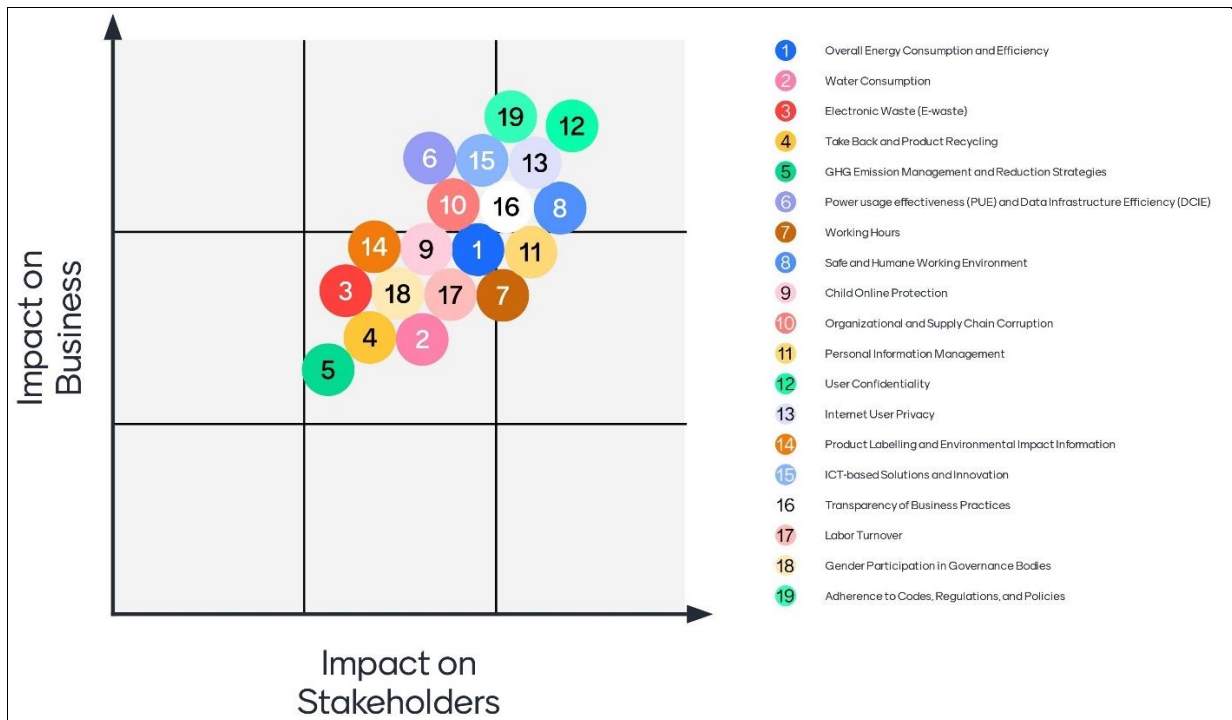


SUSTAINABILITY REPORT

Company Details	
Name of Organization	PhilWeb Corporation
Location of Headquarters	41 st Floor, One San Miguel Avenue Condominium, San Miguel corner Shaw Boulevard, Ortigas Center, Pasig City, Philippines
Location of Operations	Nationwide
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	Operations of PhilWeb and its wholly-owned subsidiary BigGame Inc. (BGI) were included in this report.
Business Model, including Primary Activities, Brands, Products, and Services	Software and Services
Reporting Period	For the fiscal year ended on December 31, 2019
Highest Ranking Person responsible for this report	Ricky E. Rosario, CFO- Comptroller Alexius D. Coliat, CFO-Treasurer

Materiality Process

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics. ¹⁴
<p>PhilWeb Corporation is the leading gaming technology provider in the Asia Pacific Region. It is listed on the Philippine Stock Exchange (PSE:WEB).</p> <p>PhilWeb excels in the gaming industry by providing superior and innovative products with the highest standards of customer service. It establishes strategic partnerships to ensure a fair, secure and legal gaming experience for its customers. PhilWeb creates a rewarding and dynamic work environment where it attracts, retains and motivates highly competent, passionate and innovative people, and deliver above-market value for shareholders.</p> <p>PhilWeb today serves 70,000 account holders at its nationwide network of online cafes, sports betting kiosks and mobile games in the Philippines.</p> <p>BigGame, Inc. (BGI) is a subsidiary of PhilWeb that operates e-Games Cafes, which form part of the overall electronic gaming café centers for the Philippine Amusement and Gaming Corporation (PAGCOR). With 33 cafes in operation, BGI is one of the largest operators in the business. BGI’s network of cafes also aids in PhilWeb’s innovation and research, as it is where new games, strategies and other innovative ideas are first tested. Results, whether positive or negative, are reported to e-Games operators. It then becomes the standard by which all other BGI and e-Games cafes will follow. BGI remains committed to increasing customer service levels, as well as adding site amenities and creating an ambience that extends the best gaming experience for its target market.</p> <p>Part of those efforts in identification, assessment, and prioritizing various concerns that affect the sustainability of PhilWeb operations, including its subsidiaries, is through an assessment participated by key Philweb personnel. Guided by the Global Reporting Initiative (GRI) procedures on materiality identification, they were given insights on what issues are impacting stakeholders and business operations, and their corresponding level of importance. The results of the workshop are shown on the materiality map shown below:</p>



The material topics identified were determined as low, medium, or high criticality to PhilWeb’s operations and stakeholders. High and medium levels of criticality are reported in this document. A summary of the material topics with high or medium criticality are shown below:

Criticality	Material Topics	Relevant GRI Standards	Contribution to SDGs
High	User Confidentiality	GRI 418: Customer Privacy 2016	SDG 16: Peace, Justice, and Strong Institutions
	Adherence to Codes, Regulations, and Policies	GRI 205: Anti-corruption 2016 GRI 206: Anti-competitive Behavior 2016 GRI 307: Environmental Compliance 2016 GRI 419: Socioeconomic Compliance 2016	SDG 16: Peace, Justice, and Strong Institutions
	Internet User Privacy	GRI 418: Customer Privacy 2016	SDG 9: Industry, innovation and infrastructure SDG 16: Peace, Justice, and Strong Institutions
	Safe and Humane Working Environment	GRI 402: Labor/Management Relations 2016 GRI 403: Occupational Health and Safety 2016	SDG 3: Good Health and Well-being SDG 8: Decent Work and Economic Growth SDG 16: Peace, Justice, and Strong Institutions
	Transparency of Business Practices	GRI 201: Economic Performance 2016 GRI 203: Indirect Economic Impacts 2016 GRI 204: Procurement Practices 2016 GRI 205: Anti-corruption 2016 GRI 206: Anti-competitive Behavior 2016 GRI 307: Environmental Compliance 2016 GRI 419: Socioeconomic Compliance 2016	SDG 8: Decent Work and Economic Growth SDG 16: Peace, Justice, and Strong Institutions

Medium	ICT-based Solutions and Innovation	GRI 102-44: Key topics and concerns raised GRI 204: Procurement Practices 2016	SDG 8: Decent Work and Economic Growth SDG 9: Industry, innovation and infrastructure
	Personal Information Management	GRI 418: Customer Privacy 2016	SDG 16: Peace, Justice, and Strong Institutions
	Power Usage Effectiveness (PUE) and Data Infrastructure Efficiency (DCIE)	GRI 302: Energy 2016	SDG 7: Affordable and Clean Energy SDG 9: Industry, innovation and infrastructure
	Organizational and Supply Chain Corruption	GRI 204: Procurement Practices 2016 GRI 205: Anti-corruption 2016	SDG 8: Decent Work and Economic Growth SDG 16: Peace, Justice, and Strong Institutions
	Overall Energy Consumption and Efficiency	GRI 302: Energy 2016	SDG 7: Affordable and Clean Energy
	Working Hours	GRI 402: Labor/Management Relations 2016 GRI 403: Occupational Health and Safety 2016	SDG 3: Good Health and Well-being SDG 8: Decent Work and Economic Growth SDG 16: Peace, Justice, and Strong Institutions
	Child Online Protection	GRI 412: Human Rights Assessment 2016 GRI 418: Customer Privacy 2016	SDG 16: Peace, Justice, and Strong Institutions
	Labor Turnover	GRI 401: Employment 2016	SDG 8: Decent Work and Economic Growth
	Product Labelling and Environmental Impact Information	GRI 307: Environmental Compliance 2016 GRI 417: Marketing and Labeling 2016	SDG 12: Responsible Consumption and Production SDG 16: Peace, Justice, and Strong Institutions
	Gender Participation in Governance Bodies	GRI 405: Diversity and Equal Opportunity 2016	SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth SDG 10: Reduced Inequalities
	Water Consumption	GRI 303: Water and Effluents 2018	SDG 6: Clean Water and Sanitation SDG 12: Responsible Consumption and Production
	Electronic Waste (E-waste)	GRI 306: Waste 2020	SDG 9: Industry, innovation and infrastructure SDG 12: Responsible Consumption and Production
	Take Back and Product Recycling	GRI 306: Waste 2020	SDG 9: Industry, innovation and infrastructure SDG 12: Responsible Consumption and Production
	GHG Emission Management and Reduction Strategies	GRI 305: Emissions 2016	SDG 12: Responsible Consumption and Production SDG 13: Climate Action
	<p>Each material topic identified in this report adheres to the standard/s that are set by GRI that will aid to the sustainable business practices of PhilWeb and its subsidiaries. PhilWeb recognizes its contribution to the United Nations Sustainable Development Goals (UN SDGs), and will take steps to enhance its contributions.</p>		

¹⁴ See [GRI 102-46](#) (2016) for more guidance.

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)	539,862,792	PhP
Direct economic value distributed:		
a. Operating costs	544,176,264	PhP
b. Employee wages and benefits	99,811,688	PhP
c. Payments to suppliers, other operating costs	366,254,211	PhP
d. Dividends given to stockholders and interest payments to loan providers	-	PhP
e. Taxes given to government	420,700,669	PhP
f. Investments to community (e.g. donations, CSR)	-	PhP

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Direct economic value generated from PhilWeb's primary business operation is the total revenue from its gaming business segments, which includes eGames and eBingo.	Customers	PhilWeb and its subsidiaries continues to exert its commitment to continue providing the Best Gaming Experience to its customers and more support services being provided to Operators. PhilWeb continues to find and plan ways to push forward with its operations in a more profitable and sustainable manner, which includes expansion of operations and expansion of offerings with customers, improved customer support, information technology improvements, and information security enhancements.
Direct economic value is distributed as a result of its primary operations through payments to suppliers or service providers, employee wages and benefits, and taxes to government agencies.	Employees, Suppliers, Government	PhilWeb has a system in place to ensure that obligations to Employees, Suppliers/service providers and the Government are settled when they are due. PhilWeb ensures that it provides a competitive compensation and benefits package for its employees. PhilWeb also has a funded, noncontributory, defined benefit plan covering all of its permanent employees. It ensures a good working relationship with its Suppliers in all its operations. It also contributes to the national development through tax payments to the government.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Changes in government and regulatory rules may result in a reduction in the number of gaming visitors that may affect the primary business of the Company.	Company, Employees, Suppliers, Government	<p>PhilWeb ensures 100% compliance with the government through the aid of its compliance calendar tracker, and ensures that all departments are updated with the requirements and regulatory measures are dealt with accordingly. PhilWeb regularly monitors the tracker to be updated with the latest regulations.</p> <p>Marketing efforts are focused on looking at opportunities to grow its customer base. Marketing and loyalty programs are also in place to maintain good engagements with customers. PhilWeb provides the best quality services and ensuring the safety and security of the critical data involved; maintenance of good governance, transparency and accountability, making sure that downtime is minimized.</p>

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
There are opportunities in generating a sustainable growth rate through the expansion of gaming sites nationwide.	Customers, Employees, Suppliers, Government, Shareholders	<p>To achieve this, PhilWeb continues to push in its site expansion and renovation activities, and enhance customer experience activities through:</p> <ul style="list-style-type: none"> (i) Strengthening the cooperation agreement between PhilWeb and Palmary Corporation in expanding the e-Bingo footprint in the electronic bingo gaming sector (ii) Enhancing strategic partnerships with online gaming operators to grow both e-games business on the short term and the e-bingo business on the long term (as of January 2020) (iii) Expanding partnerships with gaming providers for additional game content offering to boost variety on existing products

Climate-related risks and opportunities¹⁵

Governance	Strategy	Risk Management	Metrics and Targets
<p>PhilWeb’s Board of Directors (BOD) has overall responsibility for the establishment and oversight of its risks, which includes climate related risks. They are tasked to fulfill the aim of PhilWeb to achieve an appropriate balance between risk and return, and minimize potential adverse effects on its financial performance.</p>	<p>Physical risks, such as major typhoons, flash floods, and tsunamis, may cause significant damage to the physical assets and properties comprising PhilWeb’s operations. This would also cause interruption of business, particularly our frontline business operations that are vulnerable to such risks.</p> <p>In addition, climate-related risks would lead to problems in credit and liquidity of PhilWeb and its partners, which may lead to delay in financial transactions and increasing financial risk.</p> <p>These will lead to decrease revenue and increase in operating costs.</p>	<p>Climate related risks are factored into PhilWeb’s risk management system, which may belong to any of the following risk groups: (i) credit risk, (ii) liquidity risk, and (iii) market risk. If there are any climate-related risks identified affect any or all of these risk groups, PhilWeb’s BOD and management would assess the risk, and identify ways to mitigate those risks. PhilWeb also coordinates with its partners for possible solutions, should climate-related risks affect them as well.</p>	<p>PhilWeb assesses climate related risks and opportunities depending on historical patterns in natural disturbances, as well as available information from government agencies responsible for climate monitoring (e.g. DOST, PAGASA), and disaster risk management (LGUs, NDRRMC). PhilWeb assesses the information given to come up with targets to reduce interruption of operations.</p>
Recommended Disclosures			
<p>The BOD has oversight of climate related risks and opportunities through the review of the risk management framework, which is done regularly to reflect changes in market conditions and PhilWeb’s activities.</p>	<p>Climate-related risks that have been identified in the short term, medium term, and long term, as of the time of this report, have been limited to physical risks, such as typhoons, flash floods, and tsunamis. More climate-related risks will be identified in 2020.</p>	<p>PhilWeb identifies any identified risk, including climate-related risks, through initial assessment by its management team. The risks are then further assessed by the BOD’s Audit Committee, and then to the whole BOD, based on the policies set by PhilWeb’s risk management framework.</p>	<p>PhilWeb assesses climate-related risk and/or opportunity based on financial risks, particularly credit risk and liquidity risk.</p> <p>Partners and customers are evaluated on climate-related risks and/or opportunities based under the non-financial aspects of credit and liquidity risks. Should they be considered at risk, PhilWeb factors this to the overall risk of the company and how it affects them.</p>
<p>Management teams aid the BOD’s Audit Committee (AC) in assessing and managing risks and opportunities, including climate-related risks. As matters arise, management assesses them based on the risk management framework, and report them to the AC. Management then acts on the risk based on the assessment, based on the policies set by PhilWeb.</p>	<p>Climate-related risks cause disruptions in our e-Casino and e-Bingo cafe operations, which would lead to lost revenue and increase in operational costs. More costs may be incurred if one of PhilWeb’s facilities would be flooded, or if there are problems in the broadband infrastructure of the area due to typhoons or tsunamis. Credit and liquidity risks would also be affected due to the disruptions.</p>	<p>To manage climate-related risks, PhilWeb’s management team are in constant contact with our frontline operations teams. They are to ensure that all assets are secured, prior to any typhoon or flash flood that may happen. After everything is clear, PhilWeb’s facilities are checked for any needed repair or replacement, and act accordingly. This is to prevent further disruption in operations.</p>	<p>PhilWeb’s targets in managing climate-related risks and opportunities include:</p> <ul style="list-style-type: none"> (i) Minimal days of non-operation in frontline operations (ii) Minimal asset damage in facilities (iii) Quick response times in addressing disruptions, as they arise.

	<p>As of 2019, PhilWeb has not considered climate-related scenarios to describe its resilience with PhilWeb's strategy. PhilWeb will begin doing so in 2020.</p>	<p>PhilWeb's AC gathers all information from the management teams on the risks that have been identified and experienced, and assesses them based on the risk management framework. The AC then recommends items for consideration to the BOD, including needed changes to the framework. The BOD looks into the recommendations and act on them accordingly.</p>	
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¹⁵ Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

¹⁶ For this disclosure, impact refers to the impact of climate-related issues on the company.

Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	99.50	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Local suppliers are defined as those whose service or supplier address is based in the Philippines.</p> <p>Local suppliers have helped PhilWeb in improving its speed in deploying itself in the market, which causes greater market share and improve its relations with its stakeholders. Having better interactions with local suppliers also builds up trust, and provide PhilWeb with knowledge and experience with local conditions in our operations.</p> <p>Having local suppliers also promotes the spirit of <i>Bayanihan</i>, in line with our corporate social responsibility initiatives, by patronizing locally available products and services.</p>	Operations, HR & Admin, Finance, Site Operators and PAGCOR	<p>PhilWeb believes that local suppliers lessen the possibility of slower lead times, and gives more control in the quality of the product or service rendered. Local suppliers also provide better relations with the company due to face-to-face interactions and better transparency.</p> <p>In the day-to-day purchasing operations, PhilWeb's processes are governed by our internal Purchasing Policy and Procedure (FD-003). This mainly covers requisition and review process, budget approval, quotation, negotiation and contract, delivery and review, payment, and record keeping. PhilWeb has also an internal accreditation procedure in place to check the vendors capability and for regulatory compliance.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
There were no significant risks identified in 2019.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
PhilWeb is building up a procurement system that may potentially lead to flexibility, opportunity costs, and expanded value creation	Operations, HR & Admin, Finance, Site Operators and PAGCOR	PhilWeb's Integration Procurement System Project was initiated December 2019. Upon completion on 2020, the system aims to centralize/integrate all procurement processes into a single workflow. It will be accessible online for efficient and faster procurement approvals. It is also the intent to minimize the paper footprint by eliminating use of paper as possible, streamlining PhilWeb's operations including procurement.

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	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of directors and management that have received anti-corruption training	100	%
Percentage of employees that have received anti-corruption training	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>The PhilWeb's Code of Discipline details provisions on acts against honesty and integrity. Specifically, it details policies on corruption/extortion/bribery, fraud, theft, and sets out the guidelines in ensuring fundamental principles are sustained.</p> <p>PhilWeb's Code of Business Conduct and Ethics also serves as the embodiment of PhilWeb's unwavering dedication to uphold the fundamental corporate principles of fairness, accountability, integrity and transparency.</p>	Customers, Employees, Business Partners, Suppliers, Government	<p>PhilWeb's Code of Discipline is the foundation for visualizing and providing guidance to employees, with respect to PhilWeb's ethical standards. The Code is considered as required reading for all employees, and it is up to each employee to act in accordance with its principles.</p> <p>All anti-corruption policies and procedures are communicated and given training, as part of the onboarding orientation of newly-hired employees. Annual performance appraisal, which includes adherence to Code of Discipline, is reviewed annually to each employee.</p> <p>Suppliers and Vendors are made aware of the PhilWeb's Code of Business Conduct and Ethics, and supplemented by Purchase Order Terms and Conditions.</p> <p>In addition, PhilWeb's Whistleblowing Policy ensures that PhilWeb is committed to detecting and correcting fraud, misappropriations, discrimination, sexual harassment, and other wrongful conduct with which employees could report violations of these policies.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
There were no significant risks identified in 2019.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
PhilWeb believes that there are opportunities to strengthen existing policies and practices to address	Employees, Business Partners, Suppliers, Government	A quarterly formal training implementation has been programmed to cover policies on the Code of Business Conduct, Anti-corruption, Bribery, and

corruption, through continuous learning programs		Gifts & Hospitality. This is to increase awareness and understanding of the corruption risks PhilWeb's business may face in the future.
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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? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
There were no reports of incidents of corruption in 2019.	Employees, Business Partners, Suppliers, Government	PhilWeb constantly reminds its stakeholders on the importance of its anti-corruption measures, regulations, and policies, for the benefit of all stakeholders involved. PhilWeb strictly monitors its operations for any possible corruption incidents.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
No significant risks identified for 2019		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
No significant opportunities identified for 2019.		

ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)	0	GJ
Energy consumption (gasoline)	0	GJ
Energy consumption (LPG)	0	GJ
Energy consumption (diesel)	0	GJ
Energy consumption (electricity)	298,900	kWh

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	0	GJ
Energy reduction (LPG)	0	GJ
Energy reduction (diesel)	0	GJ
Energy reduction (electricity)	(1,498)	kWh
Energy reduction (gasoline)	0	GJ

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Although there is no formal framework for reporting energy consumption in 2019, PhilWeb believes that it is important to take active steps in identifying, assessing, and managing energy consumption in its operations.</p> <p>The increase in electricity consumption is attributed to the expansion of operations for PhilWeb and BGI in 2019.</p>	<p>Employees, Government</p>	<p>Since 2018, PhilWeb adopted a Responsible Consumption initiative for energy efficiency by implementing strict start and end operation hours for our offices, and turning the lights off during break hours.</p> <p>More measures will be identified, assessed, and managed when PhilWeb fully establishes the energy consumption reporting framework in 2020.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p>Risks will be disclosed upon completion of PhilWeb's framework for energy consumption reporting in 2020.</p>		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>Opportunities will be disclosed upon completion of PhilWeb's framework for energy consumption reporting in 2020.</p>		

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	Information to be disclosed in 2020	Cubic meters
Water consumption		Cubic meters
Water recycled and reused		Cubic meters

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Water consumption is limited to PhilWeb's office operations, which include the use of water in pantries and toilets. Although there is no formal framework for reporting water use in 2019, PhilWeb believes that it is important to take active steps in identifying, assessing, and managing water use in its operations.	Employees, Government	PhilWeb will institute measures for water use consumption and reduction in 2020, in all its operations.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Risks will be disclosed upon completion of PhilWeb's framework for water use consumption reporting in 2020.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Opportunities will be disclosed upon completion of PhilWeb's framework for water use consumption reporting in 2020.		

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume	Not applicable	
<ul style="list-style-type: none"> renewable 	Not applicable	kg/liters
<ul style="list-style-type: none"> non-renewable 	Not applicable	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	Not applicable	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
PhilWeb Corporation is not in the business of manufacturing products to its customers. Therefore, this section is deemed immaterial to PhilWeb.	Not applicable	Not applicable
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Not applicable		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Not applicable		

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

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable	
Habitats protected or restored		ha
IUCN ¹⁷ Red List species and national conservation list species with habitats in areas affected by operations		

¹⁷International Union for Conservation of Nature

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
As PhilWeb's operations are not within any sites that have high biodiversity value or in protected areas, this section is deemed immaterial to PhilWeb.	Not applicable	Not applicable
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Not applicable		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Not applicable		

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	Information to be disclosed in 2020	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	213	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	Not applicable	Tonnes

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Greenhouse gas emissions are limited to PhilWeb's office operations in terms of grid electricity and generator set usage. Although there is no formal framework for reporting greenhouse gas emission in 2019, PhilWeb believes that it is important to take active steps in identifying, assessing, and managing greenhouse gas emissions in its operations.	Employees, Government	To reduce PhilWeb's greenhouse gas Scope 2 emissions, the Company adopted a Responsible Consumption initiative by implementing strict start and end operation hours for our offices, and turning the lights off during break hours. More measures will be identified, assessed, and managed for both Scope 1 and Scope 2 emissions when PhilWeb fully establishes the greenhouse gas emissions reporting framework in 2020.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Risks will be disclosed upon completion of PhilWeb's framework for greenhouse gas emissions reporting in 2020.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Opportunities will be disclosed upon completion of PhilWeb's framework for greenhouse gas emissions reporting in 2020.		

Air pollutants

Disclosure	Quantity	Units
NO _x	Information to be disclosed in 2020	kg
SO _x		kg
Persistent organic pollutants (POPs)		kg
Volatile organic compounds (VOCs)		kg
Hazardous air pollutants (HAPs)		kg
Particulate matter (PM)		kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Air pollution measures are limited to the generator sets on BGI's sites. All generator sets are fully compliant with emissions standards set by the Department of Environment and Natural Resources (DENR).</p> <p>Although there is no formal framework for reporting air pollution measures in 2019, PhilWeb believes that it is important to take active steps in identifying, assessing, and managing greenhouse gas emissions in its operations.</p>	Employees, Government	<p>BGI continues to ensure that preventive maintenance of generator sets is performed, and that compliance to all DENR regulations on air pollution standards are guaranteed.</p> <p>More measures will be identified, assessed, and managed for air pollution measures when PhilWeb fully establishes the greenhouse gas emissions reporting framework in 2020.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Risks will be disclosed upon completion of PhilWeb's framework for greenhouse gas emissions reporting in 2020.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Opportunities will be disclosed upon completion of PhilWeb's framework for greenhouse gas emissions reporting in 2020.		

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	Information to be available in 2020	kg
Reusable		kg
Recyclable		kg
Composted		kg
Incinerated		kg
Residuals/Landfilled		kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Although there is no formal framework for reporting solid waste generation in 2019, PhilWeb believes that it is important to take active steps in identifying, assessing, and managing solid waste in its operations.	Employees, Government	PhilWeb will institute formal measures on waste generation and reduction in 2020, in all its operations. In 2019, PhilWeb implemented a Responsible Waste Management initiative, which engages all employees to properly segregate and handle waste accordingly for recycling, recovery and disposal. Designated colored recycling bins for waste were instituted and made them more accessible to all employees.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Risks will be disclosed upon completion of PhilWeb's framework for waste management reporting in 2020.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Opportunities will be disclosed upon completion of PhilWeb's framework for waste management reporting in 2020.		

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	0	kg
Total weight of hazardous waste transported		kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
PhilWeb Corporation does not generate any hazardous wastes. Therefore, this section is deemed immaterial to PhilWeb.	Not applicable	Not applicable
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Not applicable		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Not applicable		

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	Information to be available in 2020	Cubic meters
Percent of wastewater recycled		%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Effluent generation is limited to PhilWeb's office operations, which include the use of water in pantries and toilets.</p> <p>Although there is no formal framework for reporting effluent generation in 2019, PhilWeb believes that it is important to take active steps in identifying, assessing, and managing effluents in the its operations.</p>	Employees, Government	More measures will be identified, assessed, and managed for effluent generation when PhilWeb fully establishes the effluent reporting framework in 2020.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Risks will be disclosed upon completion of PhilWeb's framework for effluent reporting in 2020.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Opportunities will be disclosed upon completion of PhilWeb's framework for effluent reporting in 2020.		

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	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? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
PhilWeb and BGI operations are all directly impacted by environmental compliance from local government units. Non-compliance findings may result to closure of the business operations.	Business Unit Operations, Employees, Suppliers, Government	In compliance with the Ecological Solid Waste Management Act of 2000 (RA 9003), PhilWeb's Waste Segregation Program was launched throughout the company in 2019. The program aims to foster a culture of segregating waste into dry and wet waste, and to facilitate recycling.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Patrons smoking on the gaming floor may result to complaints from other patrons or stakeholders, and lead to potential compliance issues.	Business Unit Operations, Customers	Some local government units (LGUs), with jurisdiction in areas where PhilWeb and operate, implement smoking ban requirements in varying degrees. PhilWeb and BGI consistently coordinate with the LGUs to ensure regulations are understood, and compliance is established.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
No significant opportunities were identified in 2019.		

SOCIAL

Employee Management Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees ¹⁸		
a. Number of female employees	299	#
b. Number of male employees	152	#
Attrition rate ¹⁹	7.37	rate
Ratio of lowest paid employee against minimum wage	1:1*	ratio

*All of PhilWeb's employees are paid above minimum wage. However, for the purposes of the disclosure, its response is 1:1.

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the Year	% of male employees who availed for the Year
SSS	Y	9%	13%
PhilHealth	Y	63%	45%
Pag-ibig	Y	8%	1%
Parental leaves	Y	2.02%	0.00%
Vacation leaves	Y	88.89%	89.01%
Sick leaves	Y	88.89%	87.91%
Medical benefits (aside from PhilHealth)	Y	63%	45%
Housing assistance (aside from Pag-ibig)	N	N/A	N/A
Retirement fund (aside from SSS)	Y	4.04%	3.30%
Further education support	N	N/A	N/A
Company stock options	Y	0%	0%
Telecommuting	N	N/A	N/A
Flexible-working Hours	Y	83.84%	70.33%
(Others)	N	N/A	N/A

¹⁸ Employees are individuals who are in an employment relationship with the organization, according to national law or its application (GRI Standards 2016 Glossary)

¹⁹ Attrition are = (no. of new hires – no. of turnover)/(average of total no. of employees of previous year and total no. of employees of current year)

What is the impact and where does it occur? What is the organization’s involvement in the impact?	Management Approach
As a technology service provider, PhilWeb’s products and services are technology-driven. With the significant demand in the already competitive information technology sector, hiring would be a challenge.	PhilWeb continuously assesses and improves its packages on benefits, work privileges, and working conditions, based on prevailing circumstances. PhilWeb also continues to search for potential employees who would best qualify for any open positions. Annual performance reviews are also conducted to identify and assess areas of improvement for all of PhilWeb’s and BGI’s employees, and look for ways to continuously improve their skills and performance.
What are the Risk/s Identified?	Management Approach
To supplement the demand for staff as a result of site expansion, majority of the new hires came from hiring agency-based employees. A large percentage of the newly hires will require culture forming and continuous skills development, to conform with PhilWeb’s vision, mission, and values.	Part of PhilWeb’s training program include personal development, part of which are: 1. Upgrading of skills through continuous training on values formation 2. Self-development 3. Customer service 4. Information technology (including data privacy and protection)
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	243	hours
b. Male employees	84	hours
Average training hours provided to employees		
a. Female employees	0.81	hours/employee
b. Male employees	0.55	hours/employee

What is the impact and where does it occur? What is the organization’s involvement in the impact?	Management Approach
<p>PhilWeb recognizes that training and development programs are important to raise the morale and skills development of its employees, and for the company to be compliant with the standards that is set by the industry.</p> <p>PhilWeb also recognizes that due to the rapid pace of technology, PhilWeb too needs to develop its workforce to be updated to the latest local and international standards in the industry.</p>	<p>Prior to the hiring and onboarding of BGI and PhilWeb operations staff, trainings were conducted through a third-party firm. The candidates are then assessed further and given more training during the onboarding process, which includes anti-corruption regulations and the Code of Discipline. Trainings for middle management and senior management on regulations at their respective levels were also conducted in 2019.</p> <p>PhilWeb will continue to offer training programs, both internal and external, to employees for continuous employee development in 2020 and beyond.</p>
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
Due to high regulations in the industry, trainings that increase internal awareness on the importance of compliance will be beneficial to PhilWeb.	On top of individual training and development, PhilWeb will establish a program requiring all employees to regularly demonstrate their competence in information security, responsible gambling, data privacy, anti-bribery and corruption.

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	Not applicable	%
Number of consultations conducted with employees concerning employee-related policies	Not applicable	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
PhilWeb employees are not subject to collective bargaining agreements, but are entitled to a series of employee benefits within areas. These range from government mandated benefits and private health insurance, to parental leave and allowances. We provide all our employees the opportunity to contribute to, and share in, the company's cooperative program. This is to further enhance labor-management relationship.	
What are the Risk/s Identified?	Management Approach
Not applicable	
What are the Opportunity/ies Identified?	Management Approach
Not applicable	

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	66.29	%
% of male workers in the workforce	33.70	%
Number of employees from indigenous communities and/or vulnerable sector*	2	#

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
PhilWeb considers its employees as its greatest assets. Diversity is an important part of PhilWeb's culture, and embraces equality as well as individual diversity. PhilWeb strongly believes that a diverse workforce enhances the quality of decision-making and performance, by covering different experiences and viewpoints.	PhilWeb recognizes its employees as fundamental to its success. PhilWeb puts a premium on the role employees play in achieving business goals, and promoting corporate values. Grounded in equal opportunity and nondiscrimination, PhilWeb is committed in providing a fair and dynamic avenue to potential employees, promoting diversity and advancing the quality of its employees. As such, it prohibits discrimination based on race, sex, age, religion or physical disability in all aspects of employment.
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	858,704	Man-hours
No. of work-related injuries	0	#
No. of work-related fatalities	0	#
No. of work related ill-health	0	#
No. of safety drills	2 [^] (fire and earthquake drills)	#

[^] pertains to safety drills conducted at PhilWeb head office only.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>The health and safety of PhilWeb's and BGI employees are important to PhilWeb's success, PhilWeb ensures that all health and safety regulations are followed in the workplace for both PhilWeb and BGI employees, according to DOLE standards.</p>	<p>PhilWeb and BGI have their own certified Occupational Health and Safety (OSH) Officers in the offices. These officers ensure that each location is compliant with DOLE regulations for health and safety. First aid stations are available in the gaming sites. A company nurse is always present at PhilWeb Head Office.</p> <p>All regular employees of PhilWeb and BGI are also covered by a healthcare plan to ensure the employee wellbeing. Annual physical examinations are also conducted to all employees.</p> <p>Safety drills are done at PhilWeb head office, and information about safety in the workplace are cascaded to frontline operations on a regular basis. In addition, PhilWeb and BGI employees are enjoined to participate in safety drills conducted at their own sites. In addition, PhilWeb also complies with safety and health policies of the Local Government Units (LGUs) that have jurisdiction on the gaming sites.</p>
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Labor Laws and Human Rights

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

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

Topic	Y/N	If Yes, cite reference in the company policy
Forced labor	Y	PhilWeb Code of Discipline
Child labor	Y	PhilWeb Code of Discipline
Human Rights	Y	PhilWeb Code of Discipline

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Operating under a highly regulated industry, PhilWeb always strives to deliver the highest professional, compliance and ethical work standards. This includes compliance with the labor code and ensuring rights of employees are protected.	PhilWeb's Code of Discipline serves as the foundation for visualizing and providing guidance to employees with respect to PhilWeb's ethical standards. In addition, BGI's hiring policy imposes a minimum age requirement of 21 years old, as stated by PAGCOR. PhilWeb's yearly Certificate of Compliance on General Labor Standards, and Occupational Safety and Health Standards, ensures policies and practices in place complies with the labor standards. Other policies in place are: Whistle-blowing Policy, Conflict of Interest Policy, Health, Security and Welfare Policy, Code of Discipline covering anti-discrimination, sexual harassment and bullying.
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Supply Chain Management

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

PhilWeb has the following Supply Chain Management Related Polices: Purchasing Policy and Procedure, Purchase Order Standard Terms and Conditions, Conflict of Interest Policy. More information is found at <http://www.philweb.com.ph/corporate-governance/company-policies/>.

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	N	
Forced labor	N	
Child labor	N	
Human rights	N	
Bribery and corruption	Y	Policies on Code of Business Conduct and Ethics - Section IV, Bribery and Corruption Code of Discipline - Article VII, Section 1, Corruption/Extortion/Bribery

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
PhilWeb purchases various goods and services from third party vendors and suppliers. As such, current regulations that are in place ensure that PhilWeb adheres to the highest standards of accountability and transparency.	PhilWeb sees to its responsibility to ensure that throughout the value chain, the fundamental corporate principles of fairness, accountability, integrity, and transparency are upheld. PhilWeb clearly communicates the standards to the business partners and suppliers. Communications include polices on Code of Business Conduct and Ethics, Purchasing Policy and Procedure, and Purchase Order Terms and Conditions.
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Relationship with Community

Significant Impacts on Local Communities

Operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this has to be business operations)	Location	Vulnerable groups (if applicable)*	Does the particular operation have impacts on indigenous people (Y/N)?	Collective or individual rights that have been identified that or particular concern for the community	Mitigating measures (if negative) or enhancement measures (if positive)
Not applicable					

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

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

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
As a technological services provider, PhilWeb does not have large size operations across the country. Therefore, PhilWeb believes that this is not material to its operations.	
PhilWeb does have corporate social responsibility (CSR) initiatives through the PhilWeb Foundation. The Foundation has conducted computer donations, university scholarships, Typhoon Haiyan/Yolanda relief efforts, and outreach programs.	
What are the Risk/s Identified?	Management Approach
Not applicable	
What are the Opportunity/ies Identified?	Management Approach
Not applicable	

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction		No formal score

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Customer satisfaction measures how products or services meet or surpass a customer's expectation. For PhilWeb, two customer verticals exist - Operators and Players; each with distinct expectations on service and game user experience that is provided.	<p>While PhilWeb has not done any formal process of conducting customer survey, either internally or externally, other measures are in place. Part of the operational organization are departments that ensures customer feedback are taken, resolved and monitored. These are:</p> <ol style="list-style-type: none"> 1. Account Management – directly in contact, face to face with Operators for direct feedback related to the Electronic Gaming System (EGS) that are provided 2. Relationship Management – directly in contact, face to face with players for direct feedback related to the game offering and game experience 3. Customer Support – 24/7 support services supporting both operators, (including site staff) and players for feedback, complaints, issues needing immediate resolution <p>All of these teams have dedicated resources whose aim is to ensure that PhilWeb provides the best customer experience.</p>
What are the Risk/s Identified?	Management Approach
No significant risks identified for 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified for 2019.	

Health and Safety

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

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

What is the impact and where does it occur? What is the organization’s involvement in the impact?	Management Approach
No accidents and health concerns were raised in 2019. Health and safety for PhilWeb account for customers that enter the e-Games, BGI and e-Bingo facilities.	Customer health and safety is vital to PhilWeb’s success. Therefore, PhilWeb ensures its compliance to the provisions under Regulation 11 – Security and Surveillance – of the Gaming Site Regulatory Manual (GSRM). In addition, PhilWeb adheres to fire and safety standards, and health policies set forth by the LGUs, the local health departments, and the Bureau of Fire Protection (BFP) offices that have jurisdiction on the gaming sites.
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	0	#
No. of complaints addressed	0	#

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

What is the impact and where does it occur? What is the organization’s involvement in the impact?	Management Approach
PhilWeb advertises using brochures in its marketing and promoting products and services, and is offered on all its operating sites. PhilWeb also uses onsite materials such as monitor toppers, posters, banners, flyers and posters for additional promotional material.	PhilWeb ensures that all marketing campaigns comply with the provisions in the PAGCOR Gaming Site Regulator Manual, Regulation 19 - Marketing and Promotions. Prior to implementation, PhilWeb ensures that all related procedures are adhered to; and that approval to proceed has been secured from PAGCOR’s Gaming Licensing and Development Department (GLDD).
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

Customer privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	0	#
No. of complaints addressed	0	#
No. of customers, users and account holders whose information is used for secondary purposes	85,379	#

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

What is the impact and where does it occur? What is the organization’s involvement in the impact?	Management Approach
<p>In 2019, PhilWeb did not receive or identify any substantiated complaints related to customer data privacy.</p> <p>Customer privacy remained on top of PhilWeb’s list to consider when mapping its operational processes. As a Data Privacy Act implementor, PhilWeb maintains a strong privacy and data security of its customers, while mitigating vulnerabilities associated with gaming operations.</p>	<p>PhilWeb’s Data Protection Officer (DPO) leads PhilWeb’s determined effort to ensure that the privacy of customer data is protected. It is the goal to completely implement the required pillars of compliance, as mandated in the Data Privacy Act.</p> <p>PhilWeb provides a centralized membership and player management system, across electronic gaming sites, under the e-Games brand. The information from the membership registration is used to comply to GSRM Regulation 17 – Player Registration and Membership.</p> <p>Encrypted data is as well used to validate player membership status against PAGCOR’s National Database of Restricted Persons (NDRP) whenever a player enters the gaming site. Secondary use of the information is for purposes of providing services related to product marketing and promotion.</p>
What are the Risk/s Identified?	Management Approach
No significant risks identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
PhilWeb seeks to formalize and institutionalize the remaining requirements of the Data Privacy Act.	<p>PhilWeb ensures compliance with the following:</p> <ol style="list-style-type: none"> 1. Republic Act 10173 - Data Privacy Act of 2012 2. Gaming Site Regulatory Manual <p>PhilWeb aims to conduct a regular Privacy Impact Assessment, and establish a Privacy Management Program (which shall include Breach Incident Response Plan). Both policies will fully comply with the requirements of the Data Privacy Act.</p>

Data Security

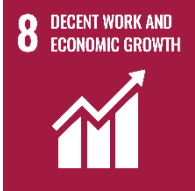


Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>PhilWeb's data security efforts have led to zero cases of recorded breach of access and information leakage in 2019.</p> <p>PhilWeb's data security measures ensure that the company is safe from threats to information security leading to more risks in the company.</p>	<p>PhilWeb has measures in place in securing data of its application and database layer, through the use of secured transportation (https) and data encryption. This helps in safeguarding valuable information and protecting from unwanted access. Trainings on data security are also conducted to employees to ensure that they are updated on the latest developments in data privacy and protection.</p> <p>PhilWeb's DPO ensures that all regulations under the Data Privacy Act are complied with, and addresses any potential threat before a breach is made.</p>
What are the Risk/s Identified?	Management Approach
No significant risk identified in 2019.	
What are the Opportunity/ies Identified?	Management Approach
No significant opportunities identified in 2019.	

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
PAGCOR e-Games Cafes	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>		
BigGame, Inc.	 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>		
e-Bingo	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>		

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