. To aid in the reassessment, ERM prepared a Risk Situation Report which includes an analysis of how international and local events affect the current operating environment of the company, the potential impact on the Top Risks, and key risks and opportunities for affected units. The results were presented by the GRMD Head to the MANCOM, and to the Risk Committee during the September 29 meeting.

Our ERM Team also produced ancillary reports to provide additional perspective on the risks materializing within the operational areas:

- A report on Integrated Incident Management included an analysis of the risks around enterprise handling of SMShing incidents and their potential impact on the enterprise
- A report on Emerging Risks focused on growing enterprise dependence on Third Party Vendors and its potential cyber and information security risks

Bottom-Up Approach: 2LOD Activation

Throughout the year, our ERM Team focused on operationalizing the ERM framework in line with the COSO Three Lines of Defense Model. Given their oversight role in major initiatives and their subject matter expertise, our Privacy Office (PO) and Cyber Security Operations Group (CSOG) served as the pilot units in the activation engagements for the 2nd Line of Defense (2LoD).

The ERM team conducted bespoke risk management workshops with the PO and CSOG teams and came up with the following output:

- Alignment of data construct for risk assessment
- Development of 2LoD-specific risk assessment guidelines for both PO and CSOG
- Building data for their respective risk and control libraries

3LOD Alignment

Another program for the year was Project Ripple, a joint effort between our Internal Audit Group and the ERM Team to establish a singular risk language across the enterprise to integrate governance, risk and control practice, and risk data. This is also to promote synergies between Risk and Internal Audit reporting. The first phase of the project was launched in July, with the following output:

- Alignment of risk data structure and key risk terminologies
- Creation of an Enterprise Risk Library
- Alignment of risk assessment methodology

In addition, from October to November, both ERM and Internal Audit conducted joint risk interviews across different business units to identify risks, threats, and vulnerabilities around current operations. The results of the exercise became the input for the Enterprise Risk Register, to be used in ERM's enterprise risk analysis and Internal Audit's Assurance Planning.

Furthermore, the ERM Team also progressed on its digitalization drive as it collaborated with our Information Technology group and third-party partner Nexus Technologies, Inc. to capacitate a digital pivot for our risk management processes. Concurrent with and supplementary to the operationalization effort, the team made the following preparations for its future use of the ServiceNow Governance, Risk & Compliance (GRC) platform:

- Stabilization of data construct for risk assessment among first, second, and third lines of defense
- Data build for enterprise risk library & risk register
- Discovery sessions with Nexus (ServiceNow platform provider), Information Technology, and Capability Planning team

This initiative was supported by upskilling the team to further enhance ERM capabilities and having two of its members undergo training to receive their ISO 31000 certification.

KEY IMPACTS, RISKS, AND OPPORTUNITIES

Top 10 Company Risks in 2022	Impacts (Potential or Existing)	Opportunities
Prolonged pandemic	Mobility restrictions; changes in consumer behavior; changes in requirements for workforce	Transition to hybrid work to minimize exposure and lower energy cost
Physical impacts of climate change and geophysical movements	Damage to infrastructure leading to disruption of operations	Maintain current thrust towards more sustainable infrastructure and resiliency of business operations
Complexities of competing in an evolving industry with changes in technology and market	Hampered efforts to retain/regain market leadership and deliver on revenue targets	Recalibrate strategy on the development of products and services to meet evolving needs of the market
Shifting political and economic conditions	Shrinking consumer wallets may adversely impact our revenue projections and expected return on investments	Enhance current business strategy in response to tighter & more volatile market conditions
Inability to execute critical transformation programs	Hampered ability to ensure long-term corporate resilience	Accelerate the realization of benefits from key transformation initiatives
Failure to future-proof workplace, organizational structure, internal processes, and employee skillset	Affect enterprise's ability to evolve alongside changing dynamics of the industry, the needs of our consumers, and employee expectations	Evolve strategies to strengthen attraction and retention of key talents given the post-pandemic talent landscape
Inability to manage issues on customer experience leading to increased reputational risks and difficulty in building loyalty	Negative sentiment on brand; hamper efforts to retain/regain market leadership, deliver on revenue targets	Streamline method to measure CX performance; integrate the management of CX strategy and brand reputation
Continued cybersecurity attacks and data privacy breaches driving the expansion of responsibility to entrenched ecosystems	Disruption of operations and/or damage to our brand; increased complexity of incident handling; increased public awareness and regulatory scrutiny	Redefine imperatives in cybersecurity and data privacy in response to the evolving threat landscape
Failure to strengthen sustainability management and achieve environmental, social, and governance goals	Increase in opex cost; negative brand reputation due to growing public awareness; hampered ability to attract foreign investments	Accelerate pivot towards renewable energy and a sustainable workplace
Increasing supply chain constraints	Disruption in delivery of suppliers; increased transportation cost in logistics; chipset shortage	Recalibrate strategies for supplier relations; focus on resiliency, efficiency

Emerging long-term (3-5 years+) risks identified as having the most significant impact on the business in the future, and mitigating actions taken:

RISK	The evolving role of third-party partners in the extended enterprise	Evolving complexities of a sophisticated tech-driven business environment
CATEGORY	Technological	Technological
DESCRIPTION	Growing reliance on third parties to enable innovation, augment operational requirements, and execute security controls increase the organization's exposure to cybersecurity, data privacy, and info security threats.	Increasingly complex nature of markets due to the growing role of AI (machine learning) in automation and data generation. A concurrent shift towards more specialized business needs.
IMPACT ON BUSINESS	Increased incidence of cyber-attacks and data privacy breaches on third-party ecosystems resulting in financial impact, driving increased regulatory scrutiny and action, as well as customer distrust and reputational damage	<p>Evolved consumer needs driven by technological advancements and strong competition</p> <ul style="list-style-type: none"> • Evolved employee expectations • Upskilling of the workforce to adapt • Emergence of new complexities against shifting market conditions • Added financial headwinds such as higher potential CAPEX for technology and new types of supply chain constraints
MITIGATING ACTIONS	Expansion of governance around third-party relationships; enforcement of security and data privacy imperatives on third-party platforms; strengthening of compliance practice	Transformation of information technology capabilities, commercial and customer experience processes

ENTERPRISE BUSINESS CONTINUITY AND RESILIENCE

Our BCRO ensures that our organization continuously adapts with agility and resilience to the constantly changing environment. The goal is to be prepared with effective responses to disruptions, safeguarding the interests of our stakeholders while enabling us to keep delivering essential services to our customers.

Framework and Methodology

Our BCMS is built on the Plan-Do-Check-Act (PDCA) model that identifies risks and threats, improves processes and response procedures to business disruptions and implements solutions methodically.

In 2022, PLDT and Smart received a total of 22 Certifications for Business Continuity Management Systems (ISO 22301:2019). The certification focuses on critical network facilities across the country, including cable landing stations and network operations centers, ensuring that our facilities that support voice, data, and converged multimedia services connectivity are compliant with international standards for business continuity preparedness. These underscore our capability to minimize the impact of crises and disasters, and

immediately recover critical business functions within acceptable time frames at a predefined capacity during a disruptive incident.

Embedding BCM Culture

Integral to business continuity is every employee's awareness and understanding of our BCMS and their corresponding role in ensuring its effective execution. To ensure this awareness exists throughout the organization, BCRO provides BCMS e-Learning for all.

The training modules tackle topics about basic BCMS processes, their importance, and their application in the workplace and in our day-to-day activities. Every employee gets to appreciate the BCM efforts made by the organization and understand what they need to do during emergencies and how they can respond to incidents or disruptions. The BCMS e-learning platform includes a Declaration of Compliance as a module. Reminders and advisories are regularly communicated, and compliance is monitored with the goal of educating all employees on this essential topic



In this year's annual Resilience Summit, we have highlighted the critical role of each team member and the value of hyper-collaboration among key departments and business units, including external stakeholders, in ensuring the continuity of customer-centric business operations that are anchored on the PLDT Group's core value of malasakit.

Led by the BCRO, the Resilience Summit brought together Regional Disaster Management Teams (RDMT) from offices across all regions of the Philippines. The annual summit serves to strengthen PLDT's organizational resilience and cultivate a culture of preparedness among employees nationwide.

Fully recognizing the geographical realities of a country where natural calamities such as typhoons, earthquakes, and volcanic eruptions can be expected to occur, we also prioritize public health concerns and other crisis situations that may be man-made in the resilience and business continuity plans.

Leadership's direction is to ensure that resiliency and business continuity are embedded in day-to-day operations, enabling us to serve customers even amidst disruptions.

RDMTs are our frontliners who respond immediately to any disaster incident. The BCRO believes it important to recognize the work that the RDMTs perform and properly assist and support them with proper equipment, knowledge, and skills training, as well as accurate and timely information during times of crisis.

Apart from meteorological threats, the COVID-19 pandemic still posed a significant danger in 2022. We have adapted to this new normal and continue to improve our emergency response from the learnings gathered in the past. Alternative and hybrid work arrangements were implemented to ensure that network operations and customer support were uninterrupted. Those that were required to perform work in the office were provided with the highest level of protection and safety, while those working from home were provided with all the necessary tools and support for them to perform their functions at an optimal level.

All customer-facing employees were appropriately protected and trained to keep themselves and our customers safe. While there is an ever-increasing variety of threats that can cause business

disruptions, having invested in a robust BCMS prepares us with a resilient mindset equipped with the proper support framework and provides our customers with confidence that they can rely on us even in difficult times.

SUPPLY CHAIN MANAGEMENT

GRI 308-1, 308-2, 414-1

We recognize the significant contribution of our supply chain stakeholders in our sustainability roadmap. Regarding them as our partners, we thus continuously embed and promote ethical, and environmentally and socially responsible business practices within our supply chain engagements.

Our Supply Chain Management team enforces a Supplier/Contractor Relations Policy that has been designed to extend our influence and monitor alignment of our suppliers on responsible conduct of business. Upon accreditation and onboarding, our suppliers are thus asked to review and sign a Supplier Conforme document to articulate their commitment to align with our sustainability principles on human rights, labor, anti-corruption, and environment. The policy also promotes and implements our corporate governance standards that embody the principles and values of integrity, fairness, transparency, and accountability. At the same time, it mandates all directors, employees, and consultants to uphold equal opportunity and honest treatment of suppliers in all business transactions.

These guidelines work together with other key policies such as our Anti-Corruption Policy and our Policy on Gifts, Entertainment, and Sponsored Travel, as well as the Implementing Guidelines on Solicitation and Acceptance of Gifts which regulates the suppliers from giving gifts and/or other favors to employees of the PLDT Group. Suppliers also need to comply with the annual Conflict of Interest Disclosure and are required to submit Conflict of Interest Disclosure as part of Supplier Qualification. The Corporate Governance Office (CGO) cross-checks all disclosures received.

We also uphold a Procurement Policy with clear Health, Safety, and Environment provisions to ensure suppliers' compliance with all relevant rules and regulations of the government. For instance, suppliers must submit a copy of their business permits issued by Local Government Units. Such permit has environmental components

such as Sanitation Fees and Garbage Fees, among others. We are also required to secure Environmental Compliance Certificates from the DENR when selling assets to junk or scrap buyers. In addition, such Procurement Policy contains the Code of Conduct for both our own employees and suppliers, as well as provisions for a hazard-based Emergency Response Plan.

In line with our PLDT and Smart Child Safeguarding Policy, we also prohibit our suppliers and vendors from employing child labor in their provision of services to our organization. However, if a child's employment or participation is essential in the provision of services, (such as for promotional or information purposes through cinema, theater, radio, television or other forms of media), we mandate our suppliers to undertake such employment or participation in strict accordance with the pertinent provisions of the existing applicable Philippine laws and jurisprudence on child welfare and protection.

Supplier performance and policy alignment are thus reviewed, assessed, and audited periodically to ensure continuous compliance and alignment with our business and sustainability objectives. For 2022, we have included our sustainability thrust in regular performance reviews with the suppliers. Our Supplier Environment, Health, and Safety audits also check on supplier provisions against child labor and on operational risk assessment measures involving children's safety.

100%

Percentage of business partners have been communicated to on the organization's anti-corruption policies and procedures

0 INCIDENTS

of contracts terminated with business partners due to incidents of corruption

SUPPORTING LOCAL SUPPLIERS
GRI 204-1

In 2022, 77% of PLDT and Smart's procurement budget spend was for services from local suppliers. Generally, we encourage offshore suppliers with innovative products and services to establish local fulfillment partners in order to achieve more cost and process efficiencies as they transact with us.

Our strong and strategic partnerships with suppliers ensure a reliable source of goods and services we require and provide us access to technological advancement in the future. This can optimize the spending on new technologies which often require substantial investment.

Throughout the year, our Procurement Team also actively supported and facilitated the following programs in support of our decarbonization roadmap and environmental management thrust:

1. Solar Power in Facilities - Solar panels were installed on roofs which are made of concrete, free spaces, or no installed equipment wherein the sites have near-zero sunlight obstruction brought by surrounding buildings or trees. This initiative aims to reduce energy consumption on the selected sites by entering a Pay-Per-Use (PPU) agreement with a qualified solar energy provider and contribute to Green Solution by reducing carbon footprint.
2. Building Automation System (BAS) - BAS Project is part of our organizational cost saving initiatives with benefits and features listed below which will reduce energy consumption and carbon footprint.
 - Equipment and systems real-time monitoring and control
 - Energy Management System
 - Air Quality Monitoring (Future Plan)
3. Solar Energy as a Service [EAAS] for Cell sites - This initiative aimed at exploring EAAS as an alternative to lower energy cost by sourcing suppliers that can operate EAAS on several site profile conditions and offer a lower rate. EAAS technology intelligently and seamlessly controls different power sources like solar panels, existing battery, external storage battery, local utility and genset that can contribute to decarbonization target by 40% come 2030.
4. Common Tower - Transformation of PLDT-SMART's tower build and operations from own-build to a sharing model with the Common Tower providers (TowerCo) which will help minimize CAPEX spend and lower TCO through two or three-way operator sharing. This will also enable faster rollout through parallel build by multiple TowerCos that translates to better service and enhanced brand reputation thereby contributing to the social aspect of sustainability.

5. PLDT-SMART Bill Printing & Delivery Digitalization - Shift of PLDT and SMART Enterprise bill delivery from printed to digital bills by April 2022 which will increase the percentage of accounts on digital bills from 71% in 2021 to 93% in 2022 and projected to increase further to 97% in 2023. This initiative will contribute significantly to the environmental aspect of sustainability by going paperless.

CYBER SECURITY: KEEPING OUR END-TO-END INFRASTRUCTURE SECURE TC-TL-230a.2

Our Cyber Security Operations Group (CSOG) maintains and regularly updates an asset registry that provides visibility on all the servers and systems within the network with relevant asset information, its classifications, asset owners, and controls.

We have put up CSOG risk registry that tracks and measures our organization's cybersecurity risks by providing an inventory of identified risks for each asset, risk rating or score (inherent risks, existing controls, residual risks), risk treatment options, and risk treatment plans. Endeavoring complete visibility of all our physical and digital information assets, CSOG created a customized operational framework that focuses on its predictive, preventive, detective, and responsive capability.

The predictive capability includes identifying cyber threats proactively long before they reach the organization's cyber environment. On the other hand, the preventive and detective capabilities fight against cyber-attacks and data breaches while minimizing risk exposure. This is consistently challenged by the cyber-attack and breach simulation tool that performs continuous validation of our security controls. In cases of actual attacks, therefore, the responsive capability minimizes the possible impact on operational, legal, financial, reputational, and compliance risks.

Meanwhile, on the reaction side, we have the cybersecurity incident response process led by our Cyber Security Incident Response Team (CSIRT) which works together with various asset owners such as IT and Network. CSIRT also works closely with other business units like Legal for possible legal complaints, the Privacy Office for possible breaches of personal identifiable information, and the Group Corporate Communications in case there is a need to communicate internally and externally regarding an incident.

CSOG strictly implements this customized capability framework and tailored operational processes designed to maintain the organization's security and risk posture. We strengthen and improve our cybersecurity on a year-on-year basis. The roadmap takes into consideration necessary technological refreshes or updates as well as planned future projects laid out to improve and strengthen cybersecurity maturity.

The end-to-end operational framework also includes governance, risk, and compliance management for holistic coverage of the security layers. To boost active directory security controls, the tier modeling framework has been implemented along with the mentioned cyber-attack and breach simulation tool.

Furthermore, we have developed and enacted a Corporate Information Security Policy (CISP) that ensures execution of the strategy roadmap and implementation of the necessary controls to protect the company information assets and compliance with all applicable legal and regulatory requirements not just by the CSOG group, but by every single employee, and third-party vendors/suppliers.

All employees are empowered through consistent and varying methods of awareness and training exercises and activities to minimize risk at an individual level. They receive appropriate training and must confirm in writing their full understanding and commitment to complying with the CISP and its supporting Standards. For the employees, this happens through the annual mandatory e-Learning module. We provide learning series and advisories for all employees to ensure that they are constantly reminded of protocols and remain updated with the latest cybersecurity matters. All policies and learning materials are archived in CSOG's SharePoint portal called the Sentinel. It is accessible to all PLDT and Smart employees 24/7. Phishing simulations for employees and cyber war crisis simulations are also held quarterly to test, measure, and improve the engagement and participation of all in cybersecurity incident handling.

The CSOG policies and standards are updated and issued annually including the Cyber Security Classification of Violations and Table of Penalties. Standards cover access management, data sharing, external party security management, information security compliance, information security incident management, and patch and vulnerability management.

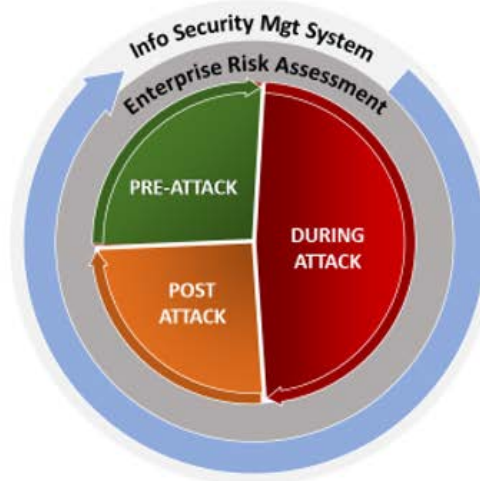
CYBER SECURITY OPERATIONS FRAMEWORK

PREDICTIVE

- Cyber Attack & Breach Simulation
- Cyber Threat intelligence
- Threat hunting (external)

RESPONSIVE

- Identification of infected devices
- Isolation of compromised devices
- Incident response and reporting
- Investigation



PREVENTIVE

- Server hardening
- Secure DNS
- NAC, IAM, PAM
- Security patching
- Source code review
- Enterprise risk management

DETECTIVE

- Perimeter security devices
- Network security
- Endpoint security
- Web app security
- Threat hunting (internal)

Governance, Risk, Compliance and Security Operations Center

We adopt multiple defensive layers that are designed to reduce exposure to emerging threats, provide visibility into the threat landscape, slow down attackers' progress, and detect them before they can do serious damage. We invest on protection technologies that integrate **predictive**, **preventive**, **detective** and **responsive** capabilities.



Being a critical asset, we receive thousands of cyber-attacks on a daily basis - from the application, network, OS, email, and workstation layers. While there have been incidents related to cybersecurity, we have not encountered an incident serious enough to have significant impact on the financial, strategy, business operations, legal and compliance risks.

Meanwhile, the CSOG received and complied with 146 preservation requests and disclosure orders from law enforcement authorities such as the Philippine National Police, the National Bureau of Investigation, and the Department of Justice for the year. While we receive different types of requests concerning customer data or information, those that are related to cybercrime investigations and other criminal investigations are coursed through CSOG. We initially receive preservation requests for information related to an IP address or a phone number. In compliance with RA 10175 or the Cybercrime Prevention Act of 2012, we preserve the requested information upon receipt of the request for complete details on the case and purpose. If the information is available and still within the prescribed period under the law, then we disclose only upon lawful order of the court or upon receipt of a subpoena or warrant. For other requests not related to cybercrime, these are endorsed to appropriate groups such as Privacy Office, Legal, Business, Finance, or People Group.



PLDT has also partnered with Microsoft for its Cyber Threat Intelligence Program (CTIP) which is driven by Microsoft's Digital Crimes Unit (DCU) -- an international team of technical, legal, and business experts created to combat cybercrime on a global scale. The CTIP collects and distributes actionable cyber intelligence to Computer Emergency Response Teams (CERTs), Internet Service Providers (ISPs), and Critical Infrastructure Information Sharing and Analysis Centers (ISACs).

With this strategic partnership, PLDT will gain access to Microsoft DCU's Azure-based cyber threat intelligence in real-time, providing information about the impact in the Philippines from the malware families DCU has disrupted in the past. This intelligence will provide better insights into criminal cyber infrastructure located within PLDT's jurisdiction. In turn, PLDT's network domain knowledge helps in a two-way sharing of intelligence to identify compromised infrastructure and alert impacted entities in the country to potential cybercrime threats.

PLDT and Smart also supported the cybersecurity capability-building efforts of the Philippine Air Force through the PAF-PLDT Cybersecurity Forum. The forum was designed to build on the close collaboration between the PLDT Group and the PAF to improve the cybersecurity capabilities of the PAF through training, enhancement of systems management, and upgrading its digital infrastructure. PLDT and Smart are also building the first MVP Cybersecurity Center for Excellence at the Villamor Air Force Base in Pasay City to boost the military's cyber defense capabilities as part of the modernization of the Armed Forces of the Philippines.



CONSUMER PROTECTION

The PLDT Group complies with the Consumer Protection Act and abides by the guidelines set by the Ad Standards Council on responsible advertising. We continuously ensure completeness and accuracy of information about our products and services in our advertisements, promotions, and marketing materials.

In addition, we fully support and comply with antitrust laws that uphold fair competition and protect consumers from predatory business practices. Our business transactions and contracts undergo careful review and due process, ensuring that we adhere to applicable regulations on fair competition and fulfill our commitment to deliver quality products and services to our customers.

For the design and conduct of marketing programs and promotions that may involve children, we abide by the provisions set by our Child Safeguarding Policy that upholds the safety and best interests of the child, as well as protects minors from having their images in videos and photos irresponsibly and indiscriminately displayed and distributed publicly.

Given the increasing volume of digital transactions, we recognize the need to continuously strengthen our consumer protection mechanisms to ensure security and data privacy on all fronts across our supported platforms, products, processes, and organization.

For Maya, we have undertaken the following relevant initiatives in 2022:

1. We have certified Maya Philippines with ISO 27001, the global standard for Information Security Management.
2. We are using artificial intelligence (AI) to quickly identify anomalous transactions to protect our customers and the company against financial losses.
3. On top of using one-time-passwords (OTP), we are now capable of using facial authentication for varying use cases to protect our customers against account takeovers and even strengthen compliance with Anti-Money Laundering regulations
4. Upon launching Maya Bank, we conducted three rounds of penetration testing exercise to ensure that customers' accounts are safe and chances of an external intrusion is remote.
5. Since the majority of our code is internally

developed, we automated our software security process to ensure that all lines of code deployed production are secure and will not be used to launch an attack against Maya.

6. We have automated our incident response process by using Security Orchestration, Automation and Response (SOAR). We have significantly lowered incident handling times including phishing cases, which can now be closed in less than 5 minutes from 60-90 minutes.

Maya also launched Buyer Protect, the only online shopping protection insurance provided by an e-wallet at no additional cost, making online shopping safer and more convenient. With Buyer Protect, customers shopping online using their Maya account can get reimbursed up to P8,000 per claim (with annual coverage of P16,000) for undelivered, incomplete, or damaged purchases at eligible online sellers.

Innovations such as this help to build a more secure ecosystem for consumers and enterprises, and Maya's efforts have won huge recognition at the Privacy Awareness Week Awards 2022 organized by the National Privacy Commission (NPC). Maya won the coveted Privacy Initiative of the Year for its #FraudPatrol campaign for its unique approach to building a culture of privacy that combines consumer protection advocacy, gamified experience, and awareness testing for its employees.

Meanwhile, the newly established Maya Bank, which powers the digital banking services of the Maya platform, was already recognized as a finalist for the Privacy Management of the Year for establishing customer-centric data privacy practices. Maya Bank Data Protection Officer John Christopher Retardo was also a finalist for the Data Protection Officer of the Year award.

DATA PRIVACY: KEEPING OUR CUSTOMERS SAFE TC-TL-220a.1, TC-TL-230a.2

The Personal Data Privacy Policy (PDPP) serves as the anchor for PLDT's compliance with the requirements of the Data Privacy Act (DPA). The PDPP affirms the organization's commitment to privacy and data protection. It provides for the appointment of the Chief Data Privacy Officer, who leads compliance activities with the DPA. The PDPP provides for the adoption of privacy programs, policies, standards, procedures, and guidelines to respect and protect privacy rights. The PDPP also states that all PLDT employees and third-party service providers are obligated to comply with it.

While the PDPP and all privacy policies and standards redound to the benefit of customers, the following has direct impact on the data privacy of customers:

- Policy on the Use and Protection of Data
- Breach Management Standards
- Privacy Impact Assessment Standards
- Data Privacy Compliance Management Standards
- Personal Data Privacy Risk Management Standards
- Records of Data Processing Activities
- Upholding Data Subject Rights

Working together, these policies and standards ensure that all customer personal data is protected and processed in a lawful and fair manner. Pursuant to this, customers are informed

of how their personal data is processed, including the rights that they can exercise as data subjects.

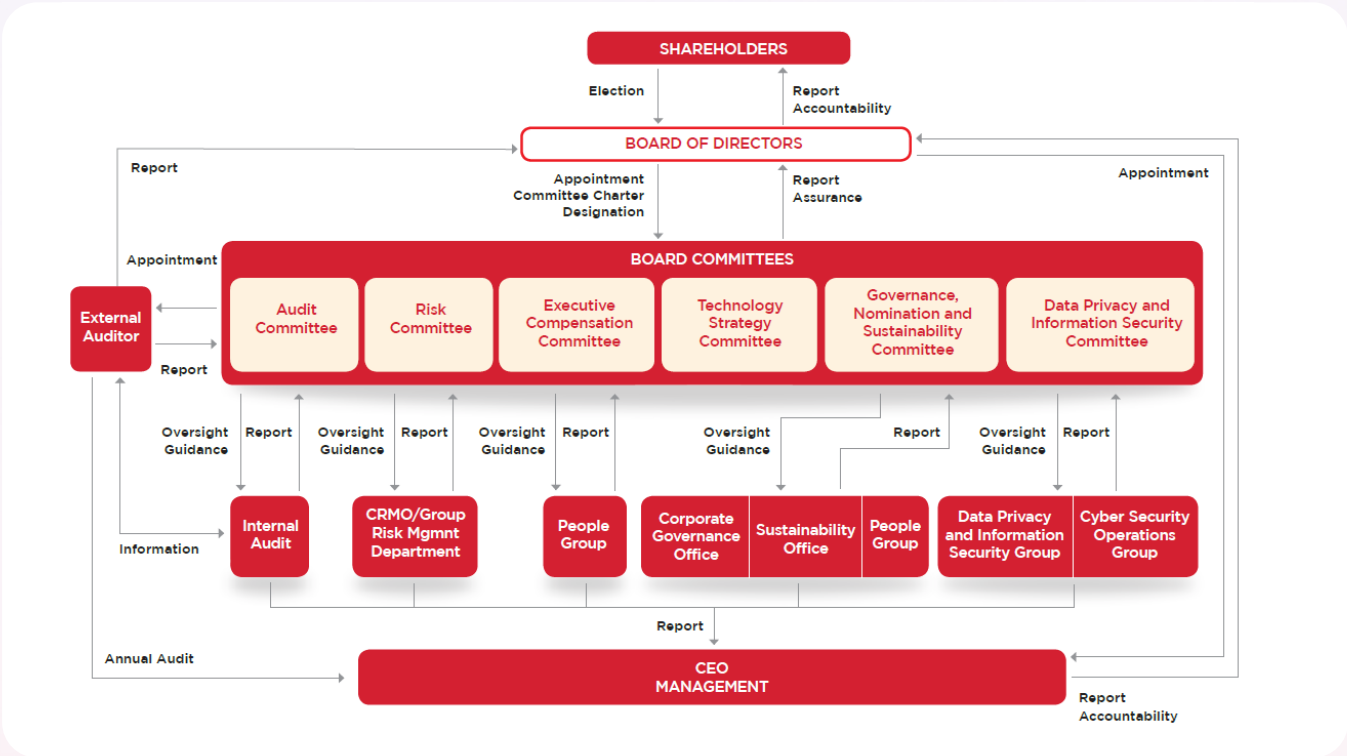
Moreover, all products, services, and projects that involve the processing of personal data are required to undergo a Privacy Impact Assessment prior to launch. This process is bookended by a privacy compliance audit that is also regularly done across lines of business.

To further ensure the effective implementation of our Privacy Policy, we have an annual e-learning program where, upon completion, employees are required to submit a Declaration of Compliance attesting to their commitment to comply with our privacy policies and standards. We have adopted a stringent disciplinary process for erring employees who fail to comply with Privacy Laws and PLDT's privacy policies and standards.

GRI 418-1, TC-TL-230a.1	FIXED	WIRELESS
Number of substantiated complaints on customer privacy	189	33
Number of complaints from regulatory bodies	-	4
Complaints addressed	100%	100%
Total number of identified leaks, thefts, or losses of customer data	4	8
Number of unique requests for customer information, including customer content and non-content data, from government or law enforcement agencies		146
Customers, users, and account holders whose information is used for secondary purposes*		~7.1M

*Secondary purpose is defined as the intentional use of data by the entity (i.e., not a breach of security) that is outside the primary purpose for which the data was collected. Examples of secondary purposes include, but are not limited to, selling targeted ads, improving the entity's products or service offerings, and transferring data or information to a third-party through sale, rental, or sharing.

GOVERNANCE STRUCTURE GRI 2-9, 2-12, 2-13, 2-14, 2-17



The primary responsibility for ensuring good corporate governance in PLDT is vested in our Board. As the body entrusted with the authority to act for and on behalf of our organization, the Board’s

actions and decisions are construed as the will of its stockholders.

As mandated by the stockholders, our directors perform their duties diligently and in good faith. Among these duties and responsibilities is ensuring a high standard of governance, and promoting

and protecting the interests of our organization, our stockholders, and other stakeholders. The Board also works to ensure that we maintain an investor relations program to engage with its shareholders and the investing community at large, as well as programs to interact and communicate with the communities where we operate.

Our Board oversees disclosure of material and reportable information regarding financial, non-financial, and sustainability issues, including those concerning the management of environmental, social, and governance (“ESG”) aspects of the business. And through its Governance, Nomination, and Sustainability Committee (GNSC), our Board



establishes our sustainability strategy, framework, program, and policies, and maintains oversight over their implementation. Our Board also maintains oversight on social investments and commitments to making meaningful impact to communities.

Assisted by the GNSC, oversees the strategy and implementation of governance programs on

- Waste Management and Circularity and Climate-related Risk Management
- Digital Inclusion & Community Investments, Child Protection, Greening of Supply Chain
- Corporate Governance and Business Ethics

Meanwhile, other key aspects are covered through the following:

- Operational Resource Efficiency

Reports are periodically made to the Board and/or its Board Committees on these topics through the relevant offices/ Groups.

- Financial Reporting and Internal Controls

Our Board, with the assistance of the Audit Committee, carries out its oversight responsibilities for the financial reporting, internal control system, internal audit and independent audit mechanisms, and reviews material on related party transactions.

• **Employee Welfare**

Our Board, through its Executive Compensation Committee, reviews the criteria for employment, promotion, and professional development plans

for Senior Management, keeps track of their performance, and evaluates their potential for other critical roles and leadership paths. A succession planning process is facilitated within the PLDT Group referred to as the critical talent program. Our Board is assisted by the Executive Compensation Committee in developing the compensation philosophy or policy consistent with the strategy, culture, and control environment.

• **Cyber Security & Data Privacy**

Our Board is assisted by the Data Privacy and Information Security Committee in the performance of its function to oversee and provide strategic direction to governance functions relating to data privacy and information security, including to (i) promote effective data privacy and information security governance; (ii) review and approve strategic plans on data privacy and information security; (iii) ensure accountability for compliance with regulatory standards and best practices on data privacy and information security; (iv) foster a culture of privacy and information security; and (v) oversee Management's adoption and implementation of a system for identifying, assessing, monitoring and managing enterprise-wide data privacy and information security risks.

• **Investments in Innovation & Infrastructure**

Our Board, with the assistance of the Technology Strategy Committee, reviews and approves technology strategy

and roadmap, and capital expenditures for network and technology.

Our Board is composed of 13 qualified and competent members, each highly regarded in his or her respective fields and/or industry. Our directors possess complementary skills and expertise, and the requisite independence, probity, and diligence as they exercise their fiduciary duties. They are business owners or leaders and hold, or have held, senior management positions. They all have extensive experiences in their respective fields or industries, such as telecommunications, Information and Communication Technology (ICT), business processing, infrastructure, power, insurance, real property development, retail and agriculture businesses, law, and public administration.

There are three independent directors on the Board, selected on the basis of specific independence criteria set out under applicable laws and rules, our By-laws, and the CG Manual. As independent directors, they are free from any business or other relationships with PLDT and its subsidiaries which could possibly interfere with the exercise of independent judgment.

APPENDICES

CONCERN PILLAR

SAFE AND HEALTHY WORKPLACE FOR ALL

Types of Injury by Gender	2022				2021				2020			
	Male	%	Female	%	Male	%	Female	%	Male	%	Female	%
Abrasions	0	0%	0	0%	1	5%	0	0%	5	24%	1	5%
Avulsion	0	0%	0	0%	1	5%	0	0%	2	9%	0	0%
Contusion, bruises, hematoma	1	5%	1	5%	2	9%	1	5%	2	9%	0	0%
Cuts, lacerations, punctures	7	37%	0	0%	10	46%	1	5%	13	61%	0	0%
Dislocation, fractures	3	16%	0	0%	1	5%	0	0%	1	5%	0	0%
Animal bite	13	69%	0	0%	11	50%	1	5%	19	89%	0	0%
Electrocution & Burns	0	0%	0	0%	3	14%	0	0%	3	14%	0	0%
Fall, trip, slip	7	37%	0	0%	11	50%	1	5%	16	75%	1	5%
Incise Wounds	0	0%	0	0%	0	0%	0	0%	5	24%	0	0%
Sprains	6	32%	0	0%	3	14%	0	0%	1	5%	0	0%
Trauma	1	5%	0	0%	5	23%	0	0%	2	9%	0	0%
Vehicular accident	1	5%	0	0%	3	14%	0	0%	5	24%	0	0%

Types of Injury by Region	2022						2021						2020					
	Luzon		Visayas		Mindanao		Luzon		Visayas		Mindanao		Luzon		Visayas		Mindanao	
Abrasions	0	0%	0	0%	0	0%	1	5%	0	0%	0	0%	5	24%	1	5%	0	0%
Avulsion	0	0%	0	0%	0	0%	0	0%	1	5%	0	0%	0	0%	2	9%	0	0%
Contusion, bruises, hematoma	2	11%	0	0%	0	0%	2	9%	1	5%	0	0%	0	0%	2	9%	0	0%
Cuts, lacerations, punctures	4	21%	3	16%	0	0%	5	23%	6	27%	0	0%	9	42%	4	19%	0	0%
Dislocation, fractures	2	11%	1	5%	0	0%	1	5%	0	0%	0	0%	1	5%	0	0%	0	0%
Animal bite	11	59%	1	5%	1	5%	8	37%	4	18%	0	0%	15	71%	4	19%	0	0%
Electrocution & Burns	0	0%	0	0%	0	0%	3	14%	0	0%	0	0%	1	5%	2	9%	0	0%
Fall, trip, slip	7	37%	0	0%	0	0%	9	41%	3	14%	0	0%	12	57%	4	19%	1	5%
Incise Wounds	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	5	24%	0	0%	0	0%
Sprains	6	32%	0	0%	0	0%	2	9%	1	5%	0	0%	0	0%	1	5%	0	0%
Trauma	1	5%	0	0%	0	0%	5	23%	0	0%	0	0%	0	0%	2	9%	0	0%
Vehicular accident	1	5%	0	0%	0	0%	2	9%	1	5%	0	0%	4	19%	1	5%	0	0%

One disabling injury

1 male - Dislocation, fractures assigned in Visayas
1 male - Vehicular accident assigned in Luzon

Two disabling injury

2 males - Cuts, lacerations, punctures assigned in Luzon and Visayas each

Four disabling injury

4 males - Sprains assigned in Luzon

One disabling injury

1 male - Contusion, bruises, hematoma assigned in Luzon
1 male - Trauma assigned in Luzon
1 male - Vehicular accident assigned in Luzon

Two disabling injury

2 males - Electrocution & Burns assigned in Luzon
2 males - Fall, trip, slip assigned in Luzon and Visayas each

One disabling injury

1 male - Contusion, bruises, hematoma assigned in Visayas
1 male - Dislocation, fractures assigned in Luzon
1 male - Electrocution & Burns assigned in Visayas

Two disabling injury

2 male - Vehicular accident assigned in Luzon

Five disabling injury

5 male - Fall, trip, slip. 4 assigned in Luzon and 1 in Mindanao

Safe Man Hours	2022	2021	2020
Number of Employees	10,481	11,336	11,263
Total Hours of Employee Exposure	18,710,965	21,895,725	21,236,285
Number of Lost Time Accidents	8	7	8
Male	8	7	8
Female	-	-	-
Luzon	6	6	5
Visayas	2	1	2
Mindanao	-	-	1
Number of Non-Disabling Injuries	32	48	73
Days lost due to lost time accidents	298	154	131
Male	298	154	131
Female	-	-	-
Luzon	292	151	126
Visayas	6	3	2
Mindanao	-	-	3
Total man-hours work without LTA	1,409,013	-	2,097,306
Frequency Rate	0.43	0.32	0.38
Severity Rate	15.93	7.03	6.17
Total Hours of Employee Exposure	18,710,965	21,895,725	21,236,285
Male	13,981,310	15,904,644	15,133,870
Female	4,729,655	5,991,081	6,102,415
Luzon	15,217,560	18,095,424	17,697,546
Visayas	1,902,604	2,032,846	1,877,837
Mindanao	1,590,801	1,767,454	1,660,902
Frequency Rate	0.43	0.32	0.38
Male	0.57	0.44	0.53
Female	-	-	-
Luzon	0.39	0.33	0.28
Visayas	1.05	0.49	1.07
Mindanao	-	-	0.60
Severity Rate	15.93	7.03	6.17
Male	21.31	9.68	8.66
Female	-	-	-
Luzon	19.19	8.34	7.12
Visayas	3.15	1.48	1.07
Mindanao	-	-	1.81

Employee Performance Management	PLDT							
	Male	Female	Total	Rank and File	Management	Executive	Officer	Total
Total Active Employees as of 2021	8,094	3,242	11,336	4,826	5,702	713	95	11,336
Employees who received performance evaluation	8,034	3,183	11,217	4,785	5,646	696	90	11,217
% of employees who received performance evaluation over total employees	99.26%	98.18%	98.95%	99.15%	99.02%	97.62%	94.74%	98.95%
Total Active Employee as of 2020	7,952	3,310	11,262	4,589	5,923	663	87	11,262
Employees who received performance evaluation	7,135	3,095	10,230	4,058	5,481	618	73	10,230
% of employees who received performance evaluation over total employees	89.73%	93.50%	90.84%	88.43%	92.54%	93.21%	83.91%	90.84%
Total Active Employee as of 2019	7,410	3,234	10,644	4,196	5,774	594	80	10,644
Employees who received performance evaluation	7,029	3,020	10,049	3,858	5,605	542	44	10,049
% of employees who received performance evaluation over total employees	94.86%	93.38%	94.41%	91.94%	97.07%	91.25%	55.00%	94.41%

Employee Performance Management	Smart							
	Male	Female	Total	Rank and File	Management	Executive	Officer	Total
Total Active Employees as of 2021	2,827	2,596	5,423	2,551	2,143	662	67	5,423
Employees who received performance evaluation	2,642	2,469	5,111	2,344	2,065	637	65	5,111
% of employees who received performance evaluation over total employees	93.46%	95.11%	94.25%	91.89%	96.36%	96.22%	97.01%	94.25%
Total Active Employee as of 2020	2,954	2,814	5,768	3,043	2,045	620	60	5,768
Employees who received performance evaluation	2,727	2,531	5,258	2,673	1,947	588	50	5,258
% of employees who received performance evaluation over total employees	92.32%	89.94%	91.16%	87.84%	95.21%	94.84%	83.33%	91.16%
Total Active Employee as of 2019	2,997	2,888	5,885	3,403	1,851	581	50	5,885
Employees who received performance evaluation	2,785	2,650	5,435	3,072	1,784	539	40	5,435
% of employees who received performance evaluation over total employees	92.93%	91.76%	92.35%	90.27%	96.38%	92.77%	80.00%	92.35%

Employee Performance Management	ePLDT							
	Male	Female	Total	Rank and File	Management	Executive	Officer	Total
Total Active Employees as of 2021	446	241	687	429	138	113	7	687
Employees who received performance evaluation	378	200	578	345	120	106	7	578
% of employees who received performance evaluation over total employees	84.75%	82.99%	84.13%	80.42%	86.96%	93.81%	100.00%	84.13%
Total Active Employee as of 2020	358	182	540	349	90	94	7	540
Employees who received performance evaluation	317	158	475	299	79	90	7	475
% of employees who received performance evaluation over total employees	88.55%	86.81%	87.96%	85.67%	87.78%	95.74%	100.00%	87.96%
Total Active Employee as of 2019	334	169	503	325	84	86	8	503
Employees who received performance evaluation	260	128	388	231	72	78	7	388
% of employees who received performance evaluation over total employees	77.84%	75.74%	77.14%	71.08%	85.71%	90.70%	87.50%	77.14%

2022 Employee Diversity by Gender		PLDT	SMART	ePLDT	TOTAL
Rank and File	Male	3,860	991	340	5,191
		37%	21%	39%	32%
	Female	601	985	186	1,772
		5%	21%	21%	11%
	Total	4,461	1,976	526	6,963
		42%	42%	60%	44%
Management	Male	3,272	1,096	113	4,481
		31%	23%	13%	28%
	Female	1,951	934	81	2,966
		19%	20%	9%	19%
	Total	5,223	2,030	194	7,447
		50%	43%	22%	46%
Executives	Male	420	349	91	860
		4%	7%	10%	5%
	Female	287	300	50	637
		3%	6%	6%	4%
	Total	707	649	141	1,497
		7%	13%	16%	9%
Officers	Male	59	34	5	98
		1%	1%	1%	1%
	Female	31	27	4	62
		0%	1%	1%	0%
	Total	90	61	9	160
		1%	2%	2%	1%
TOTAL	Male	7,611	2,470	549	10,630
		73%	52%	63%	66%
	Female	2,870	2,246	321	5,437
		27%	48%	37%	34%
	Total	10,481	4,716	870	16,067
		100%	100%	100%	100%

2021 Employee Diversity by Gender		PLDT	SMART	ePLDT	TOTAL
Rank and File	Male	4,116	1,285	281	5,682
		36%	24%	41%	32%
	Female	710	1,266	148	2,124
		6%	23%	22%	12%
	Total	4,826	2,551	429	7,806
		42%	47%	63%	44%
Management	Male	3,505	1,151	86	4,742
		31%	21%	12%	27%
	Female	2,197	992	52	3,241
		19%	18%	8%	19%
	Total	5,702	2,143	138	7,983
		50%	39%	20%	46%
Executives	Male	413	355	75	843
		4%	6%	11%	5%
	Female	300	307	38	645
		3%	6%	5%	4%
	Total	713	662	113	1,488
		7%	12%	16%	9%
Officers	Male	60	36	4	100
		1%	1%	1%	1%
	Female	35	31	3	69
		0%	1%	0%	0%
	Total	95	67	7	169
		1%	2%	1%	1%
TOTAL	Male	8,094	2,827	446	11,367
		72%	52%	65%	65%
	Female	3,242	2,596	241	6,079
		28%	48%	35%	35%
	Total	11,336	5,423	687	17,446
		100%	100%	100%	100%

2020 Employee Diversity by Gender		PLDT	SMART	ePLDT	TOTAL
Rank and File	Male	3,812	1,506	229	5,547
		34%	26%	43%	32%
	Female	777	1,537	120	2,434
		7%	27%	22%	14%
	Total	4,589	3,043	349	7,981
		41%	53%	65%	46%
Management	Male	3,694	1,077	62	4,833
		33%	18%	12%	28%
	Female	2,229	968	28	3,225
		20%	17%	5%	18%
	Total	5,923	2,045	90	8,058
		53%	35%	17%	46%
Executives	Male	390	337	63	790
		4%	6%	11%	4%
	Female	273	283	31	587
		2%	5%	6%	3%
	Total	663	620	94	1,377
		6%	11%	17%	7%
Officers	Male	56	34	4	94
		0%	1%	1%	1%
	Female	31	26	3	60
		0%	0%	0%	0%
	Total	87	60	7	154
		0%	1%	1%	1%
TOTAL	Male	7,952	2,954	358	11,264
		71%	51%	67%	65%
	Female	3,310	2,814	182	6,306
		29%	49%	33%	35%
	Total	11,262	5,768	540	17,570
		100%	100%	100%	100%

2022 Employee Diversity by Age		PLDT	SMART	ePLDT	TOTAL
Rank and File	Under 30	2,461	1,015	308	3,784
		23%	22%	35%	24%
	30-50 years	1,808	934	204	2,946
		17%	20%	23%	18%
	>50 years	192	27	14	233
		2%	0%	2%	1%
	Total	4,461	1,976	526	6,963
		42%	42%	60%	43%
Management	Under 30	893	202	49	1,144
		9%	4%	6%	7%
	30-50 years	2,754	1,703	136	4,593
		26%	36%	16%	29%
	>50 years	1,576	125	9	1,710
		15%	3%	1%	11%
	Total	5,223	2,030	194	7,447
		50%	43%	23%	47%
Executives	Under 30	18	2	5	25
		0%	0%	1%	0%
	30-50 years	462	523	108	1,093
		5%	11%	12%	7%
	>50 years	227	124	28	379
		2%	3%	3%	2%
	Total	707	649	141	1,497
		7%	14%	16%	9%
Officers	Under 30	-	-	-	-
		0%	0%	0%	0%
	30-50 years	37	32	2	71
		0%	1%	0%	0%
	>50 years	53	29	7	89
		1%	0%	1%	1%
	Total	90	61	9	160
		1%	1%	1%	1%
TOTAL	Under 30	3,372	1,219	362	4,953
		32%	26%	42%	31%
	30-50 years	5,061	3,192	450	8,703
		48%	68%	51%	54%
	>50 years	2,048	305	58	2,411
		20%	6%	7%	15%
	Total	10,481	4,716	870	16,067
		100%	100%	100%	100%

2021 Employee Diversity by Age		PLDT	SMART	ePLDT	TOTAL
Rank and File	Under 30	3,042	1,503	261	4,806
		27%	28%	38%	28%
	30-50 years	1,537	1,017	158	2,712
		14%	19%	23%	16%
	>50 years	247	31	10	288
		2%	1%	2%	2%
	Total	4,826	2,551	429	7,806
		43%	48%	63%	46%
Management	Under 30	1,119	212	39	1,370
		10%	4%	6%	8%
	30-50 years	2,655	1,819	92	4,566
		23%	33%	13%	26%
	>50 years	1,928	112	7	2,047
		17%	2%	1%	12%
	Total	5,702	2,143	138	7,983
		50%	39%	20%	46%
Executives	Under 30	15	5	-	20
		0%	0%	0%	0%
	30-50 years	458	548	91	1,097
		4%	10%	13%	6%
	>50 years	240	109	22	371
		2%	2%	3%	2%
	Total	713	662	113	1,488
		6%	12%	16%	8%
Officers	Under 30	-	-	-	-
		0%	0%	0%	0%
	30-50 years	47	41	2	90
		0%	1%	0%	0%
	>50 years	48	26	5	79
		1%	0%	1%	0%
	Total	95	67	7	169
		1%	1%	1%	0%
TOTAL	Under 30	4,176	1,720	300	6,196
		37%	32%	44%	36%
	30-50 years	4,697	3,425	343	8,465
		41%	63%	49%	48%
	>50 years	2,463	278	44	2,785
		22%	5%	7%	16%
	Total	11,336	5,423	687	17,446
		100%	100%	100%	100%

2020 Employee Diversity by Age		PLDT	SMART	ePLDT	TOTAL
Rank and File	Under 30	3,086	1,829	199	5,114
		27%	32%	37%	29%
	30-50 years	1,213	1,179	139	2,531
		11%	20%	26%	14%
	>50 years	290	35	11	336
		3%	1%	2%	2%
	Total	4,589	3,043	349	7,981
		41%	53%	65%	45%
Management	Under 30	1,216	196	19	1,431
		11%	3%	3%	8%
	30-50 years	2,572	1,722	68	4,362
		23%	30%	13%	25%
	>50 years	2,135	127	3	2,265
		19%	2%	1%	13%
	Total	5,923	2,045	90	8,058
		53%	35%	19%	46%
Executives	Under 30	18	4	-	22
		0%	0%	0%	0%
	30-50 years	418	506	78	1,002
		4%	9%	14%	6%
	>50 years	227	110	16	353
		2%	2%	3%	2%
	Total	663	620	94	1,377
		6%	11%	17%	8%
Officers	Under 30	-	-	-	-
		0%	0%	0%	0%
	30-50 years	45	32	4	81
		0%	1%	1%	1%
	>50 years	42	28	3	73
		0%	0%	0%	0%
	Total	87	60	7	154
		0%	1%	1%	1%
TOTAL	Under 30	4,320	2,029	218	6,567
		38%	35%	40%	37%
	30-50 years	4,248	3,439	289	7,976
		38%	60%	54%	46%
	>50 years	2,694	300	33	3,027
		24%	5%	6%	17%
	Total	11,262	5,768	540	17,570
		100%	100%	100%	100%

2022 Employee Diversity by Location		PLDT	SMART	ePLDT	TOTAL
Rank and File	Luzon	3,441	1,663	491	5,595
		33%	36%	56%	35%
	Visayas	551	162	29	742
		5%	3%	3%	5%
	Mindanao	469	151	6	626
		5%	3%	1%	4%
	Total	4,461	1,976	526	6,963
		43%	42%	60%	44%
Management	Luzon	4,440	1,750	189	6,379
		42%	37%	22%	40%
	Visayas	424	154	4	582
		5%	3%	1%	4%
	Mindanao	359	126	1	486
		3%	3%	0%	2%
	Total	5,223	2,030	194	7,447
		50%	43%	23%	46%
Executives	Luzon	660	606	138	1,404
		6%	13%	16%	9%
	Visayas	26	25	2	53
		0%	1%	0%	0%
	Mindanao	21	18	1	40
		0%	0%	0%	0%
	Total	707	649	141	1,497
		6%	14%	16%	9%
Officers	Luzon	90	61	9	160
		1%	1%	1%	0%
	Visayas	-	-	-	-
		0%	0%	0%	0%
	Mindanao	-	-	-	-
		0%	0%	0%	0%
	Total	90	61	9	160
		1%	1%	1%	1%
TOTAL	Luzon	8,631	4,080	685	13,396
		82%	87%	79%	84%
	Visayas	1,001	341	143	1,485
		10%	7%	16%	10%
	Mindanao	849	295	42	1,186
		8%	6%	5%	6%
	Total	10,481	4,716	870	16,067
		100%	100%	100%	100%

2021 Employee Diversity by Location		PLDT	SMART	ePLDT	TOTAL
Rank and File	Luzon	3,731	1,503	393	5,627
		33%	28%	57%	32%
	Visayas	585	1,017	29	1,631
		5%	19%	4%	9%
	Mindanao	510	31	7	548
		4%	1%	2%	3%
	Total	4,826	2,551	429	7,806
		43%	48%	63%	46%
Management	Luzon	4,861	212	135	5,208
		43%	4%	20%	30%
	Visayas	456	1,819	3	2,278
		4%	33%	0%	13%
	Mindanao	385	112	-	497
		3%	2%	0%	3%
	Total	5,702	2,143	138	7,983
		50%	39%	20%	46%
Executives	Luzon	674	5	111	790
		6%	0%	16%	5%
	Visayas	21	548	1	570
		0%	10%	0%	3%
	Mindanao	18	109	1	128
		0%	2%	0%	1%
	Total	713	662	113	1,488
		6%	12%	16%	8%
Officers	Luzon	95	-	7	102
		1%	0%	1%	1%
	Visayas	-	41	-	41
		0%	1%	0%	0%
	Mindanao	-	26	-	26
		1%	0%	0%	0%
	Total	95	67	7	169
		1%	1%	1%	0%
TOTAL	Luzon	9,361	1,720	646	11,727
		83%	32%	94%	67%
	Visayas	1,062	3,425	33	4,520
		9%	63%	49%	48%
	Mindanao	913	278	8	1,199
		8%	5%	7%	7%
	Total	11,336	5,423	687	17,446
		100%	100%	100%	100%

2020 Employee Diversity by Location		PLDT	SMART	ePLDT	TOTAL
Rank and File	Luzon	3,550	2,573	315	6,438
		32%	45%	58%	37%
	Visayas	541	247	27	815
		5%	4%	5%	5%
	Mindanao	498	223	7	728
		4%	4%	1%	4%
	Total	4,589	3,043	349	7,981
		41%	53%	65%	45%
Management	Luzon	5,034	1,781	88	6,903
		45%	31%	3%	39%
	Visayas	471	155	2	628
		4%	3%	0%	25%
	Mindanao	418	109	-	527
		4%	2%	0%	3%
	Total	5,923	2,045	90	8,058
		53%	35%	17%	46%
Executives	Luzon	633	578	92	1,303
		6%	10%	17%	7%
	Visayas	18	26	1	45
		0%	0%	0%	0%
	Mindanao	13	16	1	30
		0%	0%	0%	0%
	Total	664	620	94	1,378
		6%	11%	17%	8%
Officers	Luzon	87	60	7	154
		1%	1%	1%	1%
	Visayas	-	-	-	-
		0%	0%	0%	0%
	Mindanao	-	-	-	-
		0%	0%	0%	0%
	Total	87	60	7	154
		0%	1%	1%	1%
TOTAL	Luzon	9,304	4,992	502	14,798
		83%	87%	93%	84%
	Visayas	1,030	428	30	1,488
		9%	60%	54%	46%
	Mindanao	929	348	8	1,285
		8%	5%	6%	7%
	Total	11,263	5,768	540	17,571
		100%	100%	100%	100%

New Hires by Gender		PLDT	SMART	ePLDT	TOTAL
2022	Male	45	87	160	292
		1%	2%	18%	2%
	Female	31	85	115	231
		0%	2%	14%	1%
	Total	76	172	275	523
		1%	4%	32%	3%
2021	Male	570	222	137	929
		5%	4%	20%	5%
	Female	140	148	72	360
		1%	3%	10%	2%
	Total	710	370	209	1,289
		6%	7%	30%	7%
2020	Male	632	142	68	842
		6%	2%	13%	5%
	Female	119	135	40	294
		1%	2%	7%	2%
	Total	751	277	108	1,136
		7%	4%	20%	6%
New Hires by Age		PLDT	SMART	ePLDT	TOTAL
2022	Under 30	24	128	162	314
		0%	3%	19%	2%
	30-50 years	47	44	106	197
		1%	1%	12%	1%
	>50 years	5	-	7	12
		0%	0%	1%	0%
	Total	76	172	275	523
		1%	4%	32%	3%
2021	Under 30	545	267	140	952
		5%	5%	20%	5%
	30-50 years	160	103	66	329
		1%	2%	10%	2%
	>50 years	5	-	3	8
		0%	0%	0%	0%
	Total	710	370	209	1,289
		6%	7%	30%	7%
2020	Under 30	538	201	77	816
		5%	3%	14%	5%
	30-50 years	194	74	30	298
		2%	1%	6%	2%
	>50 years	19	2	1	22
		0%	0%	0%	0%
	Total	751	277	108	1,136
		7%	4%	20%	6%

New Hires by Region		PLDT	SMART	ePLDT	TOTAL
2022	Luzon	74	171	271	516
		1%	4%	31%	3%
	Visayas	1	1	4	6
		0%	0%	1%	0%
	Mindanao	1	0	0	1
		0%	0%	0%	0%
	Total	76	172	275	523
		1%	4%	32%	3%
2021	Luzon	578	338	199	1,115
		5%	7%	29%	6%
	Visayas	76	16	9	101
		1%	0%	1%	1%
	Mindanao	56	16	1	73
		0%	0%	0%	0%
	Total	710	370	209	1,289
		6%	7%	30%	7%
2020	Luzon	527	258	108	893
		5%	4%	20%	5%
	Visayas	80	8	-	88
		1%	0%	0%	1%
	Mindanao	144	11	-	155
		1%	0%	0%	1%
	Total	751	277	108	1,136
		7%	4%	20%	6%

Employee Turnover by Gender		PLDT	SMART	ePLDT	TOTAL
2022	Male	528	442	57	1,027
		5%	10%	7%	6%
	Female	404	437	35	876
		4%	9%	4%	5%
	Total	932	879	92	1,903
		9%	19%	11%	11%
2021	Male	428	350	49	827
		4%	6%	7%	5%
	Female	208	366	13	587
		2%	7%	2%	3%
	Total	636	716	62	1,414
		6%	13%	9%	8%
2020	Male	90	185	44	319
		1%	3%	8%	2%
	Female	43	209	27	279
		0%	4%	5%	1%
	Total	133	394	71	598
		1%	7%	13%	3%

Employee Turnover by Age Group		PLDT	SMART	ePLDT	TOTAL
2022	Under 30	129	382	61	572
		1%	9%	7%	3%
	30-50 years	156	435	29	620
		1%	9%	4%	4%
	>50 years	647	62	2	711
		7%	1%	0%	4%
	Total	932	879	92	1,903
		9%	19%	11%	11%
2021	Under 30	69	358	37	464
		1%	7%	6%	2%
	30-50 years	98	344	23	465
		1%	6%	3%	3%
	>50 years	469	14	2	485
		4%	0%	0%	3%
	Total	636	716	62	1,414
		6%	13%	9%	8%
2020	Under 30	54	187	55	296
		1%	3%	10%	2%
	30-50 years	54	194	14	262
		0%	4%	3%	1%
	>50 years	26	13	2	41
		0%	0%	0%	0%
	Total	134	394	71	599
		1%	7%	13%	3%

Employee Turnover by Region		PLDT	SMART	ePLDT	TOTAL
2022	Luzon	796	788	91	1,675
		7%	17%	11%	10%
	Visayas	67	52	1	120
		1%	1%	0%	1%
	Mindanao	69	39	-	108
		1%	1%	0%	0%
	Total	932	879	92	1,903
		9%	19%	11%	11%
2021	Luzon	542	631	54	1,227
		5%	12%	8%	7%
	Visayas	42	51	6	99
		0%	1%	1%	1%
	Mindanao	52	34	2	88
		1%	0%	0%	0%
	Total	636	716	62	1,414
		6%	13%	9%	8%
2020	Luzon	118	357	71	546
		1%	6%	13%	3%
	Visayas	4	14	-	18
		0%	0%	0%	0%
	Mindanao	11	23	-	34
		0%	1%	0%	0%
	Total	133	394	71	598
		1%	7%	13%	3%

EMPLOYEE BENEFITS

Pay Ratios	PLDT			SMART			ePLDT		
	2022	2021	2020	2022	2021	2020	2022	2021	2020
LUZON									
Rank & File	0.98	0.99	0.95	0.95	0.95	0.93	0.90	0.92	0.89
Management	0.97	0.97	0.98	0.93	0.91	0.90	0.77	0.69	0.69
Executives	0.97	0.95	0.92	0.94	0.94	0.94	0.87	0.89	0.87
Officers	0.99	0.96	0.89	1.06	1.17	1.04	0.98	0.93	0.91
VISAYAS									
Rank & File	1.00	1.01	1.03	0.91	0.90	0.82	0.76	0.90	0.71
Management	0.90	0.94	1.04	0.85	0.82	0.78	0.64	n/a	n/a
Executives	0.87	0.77	0.89	0.99	0.96	1.07	N/A	N/A	N/A
Officers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
MINDANAO									
Rank & File	1.06	1.09	0.95	0.86	0.79	0.78	N/A	N/A	N/A
Management	0.98	0.98	0.93	0.93	0.91	0.87	N/A	N/A	N/A
Executives	0.79	0.79	0.80	0.80	0.77	0.80	N/A	N/A	N/A
Officers	N/A	N/A	N/A	N/A	N/A	n/a	N/A	N/A	N/A
TOTAL									
Rank & File	0.99	1.00	0.96	0.94	0.94	0.91	0.90	0.92	0.89
Management	0.96	0.97	0.98	0.92	0.91	0.89	0.76	0.69	0.70
Executives	0.98	0.84	0.92	0.94	0.95	0.95	0.87	0.89	0.87
Officers	0.99	0.96	0.89	1.06	1.17	1.04	0.98	0.93	0.91

Parental Leaves	PLDT								
	2022			2021			2020		
	Paternity	Maternity	Total	Paternity	Maternity	Total	Paternity	Maternity	Total
Total number of employees that were entitled to parental leave as of reporting period	3,836	2,870	6,706	3,883	3,242	7,125	3,847	173	7,157
Total number of employees that took parental leave	378	151	529	289	113	402	267	143	410
Total number of employees that returned to work after parental leave ended (reporting period)	377	149	526	289	113	402	267	143	410
Return to work rate	100%	99%	99%	100%	100%	100%	100%	100%	100%
Total number of employees who returned to work after parental leave ended (previous period)	289	113	402	267	143	410	175	84	259
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work (previous period)	287	106	393	265	141	406	173	80	253
RETENTION RATE	99%	94%	98%	99%	99%	99%	99%	95%	98%

Parental Leaves	SMART								
	2022			2021			2020		
	Paternity	Maternity	Total	Paternity	Maternity	Total	Paternity	Maternity	Total
Total number of employees that were entitled to parental leave as of reporting period	1,260	2,246	3,506	1,373	2,596	3,969	1,391	2,814	4,205
Total number of employees that took parental leave	68	122	190	77*	127	204*	92	150	242
Total number of employees that returned to work after parental leave ended (reporting period)	66	118	184	76*	124	200*	92	143	235
Return to work rate	97%	97%	97%	99%	98%	98%	100%	95%	97%
Total number of employees who returned to work after parental leave ended (previous period)	76	124	200	92	143	235	116	136	252
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work (previous period)	70	110	180	84	122	206	98	125	223
RETENTION RATE	92%	89%	90%	91%	85%	88%	84%	92%	88%

*restated

Parental Leaves	ePLDT								
	2022			2021			2020		
	Paternity	Maternity	Total	Paternity	Maternity	Total	Paternity	Maternity	Total
Total number of employees that were entitled to parental leave as of reporting period	206	321	527	175	241	416	156	182	338
Total number of employees that took parental leave	5	8	13	3	4	7	0	9	9
Total number of employees that returned to work after parental leave ended (reporting period)	5	8	13	3	4	7	0	9	9
Return to work rate	100%	100%	100%	100%	100%	100%	N/A	78%	78%
Total number of employees who returned to work after parental leave ended (previous period)	3	4	7	-	7	7	9	2	11
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work (previous period)	3	3	6	-	7	7	8	1	9
RETENTION RATE	100%	75%	86%	N/A	100%	100%	89%	50%	82%

Solo Parents	2022	2021	2020
PLDT	236	165	148
SMART	266	296	316
ePLDT	1	2	2
TOTAL	503	463	466

DEFINED BENEFIT OBLIGATION (IN MILLIONS)

	2022	2021	2020
PLDT			
Defined Benefit Obligation	15,507	21,916	27,868
Fair Value of Assets	16,294	14,436	14,762
Net Defined Benefit Asset/ (Liability)	787	(7,480)	(13,106)
Percentage of Salary Contributed by Employee	none	none	none
SMART			
Defined Benefit Obligation	2,777	2,991	2,775
Fair Value of Assets	3,485	4,137	3,649
Net Defined Benefit Asset/ (Liability)	708	1,146	874
Percentage of Salary Contributed by Employee	5% to 10%	5% to 10%	5% to 10%
ePLDT			
Defined Benefit Obligation	200	56	49
Fair Value of Assets	-	-	-
Net Defined Benefit Asset/ (Liability)	(200)	(56)	(49)
Percentage of Salary Contributed by Employee	none	none	none

**Parent company only. The company engages the assistance of an independent qualified actuary whose calculations depend on certain assumptions, such as future salary rate increase, attrition and mortality rates, as well as discount rate, which could have a material impact on the results.*

Employee Training Details	PLDT EMPLOYEE TRAINING DETAILS								
	2022 Trainings			2021 Trainings			2020 Trainings		
	Employee	Training Hours	Ave. Training Hours	Employee	Training Hours	Ave. Training Hours	Employee	Training Hours	Ave. Training Hours
Gender									
Male	7,611	102,393	13.45	8,094	174,955	21.62	7,952	266,545	33.52
Female	2,870	58,234	20.29	3,242	79,239	24.44	3,310	158,933	48.02
TOTAL	10,481	160,627	15.33	11,336	254,194	22.42	11,262	425,478	37.78
Rank									
Rank & File	4,461	65,117	14.60	4,826	100,234	20.77	4,589	186,810	40.71
Management	5,223	83,586	16.00	5,702	131,651	23.09	5,923	217,572	36.73
Executives	707	10,783	15.25	713	20,557	28.83	663	19,381	29.23
Officers	90	1,142	12.68	95	1,753	18.45	87	1,715	19.71
TOTAL	10,481	160 627	15.33	11,336	254,194	22.42	11,262	425,478	37.78

Employee Training Details	SMART EMPLOYEE TRAINING DETAILS								
	2022 Trainings			2021 Trainings			2020 Trainings		
	Employee	Training Hours	Ave. Training Hours	Employee	Training Hours	Ave. Training Hours	Employee	Training Hours	Ave. Training Hours
Gender									
Male	2,470	57,279	23.19	2,827	81,192	28.72	2,954	124,384	42.11
Female	2,246	46,815	20.84	2,596	87,853	33.84	2,814	170,003	60.41
TOTAL	4,716	104,094	22.07	5,423	169,045	31.17	5,768	294,387	51.04
Rank									
Rank & File	1,976	44,286	22.41	2,551	81,852	32.09	3,043	194,707	63.99
Management	2,030	43,814	21.58	2,143	61,502	28.70	2,045	81,941	40.07
Executives	649	14,333	22.09	662	23,127	34.93	620	16,121	26.00
Officers	61	1,661	27.22	67	2,564	38.27	60	1,618	26.97
TOTAL	4,716	104,094	22.07	5,423	169,045	31.17	5,768	294,387	51.04

Employee Training Details	ePLDT EMPLOYEE TRAINING DETAILS								
	2022 Trainings			2021 Trainings			2020 Trainings		
	Employee	Training Hours	Ave. Training Hours	Employee	Training Hours	Ave. Training Hours	Employee	Training Hours	Ave. Training Hours
Gender									
Male	549	5,162	9.40	446	5,572	12.49	358	1,560	4.36
Female	321	3,254	10.14	241	2,730	11.33	182	1,232	6.77
TOTAL	870	8,417	9.67	687	8,302	12.08	540	2,791	5.17
Rank									
Rank & File	526	4,944	9.40	429	5,479	12.77	349	1,674	4.80
Management	194	2,300	11.85	138	1,633	11.84	90	539	5.99
Executives	141	1,068	7.57	113	1,189	10.52	94	551	5.86
Officers	9	106	11.73	7	2	0.25	7	28	3.93
TOTAL	870	8,417	9.67	687	8,302	12.08	540	2,791	5.17

CONSERVATION PILLAR

GHG EMISSIONS (SCOPE 1)

Fuel Consumption (Liters)	2022			2021			2020		
	Diesel	Gas	Total	Diesel	Gas	Total	Diesel	Gas	Total
PLDT Transport Fuel	2,074,888	3,522,237	5,597,125	2,006,655	4,014,581	6,021,236	1,899,860	3,739,240	5,639,100
PLDT Genset & Forklift Fuel	540,616	11,762	552,378	607,812	10,850	618,662	576,564	9,424	585,988
Smart Transport Fuel	1,048,449	500,344	1,548,793	956,567	458,659	1,415,226	945,688	405,626	1,351,313
Smart Genset Fuel	10,353,640	-	10,353,640	8,482,738	-	8,482,738	8,927,895	-	8,927,895
ePLDT Transport Fuel	14,018	1,702	15,720	31,557	3,211	34,769	17,377	1,737	19,114
ePLDT Data Centers	617,699	-	617,699	272,100	-	272,100	205,035	-	205,035
TOTAL	14,649,311	4,036,045	18,685,356	12,357,430	4,487,301	16,844,731	12,572,418	4,156,026	16,728,444

Energy Consumption (in Gigajoule)	2022			2021			2020		
	Diesel	Gas	Total	Diesel	Gas	Total	Diesel	Gas	Total
PLDT Transport Fuel	79,397	117,962	197,358	76,835	134,590	211,425	72,746	125,410	198,156
PLDT Genset & Forklift Fuel	20,687	394	21,081	23,273	364	23,637	22,077	316	22,392
Smart Transport Fuel	40,119	16,757	56,876	36,627	15,377	52,004	36,210	13,604	49,815
Smart Genset Fuel	396,187	-	396,187	324,805	-	324,805	341,849	-	341,849
ePLDT Transport Fuel	536	57	593	1,208	108	1,316	665	58	724
ePLDT Data Centers	23,637	-	23,637	10,419	-	10,419	7,851	-	7,851
TOTAL	560,563	135,169	695,732	473,167	150,438	623,606	481,397	139,389	620,786

Energy Intensity	Per Headcount			Per Revenue (in million PhP)		
	2022	2021	2020	2022	2021	2020
PLDT	20.84	20.74	19.58	2.16	2.58	2.69
Smart	96.07	69.48	67.90	4.51	3.67	3.90
ePLDT	27.85	17.08	15.88	3.21	1.87	1.42
TOTAL	43.30	35.74	35.33	3.33	3.12	3.29

GHG Emissions (metric tons CO2e)	2022			2021			2020		
	Diesel	Gas	Total	Diesel	Gas	Total	Diesel	Gas	Total
PLDT Transport Fuel	5,549	7,996	13,545	5,370	9,120	14,490	5,085	8,494	13,578
PLDT Genset & Forklift Fuel	1,456	32	1,488	1,636	29	1,666	1,552	25	1,578
Smart Transport Fuel	2,804	1,136	3,940	2,560	1,042	3,602	2,531	921	3,452
Smart Genset Fuel	27,884	-	27,884	22,838	-	22,838	24,037	-	24,037
ePLDT Transport Fuel	37	4	41	84	7	92	47	4	50
ePLDT Data Centers	1,664	-	1,664	733	-	733	552	-	552
TOTAL	39,395	9,167	48,562	33,222	10,198	43,420	33,803	9,445	43,248

GHG Intensity	Per Headcount			Per Revenue (in million PhP)		
	2022	2021	2020	2022	2021	2020
PLDT	1.43	1.43	1.35	0.15	0.18	0.18
Smart	6.75	4.88	4.61	0.32	0.26	0.27
ePLDT	1.96	1.20	1.11	0.23	0.13	0.10
TOTAL	3.02	2.49	2.46	0.23	0.22	0.23

PLDT group uses the control approach in accounting for its GHG emission. Both ePLDT, Inc. and Smart Communications, Inc. are 100% owned and all emissions are consolidated in this report.

Scope 1 emission comes from the purchased fuel for service vehicles and generator sets as invoiced by the vendor. GHG included are Carbon dioxide (CO2), Methane (CH4), and Nitrous oxide (N2O) converted to Carbon dioxide equivalent (CO2e) using the Global Warming Potential (GWP) values for 100- year time horizon from the Sixth Assessment Report (AR6) of Intergovernmental Panel on Climate Change (IPCC).

GHG EMISSIONS (SCOPE 2)

Electricity Consumption (in kWh)	2022	2021	2020
PDT Facilities	216,956,651	205,259,820	173,589,299
Smart Offices & Stores	14,837,398	11,236,609	13,155,573
Smart Network Facilities	615,448,276	549,570,762	479,576,645
ePLDT Offices	141,251	116,176	143,283
ePLDT Data Centers	90,795,534	79,629,469	68,946,659
TOTAL	938,179,108	845,812,837	735,411,459

Energy Consumption (in Gigajoule)	2022	2021	2020
PDT Facilities	781,737	738,935	624,921
Smart Offices & Stores	53,415	40,452	47,360
Smart Network Facilities	2,215,614	1,978,455	1,726,476
ePLDT Offices	509	418	516
ePLDT Data Centers	326,864	286,666	248,208
TOTAL	3,378,138	3,044,926	2,647,481

Energy Intensity	Per Headcount			Per Revenue (in million PhP)		
	2022	2021	2020	2022	2021	2020
PLDT	74.59	65.18	55.49	7.75	8.13	7.62
Smart	481.13	372.29	307.53	22.60	19.69	17.67
ePLDT	376.29	417.88	460.60	43.36	45.83	41.25
TOTAL	210.25	174.53	150.68	16.17	15.24	14.05

GHG Emissions (metric tons CO2e)	2022	2021	2020
PDT Facilities	155,630	147,555	124,713
Smart Offices & Stores	10,590	8,025	9,389
Smart Network Facilities	444,483	397,002	346,128
ePLDT Offices	101	83	102
ePLDT Data Centers	54,376	54,635	49,104
TOTAL	665,179	607,301	529,436

GHG Intensity	Per Headcount			Per Revenue (in million PhP)		
	2022	2021	2020	2022	2021	2020
PLDT	14.85	13.02	11.07	1.54	1.62	1.52
Smart	96.50	74.69	61.64	4.53	3.95	3.54
ePLDT	62.62	79.65	91.12	7.21	8.74	8.16
TOTAL	41.40	34.81	30.13	3.18	3.04	2.81

The electricity consumed by all of our facilities as indicated in the statement of account or invoice plus accrued electricity consumption based on the average usage per facility

Electricity - Luzon & Visayas 0.7122kg CO2e per megawatt-hour
Electricity – Mindanao 0.7797kg CO2e per megawatt-hour

<https://www.doe.gov.ph/electric-power/2015-2017-national-grid-emission-factor-ngef>

GHG EMISSIONS (SCOPE 1 AND 2)

Energy Consumption (in Gigajoule)	2022			2021			2020		
	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total
PLDT	218,439	781,737	1,000,176	235,062	738,935	973,997	220,548	624,921	845,469
Smart	453,063	2,269,028	2,722,091	376,809	2,018,907	2,395,716	391,664	1,773,836	2,165,500
ePLDT	24,230	327,372	351,602	11,735	287,084	298,819	8,574	248,724	257,298
TOTAL	695,732	3,378,137	4,073,869	623,606	3,044,926	3,668,532	620,786	2,647,481	3,268,267

Energy Intensity per Headcount	2022			2021			2020		
	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total
PLDT	20.84	74.59	95.43	20.74	65.18	85.92	19.58	55.49	75.07
Smart	96.07	481.13	577.20	69.48	372.29	441.77	67.90	307.53	375.43
ePLDT	27.85	376.29	404.14	17.08	417.88	434.96	15.88	460.60	476.48
TOTAL	43.30	210.25	253.56	35.74	174.53	210.28	35.33	150.68	186.01

Energy Intensity per Million Revenue	2022			2021			2020		
	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total
PLDT	2.16	7.75	9.91	2.58	8.13	10.71	2.69	7.62	10.31
Smart	4.51	22.60	27.11	3.67	19.69	23.36	3.90	17.67	21.57
ePLDT	3.21	43.36	46.56	1.87	45.83	47.70	1.42	41.25	42.67
TOTAL	3.33	16.17	19.51	3.12	15.24	18.37	3.29	14.05	17.34

GHG Emissions (metric tons CO2e)	2022			2021			2020		
	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total
PLDT	15,033	155,630	170,663	16,156	147,555	163,711	15,156	124,713	139,869
Smart	31,824	455,073	486,897	26,440	405,028	431,468	27,489	355,518	383,007
ePLDT	1,705	54,476	56,181	824	54,718	55,542	602	49,206	49,808
TOTAL	48,562	665,179	713,741	43,420	607,301	650,721	43,247	529,437	572,684

GHG Intensity per Headcount	2022			2021			2020		
	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total
PLDT	1.43	14.85	16.28	1.43	13.02	14.44	1.35	11.07	12.42
Smart	6.75	96.50	103.24	4.88	74.69	79.56	4.77	61.64	66.40
ePLDT	1.96	62.62	64.58	1.20	79.65	80.85	1.12	91.12	92.24
TOTAL	3.02	41.40	44.42	2.49	34.81	37.30	2.46	30.13	32.59

GHG Intensity per Million Revenue	2022			2021			2020		
	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total	Scope 1	Scope 2	Total
PLDT	0.15	1.54	1.69	0.18	1.62	1.80	0.18	1.52	1.71
Smart	0.32	4.53	4.85	0.26	3.95	4.21	0.27	3.54	3.81
ePLDT	0.23	7.21	7.44	0.13	8.74	8.87	0.10	8.16	8.26
TOTAL	0.23	3.18	3.42	0.22	3.04	3.26	0.23	2.81	3.04

SCOPE 3 EMISSIONS

Scope 3 Emissions			2022	2021	2020
Upstream	Category 1	Purchased goods & services	34,171	25,753	18,699
Upstream	Category 2	Capital goods	642,979	599,358	692,418
Upstream	Category 3	Fuel & energy related activities	71,103	64,103	55,736
Downstream	Category 11	Use of sold products	290,864	348,105	243,026
TOTAL	-	-	1,039,118	1,037,319	1,009,879

Scope 3 GHG Emission Intensity		2022	2021	2020
Intensity per headcount		99.14	59.46	57.48
Intensity per million revenue		4.98	5.19	5.36

GHG Emissions (metric tons CO2e)	2022	2021	2020
Scope 1	48,562	43,420	43,248
Scope 2	665,179	607,301	529,436
Scope 3	1,039,118	1,037,319	1,009,879
TOTAL	1,752,858	1,688,040	1,582,563

3-year GHG Emissions	2022	2021	2020
Total Scope 1, 2, & 3 Intensity per headcount	167.24	96.76	90.07
Total Scope 1, 2, & 3 Intensity per revenue	8.39	8.45	8.40

WATER CONSUMPTION

Water Consumption in cubic meters	2022	2021	2020
Fixed	373,813	433,540	410,284
Wireless	47,174	34,884	65,211
TOTAL	420,987	468,425	475,494

MINIMIZING SOLID AND HAZARDOUS WASTE

Solid Waste in metric tons	2022	2021	2020
Fixed	2,599	1,706	905
Wireless	1,400	444	261
TOTAL	3,999	2,150	1,167

Hazardous Waste in metric tons*	2022	2021	2020
Fixed	618	206	156
Wireless	1,074	286	438
TOTAL	1,693	493	594

*includes used lead acid batteries (ULAB) under the long-running partnership with PBSP and JMR for battery recycling program

COMMITMENT PILLAR

TAX

Tax Jurisdiction: Philippines (in million PhP)	2022	2021	2020
Total Employees	16,171	17,446	17,571
Employee Wages & Benefits	29,812	25,344	26,883
Taxes withheld and paid on behalf of employees ¹	4,255	3,606	3,833
Taxes collected from customers on behalf of a tax authority ²	17,031	10,016	11,310
Industry-related and other taxes or payments to governments			
Real Property Tax	274	242	240
Documentary Stamp Tax	95	14	309
Significant uncertain tax positions	N/A	N/A	N/A
Balance of intra-company debt held by entities in the tax jurisdiction ³	16,231	22,547	24,347
Revenues from third-party sales	N/A	N/A	N/A
Revenues from intra-group transactions with other tax jurisdictions ⁴	14,797	16,220	8,723
Profit/loss before tax	13,509	34,154	33,021
Tangible assets other than cash and cash equivalents	505,535	519,805	451,977
Corporate income tax paid on a cash basis	6,949	5,130	4,452
Corporate income tax accrued on profit/loss	2,774	7,478	8,441

Please refer to the reconciliation between the provision for income tax at the applicable statutory tax rate and the actual provision for corporate income tax on page F-69 of 17A

Note: All figures above are the consolidated numbers of the PLDT Group except for total employees that covers only PLDT, Smart, ePLDT and PGC.

¹ Withholding tax on wages plus fringe benefit tax

² Expanded withholding tax plus withholding VAT plus VAT and Overseas communication tax

³ Advances by Digitel Telecommunications Phils.

⁴ Intercompany revenue by PLDT Global Corporation

ANTI-CORRUPTION COMMUNICATION

Employee Rank	PLDT			SMART		
	Active Employees ¹	Received Communication	Percentage	Active Employees ²	Received Communication	Percentage
2022						
Rank & File	4,496	4,496	100.00%	1,980	1,980	100.00%
Management	5,199	5,199	100.00%	2,041	2,040	99.95%
Executives	707	707	100.00%	649	649	100.00%
Officers	90	89	98.89%	61	61	100.00%
TOTAL	10,492	10,491	99.99%	4,731	4,730	99.98%
2021						
Rank & File	4,867	4,862	99.90%	2,576	2,575	99.96%
Management	5,660	5,660	100.00%	2,158	2,158	100.00%
Executives	712	712	100.00%	664	664	100.00%
Officers	94	93	98.94%	67	67	100.00%
TOTAL	11,333	11,327	99.95%	5,465	5,464	99.98%
2020						
Rank & File	4,525	4,520	99.89%	3,050	2,644	86.69%
Management	5,927	5,927	100.00%	2,048	1,918	93.65%
Executives	657	657	100.00%	620	589	95.00%
Officers	87	87	100.00%	60	59	98.33%
TOTAL	11,196	11,191	99.96%	5,778	5,210	90.17%

Employee by Region	PLDT			SMART		
	Active Employees ¹	Received Communication	Percentage	Active Employees ²	Received Communication	Percentage
2022						
Luzon	8,636	8,635	99.99%	4,091	4,090	99.98%
Visayas	1,007	1,007	100.00%	343	343	100.00%
Mindanao	849	849	100.00%	297	297	100.00%
TOTAL	10,492	10,491	99.99%	4,731	4,730	99.98%
2021						
Luzon	9,357	9,351	99.94%	4,739	4,738	99.98%
Visayas	1,062	1,062	100.00%	394	394	100.00%
Mindanao	914	914	100.00%	332	332	100.00%
TOTAL	11,333	11,327	99.95%	5,465	5,464	99.98%
2020						
Luzon	9,255	9,250	99.95%	5,002	4,498	89.92%
Visayas	1,014	1,014	100.00%	428	389	90.89%
Mindanao	927	927	100.00%	348	323	92.82%
TOTAL	11,196	11,191	99.96%	5,778	5,210	90.17%

1 Total Employee as of November 18, 2022 with active email address
2 Total Employee as of November 22, 2022 with active email address
3 Total Employee as of November 29, 2021 with active email address

4 Total Employee as of December 1, 2021 with active email address
5 Total Employee as of November 20, 2020 with active email address
6 Total Employee as of December 14, 2020 with active email address

ANTI-CORRUPTION COMMUNICATION

Employee Rank	PLDT			SMART		
	Employee Count	Received Training	Percentage	Employee Count	Received Training	Percentage
2022						
Rank & File	4,461	4,450	99.75%	1,976	1,964	99.39%
Management	5,223	5,208	99.71%	2,030	2,026	99.80%
Executives	707	690	97.60%	649	649	100.00%
Officers	90	79	87.78%	61	61	100.00%
TOTAL	10,481	10,427	99.48%	4,716	4,700	99.66%
2021						
Rank & File	4,826	4,821	99.90%	2,551	2,549	99.92%
Management	5,702	5,701	99.98%	2,143	2,142	99.95%
Executives	713	712	99.86%	662	660	99.70%
Officers	95	94	98.95%	67	67	100.00%
TOTAL	11,336	11,328	99.93%	5,423	5,418	99.91%
2020						
Rank & File	819	808	98.66%	538	509	94.61%
Management	1,224	1,218	99.51%	206	199	96.60%
Executives	145	141	97.24%	44	41	93.18%
Officers	11	7	63.64%	55	53	96.36%
TOTAL	2,199	2,174	98.86%	843	802	95.14%

Employee by Region	PLDT			SMART		
	Employee Count	Received Training	Percentage	Employee Count	Received Training	Percentage
2022						
Luzon	8,631	8,579	99.40%	4,080	4,065	99.63%
Visayas	1,001	999	99.80%	341	340	99.71%
Mindanao	849	849	100.00%	295	295	100.00%
TOTAL	10,481	10,427	99.48%	4,716	4,700	99.66%
2021						
Luzon	9,361	9,353	99.91%	4,698	4,693	99.89%
Visayas	1,062	1,062	100.00%	393	393	100.00%
Mindanao	913	913	100.00%	332	332	100.00%
TOTAL	11,336	11,328	99.93%	5,423	5,418	99.91%
2020						
Luzon	1,706	1,683	98.65%	646	607	93.96%
Visayas	209	207	99.04%	101	100	99.01%
Mindanao	284	284	100.00%	96	95	98.96%
TOTAL	2,199	2,174	98.86%	843	802	95.14%

*A risk-based approach to anti-corruption training was taken in 2020.

GRI CONTENT INDEX

GRI Standard		Disclosure	Page No.	Omission
Statement of use			PLDT has reported in accordance with the GRI Standards for the period 1 January 2022 to 31 December 2022.	
GRI 1 used			GRI 1: Foundation 2021	
Applicable GRI Sector Standard (s)			None	
General disclosures				
GRI 3: Material Topics 2021	2-1	Organizational details	2, 6-7	
	2-2	Entities included in the organization's sustainability reporting	2, 6-7	
	2-3	Reporting period, frequency and contact point	2	
	2-4	Restatements of information	163, 165, 172	
	2-5	External assurance	2	
	2-6	Activities, value chain and other business relationships	6	
	2-7	Employees	44-46	
	2-8	Workers who are not employees	54	
	2-9	Governance structure and composition	112	
	2-10	Nomination and selection of the highest governance body	112	
	2-11	Chair of the highest governance body	113	
	2-12	Role of the highest governance body in overseeing the management of impacts	115	
	2-13	Delegation of responsibility for managing impacts	115	
	2-14	Role of the highest governance body in sustainability reporting	115	
	2-15	Conflicts of interest	117	
	2-16	Communication of critical concerns	118	
	2-17	Collective knowledge of the highest governance body	112-116	
	2-18	Evaluation of the performance of the highest governance body	112-116	
	2-19	Remuneration policies	2022 Annual Report	
	2-20	Process to determine remuneration	2022 Annual Report	
	2-21	Annual total compensation ratio	2022 Annual Report	
	2-22	Statement on sustainable development strategy	4	
	2-23	Policy commitments	117	
	2-24	Embedding policy commitments	117	
	2-25	Processes to remediate negative impacts	66	
	2-26	Mechanisms for seeking advice and raising concerns	20-25, 66	
	2-27	Compliance with laws and regulations	117	
	2-28	Membership in associations	11	
	2-29	Approach to stakeholder engagement	20-25	
	2-30	Collective bargaining agreements	60	
Material Topics				
Topics 2021	3-1	Process to determine material topics	20-21	
	3-2	List of material topics	20	

GRI Standard	Disclosure	Page No.	Omission
Concern Pillar			
Indirect economic impacts			
GRI 3: Material Topics 2021	3-3 Management of material topics	88-91	
GRI 202: Market Presence 2016	203-1 Infrastructure investments and services supported	88-91	
	203-2 Significant indirect economic impacts	88-91	
Market presence			
GRI 3: Material Topics 2021	3-3 Management of material topics	76	
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	71	
	202-2 Proportion of senior management hired from the local community	114	
Employment			
GRI 3: Material Topics 2021	3-3 Management of material topics	46	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	51-56	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	48-52	
	401-3 Parental leave	67-68	
Labor/management relations			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes		
Occupational health and safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	56	
GRI 404: Training and Education 2016	403-1 Occupational health and safety management system	56	
	403-2 Hazard identification, risk assessment, and incident investigation	56-59	
	403-3 Occupational health services		
	403-4 Worker participation, consultation, and communication on occupational health and safety	56-59	
GRI 3: Material Topics 2021	403-5 Worker training on occupational health and safety	56-59	
GRI 3: Material Topics 2021	403-6 Promotion of worker health	56-59	
GRI 3: Material Topics 2021	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	56-59	
GRI 3: Material Topics 2021	403-8 Workers covered by an occupational health and safety management system	57-59	
GRI 3: Material Topics 2021	403-9 Work-related injuries	57-59	
GRI 3: Material Topics 2021	403-10 Work-related ill health	57-59	
Training and education			
GRI 3: Material Topics 2021	3-3 Management of material topics	78	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	74-76	
	404-2 Programs for upgrading employee skills and transition assistance programs	77-78	
	404-3 Percentage of employees receiving regular performance and career development reviews	54-55	
Diversity and equal opportunity			
GRI 3: Material Topics 2021	3-3 Management of material topics	44	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	44-46	
	405-2 Ratio of basic salary and remuneration of women to men	69-71	

GRI Standard	Disclosure	Page No.	Omission
Non-discrimination			
GRI 3: Material Topics 2021	3-3 Management of material topics	63	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	None	
Rights of indigenous peoples			
GRI 3: Material Topics 2021	3-3 Management of material topics	63	
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	None	
Local communities			
GRI 3: Material Topics 2021	3-3 Management of material topics	82-85	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	82-85	
	413-2 Operations with significant actual and potential negative impacts on local communities	None	
Conservation Pillar			
Energy			
GRI 3: Material Topics 2021	3-3 Management of material topics	90-93	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	90-93	
	302-2 Energy consumption outside of the organization	90-93	
	302-3 Energy intensity	95	
	302-4 Reduction of energy consumption	93-94	
	302-5 Reductions in energy requirements of products and services	88	
Water and effluents			
GRI 3: Material Topics 2021	3-3 Management of material topics	97	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	97	
	303-2 Management of water discharge-related impacts	100	
	303-3 Water withdrawal	97	
	303-4 Water discharge	97	
	303-5 Water consumption	97	
Biodiversity			
GRI 3: Material Topics 2021	3-3 Management of material topics	112	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		
	304-2 Significant impacts of activities, products and services on biodiversity	112-115	
	304-3 Habitats protected or restored		
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations		
Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	96	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	90-93	
	305-2 Energy indirect (Scope 2) GHG emissions	90-93	
	305-3 Other indirect (Scope 3) GHG emissions	96	
	305-4 GHG emissions intensity	95	
	305-5 Reduction of GHG emissions	93-94	
	305-6 Emissions of ozone-depleting substances (ODS)	96	
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	96	

GRI Standard	Disclosure	Page No.	Omission
Waste			
GRI 3: Material Topics 2021	3-3 Management of material topics	100	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	100	
	306-2 Management of significant waste-related impacts	100	
	306-3 Waste generated	97	
	306-4 Waste diverted from disposal	97	
	306-5 Waste directed to disposal	97	
Commitment Pillar			
Economic performance			
GRI 3: Material Topics 2021	3-3 Management of material topics	103	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	29	
	201-2 Financial implications and other risks and opportunities due to climate change	103-105	
	201-3 Defined benefit plan obligations and other retirement plans	73	
	201-4 Financial assistance received from government	None	
Procurement practices			
GRI 3: Material Topics 2021	3-3 Management of material topics	128	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	128	
Anti-corruption			
GRI 3: Material Topics 2021	3-3 Management of material topics	119	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	121	
	205-2 Communication and training about anti-corruption policies and procedures	120-121	
	205-3 Confirmed incidents of corruption and actions taken	119	
Anti-competitive behavior			
GRI 3: Material Topics 2021	3-3 Management of material topics	118	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	118-119	
Tax			
GRI 3: Material Topics 2021	3-3 Management of material topics	122	
GRI 207: Tax 2019	207-1 Approach to tax	122	
	207-2 Tax governance, control, and risk management	122	
	207-3 Stakeholder engagement and management of concerns related to tax	122	
	207-4 Country-by-country reporting	122	
Supplier environmental assessment			
GRI 3: Material Topics 2021	3-3 Management of material topics	127	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	127-128	
	308-2 Negative environmental impacts in the supply chain and actions taken	127-128	
Freedom of association and collective bargaining			
GRI 3: Material Topics 2021	3-3 Management of material topics	66	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	66-67	

GRI Standard	Disclosure	Page No.	Omission
Child labor			
GRI 3: Material Topics 2021	3-3 Management of material topics	66	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	66-67	
Forced or compulsory labor			
GRI 3: Material Topics 2021	3-3 Management of material topics	66	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	66-67	
Security practices			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Managed by third party	
Supplier social assessment			
GRI 3: Material Topics 2021	3-3 Management of material topics	127	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	127-128	
	414-2 Negative social impacts in the supply chain and actions taken	None	
Customer privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	132	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	133	

SASB

Disclosure	Accounting Metric	Category	Unit of Measure	Code	Page Located
Environmental Footprint of Operations	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	TC-TL-130a.1	91
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	Discussion and Analysis	N/A	TC-TL-220a.1	132
	Number of customers whose information is used for secondary purposes	Quantitative	Number, Percentage (%)	TC-TL-220a.2	133
	(1) Number of law enforcement requests for customer information, (2) Number of customers whose information was requested, (3) Percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-TL-220a.4	N/A
Data Security	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of customers affected	Quantitative	Number, Percentage (%)	TC-TL-230a.1	133
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	N/A	TC-TL-230a.2	132
Product End-of-life Management	Materials recovered through take back programs, percentage of recovered materials that were (1) Reused, (2) Recycled, and (3) Landfill	Quantitative	Metric tons (t), Percentage (%)	TC-TL-440a.1	100-102
	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Quantitative	Reporting Currency	TC-TL-520a.1	N/A

Disclosure	Accounting Metric	Category	Unit of Measure	Code	Page Located
Competitive Behavior & Open Internet	Average actual sustained download speed of (1) Owned and commercially-associated content and (2) Non-associated content	Quantitative	Megabits per second (Mbps)	TC-TL-520a.2	28
Managing System Risks from Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	N/A	TC-TL-550a.2	1223-127

Accounting Metric	Category	Unit of Measure	Code	Page Number
1. Number of mobile subscribers	Quantitative	Number	TC-TL-000.A	28, 35
2. Number of fixed line subscribers	Quantitative	Number	TC-TL-000.B	28, 35
3. Number of broadband subscribers	Quantitative	Number	TC-TL-000.C	28, 35
4. Mobile network data traffic	Quantitative	Number	TC-TL-000.D	28

UNGC

GRI Standard	Disclosure	Page No.
Human Rights	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	66-67, 117-118
	Principle 2: Make sure that they are not complicit in human rights abuses	66-67, 117-118
Labour	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	66-67
	Principle 4: The elimination of all forms of forced and compulsory labour	66-67
	Principle 5: The effective abolition of child labour	66-67, 80-81
	Principle 6: The elimination of discrimination in respect of employment and occupation	63-67
Environment	Principle 7: Businesses should support a precautionary approach to environmental challenges	123-125
	Principle 8: Undertake initiatives to promote greater environmental responsibility	123-125
	Principle 9: Encourage the development and diffusion of environmentally friendly technologies	123-125
Anti-Corruption	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	117-119, 121

RE CERTIFICATES



CERTIFICATION

This is to certify that MSpectrum Inc. has provided Renewable Energy (RE) to PLDT Inc. through the following sites from March 26, 2022, to December 25, 2022.

Below is the RE delivered and its equivalent sustainability metrics:

	MWh Generated	CO2e reduced	Equivalent trees planted
PLDT Mandaue Cebu	34.98	24.91	1,144
PLDT Bacolod	28.84	20.54	944
PLDT Roxas City Capiz	18.83	13.41	616
PLDT Cebu Jones	61.00	43.44	1,995
Total	143.65	102.30	4,699

Based on DOE's 2015-2017 National Grid Emission Factor (NGEF)

Parameters	(t-CO2/MWh)
2015-2017 Average Egrid, Omsimple.y	0.7122

Engr. Precious King Somoray
Head, Operations and Maintenance

For Internal Use Only



-CONFIDENTIAL-

March 02, 2023

CERTIFICATION

This is to certify that Vantage Energy Solutions and Management Inc. has provided Renewable Energy (RE) to

ePLDT, INC.

with Contestable Service ID Number (CSIN)
0601294437-4

from December 26, 2021 to December 25, 2022

Here is the monthly RE delivered and the equivalent Carbon Emission Reduction/Carbon Credit.

Month	Metered Energy (MWh)	Renewable Energy (MWh)	Percentage
January	412.27	82.45	20.00%
February	406.76	81.35	20.00%
March	374.23	74.85	20.00%
April	412.20	82.44	20.00%
May	401.98	80.40	20.00%
June	411.10	82.22	20.00%
July	398.70	79.74	20.00%
August	401.42	80.28	20.00%
September	403.76	80.75	20.00%
October	407.42	81.48	20.00%
November	421.58	84.32	20.00%
December	410.65	82.13	20.00%
TOTAL	4,862.08	972.41	20.00%

Carbon Credit:

= Renewable Energy x (Grid Emission Factor-RE Emission Factor)

= 972.41 MWh x (0.7122 $\frac{\text{tonneCO}_2}{\text{MWh}}$) - 0.0868 ($\frac{\text{tonneCO}_2}{\text{MWh}}$)

= 608.15 tonne of CO₂ reduction

= 608.15 Carbon Credit

Note:

- One (1) Carbon Credit/Offset Certificate = 1 tonne of CO₂ reduction
- Based on DOE's 2015-2017 National Grid Emission Factor (NGEF)

Simple Operating Margin (OM) Emission Factor

Parameters	(t-CO ₂ /MWh)
2015-2017 Average Egrid, Omsimple.y	0.7122

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Meralco Compound, Ortigas Avenue,
Pasig City, Philippines

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vantageenergyph



-CONFIDENTIAL-

March 02, 2023

CERTIFICATION

This is to certify that Vantage Energy Solutions and Management Inc. has provided Renewable Energy (RE) to

ePLDT, INC.

with Contestable Service ID Number (CSIN)
MZ-02482

from December 26, 2021 to December 25, 2022

Here is the monthly RE delivered and the equivalent Carbon Emission Reduction/Carbon Credit.

Month	Metered Energy (MWh)	Renewable Energy (MWh)	Percentage
January	729.38	145.88	20.00%
February	729.83	145.97	20.00%
March	662.20	132.44	20.00%
April	733.14	146.63	20.00%
May	725.75	145.15	20.00%
June	748.27	149.65	20.00%
July	730.57	146.11	20.00%
August	749.73	149.95	20.00%
September	752.91	150.58	20.00%
October	729.56	145.91	20.00%
November	767.40	153.48	20.00%
December	735.56	147.11	20.00%
TOTAL	8,794.30	1,758.86	20.00%

Carbon Credit:

= Renewable Energy x (Grid Emission Factor-RE Emission Factor)

= 1758.86 MWh x (0.7122 $\frac{\text{tonneCO}_2}{\text{MWh}}$) - 0.0868 ($\frac{\text{tonneCO}_2}{\text{MWh}}$)

= 1099.99 tonne of CO₂ reduction

= 1099.99 Carbon Credit

Note:

- One (1) Carbon Credit/Offset Certificate = 1 tonne of CO₂ reduction
- Based on DOE's 2015-2017 National Grid Emission Factor (NGEF)

Simple Operating Margin (OM) Emission Factor

Parameters	(t-CO ₂ /MWh)
2015-2017 Average Egrid, Omsimple.y	0.7122

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March 02, 2023

CERTIFICATION

This is to certify that Vantage Energy Solutions and Management Inc. has provided Renewable Energy (RE) to

ePLDT, INC.

with Contestable Service ID Number (CSIN)
4693438393-9

from December 26, 2021 to December 25, 2022

Here is the monthly RE delivered and the equivalent Carbon Emission Reduction/Carbon Credit.

Month	Metered Energy (MWh)	Renewable Energy (MWh)	Percentage
January	548.52	109.70	20.00%
February	556.18	111.24	20.00%
March	509.96	101.99	20.00%
April	561.71	112.34	20.00%
May	548.80	109.76	20.00%
June	567.20	113.44	20.00%
July	564.33	112.87	20.00%
August	578.83	115.77	20.00%
September	583.72	116.74	20.00%
October	576.88	115.38	20.00%
November	590.33	118.07	20.00%
December	576.83	115.37	20.00%
TOTAL	6,763.31	1,352.67	20.00%

Carbon Credit:

= Renewable Energy x (Grid Emission Factor-RE Emission Factor)

= 1352.67 MWh x (0.7122 $\frac{\text{tonneCO}_2}{\text{MWh}}$) - 0.0868 ($\frac{\text{tonneCO}_2}{\text{MWh}}$)

= 845.96 tonne of CO₂ reduction

= 845.96 Carbon Credit

Note:

- One (1) Carbon Credit/Offset Certificate = 1 tonne of CO₂ reduction
- Based on DOE's 2015-2017 National Grid Emission Factor (NGEF)

Simple Operating Margin (OM) Emission Factor

Parameters	(t-CO ₂ /MWh)
2015-2017 Average Egrid, Omsimple.y	0.7122

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March 02, 2023

CERTIFICATION

This is to certify that MPower has provided Renewable Energy (RE) to

ePLDT, INC.

with Contestable Service ID Number (CSIN)
200397680101

from **December 26, 2021 to December 25, 2022**

Here is the monthly RE delivered and the equivalent Carbon Emission Reduction/Carbon Credit.

Month	Metered Energy (MWh)	Renewable Energy (MWh)	Percentage
January	3,400.68	680.14	20.00%
February	3,469.58	693.92	20.00%
March	3,042.05	608.41	20.00%
April	3,474.51	694.90	20.00%
May	3,382.90	676.58	20.00%
June	3,470.08	694.02	20.00%
July	3,309.61	661.92	20.00%
August	3,378.29	675.66	20.00%
September	3,366.66	673.33	20.00%
October	3,297.10	659.42	20.00%
November	3,276.49	655.30	20.00%
December	2,576.52	515.30	20.00%
TOTAL	39,444.47	7,888.90	20.00%

Carbon Credit:

= Renewable Energy x (Grid Emission Factor-RE Emission Factor)
 = $7888.9 \text{ MWh} \times \left(0.7122 \frac{\text{tonneCO}_2}{\text{MWh}} - 0.0868 \frac{\text{tonneCO}_2}{\text{MWh}} \right)$
 = 4933.72 tonne of CO₂ reduction
 = 4933.72 Carbon Credit

Note:

- One (1) Carbon Credit/Offset Certificate = 1 tonne of CO₂ reduction
- Based on DOE's 2015-2017 National Grid Emission Factor (NGEF)

Simple Operating Margin (OM) Emission Factor

Parameters	(t-CO ₂ /MWh)
2015-2017 Average Egrid, OMsimple,y	0.7122

[Signature]
Jann Timothy D. Villanueva
Head, Operations Planning

March 02, 2023

CERTIFICATION

This is to certify that MPower has provided Renewable Energy (RE) to

ePLDT, INC.

with Contestable Service ID Number (CSIN)
456273520102

from **December 26, 2021 to December 25, 2022**

Here is the monthly RE delivered and the equivalent Carbon Emission Reduction/Carbon Credit.

Month	Metered Energy (MWh)	Renewable Energy (MWh)	Percentage
January	2,441.11	488.22	20.00%
February	2,456.31	491.26	20.00%
March	2,221.13	444.23	20.00%
April	2,482.52	496.50	20.00%
May	2,458.89	491.78	20.00%
June	2,581.64	516.33	20.00%
July	2,518.00	503.60	20.00%
August	2,602.63	520.53	20.00%
September	2,630.82	526.16	20.00%
October			
November			
December			
TOTAL	22,393.05	4,478.61	20.00%

Carbon Credit:

= Renewable Energy x (Grid Emission Factor-RE Emission Factor)
 = $4478.61 \text{ MWh} \times \left(0.7122 \frac{\text{tonneCO}_2}{\text{MWh}} - 0.0868 \frac{\text{tonneCO}_2}{\text{MWh}} \right)$
 = 2800.92 tonne of CO₂ reduction
 = 2800.92 Carbon Credit

Note:

- One (1) Carbon Credit/Offset Certificate = 1 tonne of CO₂ reduction
- Based on DOE's 2015-2017 National Grid Emission Factor (NGEF)

Simple Operating Margin (OM) Emission Factor

Parameters	(t-CO ₂ /MWh)
2015-2017 Average Egrid, OMsimple,y	0.7122

[Signature]
Jann Timothy D. Villanueva
Head, Operations Planning

ULAB TREATMENT CERTIFICATES



CERTIFICATE OF TREATMENT

Cert # 22PL0210-01

References:

MCTS No. 20220215-0001
TS No. 24183 | 24184 | 24185 | 24186

HW GENERATOR:

PLDT- LUZON

AREAS:

Rizal | Cavite | Pampanga | La Union | La Union | Manila | Nueva Ecija

This is to certify that JMR TSD Facility has completed the treatment of waste/s below on the 03rd of March 2022 received from the above areas.

Waste Code	Waste Description	Quantity (T)	Method
D406	Used Lead Acid Batteries	48.310	Recycling/Constituting Disposal Reclamation

Certified by:

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Noted by:

[Signature]
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INC. NO. 224
DATE: 03/03/2022
BY: [Signature]

SUBSCRIBED AND SWORN
TO BEFORE ME THIS
AT MANILA.

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CERTIFICATE OF TREATMENT

Cert # 22PL0403-01

References:

MCTS No. 20220415-0001
TS No. 24881 | 24579 | 24580

HW GENERATOR:

PLDT- LUZON

AREAS:

Camarines Sur(Pasig|Pasig|Mandaluyong)|Ilocos Sur(La Union) Cagayan|
Caloocan|Quezon City|Isabela|Oriental Mindoro|Cavite

This is to certify that JMR TSD Facility has completed the treatment of waste/s below on the 15th of April 2022 received from the above areas.

Waste Code	Waste Description	Quantity (T)	Method
D406	Used Lead Acid Batteries	50.202	Recycling/Constituting Disposal Reclamation

Certified by:

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JUL. NO. 176
PAGE NO. 87
BOOK NO. 80
DATE OF 2022

BEFORE ME, A NOTARY
PUBLIC IN THE CITY OF
MANILA MAY 16 2022

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CERTIFICATE OF TREATMENT

Cert # 22PL0930-01

References :

MCTS No. 20220915-0002
TS No. 28029

HW GENERATOR:

PLDT- NCR

AREAS:

Las Pinas | Manila

This is to certify that JMR TSD Facility has completed the treatment of waste/s below on the 30th of September 2022 received from the above areas.

Waste Code	Waste Description	Quantity (T)	Method
D406	Used Lead Acid Batteries	34.602	Recycling Constituting Disposal Reclamation

DOC. NO. 381
PAGE NO. 1
BOOK NO. 88
SERIES OF 12

BEFORE ME, A NOTARY
PUBLIC IN THE CITY OF
MANILA
THIS 30 SEP 2022

Certified by:

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CERTIFICATE OF TREATMENT

Cert # 22SM0704-01

References :

MCTS No. 20220715-0005
TS No. 27643 | 27642 | 27641 | 27640 | 27639

HW GENERATOR:

SMART- SOUTH LUZON

AREAS:

Albay | Bicol | Batangas | Camarines Sur | Cavite | Laguna | Occidental Mindoro |
Oriental Mindoro | Palawan | Quezon Province

This is to certify that JMR TSD Facility has completed the treatment of waste/s below on the 14th of July 2022 received from the above areas.

Waste Code	Waste Description	Quantity (T)	Method
D406	Used Lead Acid Batteries	90.060	Recycling Constituting Disposal Reclamation

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SERIES OF 12

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Pres. Supreme Court B.J. No. 3755 extended until July 1 to November 31, 2022
E.O. No. 10159 issued on Oct. 23, 2019 (1st Div. 21, 2017) Pres. B.J. No. 6059
P.R. No. 8557071 issued on Jan. 3, 2018 (1st Div. 21, 2017) Pres. B.J. No. 6059
W.C. No. 18-822292 issued on April 01, 2019 Extended until April 14, 2022
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CERTIFICATE OF TREATMENT

Cert # 22SM0605-03

References :

MCTS No. 20220615-0008
TS No. 27512 | 27506 | 27511

HW GENERATOR:

SMART-VISAYAS

AREAS:

Aklan | Antique | Bohol | Capiz | Cebu | Leyte | Negros Occidental | Negros
Oriental

This is to certify that JMR TSD Facility has completed the treatment of waste/s below on the 27th of June 2022 received from the above areas.

Waste Code	Waste Description	Quantity (T)	Method
D406	Used Lead Acid Batteries	53.371	Recycling Constituting Disposal Reclamation

Certified by:

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DOC. NO. 189
PAGE NO. 89
BOOK NO. 89
SERIES OF 12

BEFORE ME, A NOTARY
PUBLIC IN THE CITY OF
MANILA
THIS 27 JUN 2022

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W.C. No. 18-822292 issued on April 01, 2019 Extended until April 14, 2022
U.S. Atty. General San Luis Bldg. 10th Floor St. Ermita, Manila

Noted by: [Signature]

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ATTY. CLIFF RICHARD D. GENESERA
Notary Public in the City of Manila
Material Commission No. 2020-191 Extended until November 31, 2023
Pres. Supreme Court B.J. No. 3755 extended until July 1 to November 31, 2022
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SGV LIMITED ASSURANCE REPORT



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Philippines

Independent Limited Assurance Report to the Management of PLDT Inc., Smart Communications, Inc. and ePLDT, Inc. (PLDT Group)

The Stockholders and Board of Directors
PLDT Inc.
Ramon Cojuangco Building
Makati Avenue, Makati City

Scope

We have been engaged by the PLDT Group to perform a 'limited assurance engagement', as defined by the Philippines Standards on Assurance Engagements (PSAE) 3000 (Revised), *Assurance Engagements Other than Audits or Reviews of Historical Financial Information*, to report on PLDT Group's Sustainability Report 2022 ("The Report") as of and for the year ended December 31, 2022, except for the Performance and Career Development reviews, which will be as of and for the year ended December 31, 2021, as detailed in the "Subject Matter" below.

Subject matter

The Subject Matter, coverage and Global Reporting Initiative (GRI) disclosures for our limited assurance engagement are as follows:

A. Covering PLDT Group

1. Economic
 - i. Economic Performance 2016
 1. 201-1 Direct economic value generated and distributed
 2. 201-3 Defined benefit plan obligations and other retirement plans
 - ii. Market Presence 2016
 1. 202-1: Ratios of standard entry level wage by gender compared to local minimum wage
 - iii. Tax 2019
 1. 207-4 Country-by-country reporting
2. Environmental
 - i. Energy 2016
 1. 302-3 Energy intensity (fuel consumption)
 - ii. Emissions 2016
 1. 305-1 Direct (Scope 1) GHG emissions (fuel consumption)

Page 1 of 5

2. 305-4 Direct (Scope 1) GHG emissions intensity (direct emissions)
3. Social
 - i. Employment 2016
 1. 401-1 New employee hires and employee turnover
 2. 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees
 3. 401-3 Parental leave
 - ii. Training and Education 2016
 1. 404-1 Average hours of training per year per employee
 2. 404-2 Programs for upgrading employee skills and transition assistance program
 3. 404-3 Percentage of employees receiving regular performance and career development reviews
 - iii. Diversity and Equal Opportunity 2016
 1. 405-1 Diversity of governance bodies and employees
 2. 405-2 Ratio of basic salary and remuneration of women to men
- B. *Covering PLDT, Inc. (PLDT) and Smart Communications, Inc. (Smart)*
 1. Economic
 - i. Anti-corruption 2016
 1. 205-2 Communication and training about anti-corruption policies and procedures
 - ii. Anti-competitive Behavior 2016
 1. 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices
 2. Social
 - i. Local Communities 2016
 1. 413-1 Operations with local community engagement, impact assessments, and development programs (*including PLDT-Smart Foundation, Inc.*)
 - ii. Customer Privacy 2016
 1. 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data
- C. *Covering PLDT*
 1. Economic
 - i. Anti-corruption 2016
 1. 205-3 Confirmed incidents of corruption and actions taken

2. Social

i. Occupational Health and Safety 2018

1. 403-1 Occupational health and safety management system
2. 403-2 Hazard identification, risk assessment and incident investigation
3. 403-4 Worker participation, consultation, and communication on occupational health and safety
4. 403-5 Worker training on occupational health and safety
5. 403-9 Work-related injuries

D. Covering ePLDT

1. Environmental

i. Energy 2016

1. 302-1: Energy consumption within the organization

ii. Emissions 2016

1. 305-2: Energy indirect (Scope 2) GHG emissions
2. 305-5: Reduction of GHG emissions

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

Criteria applied by PLDT Group

In preparing the Report, PLDT Group applied the GRI Sustainability Reporting Standards.

PLDT Group's responsibilities

The Management of PLDT Group is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

SGV's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with PSAE 3000 (Revised), and the terms of reference for this engagement as agreed with PLDT Group on February 21, 2023. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our independence and quality control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the Professional Regulation Commission and have the required competencies and experience to conduct this assurance engagement.

SGV also applies Philippine Standard on Quality Control 1 (Redrafted), *Quality Controls for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information and applying analytical and other appropriate procedures.

Our procedures included:

1. Interviewed the PLDT Group's Sustainability team to:
 - a. Understand the principal business operations
 - b. Appreciate the key sustainability issues and developments
 - c. Map out the information flow for sustainability reporting and the controls on information collation
 - d. Identify the data providers with their responsibilities, and
 - e. Recognize the likelihood of possible manipulation of sustainability data
2. Interviewed the employees and management (Sustainability, Foundation, Legal, Human Resources, People and Workplace Management, People and Organization Development, Performance Management, Benefits Administration, Finance, Benefit Trust Fund Accounting, Environment Health and Safety, Clinic, Learning and Development, Business Partnering and Learning Support Services, Data Privacy Office, Corporate Governance Office, Properties and Facilities Management, Supplier Management, Corporate Support Group, and Spend Management Department) to understand the key sustainability issues related to the Subject Matter and processes for the collection and accurate reporting of performance information.
3. Checked the accuracy of calculations performed.

4. Performed analytical tests and obtained documentation on a sampling basis to test assumptions, estimations and computations made by Management in relation to the Subject Matter in the Report.
5. Tested that the data and statements had been correctly transcribed from corporate systems and/or supporting evidences into the Report.
6. Obtained various reports and financial statements in relation to the Subject Matter in the Report.

We also performed such other procedures as we considered necessary in the circumstances.

Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter as of and for the year ended December 31, 2022, in order for it to be in accordance with the Criteria.

Our observations and recommendations will be included in the Management Report to be issued to PLDT Group. These observations and recommendations do not affect our conclusion.

SYCIP, GORRES, VELAYO & CO.



Benjamin N. Villacorte

Partner

SEC Accreditation No. 111562-SEC (Group A),

March 24, 2022, valid until March 23, 2025

Tax Identification No. 242-917-987

BIR Accreditation No. 08-001998-120-2022,

January 20, 2022, valid until January 19, 2025

PTR No. 9566017, January 3, 2023, Makati City

June 9, 2023



Solar rooftop panels installed at PLDT Cebu Jones



