

ANNUAL SUSTAINABILITY REPORT

2019

ON TOP OF OUR GAME

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CONTEXTUAL INFORMATION

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COMPANY DETAILS

Name of Organization:	Leisure & Resorts World Corporation (LRWC)
Location of Headquarters:	26th Floor, West Tower Philippine Stock Exchange Centre Exchange Road, Ortigas Center, Pasig City 1605 Philippines
Location of Operations:	<p>Leisure & Resorts World Corporation (LRWC), through its subsidiaries included in this report, operates in multiple locations:</p> <ul style="list-style-type: none">— Hotel Enterprises of the Philippines, Inc. (HEPI) – Midas Hotel & Casino operates in Roxas Boulevard, Pasay City— Blue Chip Gaming and Leisure Corporation (BCGLC or Blue Chip) operates in the following locations:<ul style="list-style-type: none">- Pampanga- Subic, Zambales- Malate, Manila- Sta. Rosa, Laguna- Davao City— AB Leisure Exponent, Inc. (ABLE) & Total Gamezone Xtreme, Incorporated (TGXI) operates in the following areas:<ul style="list-style-type: none">- Area 1: Upper Luzon Area- Area 2: Region 3 Area- Area 3: Southern Luzon Area- Area 4: Region 4 Area- Area 5: National Capital Region (NCR) Area- Area 6: Metro Manila Area- Area 7: Quezon City Area- Area 8: Visayas Region Area- Area 9: Mindanao Region Area

Specific locations of ABLE & TGXI operations are listed below.

Report Boundary:

Legal Entities (e.g. Subsidiaries) included in this Report

This report covers the holding company, Leisure & Resorts World Corporation (LRWC), as well as the following subsidiaries:

- AB Leisure Exponent, Inc. (ABLE)
- Total Gamezone Xtreme, Incorporated (TGXI)
- Blue Chip Gaming and Leisure Corporation (BCGLC or Blue Chip)
- Hotel Enterprises of the Philippines, Inc. (HEPI) – Midas Hotel & Casino



Business Model, including Primary Activities, Brands, Products, and Services:

Leisure & Resorts World Corporation (LRWC) is a publicly listed company that has been in the forefront of the leisure and gaming industry in the Philippines. Its wide array of services includes managing and running the operations of general amusement, recreational enterprises, as well as hotels and other gaming facilities. With its expertise as an industry leader for over 20 years, LRWC dominates the country's retail gaming market by providing world – class multi – gaming platforms. The company has a wide network of gaming and entertainment salons in some of the best commercial locations in the Philippines.

The businesses of LRWC, through its subsidiaries, specifically include operating commercial bingo operations, managing slot arcades, assisting online gaming operators, managing relationships with junket operators, hospitality, real estate, and Information Technology (IT) services.

AB Leisure Exponent, Inc. (ABLE) provides amusement and recreational activities to the public by offering bingo games through a variety of platforms: traditional bingo, electronic bingo machines (EBM), pull tabs, and rapid bingo games. The Bingo Bonanza Corporation brand and business entity has established itself as the pioneer in professional bingo gaming in the Philippines.

Total Gamezone Xtreme, Incorporated (TGXI) is the entry of LRWC into the Electronic Casino market. To date, TGXI has almost fifty (50) sites currently in operations.

Blue Chip Gaming and Leisure Corporation (BCGLC or Blue Chip) is one of the strongest performing business unit of LRWC. Blue Chip has five (5) gaming sites strategically located in:

- 1 Kings Royal Hotel in Pampanga;
- 2 Venezia Hotel in Subic Bay Freeport Zone, Subic, Zambales with Palmgold International Limited;
- 3 Pan Pacific Hotel in Malate, Manila with Pacific Palm Corporation;
- 4 Paseo Premier Hotel in Sta. Rosa, Laguna with Pacific Palm Corporation; and
- 5 Apo View Hotel in Davao City with Pacific Palm Corporation.

LRWC entered the hotel operations industry on 11 November 2012 when LRWC executed an Investment Agreement with Eco Leisure and Hospitality Holding Company, Inc. (Eco Leisure) for the acquisition of 51% of the outstanding capital stock of Hotel Enterprises of the Philippines, Inc. (HEPI) on the ownership and operations of Midas Hotel and Casino.

Reporting Period:

CY 2019 (01 January 2019 – 31 December 2019)

Highest Ranking Person Responsible for this Report:

MR. ENG HUN CHUAH
President

AB Leisure Exponent, Inc. (ABLE) & Total Gamezone Xtreme, Inc. (TGXI) Operational Sites

SN	SITE	SITE ADDRESS
AREA 1: UPPER LUZON AREA		
1	SM CITY BAGUIO	Upper Basement, SM City – Baguio, Luneta Hills, Upper Session Road, Baguio City
2	CENTERMALL BAGUIO	5/F Baguio Center Mall, Magsaysay Avenue, Baguio City
3	SYQUIO CABANATUAN	2/F Syquio Business Centre, Maharlika Highway, Brgy. Daan Sarile, Cabanatuan City
4	ROBINSON’S PLACE CALASIAO	2/F Robinson’s Calasiao, Bayombong Road and De Venecia Highway, Calasiao, Pangasinan
5	SM CITY CAUAYAN, ISABELA	2/F SM City – Cauayan, San Fermin, National Highway, City of Cauayan, Isabela
6	SM CITY TARLAC	2/F SM City - Tarlac, Mac Arthur Highway, Brgy. San Roque, Tarlac City
7	SM CITY ROSALES, PANGASINAN	2/F SM City – Rosales (formerly SM Supercenter – Rosales) Carmen East, Rosales, Pangasinan
8	IBA, ZAMBALES	Sapphire Building, Govic Avenue, Paulien Dirita, Iba, Zambales
9	HOTEL SOGO CABANATUAN	Hotel Sogo, Distrito 1, Purok 7, Maharlika Highway, San Juan ACCFA, Cabanatuan City
10	ROBINSON’S PLACE LUISITA	G/F Robinson’s Place Luisita, Mac Arthur Highway, Barangay San Miguel, Hacienda Luisita, Tarlac City
11	S & R CALASIAO	S & R Centre, De Venecia Avenue, Nalsian, Calasiao, Pangasinan
12	PARK & SHOP SUBIC	Subic Park & Shop Building, 557 Rizal Highway, Subic Bay Freeport Zone
13	ATI BUILDING TUGUEGARAO	ATI Building, Don Domingo Centro 11, Tuguegarao City, Cagayan
14	GUIMBA, NUEVA ECIJA	2/F LG Bldg. Afan Salvador Street, Santa Veronica, Guimba, Nueva Ecija
15	SYCANGCO BUILDING TARLAC	G/F Sycangco Building, Barangay San Rafael, Tarlac City
16	SKYONE ILOCOS SUR	Skyone Building, Mac Arthur Highway, Bantay, Ilocos Sur
17	BENRY SQUARE TARLAC	Benry Square, Mac Arthur Highway, Barangay San Nicolas, Tarlac City
18	TROPICANA NUEVA VIZCAYA	Josephines Hotel, #424 Diversion Road, Sta. Rosa, Bayombong, Nueva Vizcaya
19	ROXAS, ISABELA	G/F Blocks 7 & 8 LGU Commercial Bldg., Sergio Osmeña Avenue, Roxas, Isabela
20	ALAMINOS, PANGASINAN	2/F Blue Horizon Bldg., Alaminos – Sual Road, Alaminos City, Pangasinan
AREA 2: REGION 3 AREA		
1	SM CITY PAMPANGA	3/F SM City – San Fernando, Brgy. San Jose, San Fernando City, Pampanga
2	STARMALL SJDM, BULACAN	G/F Starmall – San Jose Del Monte, Quirino Highway and Francisco Drive, Northwinds City, San Jose Del Monte City, Bulacan

SN	SITE	SITE ADDRESS
3	SM CITY CLARK	2/F SM City Clark, M.A. Roxas Highway, Brgy. Malabania, Clark, Pampanga
4	SUMMIT ANGELES	New Street Building, Mac Arthur Highway, Balibago, Angeles City, Pampanga
5	EMMA MALL MEYCAUAYAN	Robinson's Supermarket Ema Town Center, El Camino Real Sto. Niño, Barangay Camalig, Meycauayan City, Bulacan
6	GUIGUINTO, BULACAN	2/F GD Plaza Guiguinto, #8002 Mac Arthur Highway, Barangay Ilang - Ilang, Guiguinto, Bulacan
7	GD PLAZA GUIGUINTO, BULACAN	GD Plaza Guiguinto, #8002 Mac Arthur Highway, Barangay Ilang - Ilang, Guiguinto, Bulacan
8	MANLY VALENZUELA	Manly Building, Mac Arthur Highway, Balibago, Angeles City, Pampanga
9	TINAJEROS, MALABON	Unit G3 Francis Market, Governor Pascual Corner M. H. Del Pilar Streets, Tinajeros, Malabon City
10	HOLLYWOOD SUITE MARILAO	Hollywood Suites & Resort, Mac Arthur Highway, Ibayo, Marilao, Bulacan
11	DIZON BUILDING ANGELES	G/F Dizon Building, #243 Entiero Street, Barangay Sto. Cristo, Angeles City, Pampanga
12	VALENZUELA 2	G/F Puregold Valenzuela, 419 Mac Arthur Highway, Dalandanan, Valenzuela City
13	CAMARIN, CALOOCAN	I Mall Camarin, Kiko Road, Camarin, Caloocan City
14	PASO DE BLAS	2/F LB Building Paso De Blas Corner Quirino Highway, Malinta, Valenzuela City
15	FORTUNE PLAZA BALAGTAS	2/F Fortune Plaza, Mac Arthur Highway, Balagtas, Bulacan
16	TLJ MABALACAT	TLJ Building, Barangay Mabiga, Mabalacat City, Pampanga
17	SAN RAFAEL	141 Cagayan Valley Road, Barangay Sampaloc, San Rafael, Bulacan
18	MABALACAT	Stall #19 Pineda Building 4, Mac Arthur Highway, Mabiga, Mabalacat City, Pampanga
19	SAN MIGUEL	Total Gas Station, National Highway, Cagayan Valley Road, Barangay Camias, San Miguel, Bulacan
20	PINEDA MABALACAT	Emiliano Pineda Building, Mac Arthur Highway Corner Gil Puyat Ave., Brngy San Francisco, Mabalacat City, Pampanga
21	BERZON SAN FERNANDO	G/F Berzon Building, National Highway, Barangay Del Rosario, San Fernando City, Pampanga
22	STA. MARIA	112 - C Governor Halili Avenue, Barangay Bagbaguin, Sta. Maria, Bulacan
23	NORTHWALK SAN FERNANDO	2/F North Walk 1 Complex, Jose Abad Santos Avenue, Barangay Dolores, San Fernando City, Pampanga
24	SAN MIGUEL, BULACAN	2/F HBC Building, Norberto Street, Poblacion, San Miguel, Bulacan
25	E. J. ANGELES	3/F #252 E.J. Building Arcade, Friendship Highway, Brgy. Anunas, Angeles City, Pampanga
26	MEYCAUAYAN	665 - A Mac Arthur Highway, Barangay Bancal, Meycauayan, Bulacan
27	PLARIDEL	Morante Building, 1421 Cagayan Valley Road, Plaridel, Bulacan
28	SAN JOSE DEL MONTE	Umerez Compound, Tungkong Mangga, San Jose Del Monte (SJDM) City, Bulacan

SN	SITE	SITE ADDRESS
AREA 3: SOUTHERN LUZON AREA		
1	SM CITY BACCOOR	G/F SM City – Bacoor, Tirona Highway Corner E. Aguinaldo Highway, City of Bacoor, Cavite
2	SM CITY BATANGAS	2/F SM City – Batangas, Brgy. Pallocan West, Batangas City
3	SM MOLINO	2/F SM Supercenter Molino, Molino Road, Brgy. Molino IV, Bacoor, Cavite
4	SM CITY NAGA	2/F SM City – Naga, Central Business District II, Brgy. Trianggulo, Naga City
5	SM CITY LIPA	2/F SM City – Lipa, Lipa City, Batangas
6	PUREGOLD SAN PEDRO	G/F Puregold San Pedro, Old National Highway cor. Magsaysay Blvd., Brgy. San Antonio, San Pedro, Laguna
7	ALDP NAGA	G/F ALDP Plaza Mall, Roxas Avenue, Brgy. Trianggulo, Naga City
8	SM CITY ROSARIO, CAVITE	2/F SM City – Rosario, Gen. Trias Drive, Tejeros Convention, Rosario, Cavite
9	GAISANO MASBATE	LG/F Gaisano Capital, Cagba, Barangay Tugbo, Masbate City, Masbate
10	LEMERY, BATANGAS	Victory Town Center, Lemery, Batangas
11	678 MOLINO	678 Commercial Complex, Molino Boulevard, Bayanan, Bacoor City, Cavite
12	TWIN LAKES TAGAYTAY	LG/F Twin Lakes Tagaytay – Nasugbu Highway, Brgy. Dayap Itaas, Laurel, Batangas
13	MANGGAHAN 1	2/F MS1 Building, Governor’s Drive, Barrio Manggahan, General Trias, Cavite
14	ATDRMAM BATANGAS	ATDRMAM Building, National Road, Kumintang Ibaba, Batangas City
15	V – CENTRAL MOLINO	2/F V- Central Mall, Molino Blvd. cor. Molino Rd., Bacoor City, Cavite
16	CENTRO MALL LOS BAÑOS	G/F Centro Mall, Lopez Avenue, Brgy. Batong Malake, Los Baños, Laguna
17	GAISANO SAN JOSE, MINDORO	Gaisano Capital, National Road, Labangan, San Jose, Occidental Mindoro
18	STA. CRUZ, LAGUNA	G/F A.S. Commercial Building, Falcon Street, Barangay Poblacion 5, Sta. Cruz, Laguna
19	CUEVASVILLE	Units 10 & 11, Building 3, Cuevasville Commercial Complex, Daang Hari, Molino IV, Bacoor City, Cavite
20	NASUGBU, BATANGAS	2/F RASM Bldg., J. P. Laurel St. Cor. Muling Bayan St., Brgy. 9, Nasugbu, Batangas
21	KAWIT	Unit 11 Bautista Arcade, Tirona Highway, Binakayan, Kawit, Cavite
22	FRC MALL BACCOOR	2/F FRC Mall, Kalinisan Street, Zapote, Bacoor City, Cavite
23	SILANG, CAVITE	Barangay Buho, Silang, Cavite
24	BIÑAN 2	G/F Kid Tower Mall, San Antonio Highway, Biñan, Laguna
25	CARMONA	Unit 5, Paseo de Carmona, Governor’s Drive, Barangay Maduya, Carmona, Cavite

SN	SITE	SITE ADDRESS
26	STA. ROSA, LAGUNA	Level 2, Concordia Building, Old National Highway, Macablang, Sta. Rosa City, Laguna
27	BIÑAN 1	El Rancho Hotel, National Highway, Barangay Canlalay, Biñan, Laguna
AREA 4: REGION 4 AREA		
1	STA. LUCIA EAST MALL	2/F Phase 1 Sta. Lucia East Grand Mall, Felix Avenue, Cainta, Rizal
2	SM CITY MARIKINA	2/F SM City – Marikina, Barangay Calumpang, Marikina City
3	SM CITY TAYTAY, RIZAL	SM City – Taytay, Barangay Dolores, Manila East Road, Taytay, Rizal
4	ROBINSON'S PLACE CAINTA	3/F Robinson's Place Cainta, Ortigas Avenue Extension, Brgy. Sto. Domingo, Cainta, Rizal
5	PUREGOLD SAN MATEO	Puregold San Mateo, Barangay Banaba, San Mateo, Rizal
6	IL CENTRO STA. LUCIA	G/F Sta. Lucia East Grand Mall, Marcos Highway cor. Felix Ave., Cainta, Rizal
7	GRACELAND MARIKINA	Graceland Plaza Marikina, J. P. Laurel Street, Barangay Lamuan, Mandaluyong, Marikina City
8	SKYONE ANGONO	Skyone Commercial Building, Quezon Avenue, Barangay San Isidro, Angono, Rizal
9	ITSP TAYTAY, RIZAL	ITSP Building, Ortigas Avenue Extension, Barangay San Isidro, Taytay, Rizal
10	TANJUATCO, TANAY	2/F Tanjuatco Bldg., Sampaloc Road, Plaza Aldea, Tanay, Rizal
11	ARDI CAINTA	2/F ARDI Commercial Complex, A. Bonifacio Avenue, Parola, Cainta, Rizal
12	ROBINSON'S PLACE CAINTA BOUTIQUE	G/F Robinson's Place Cainta, Ortigas Avenue Extension, Brgy. Sto. Domingo, Cainta, Rizal
13	HILLSTOP	Hillstop Garden House Restaurant, Sumulong Highway, Barangay Sta.Cruz, Antipolo City
14	BINANGONAN	#2 Bonifacio Street Corner National Road, San Carlos Heights Subdivision, Binangonan, Rizal
15	LUVER'S MONTALBON	Luver's Market, M. H. Del Pilar Street, Barangay San Rafael, Rodriguez, Rizal
16	SM HYPERMARKET CAINTA	2/F SM Hypermarket – Cainta, Imelda Avenue, Cainta, Rizal
17	CAINTA 4	2/F Saunterfield Place, Km. 20, Ortigas Avenue Extension, Barangay Sto. Niño, Cainta, Rizal
AREA 5: NATIONAL CAPITAL REGION (NCR) AREA		
1	SM SOUTHMALL	LG/F Centermall, SM City - Southmall, Alabang – Zapote Road, Pas Piñas City
2	SM CITY BICUTAN	G/F SM City – Bicutan, Doña Soledad Ave., Don Bosco, Bicutan, Parañaque City
3	SM CITY SUCAT	3/F SM City – Sucat, Dr. A. Santos Avenue, Sucat, Parañaque City
4	MADISON SQUARE LAS PIÑAS	G/F Madison Square, Alabang – Zapote Road, Las Piñas City
5	SM MUNTINLUPA	SM Supercenter Tunasan, National Road, Barangay Tunasan, Muntinlupa City

SN	SITE	SITE ADDRESS
6	METROPOINT MALL	G/F Metro Point Mall, EDSA cor. Taft Ave. & Zamora St., Pasay City
7	CITY MALL PASAY	LG/F Pasay City Mall and Public Market, Taft Ave. cor. Arnaiz Avenue, Pasay City
8	FESTIVAL MALL ALABANG	3rd Level Festival Supermall, Alabang, Muntinlupa City
9	METROPOINT MALL BOTIQUE	5/F Metro Point Mall, EDSA cor. Taft Ave.
10	FESTIVAL MALL BOUTIQUE	2nd Level Commerce Exit, Festival Supermall, Alabang, Muntinlupa City
11	HOBBIES OF ASIA PASAY	Hobbies of Asia, Macapagal Avenue, Pasay City
12	SM MOA PASAY	2/F North Parking Bldg., SM Mall of Asia, Bay Blvd., Pasay City
13	FESTIVAL	G/F Parkway Lane, Festival Mall, Muntinlupa City
14	WHARF MUNTINLUPA	Km. 20, The Wharf at the Lake Front, East Service Road, Sucat, Muntinlupa City
15	MERVILLE ARCADE PASAY	Merville Arcade Building, West Service Road, Barangay 201, Pasay City
16	AMKOR MUNTINLUPA	Amkor Building, Barangay Tunasan, Muntinlupa City
17	ROBINSON'S PLACE LAS PIÑAS	G/F Robinson's Place Las Piñas, Alabang - Zapote Road, Talon Uno, Las Piñas City
18	BF PARAÑAQUE	G/F R. F. Lopez Building, #6 N. Lopez Avenue, Lopez Village, Barangay San Isidro, Parañaque City
19	METRO TOWNE CENTER	Metro Towne Center, 2020 Marcos Alvarez Avenue, Talon 5, Las Piñas City
20	ELORDE SUCAT	Elorde Sports Center, Sucat Road, Parañaque City
21	TUNASAN	G/F El Rancho Inn, National Highway Corner E. Rodriguez Street, Tunasan, Muntinlupa City
AREA 6: METRO MANILA AREA		
1	SM MEGAMALL	5/L Fashion Hall Bldg., SM Megamall, Julia Vargas St. corner EDSA, Brgy. Wack - Wack, Mandaluyong City
2	MAKATI SQUARE	Makati Cinema Square, Pasong Tamo, San Lorenzo Village, Makati City
3	SM CITY SAN LAZARO	LG/F SM City - San Lazaro, F. Huertas St., Sta. Cruz, Manila
4	SM MANILA	4/F SM City - Manila, Arroceros St., Manila
5	ROBINSON'S PLACE MANILA	4/L Robinson's Place Manila, Ermita, Manila
6	ROBEN THEATRE	G/F Roben Theatre, C. M. Recto Avenue, Barangay 313 Zone 31, Sta. Cruz, Manila
7	ROBINSON'S PLACE METRO EAST	LG/F Robinson's Place Metro East, Marcos Highway, Pasig City
8	SM CENTERPOINT	3/F SM Centerpoint, Araneta Avenue Corner Magsaysay Boulevard, Sta. Mesa, Quezon City
9	SILVER CITY (GAME ZONE)	Silver City, Frontera Verde Drive Corner Doña Julia Vargas Avenue, Barangay Ugong, Pasig City

SN	SITE	SITE ADDRESS
10	LIANA'S SUPERMARKET	3/F Liana's Shopping Mall, Caruncho Avenue, Pasig City
11	IT CENTER RELIANCE	Reliance IT Center, E. Rodriguez Jr. Avenue, Barangay Ugong, Pasig City
12	SILVER CITY PASIG	G/F Silver City Building, Frontera Verde Drive Corner Doña Julia Vargas Avenue, Barangay Ugong, Pasig City
13	F. MANALO, SAN JUAN	San Juan Commercial Building, F. Blumentritt Corner F. Manalo Streets, Barangay Kabayanan, San Juan City
14	MAYBUNGA	2/F SGC Building, 172 C. Raymundo Avenue, Barangay Maybunga, Pasig City
15	WILSON, SAN JUAN	G/F Wilson Square Commercial Center, Wilson Corner P. Guevarra Streets, San Juan City
16	BOCOBO, MANILA	2/F Bocobo Commercial Center. #1253 J. Bocobo Street Corner Padre Faura Street, Ermita, Manila
17	G - STRIP GREENHILLS	G - Strip Building, Greenhills Commercial Center Compound, Greenhills, San Juan City
18	168 MALL DIVISORIA	5/F 168 Shopping Mall, Soler Street, Divisoria, Manila
19	STARMALL EDSA	2/F Starmall, EDSA Corner Shaw Boulevard, Mandaluyong City
20	MADISON	Unit 8, G/F, Building B, Madison Square, #4 Pioneer Street, Mandaluyong City
21	LUCKY CHINATOWN	G/F & 2/F Lucky Chinatown Mall, Lachambre Street & Reina Regente Street, Barangay 293, Binondo, Manila
22	PACO	Unit 3, Topmark Building, 1763 Paz Mendoza Guanzon Street, Paco, Manila
23	D' JET PASIG	D' Jet Commercial Building, Phase II - A, Lot C, No. 25 - 26, Imelda Avenue, Karangalan Village, Pasig City
24	SM LAND MAKATI	SM Land Anza Building, Makati Avenue Corner Anza Street, Bel - Air, Makati City
AREA 7: QUEZON CITY AREA		
1	EXTREME TIMOG	#94 Timog Avenue, Quezon City
2	SM CITY NORTH EDSA	LG/F SM City - North Annex Building, EDSA, Quezon City
3	NEW FARMER'S PLAZA	4/F New Farmer's Plaza, Araneta Center, Cubao, Quezon City
4	SM FAIRVIEW	G/F SM City - Fairview, Quirino Highway, Fairview, Quezon City
5	GTC GREENHILLS	G/F Greenhills Town Center, Granada Street Corner Valencia Street, Barangay Valencia, Quezon City
6	SM CITY NOVALICHES	2/F SM City - Novaliches, Quirino Highway Novaliches, Quezon City
7	CTC CONGRESSIONAL	LG/F Congressional Town Center, Congressional Avenue, Quezon City
8	TOMAS MORATO	QY Plaza, 233 Tomas Morato Avenue, South Triangle, Quezon City
9	DON ANTONIO	2/F Don Antonio Sports Center, Block 17 Lot 5 Holy Spirit Drive, Brgy. Holy Spirit, Commonwealth Ave., Quezon City
10	ICON HOTEL NORTH EDSA	Icon Hotel, #967 EDSA Corner West Avenue, Quezon City

SN	SITE	SITE ADDRESS
11	RMR TANDANG SORA	RMR Square (Graceland Plaza) Tandang Sora, Tandang Sora Avenue, Quezon City
12	BALINTAWAK MARKET QC	G/F & 2/F Romero Building, 1337 Balintawak Market, EDSA, Quezon City
13	SUNSHINE QUEZON CITY	Units 2G – 9 & 2G – 10 Sunshine Boulevard Plaza, Quezon Avenue Corner Scout Santiago, Quezon City
14	PUREGOLD NOVALICHES	UG/F Puregold Novaliches, #1018 Bragy. Sta. Monica, Quirino Highway, Novaliches, Quezon City
15	SIR THOMAS SQUARE MATALINO	Sir Thomas Square, Matalino Street Corner Matatag Street, Diliman, Quezon City
16	KATIPUNAN	Unit SF – 206 Citigold Plaza, 175 Katipunan Avenue Corner Boni Serrano Avenue, Quezon City
17	INTREPID LIBIS	2/F Intrepid Plaza Building, E. Rodriguez Jr. Avenue, Bagumbayan, Libis, Quezon City
18	WEBJET LIBIS	Unit 102, G/F Webjet Acropolis Building, 88 E. Rodriguez Jr. Ave., Acropolis Green Subd., Bagumbayan, Quezon City
19	HYPERMARKET CUBAO	SM Hypermarket Cubao, Main Avenue Corner EDSA, Cubao, Quezon City
20	VISAYAS AVENUE	2/F MSK Building, 241 Visayas Avenue, Tandang Sora, Quezon City
21	DEL MONTE	716 Del Monte Avenue, Barangay Talayan, Quezon City
22	BANAWE	2/F 238 Banawe Center, Banawe Street, Manresa, Quezon City
AREA 8: VISAYAS REGION AREA		
1	ELIZABETH MALL CEBU	3/F Elizabeth Mall, Leon Kilat St., Cebu City
2	SM CITY ILOILO	2/F SM City – Iloilo, Benigno Aquino Ave., North Diversion Rd., Mandurriao, Iloilo City
3	SM CITY CEBU	2/F SM City – Cebu, North Reclamation Area, Cebu City
4	ROBINSON'S PLACE DUMAGUETE	G/F Robinson's Place Dumaguete, Brgy. Calindagan, Business District, Dumaguete City
5	MANDALAGAN, BACOLOD	Lopue's Art District Building, Lacson Street, Mandalagan, Bacolod City
6	LEE PLAZA DUMAGUETE	Lee Plaza Hypermart Square, IT Park, Bagacay, Dumaguete City
7	PARK MALL MANDAUE	2/F Park Mall, Ouano Avenue, Southpoint, Tipolo, Mandaue City, Cebu
8	GAISANO BACOLOD	Gaisano Grand City Mall, Araneta Street, Barangay Singcang Airport, Bacolod City
9	ROBINSON'S PLACE BACOLOD	3/F Robinson's Place Bacolod, Lacson St., Mandalagan, Bacolod City
10	TALISAY CEBU	Talisay City, Cebu
11	TONI'S MART PALAWAN	2/F Tonies Mart Puerto Princesa City, Palawan
12	JARO, ILOILO	JEA Agro Industrial Complex, E. Lopez Street Corner Jalandoni Street Jaro, Iloilo City
13	CITY MALL MANDALAGAN	G/F City Mall Mandalagan, Lacson St. cor. G. M. Cordova Ave., Mandalagan, Bacolod City

SN	SITE	SITE ADDRESS
14	INSULAR MANDAUE	Insular Square Mall, J. P. Rizal Street, Barangay Tabok, Mandaue City
15	MEEREA MANDAUE	Meerea High Street, North Reclamation Area, Subangdaku, Mandaue City
16	GAISANO MACTAN	Gaisano Grand Mall Mactan, Basak - Marigondon Road Corner Ibabao - Gisi - Agus Road, Lapu - Lapu City, Cebu
17	PUEBLO VERDE MACTAN	Pueblo Verde, Mactan Economic Zone II SEZ, Barangay Basak, Lapu - Lapu City, Cebu
18	MARINA MALL MACTAN	2/F Mactan Marina Mall, MEPZ 1, Ibo, Lapu - Lapu City, Cebu
19	MANAPLA, BACOLOD	G/F Gustilatown Center, Provincial Road corner National Highway, Manapla, Negros Occidental
20	PLAZUELA, ILOILO	2/F Plazuela de Iloilo Mall, Benigno Aquino Ave., Diversion Road, Mandurriao, Iloilo City
21	CITY MALL DUMAGUETE	G/F City Mall Dumaguete, Veterans Avenue, National Highway, Daro, Dumaguete City
22	CITY MALL GOLDENFIELD	G/F City Mall Goldenfield Bacolod West Side, Araneta Avenue, Bacolod City
AREA 9: MINDANAO REGION AREA		
1	SM CITY DAVAO	2/F SM City - Davao, Quimpo Blvd. Cor. Tulip Drive, Matina, Davao City
2	SM CITY LANANG, DAVAO	2/F SM Lanang Premiere, Jose P. Laurel Ave., Brgy. San Antonio Agdao, Davao City
3	JLF PARKWAY DAVAO	G/F Doors 107 & 108, JLF Parkway Building A, Pichon Corner Quirino Streets, Davao City
4	FELCRIS DAVAO	2/F Felcris Centrale, Quimpo Boulevard, Barangay 40 - D, Davao City
5	GAISANO DIGOS, DAVAO	Gaisano Grand Digos, G/F Unit 8 & 9, Quezon Avenue, Digos City, Davao Del Sur
6	ROBINSON'S PLACE TAGUM, DAVAO	3/F Robinson's Place Tagum, Purok Cacao, Brgy. Visayan Village, Tagum City
7	SM CITY CAGAYAN DE ORO	G/F SM City - Cagayan De Oro, Masterson's Avenue, Brgy. Canitoan, Cagayan De Oro City
8	CHIMES MALL DAVAO	Chimes Mall, Barangay 27 - C, Governor Sales Street Corner Sta. Ana Avenue, Davao City
9	ROBINSON'S PLACE GENERAL SANTOS CITY	Robinson's Place General Santos City, G/F Robinson's Mall, J. Catolico Sr. Avenue, Lagao, General Santos City



MATERIALITY PROCESS

MATERIALITY PROCESS

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics. *

*See GRI 102 – 46 (2016) for more guidance.

In preparing its first Sustainability Report, the Organization made reference to the Global Reporting Initiative (GRI) Standards, as well as the Securities and Exchange Commission (SEC) Memorandum Circular No. 4, Series of 2019.

The Organization adopted the subsequent approach to identify material topics:



Figure 1 Materiality Assessment Approach

The Organization has identified and prioritized the following Core Drivers for the Company and its Stakeholders as duly reflected in its Sustainability Framework based on the Materiality Assessment:

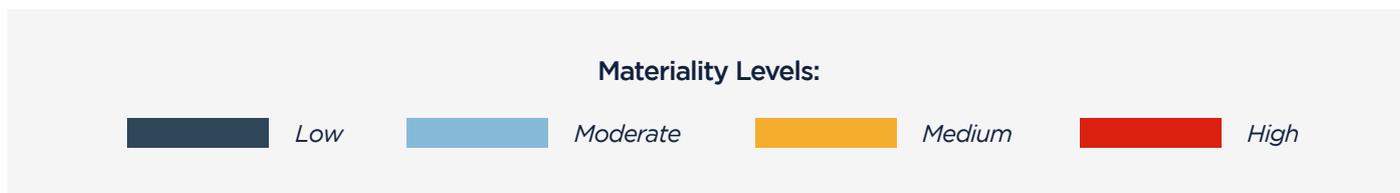


- INVESTMENT MANAGEMENT**
 Direct Economic Value Generated; Direct Economic Value Distributed; Indirect Economic Performance; and Economic Value Retained
- GOOD GOVERNANCE**
 Anti - Corruption (3); Anti - Competitive Behavior; and Tax Transparency
- RISK MANAGEMENT**
 Occupational Health & Safety; Data Security; and Security Practices
- RESPONSIBLE BUSINESS**
 Environmental Compliance; and Diversity, Equal Opportunity, & Anti - Discrimination
- CUSTOMER EXPERIENCE**
 Customer Satisfaction
- EMPLOYEE WELFARE**
 Employee Hiring & Benefits; Employee Training & Development; Labor Standards & Human Rights; and Benefit Plan Obligation

Figure 2 Sustainability Framework



Figure 3 Materiality Assessment Matrix



Data for some disclosure topics in this report are from specific subsidiary(ies) of the Organization and not all Companies within the Group. This is reflective of its materiality and relevance to the operation of the Organization and the maturity of data collection systems that are currently in place as first time reporter on sustainability performance. We have provided specific information on such disclosures in the coming sections.

ECONOMIC

ECONOMIC PERFORMANCE
ANTI - CORRUPTION

msw
MEGASPORTSWORLD

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

DISCLOSURE	AMOUNT	UNITS
Direct Economic Value Generated (Revenue)	9,032,607,072.96	PHP
Direct Economic Value Distributed:		
a. Operating Costs	5,787,277,990.94	PHP
b. Employee Wages and Benefits	533,377,033.77	PHP
c. Payments to Suppliers, Other Operating Costs	2,820,708,198.78	PHP
d. Dividends given to Stockholders and Interest Payments to Loan Providers	290,195,667.37	PHP
e. Taxes given to Government	355,750,333.69	PHP
f. Investments to Community (e.g. Donations, CSR)	1,975,000.00	PHP

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The impact of the economic performance happens at multiple levels including influence on the shareholder value, amount of money spent to develop local businesses (suppliers), develop local community (CSR), and most importantly ability to support nation building through taxes.</p>	<p>The Stakeholders affected are:</p> <ul style="list-style-type: none"> - The Shareholders and Investors of the Organization; - The Employees of the Organization; and - The Community where the business operates. 	<p>The Organization has undertaken the initiative to conduct quarterly and annual business review as part of the Organization's performance management system.</p> <p>The Organization further undertakes the initiative to conduct annual strategic planning for the succeeding business year.</p>

WHAT ARE THE RISK/S IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

The revenue performance of the Organization can be affected by factors external to the Organization, including, but not limited to, the prevailing market conditions and eventualities of natural disaster.

The Stakeholders affected are:

- The Shareholders and Investors of the Organization;
- The Employees of the Organization; and
- The Community where the business operates.

The Organization has undertaken risk management initiatives in the form of insurance coverage, as well as the implementation of business continuity and disaster recovery policies and procedures to overcome these risks.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

Benchmarking with relevant top industry performers to identify means to further enhance the revenue performance of the Organization.

The Stakeholders affected are:

- The Shareholders and Investors of the Organization;
- The Employees of the Organization; and
- The Community where the business operates.

The Organization exploits the opportunities presented during the benchmark study to ensure the Organization retains its professional staff and meet and exceed the needs and expectations of its Customers and Employees.

The Organization undertakes the initiative to continuously study and carefully review the market and ensure sound judgement on business investments.

ECONOMIC

Anti-Corruption

Training on Anti - Corruption Policies and Procedures

DISCLOSURE	QUANTITY	UNITS
Percentage of Employees to whom the Organization's Anti - Corruption Policies and Procedures have been Communicated To	99.6	%
Percentage of Business Partners to whom the Organization's Anti - Corruption Policies and Procedures have been Communicated To	58.5	%
Percentage of Directors and Management that have Received Anti - Corruption Training	50.0	%
Percentage of Employees that have Received Anti - Corruption Training	99.6	%

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Corruption has significant impact on the Firm's reputation and competitiveness, as well as affecting the morale of the Organization.</p> <p>Corruption will also impact the Firm's relationship with its suppliers, diminish shareholder value, and can lead to reputational damage.</p>	<p>The Stakeholders affected are:</p> <ul style="list-style-type: none"> - The Shareholders and Investors of the Organization; - The Employees of the Organization; - The Suppliers of the Organization; - The Customers of the Organization; and - The Government Regulators. 	<p>The Organization has undertaken the initiative to establish and implement anti - corruption practices through an Anti - Corruption Policy incorporated in the Employee Code of Discipline / Good Behavior and extended it to its Suppliers through the Supplier Code of Conduct.</p> <p>These practices have been reinforced through regular training for Employees and annual review for the Suppliers.</p>

WHAT ARE THE RISK/S IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

While working with Small to Medium Enterprises (SMEs) as suppliers, the Organization will need to be cognizant of the risk of ensuring the SMEs integrity and their commitment to adhering to the Organization's anti - corruption practices.

The Stakeholders affected are:

- The Shareholders and Investors of the Organization;
- The Employees of the Organization;
- The Suppliers of the Organization;
- The Customers of the Organization; and
- The Government Regulators.

The Organization strives to ensure the strict implementation of its Supplier accreditation process and more importantly, find ways to reinforce it through trainings and Supplier orientation.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

There is an opportunity to increase the number of Directors, Management, Employees, and Business Partners trained on the anti - corruption policies and practices of the Organization.

The Stakeholders affected are:

- The Shareholders and Investors of the Organization;
- The Employees of the Organization;
- The Suppliers of the Organization;
- The Customers of the Organization; and
- The Government Regulators.

The Organization has undertaken the initiative to identify and select the most suitable training program for Directors, Management, Employees, and Business Partners.

The Organization has further undertaken the initiative to explore alternative methods of learning to be implemented in FY 2020.

The policy of the Organization on anti - corruption is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf), as well as in **LRWC New Manual on Corporate Governance** (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>) and in **LRWC Conflict of Interest Policy** (https://lrwc.com.ph/wp-content/uploads/2018/09/2018-09-10-LRWC-Conflict-of-INTEREST-POLICY-1330hrs_FINAL.pdf).

Incidents of Corruption

DISCLOSURE	QUANTITY	UNITS
Number of Incidents in which Directors were Removed or Disciplined for Corruption	0	#
Number of Incidents in which Employees were Dismissed or Disciplined for Corruption	0	#
Number of Incidents when Contracts with Business Partners were Terminated due to Incidents of Corruption	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
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WHAT ARE THE RISK/S IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

While working with Small to Medium Enterprises (SMEs) as suppliers, the Organization will need to be cognizant of the risk of ensuring the SMEs integrity and their commitment to adhering to the Organization's anti - corruption practices.

The Stakeholders affected are:

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- The Suppliers of the Organization;
- The Customers of the Organization; and
- The Government Regulators.

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WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

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Responsible Gaming
Know your Game! Know your Limit!
Take just your allocated amount of money.
Don't chase losses, walk away,
and enjoy the game over your life.

GAME ZONE

ENVIRONMENT

ENVIRONMENTAL COMPLIANCE

ENVIRONMENT

Environmental Compliance

Non - Compliance with Environmental Laws and Regulations

DISCLOSURE	QUANTITY	UNITS
Total Amount of Monetary Fines for Non - Compliance with Environmental Laws and/or Regulations	0.0	PHP
No. of Non - Monetary Sanctions for Non - Compliance with Environmental Laws and / or Regulations	0	#
No. of Cases Resolved through Dispute Resolution Mechanism	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
Compliance to environmental laws and regulations is imperative to operate as a business. Failure to do so will impact the Company's reputation, financial performance, livelihood of Small and Medium Enterprise (SME) Suppliers, and the extended community.	The Stakeholders affected are: <ul style="list-style-type: none"> - The Shareholders and Investors of the Organization; - The Employees of the Organization; - The Customers of the Organization; and - The Government Regulators; and - The Community where the business operates. 	The Organization ensures its compliance to all applicable environmental laws and regulations and has undertaken the initiative to minimize the Organization's contribution to global warm-ing, as well as to minimize the impact(s) of its emission.

WHAT ARE THE RISK/S IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Incidence of non-compliance to any applicable environmental laws and regulations affects the Organization at multiple levels including the potential loss in revenues due to imposition of monetary fines and non-monetary sanctions, the potential loss of reputation of the Organization due to potential revocation of Environmental Compliance Certificate (ECC) and License to Operate (LTO), and the potential impacts to the health and safety of the Community where the Organization operates</p>	<p>The Stakeholders affected are:</p> <ul style="list-style-type: none"> - The Shareholders and Investors of the Organization; - The Employees of the Organization; - The Customers of the Organization; and - The Government Regulators; and - The Community where the business operates. 	<p>The Organization ensures its compliance to all applicable environmental laws and regulations and has undertaken the initiative to minimize the Organization's contribution to global warming, as well as to minimize the impact(s) of its emission.</p> <p>The Organization also has planned to undertake the initiative of designating a dedicated Pollution Control Officer (PCO).</p> <p>The dedicated PCO shall ensure that good environmental practices are consistently being implemented.</p>

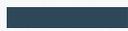
WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Reducing the identified risk(s) and identifying means to further enhance the compliance of the Organization to all applicable environmental laws and regulations through the strategic incorporation of sustainable environmental practices and establishing better Stakeholder partnership.</p>	<p>The Stakeholders affected are:</p> <ul style="list-style-type: none"> - The Shareholders and Investors of the Organization; - The Employees of the Organization; - The Suppliers of the Organization; - The Customers of the Organization; and - The Government Regulators. 	<p>The Organization ensures its compliance to all applicable environmental laws and regulations and has planned to undertake the initiative of designating a dedicated Pollution Control Officer (PCO).</p> <p>The Organization further planned to undertake the initiative of promoting sustainable practices through resource conservation programs that involves participation of the local Community.</p> <p>The Organization also planned to undertake the initiative of developing and implementing environmental training and awareness programs.</p>

The policy of the Organization on environmental protection and management is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf), as well as in **LRWC New Manual on Corporate Governance** (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>).

3	4	5	6	7	8	9	10	11	12	13	14	15
18	19	20	21	22	23	24	25	26	27	28	29	30
33	34	35	36	37	38	39	40	41	42	43	44	45
48	49	50	51	52	53	54	55	56	57	58	59	60
63	64	65	66	67	68	69	70	71	72	73	74	75

Wheel Number: 06138												
B	1	2	3	4	5	6	7	8				
X	16	17	18	19	20	21	22	23				
N	31	32	33	34	35	36	37	38				
G	46	47	48	49	50	51	52	53				
O	61	62	63	64	65	66	67	68				
Game 2 in 03:18												

SOCIAL



EMPLOYEE MANAGEMENT
WORKPLACE CONDITIONS, LABOR
STANDARDS, AND HUMAN RIGHTS
CUSTOMER MANAGEMENT

SOCIAL

Employee Management

Employee Hiring and Benefits Employee Data

DISCLOSURE	QUANTITY	UNITS
Total Number of Employees*		
a. Number of Female Employees	681	#
b. Number of Male Employees	487	#
Attrition Rate**	1.29	Rate
Ratio of Lowest Paid Employee Against Minimum Wage	1:1	Ratio

*Employees are individual who are in an employment relationship with the Organization, according to national law or its application (GRI Standards 2016 Glossary)

**Attrition Rate = (No. of New Hires less No. of Turnover) / (Average of Total Number of Employees of Previous Year and Total Number of Employees of Current Year)

Employee Benefits

DISCLOSURE	Y/N	% FEMALE EMPLOYEES WHO AVAILED THIS YEAR	% MALE EMPLOYEES WHO AVAILED THIS YEAR
SSS	Y	15.9	10.0
PhilHealth	Y	6.7	9.6
PAG-IBIG	Y	17.3	20.7
Parental Leaves	Y	3.7	9.3
Vacation Leaves	Y	33.6	36.5
Sick Leaves	Y	7.0	12.0
Medical Benefits (aside from PhilHealth)	Y	16.1	10.7
Housing Assistance (aside from PAG-IBIG)	N	-	-
Recruitment Fund (aside from SSS)	Y	26.8	16.4
Further Education Support	N	-	-
Company Stock Options	N	-	-
Telecommuting	N	-	-
Flexible Working Arrangement (FWA)	N	-	-

**WHAT IS THE IMPACT AND WHERE DOES IT OCCUR?
WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?**

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

Compliance to environmental laws and regulations is imperative to operate as a business. Failure to do so will impact the Company's reputation, financial performance, livelihood of Small and Medium Enterprise (SME) Suppliers, and the extended community.

The Stakeholders affected are:

- The Shareholders and Investors of the Organization;
- The Employees of the Organization;
- The Customers of the Organization; and
- The Government Regulators; and
- The Community where the business operates.

The Organization ensures its compliance to all applicable environmental laws and regulations and has undertaken the initiative to minimize the Organization's contribution to global warm-ing, as well as to minimize the impact(s) of its emission.

WHAT ARE THE RISK/S IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

The overall competitiveness of the Organization is affected by Employees' dissatisfaction and attrition / loss of Employees to competition.

The Stakeholders affected is the Employees of the Organization, as well as Senior Management.

The Organization has undertaken the initiative to proactively participate and enroll its relevant Employees to the relevant professional associations for Human Resources and Accounting Profes-sionals in the relevant industry.

The Organization further undertakes the initiative to set up an auto alarm calendar system for Employees' performance evaluation and medical benefits enrollment.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

WHICH STAKEHOLDERS ARE AFFECTED?

MANAGEMENT APPROACH

Benchmarking with the relevant industry top performers to identify means to further enhance the competitiveness of the Organization.

The Stakeholders affected are:

- The Employees of the Organization; and
- The Community where the business operates.

The Organization has undertaken the initiative to conduct an annual organizational climate survey for the periodic assessment of Employees' satisfaction.

The HR of the Organization further implements an Open – Door Policy to ensure that Employees can effectively raise their concerns and / or complaints

Employee Training and Development

DISCLOSURE	QUANTITY	UNITS
Total Training Hours Provided to Employees		
a. Female Employees	4,768	Hours
b. Male Employees	4,784	Hours
Average Training Hours Provided to Employees		
a. Female Employees	7.0	Hours/Employee
b. Male Employees	9.8	Hours/Employee

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?

Appropriately trained Employees increases the ability of the Organization to operate at the highest standard in terms of ethical business practices, sustainability of data privacy measures as well as Company data involved, and ensures a safe and healthy workplace while improving customer satisfaction.

MANAGEMENT APPROACH

The Organization ensures that learning and development opportunities are continuously being provided to all Employees. As such, the Organization has undertaken the initiative to include the conduct of trainings to be one of the Key Performance Indicators (KPIs) during Employee and department performance reviews.

In addition, the Organization has further undertaken to hire a dedicated Training Officer to support the initiative.

The Organization also requires all departments to provide to HR their respective Employee training program in addition to the current training programs being undertaken by HR.

The Management of the Organization ensures that an approved budget is allocated for training.

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

The lack of commitment from Employees to proactively participate in the provided training.

The Organization ensures that learning and development opportunities are continuously being provided to all Employees. As such, the Organization has undertaken the initiative to include the conduct of trainings to be one of the Key Performance Indicators (KPIs) during Employee and department performance reviews.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

Appropriately trained Employees enhance the operations of the Organization through the establishment and implementation of innovative work process.

The Organization has undertaken the initiative to require all departments to provide HR their respective Employee training program in addition to the current training programs being undertaken by HR.

The management of the Organization ensures that an approved budget is allocated for training.

The policy of the Organization on training and development is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf), as well as in **LRWC New Manual on Corporate Governance** (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>).

SOCIAL

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

DISCLOSURE	QUANTITY	UNITS
Safe Man - Hours	5,483,228	Man - Hours
No. of Work - Related Injuries	30	#
No. of Work - Related Fatalities	0	#
No. of Work - Related Ill - Health	0	#
No. of Safety Drills	8	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?

The impacts of occupational health and safety performance happens at multiple levels including influence on Employees' moral, operational cost, and quality of service that the Organization provides.

MANAGEMENT APPROACH

The Organization ensures its compliance to the requirements of Occupational Health & Safety based on Republic Act 11058. As such, the Organization has developed and adapted the following policies and procedures for ensuring a safe and healthy work environment:

- Workplace Policy and Program on TB Prevention and Control;
- Alcohol - Free Workplace Policy and Program;
- Drug - Free Workplace Policy and Program;
- HIV / AIDS Workplace Policy and Program;
- Occupational Safety and Health (OSH) Program;
- Smoke - Free Workplace Policy and Program;
- Workplace Policy and Program and Hepatitis B;
- Mental Health and Well - Being Policy;
- Mother - Baby Friendly Workplace Policy;
- Solid Waste and Hazardous Waste Management Policy; and
- Emergency Policies and Procedures.

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

Fatality and / or serious injury results into increased operational costs and loss of confidence of the Community where the Organization operates, which may eventually lead into declining trend in the employment preference for the Organization.

The Organization ensures its compliance to the requirements of Occupational Health & Safety based on Republic Act 11058 and has undertaken the initiative to identify and control potential health & safety hazards in the workplace.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

Allocation of sufficient resources to provide a safe and healthy work environment boosts Employees' morale.

The Organization ensures its compliance to the requirements of Occupational Health & Safety based on Republic Act 11058.

The policy of the Organization on Occupational Health & Safety (OHS) is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf), as well as in **LRWC New Manual on Corporate Governance** (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>) and in **LRWC Policy and Data Relating to Health, Safety, and Welfare of Employees** (<https://lrwc.com.ph/company-policies/>).

Labor Laws and Human Rights

DISCLOSURE	QUANTITY	UNITS
No. of Legal Actions or Employees Grievance involving Forced or Child Labor	0	#

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

https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf

DISCLOSURE	Y/N	IF YES, CITE REFERENCE IN COMPANY POLICY
Forced Labor	Y	LRWC Code of Business Conduct and Ethics
Child Labor	N	-
Human Rights	Y	LRWC Code of Business Conduct and Ethics

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	MANAGEMENT APPROACH
--	---------------------

Compliance to labor rules and regulations is imperative license to do business. Failure to do so will impact the Organization's reputation, financial performance, livelihood of the Small and Medium Enterprise (SME) Suppliers and the extended Community.

The Organization ensures its compliance to the laws, rules and regulations of the Department of Labor and Employment (DOLE) and all appropriate government entities. As such, the Organization has undertaken the initiative to establish and implement an Employee Handbook that includes an Employee Code of Discipline / Good Behavior.

The Organization has further undertaken the initiative to establish and implement Employees' grievance mechanisms that will enable the Organization to collect and analyze data for work - related issues and concerns of the Employees.

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

Failure to comply with the relevant and existing labor rules and regulations may result into:

- Loss of confidence of the Community where the Organization operates and may eventually lead into the closure of business;
- Loss of integrity and / or credibility of the Organization; and
- Imposition of monetary and non – monetary penalty(ies) for being directly liable and responsible for the committed offense that may lead into cancellation of the Organization’s license to conduct its business.

The Organization ensures its compliance to the laws, rules and regulations of the Department of Labor and Employment (DOLE) and all appropriate government entities. As such, the Organization has undertaken the initiative to establish and implement an Employee Handbook that includes an Employee Code of Discipline / Good Behavior.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

Benchmarking with other relevant organization to ensure the implementation of the relevant industry’s good labor practices.

The Organization has undertaken the initiative to establish and implement Employees’ grievance mechanisms that will enable the Organization to collect and analyze data for work – related issues and concerns of the Employees.

The policy of the Organization on Occupational Health & Safety (OHS) is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf), as well as in **LRWC New Manual on Corporate Governance** (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>) and in **LRWC Policy and Data Relating to Health, Safety, and Welfare of Employees** (<https://lrwc.com.ph/company-policies/>).

SOCIAL

Customer Management

Labor Laws and Human Rights

DISCLOSURE	SCORE	DID A THIRD PARTY CONDUCT THE CUSTOMER SATISFACTION STUDY (Y/N)?
Customer Satisfaction	89%	Y

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	MANAGEMENT APPROACH
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The overall performance of the Organization is affected by the satisfaction of its Customers. Customers experiencing inconvenience may become physically or verbally abusive that affects the servicing Employee(s) and exposed them to physical, mental, and / or emotional stress.

The Organization ensures the satisfaction of its Customer and has undertaken the initiative to establish and implement internal Customer feedback mechanisms.

The Organization further undertakes the initiative to periodically verify the results of the in-ternal Customer feedbacks through a third - party Customer satisfaction survey.

In addition, the Organization also has undertaken the initiative to establish and implement an internal commendation mechanism for the motivation of the Employees of the Organization.

WHAT ARE THE RISK/S IDENTIFIED?	MANAGEMENT APPROACH
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The overall business reputation of the Organization is affected by the dissatisfied Customers.

The Organization ensures the satisfaction of its Customer and has undertaken the initiative to establish and implement internal Customer feedback mechanisms.

The Organization further undertakes the initiative to periodically verify the results of the internal Customer feedbacks through a third - party Customer satisfaction survey.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

Motivated and appropriately informed Employees manifest excellent Customer service and provides assurance that the Organization is operating at a highest standard of business ethics.

The Organization has undertaken the initiative to establish and implement an internal commendation mechanism for the motivation of the Employees of the Organization.

The policy of the Organization on customer management is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf).

Data Security

DISCLOSURE	QUANTITY	UNITS
No. of Data Breaches, including Leaks, Thefts, and Losses of Data	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHERE IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?

MANAGEMENT APPROACH

The business confidence of the Organization's Shareholders, Investors, Employees, Customers, Suppliers, and Government Regulators linked to unreported incident(s) of data security breach(es) and / or data loss(es) of the Organization.

The Organization ensures its compliance to the Data Privacy Act of 2012 (RA 10173) and has undertaken initiatives to establish and implement Data Privacy statements and Data Security practices, including the appointment of a dedicated Data Privacy Officer (DPO) and the establishment of a Data Privacy Committee (DPC).

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

The overall business reputation of the Organization is affected by the loss of trust and confidence from the Organization's Shareholders, Investors, Employees, Customers, Suppliers, and Government Regulators.

The Organization has undertaken the initiative to appoint a dedicated Data Privacy Officer (DPO).

The Organization further undertakes the initiative to establish a Data Privacy Committee.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

Appropriately informed Stakeholders of the Organization (Shareholders, Investors, Employees, Customers, Suppliers, and Government Regulators) provides assurance that the Organization is operating at a highest standard of business ethics.

The Organization has undertaken the initiative to establish and implement Data Privacy statements and Data Security practices.

The policy of the Organization on data security is embedded in **LRWC Code of Business Conduct and Ethics** (https://lrwc.com.ph/wp-content/uploads/2015/09/LRWC-Proposed-Code-of-Business-Conduct-and-Ethics-ver-2018-08-31-1207hrs_FINAL.pdf), as well as in **LRWC New Manual on Corporate Governance** (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>).