



OMICO CORPORATION

2020 SUSTAINABILITY REPORT

Contextual Information

Company Details	
Name of Organization	OMICO CORPORATION (The “Company” or “Omico”)
Location of Headquarters	Suite 1109 East Tower, PSE Centre, Exchange Road, Ortigas Center, Pasig City 1605
Location of Operations	Brgy. Lourdes, Sta. Rosa, Nueva Ecija
Report Boundary: Legal entities (e.g. subsidiaries) included in this report	Wholly Owned Subsidiaries: Omico Kapital Corporation Omico Mining Inc.
Business Model, including Primary Activities, Brands, Products, and Services	Mining exploration activities and Real property development
Reporting Period	For the Year 2020
Highest Ranking Person responsible for this report	Anna Mei Nga Tia President

Materiality Process

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

In the assessment of materiality associated with sustainability issues, the Company determines the relevant topics that are sufficiently important that it is essential to report them.

These topics cover the following elements:

- Significant economic, environmental, and social impacts of the organization;
- Information that substantively influence the assessments and decisions of stakeholders, including investors; and
- Matters that substantively affect the Company's ability to create value over the short, medium and long-term.

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)	33,346,687.00	PhP
Direct economic value distributed:		
a. Operating costs (Total)	47,313,598.00	PhP
b. Employee wages and benefits	7,792,932.00	PhP
c. Payments to suppliers, other operating costs	19,848,565.00	PhP
d. Dividends given to stockholders and interest payments to loan providers	0.00	PhP
e. Taxes given to government	4,295,476.00	PhP
f. Investments to community (e.g. donations, CSR)	70,000.00	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 is distributed as a result of its primary operations through payments to suppliers or service providers, employees and construction workers' wages and benefits, and taxes to government agencies.	Employees, suppliers, government	The Company has systems in place to ensure that obligations to employees and construction workers, suppliers/service providers and the Government are settled immediately.
The economic impact is perceived mainly through its core business which is the development and sale of economic housing units.	Customers, suppliers, government	The Company has a real estate set-up encompassing different areas, namely; acquisitions, business development, technical planning, engineering and project management, sales and

For the Sta. Rosa Homes, Nueva Ecija project, the housing units are sold through Pag-IBIG housing scheme or in-house financing. The Company is an accredited developer in the Expanded Housing Loan Program of the Pag-IBIG Fund and was granted a budget allocation/funding commitment line of PhP44.003Million for the year 2020.		marketing, documentation and licensing, legal services, customer care, and property management. The Company has hands-on approach to respond effectively to its clients and industry partners.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
The Company's future growth is dependent upon its ability to acquire and develop additional real estate projects, as well as, to develop the Company's other real estate properties located in Urdaneta City, Pangasinan; Tagaytay City, Cavite; Cabanatuan City, Nueva Ecija; and Metro Baguio.	Employees, suppliers, customers, shareholders, government	The Company continues to explore business opportunities and look for additional land or property, located in suitable project sites near high growth communities. Management is continuously studying and evaluating the future development of the Company's other real estate properties.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
The Company's real estate business will benefit from the Government's infrastructure developments and will contribute to increased demand for residential housing units.	Employees, suppliers, customers, shareholders, government	The Company continues to explore business opportunities and look for additional land or property, located in suitable project sites near high growth communities. Management is continuously studying and evaluating the future development of the Company's other real estate properties.

Climate-related risks and opportunities

Governance	Strategy
<p>Disclose the organization's governance around climate-related risks and opportunities.</p> <p>a) Describe the board's oversight of climate-related risks and opportunities.</p> <p>b) Describe management's role in assessing and managing climate-related risks and opportunities.</p>	<p>The Board oversees that a sound enterprise risk management (ERM) framework is in place to effectively identify, monitor, assess and manage key business risks. The Board's Audit Committee which also performs the functions of the Board Risk Oversight Committee is given the oversight role over the Management's activities in managing credit, market, liquidity, operational, legal and other risks of the Company. This function shall include regular receipt from management of information on risk exposures and risk management activities. The Audit Committee meets quarterly to ensure that the Company's risk</p>

	<p>management is aligned with the Company's strategy and overall economic condition of the country.</p> <p>Climate-related risks and opportunities are material to the Company. The Company is presently studying the different risks and opportunities related to climate impacts. These impacts will be embedded into the Company's risk management process.</p>
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Procurement Practices

Proportion of spending on local suppliers

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
The Company relies on various local suppliers for construction and other materials.	Suppliers, customers	The purchase of construction materials is centralized and is performed by the Procurement Department at the Company's Head Office. The Company has established a pre-qualification process to conduct due diligence and ensure the supplier's legitimacy, performance and capabilities as well as to confirm that the supplier meets the Company's standards including code of conduct, facility standards and human rights and the environment.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
The supply of the required construction materials may not always be available, or these may not meet the Company's quality standards.	Suppliers, customers	The Company determines the adequate construction supplies inventory for a sustained period. The Company has a process of diversification of suppliers to mitigate supply chain disruptions.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
The Company's strong relationship with the local suppliers enables the Company to be a preferred partner of these suppliers.	Suppliers, customers	The Company remains to strengthen its relationship with local suppliers through patronizing their products and services and prompt payment of construction materials deliveries and services.

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
The anti-corruption policies and procedures can prevent corruption using internal controls and these educate and provide employees with the Company's standards for professional and ethical behavior, as well as articulate acceptable and unacceptable conduct and practices in internal and external dealings.	Employees, community, suppliers, government, shareholders	<p>The Company's anti-corruption policies and procedures implemented, enforced and adhered to are communicated to all employees through orientation and continuous trainings to embed them in the Company's culture.</p> <p>The Company has adopted a Code of business Conduct and Ethics which is posted at the Company's website: https://www.omico.com.ph/wp-content/uploads/2019/05/omico-code-of-business-conduct-and-ethics.pdf</p>

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
Any incidence of graft and corruption may have an adverse impact on the Company's operations and financial performance, cause a negative impression on the Company and erode the trust the Company has in the public sector to act in its best interests.	Employees, community, suppliers, government, shareholders	<p>The adoption of anti-corruption policy and program endeavors to mitigate corrupt practices such as, but not limited to bribery, fraud, extortion, collusion, conflict of interest and money laundering.</p> <p>The Company has adopted a Code of business Conduct and Ethics which is posted at the Company's website: https://www.omico.com.ph/wp-content/uploads/2019/05/omico-code-of-business-conduct-and-ethics.pdf</p>

ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)	Not available	GJ
Energy consumption (gasoline)	Not available	GJ
Energy consumption (LPG)	Not available	GJ
Energy consumption (diesel)	Not available	GJ
Energy consumption (electricity)	7,767	kWh

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	Not available	GJ
Energy reduction (LPG)	Not available	GJ
Energy reduction (diesel)	Not available	GJ
Energy reduction (electricity)	Not available	kWh
Energy reduction (gasoline)	Not available	GJ

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	Not available	Cubic meters
Water consumption	333	Cubic meters
Water recycled and reused	Not available	Cubic meters

What is the impact and where does it occur? What is the organization's involvement in the impact?
<p>Energy</p> <p>The Company's consumption of energy does not have material impact to the environment. Energy is consumed during the day to day operations of the Company in the construction project site and in the corporate office.</p> <p>Water</p> <p>Water is a vital element of the Company's operations in its construction project site and corporate office. The Company works to ensure availability of water to provide its customers clean and well-maintained premises. The Company recognizes its responsibility to use water resource as efficiently as possible.</p>
What are the Risk/s Identified?
Energy and water shortages
What are the Opportunity/ies Identified?
The Company aims to increase water usage efficiency.
Management Approach
<p>Energy</p> <p>The Company's real estate project/housing units are designed by incorporating features to consume less electricity. These designs are expected to translate to considerable energy savings.</p> <p>Water</p> <p>The Company implements measures to reduce water consumption in its facilities and educates its customers and employees on the importance of water conservation.</p>

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume		
<ul style="list-style-type: none"> renewable 	Not available	kg/liters
<ul style="list-style-type: none"> non-renewable 	Not available	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	Not applicable (The Company is not engaged in manufacturing of products.)	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
The Company's real estate project located in Sta. Rosa Homes, Nueva Ecija project uses construction materials to build the housing units including the roads in the said housing project.	Suppliers, community, customers	The Company recognizes that the construction materials such as cement, rebars, and glass are non-renewable which entails high amounts of costs, energy and emissions to produce.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Scarcity of materials impacts pricing which indirectly affects the Company's competitiveness.	Suppliers, customers	The Company regularly monitors its construction materials consumption. The Company works to continually improve on the designs and construction practices to ensure the optimization of materials without compromising quality or durability.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
Significant portion of the total cost of the projects pertain to construction materials such as steel and cement. The reduction in materials usage has corresponding effect on financial performance.	Customers, shareholders	The Company is working on analyzing the efficiency of the usage of materials in its current real estate project development. Through this data, better design and construction systems can be created to increase efficiency in the usage of materials.

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	Not available	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	Not available	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	Not available	Tonnes

What is the impact and where	Which stakeholders are	Management Approach
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does it occur? What is the organization's involvement in the impact?	affected?	
Air emissions identified by the Company are mostly from electricity consumption. Indirect emissions come from the overall operations of the Company in its construction site and corporate office.	Community, customers, employees, shareholders	The Company's objective is to reduce emissions generated by continuously improving its efficiency in the usage of electricity.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
GHG emissions from the generation of electricity can contribute to climate change.	Community, customers, employees, shareholders	The Company will work on energy conservation measures to mitigate the impact of GHG emissions.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
The Company sees an opportunity to reduce carbon emissions by incorporating energy efficient designs in its developments which can have a direct financial impact.	Community, customers, employees, shareholders	The Company's real estate project/housing units are designed by incorporating features to consume less electricity. These designs are expected to translate to considerable energy savings.

Air pollutants

Disclosure	Quantity	Units
NO _x	Not available	kg
SO _x	Not available	kg
Persistent organic pollutants (POPs)	Not available	kg
Volatile organic compounds (VOCs)	Not available	kg
Hazardous air pollutants (HAPs)	Not available	kg
Particulate matter (PM)	Not available	kg

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	Not available	kg
Reusable	Not available	kg
Recyclable	Not available	kg
Composted	Not available	kg
Incinerated	Not available	kg
Residuals/Landfilled	Not available	kg

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	Not available	kg
Total weight of hazardous waste transported	Not available	kg

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	Not available	Cubic meters
Percent of wastewater recycled	Not available	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	
<p>Wastes</p> <p>Wastes that are generated from the Company's real estate project are collected by the Company's accredited waste collector and properly disposed in the landfills closest to the project's location.</p> <p>Effluents</p> <p>The Company consumes water in its project site and corporate office. The Company produces water discharges as a result of its day to day operations.</p>	Government, community, environment	<p>Wastes</p> <p>The Company assesses the capability of its waste collectors to ensure proper waste disposal.</p> <p>Effluents</p> <p>The Company minimizes effluents by designing and incorporating in its project site wastewater treatment system.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p>The company recognizes that it does not have full control whether the wastes collected from its project site are being recycled or stored in landfills.</p> <p>Biodegradable wastes that are dumped in these landfills become major source of GHG emissions.</p>	Government, community, environment	<p>The Company assesses the capability of its waste collectors to ensure proper waste disposal.</p> <p>The Company minimizes effluents by designing and incorporating in its project site wastewater treatment system.</p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>The Company sees the opportunity to contribute to the improvement of waste management in the</p>	Government, community, environment	<p>The Company assesses the capability of its waste collectors to ensure proper waste disposal.</p>

country.		The Company minimizes effluents by designing and incorporating in its project site wastewater treatment system.
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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	0.00	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
The Company's main business activity is real estate project development. This includes construction involving movement of soil, materials and other resources that can disrupt environment.	Employees, community, government, environment)	The Company recognizes that compliance to environmental laws is paramount to its operations. A team focused to manage and monitor compliance to environmental laws is established in the Company.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
Due to the nature of the Company's business operations, there is a risk of non-compliance with environmental laws.	Employees, community, government, environment)	The Company recognizes that compliance to environmental laws is paramount to its operations. A team focused to manage and monitor compliance to environmental laws is established in the Company.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
The Company strategizes to improve its monitoring system to ensure full compliance in the Government's environmental laws and regulations.	Employees, community, government, environment)	The Company will have internal training and third party advisories to monitor full compliance to the environmental laws and regulations.

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees ¹	10	
a. Number of female employees	6	#
b. Number of male employees	4	#
Attrition rate ²	0%	rate
Ratio of lowest paid employee against minimum wage	None	ratio

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	33%	25%
PhilHealth	Y	0%	0%
Pag-ibig	Y	0%	25%
Parental leaves	Y	0%	0%
Vacation leaves	Y	100%	100%
Sick leaves	Y	66%	75%
Medical benefits (aside from PhilHealth))	Y	33%	25%
Housing assistance (aside from Pag-ibig)	N	0%	0%
Retirement fund (aside from SSS)	Y	0%	0%
Further education support	N	0%	0%
Company stock options	N	0%	0%
Telecommuting	N	0%	0%
Flexible-working Hours	N	33%	25%
Rice subsidy	Y	100%	100%
Clothing allowance	Y	83%	100%

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	60%	%
% of male workers in the workforce	40%	%
Number of employees from indigenous communities and/or vulnerable sector*	0	#

*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).

¹ Employees are individuals who are in an employment relationship with the organization, according to national law or its application ([GRI Standards 2016 Glossary](#))

² 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)

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees	100	
a. Female employees	60	hours
b. Male employees	40	hours
Average training hours provided to employees	10	
a. Female employees	10	hours/employee
b. Male employees	10	hours/employee

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
The Company recognizes that employees are instrumental to the realization of the Company's goals and success.	The Company has policies, programs and procedures that encourage employees to actively participate in the realization of the Company's goals and success. The Company ensures that employees are valued for their contribution to the Company and are continuously empowered through professional development opportunities.
What are the Risk/s Identified?	Management Approach
Employment risk is part of doing business. This risk will directly affect the Company's culture, brand, operational efficiency, and ultimately profitability.	The Company conducts regularly employee satisfaction survey to determine the employees' satisfaction and feedback to address any personnel concerns within the company. The Company ensures that their compensation is consistent with the Company's culture, strategy and industry standards.
What are the Opportunity/ies Identified?	Management Approach
Personal growth and development empowers employees to perform better results and meet their goals. Through development opportunities within the workplace, the Company can expect to attract prospective employees and keep current employee population motivated, productive and confident.	The Company conducts regularly a review of the Human Resources Development/Personnel Handbook to strengthen provisions on salaries and benefits policies, promotion and career advancement directives.

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	None	#

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	Not Applicable	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	#

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	N	
Child labor	N	
Human Rights	Y	The Company guarantees full respect for human rights and upholds the dignity of its employees.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
The Company ensures compliance with the labor code and other laws and regulations protecting the rights of all its employees while promoting a healthy and safe environment in the workplace.	The Company requires key personnel to attend health and safety training/seminar to help employees identify hazards and adopt safe and healthy working practices.
What are the Risk/s Identified?	Management Approach
The Company recognizes that threats to the rights, health and safety of its employees impacts productivity, as well as employee retention and engagement.	Assessments are routinely made to ensure that safe working practices are adopted and workers are compliant to the Company's health and safety standards.
What are the Opportunity/ies Identified?	
The Company sees the opportunity to not only cascade compliance to labor laws and regulations within the Company but also to partners, suppliers and contractors that the Company is in business with. The Company continues to work with business partners to build a culture of health and safety within and outside its organization.	

Supply Chain Management

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

The Company's supplier accreditation process are as follows:

1. Compliance to Regulatory Requirements.

All suppliers and contractors intending to do business with the Company must apply for accreditation through submission of the following but not limited to:

- Company Profile
- Business Permit/Mayor's Permit
- BIR Form 2303 or COR;
- PCAB License;
- SEC/DTI Registration;
- Articles of Incorporation/GIS;
- DOLE Certificate

2. Appraisal

The Company shall appraise all suppliers applying for accreditation. They will be assessed based on their Capability (project portfolios), Financial stability (Audited Financial statements) and Liquidity (Bank statement).

3. Review and Evaluation

All accredited suppliers shall be included and maintained in the supplier information database and will be reassessed regularly to ensure compliance and delivery.

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	Y	Yes, through verbal query
Forced labor	Y	Yes, through verbal query
Child labor	Y	Yes, through verbal query
Human rights	Y	Yes, through verbal query
Bribery and corruption	Y	Yes, through verbal query

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
The Company recognizes the role of its business partners in delivering the Company's products and services. The Company strives to maintain a long-term mutually beneficial relationship between suppliers, contractors and service providers.	The Company provides equal opportunities and promotes fair and open competition among its suppliers and trade partners.
What are the Risk/s Identified?	Management Approach
The Company recognizes the risk that suppliers and service providers may not deliver the products and services as specified and may not apply in their operations the correct practices agreed upon during the initiation of the contract.	The Company existing supplier accreditation policy ensures that its trade partners meet the Company's standards in delivering quality output. Also, the accreditation process aids to assess the supplier's capability and compliance to all relevant laws and regulations.
What are the Opportunity/ies Identified?	
The Company will review its existing supplier accreditation policies to enhance and include relevant	

criteria related to ESG framework.

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)

Donation of Water Distribution Facilities

For the year 2019, the Company donated to the Sta. Rosa (NE) Water District the water distribution facilities for the Company's real estate project located at Sta. Rosa Homes, Nueva Ecija, including the lot area where the water tank and pump house are located.

Donation of Amenities

The Company donated several amenities such as clubhouse, basketball court, parks and playgrounds in the Sta. Rosa Homes project to the Sta. Rosa Homes' Homeowners' Association.

Donation to LGU

The Company donated to the LGU a certain amount for the cost of repair of the damaged drainage line and road restoration caused by Typhoon "Ulysses" which swept through Central Luzon, including the province of Nueva Ecija, dumping heavy rainfall that triggered massive flooding which affected the Company's Sta. Rosa Homes Project and caused the collapse of the drainage line in Barangay La Fuente engulfing the concrete road thereat.

Certificates	Quantity	Units
FPIC process is still undergoing	Not Applicable	#
CP secured	Not Applicable	#

Disclosure on Free and Prior Informed Consent (FPIC) is not material given that there are no operations that is within or adjacent to ancestral domains of indigenous peoples.

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	The Company values customer satisfaction and continues to provide quality economic housing units at its Sta. Rosa Homes, Nueva Ecija project at the best price.	The Sta. Rosa Homes housing units sold through Pag-IBIG Fund financing is subject to inspection and recommendation for approval by the Pag-IBIG Fund prior to the release of the buyer's loan takeout proceeds to the Company.

What is the impact and where does it occur? What	Management Approach
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is the organization's involvement in the impact?	
The Company recognizes that customer satisfaction will impact the entire organization as it reflects the overall experience of the customer from reservation of units, monthly equity payments, prompt construction updates, smooth take-out and turn-over to property management. It does not only have a direct impact financially but it also affects morale and retention.	The company prioritizes its customers by implementing the following: 1)Customer Communications focused on Billings; Collections and Treasury; and Documentation 2) Managing Systems (Customer Portal, Trunk line, Email, SMS, FB) 3) Responding to general customer queries (FB, Email, Phone)
What are the Risk/s Identified?	Management Approach
Customer dissatisfaction can gravely affect the Company's business and customer relationships.	The Company continues to provide quality economic housing units at its Sta. Rosa Homes, Nueva Ecija project at the best price. The Company values advertising by word of mouth and first-hand experience by their brokers, agents and return customers.
What are the Opportunity/ies Identified?	Management Approach
The Company will promptly provide the most appropriate solutions to any issues that may be of concern to customers.	The Company will identify the needs of its customers, solicit feedback from customers at every step of the process.

Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	None	#
No. of complaints addressed	None	#

**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
The Company ensures customer's health and safety.	The Company ensures that its properties do not pose any risk to health and safety to its stakeholders.
What are the Risk/s Identified?	What are the Risk/s Identified?
Accidents that are out of the Company's control that can happen within the Company's premises, projects, facilities.	The Company is committed to meet the highest building standards to be resilient to any structural threats.
What are the Opportunity/ies Identified?	What are the Opportunity/ies Identified?
The Company continues improvement in the areas of	Risk assessment in the Company's premises for slip, trip and fall accidents prevention are

health and safety.	periodically being conducted.
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Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	None	#
No. of complaints addressed	None	#

**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
The Company advertises its products through billboards, brochures and other promotional means.	The Company ensures that it complies with existing laws and regulations pertaining to product promotions and advertising.
What are the Risk/s Identified?	Management Approach
There are no significant risks identified.	Not Applicable
What are the Opportunity/ies Identified?	Management Approach
Labels can create profound impacts on the Company's overall marketing efforts and can gravely affect a potential buyer's decision to purchase.	The Company's marketing and labelling strategy ensures that these cater to what the market needs and prefers.

Customer privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	None	#
No. of complaints addressed	None	#
No. of customers, users and account holders whose information is used for secondary purposes	None	#

**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.*

Data Security







Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	None	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
All customer personal information such as names, addresses, contact information, signature, and other details that were collected by the Company in the course of its transactions with them are logged in the Company's database and can be accessed only by duly authorized personnel.	Pursuant to the Republic Act. No. 10173, also known as the Data Privacy Act ("DPA"), the Company has prepared a Data Privacy Manual which aims to protect the customer's personal data in information and communications systems.
What are the Risk/s Identified?	Management Approach
The Company recognizes that there is a threat to data security due to cyber hacking. This may result to disruption in the Company's operations and/or loss/theft of corporate information and/or personal identification information.	The Company respects and values data privacy rights and makes sure that all personal data collected from the data subjects are processed in adherence to the general principles of transparency, legitimate purpose, and proportionality.
What are the Opportunity/ies Identified?	Management Approach
The Company continues to assess data management system to improve customer confidence and patronage.	The Company's Data Privacy Manual aims to inform the data subjects of the Company's data protection and security measures, and to guide them in the exercise of their rights under the DPA and other relevant regulations and policies. The Company's Data Privacy Manual will help create an awareness of privacy requirements to be an integral part of the day-to-day operation of the Company and ensure that all employees understand the importance of privacy practices and their responsibilities for maintaining privacy. This will help ensure that all employees are aware of the processes that need to be followed for collection, lawful usage, disclosures or transfer, retention, archival and disposal of personal information.

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
Residential Subdivision	 	ESG impacts	Included in Sustainability report
Property Management	 	ESG impacts	Included in Sustainability report
Office Spaces	 	ESG impacts	Included in Sustainability report