

ABS-CBN CORPORATION 2023 SUSTAINABILITY REPORT

Contextual Information

Company Details	
Name of Organization	ABS-CBN CORPORATION
Location of Headquarters	Quezon City, Metro Manila
Location of Operations	Philippines with offices in the USA, Dubai, London, Australia
Report Boundary: Legal entities (e.g., subsidiaries) included in this report*	ABS-CBN CORPORATION AND ITS SUBSIDIARIES
Business Model, including Primary Activities, Brands, Products and Services	CONTENT CREATION, PRODUCTION, and DISTRIBUTION (DOMESTIC AND INTERNATIONAL) THROUGH OWNED AND 3 rd PARTY PLATFORMS (DIGITAL and ANALOG)
Reporting Period	AS OF DECEMBER 31, 2023
Highest Ranking Person responsible for this report	Chief Risk Management Officer

**If you are a holding company, you could have the option to report on the holding company only or include the subsidiaries. However, please consider the principle of materiality when defining your report boundary.*

Materiality Process

<p>Empowering our people</p> <ul style="list-style-type: none"> • Employment • Occupational Health and Safety • Training and Education <p>Transforming the customer experience by creating media that matters</p> <ul style="list-style-type: none"> • Content Creation • Content Dissemination • Audience Interaction • Media Literacy <p>Building sustainable and caring communities</p> <ul style="list-style-type: none"> • Energy • Emissions • Biodiversity • Water and Effluents • Waste • Local Communities <p>Delivering inclusive and sustainable growth</p> <ul style="list-style-type: none"> • Economic Performance • Indirect Economic Impacts

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

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

2023 FS Disclosure	Amount	Units
Direct economic value generated (revenue)	18,511	PhP millions
Direct economic value distributed:		
a. Operating costs	13,787	PhP millions
b. Employee wages and benefits	8,241	PhP millions
c. Payments to suppliers, other operating costs	5,164	PhP millions
d. Dividends given to stockholders and interest payments to loan providers	1,110	PhP millions
e. Taxes given to the government	2,622	PhP millions
f. Investments to the community (e.g., donations, CSR)	2	PhP millions

Climate-related risks and opportunities¹⁵

Since the 1990s, we have been vigilant in reducing our environmental footprint, ensuring that we do not negatively impact our local communities: from managing our energy and water consumption, production of solid waste and wastewater to forest restoration and management. Today, we continue to strengthen our data management capabilities as we aim to further reduce our environmental impact by intensifying our climate actions and highlighting climate impact-related stories across our content.

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 effects of climate-related issues on the company.

Procurement Practices

ABS-CBN Corporation and its subsidiaries aim to comply with the procurement framework established by the United Nations on Sustainable Procurement. Sustainable Procurement (SP) is an approach that incorporates social, economic, and environmental impact considerations and sustainability. It aims to ensure that all products and services procured support local economic development with the least environmental and positive social impact and the best value for money.

For this reason, the enhancement of existing procurement policies is an ongoing process and focuses on the following:

- Placement of control aimed at minimizing risks and improving efficiency,
- Maintaining a transparent and competitive process for procuring goods, services, and infrastructure projects based on eligible purchase requests,
- Observing the highest ethical and professional standards in establishing a mutually beneficial relationship with our supplier. Integrity, fairness, and respect will serve as the foundation of this

- relationship, and
- Proper sourcing and accreditation of suppliers with the same mindset of being responsible corporate citizens. Accrediting suppliers who value Ethics & Corporate Responsibility, Diversity & Inclusion, Gender Equality, Environmental Sustainability, and Community Impact.

The Procurement Operating Policies and Procedures and Vendor Management Policies and Procedures can be found in the following links:

<https://www.abs-cbn.com/governance/policies/procurement-operating-policies-and-procedures/id-141>
<https://www.abs-cbn.com/governance/policies/procurement-policies-vendor-management/id-140>

Anti-corruption

Our Code of Ethics and Whistleblowing Policies can be found here:

<https://www.abs-cbn.com/governance/policies/code-of-ethics/id-44> and

<https://www.abs-cbn.com/governance/policies/abs-cbn-whistleblowing-policy/id-42>

Internal controls and audits are effective in dealing with policy violations addressed under the company's Code of Conduct. There have been no instances of policy violations that have resulted in a material impact on the company.

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	91%	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	no data	%
Percentage of directors and management that have received anti-corruption training	no data	%
Percentage of employees that have received anti-corruption training	92%	%

****Note: for 2023, of the 376 active new hires, 343 attended the New Employee Orientation (Code of Conduct is part of the orientation) and/or given copy of the CoC. Employees hired prior 2023 are assumed to have gone through NEO or oriented by HR.*

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	No data	#

ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)	79,328.14	GJ
Energy consumption (gasoline)	1,022.43	GJ
Energy consumption (LPG)	17,260	kg
Energy consumption (diesel)	13,377.17	GJ
Energy consumption (electricity)	22,035,593.70	kWh

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	276.96	GJ
Energy reduction (LPG)	0	GJ
Energy reduction (diesel)	13,387.83	GJ
Energy reduction (electricity)	506,317.48	kWh

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	0	Cubic meters
Water consumption	155,501	Cubic meters
Water recycled and reused	61,420	Cubic meters

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume	0	
<ul style="list-style-type: none"> • renewable 	0	kg/liters
<ul style="list-style-type: none"> • non-renewable 	0	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	0	%

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	0	
Habitats protected or restored	0	ha
IUCN ¹⁷ Red List species and national conservation list species with habitats in areas affected by operations	0	

¹⁷ International Union for Conservation of Nature

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	0	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	0	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	0	Tonnes

Air pollutants

Disclosure	Quantity	Units
NO _x	4,570.00	kg
SO _x	1,430.00	kg
Persistent organic pollutants (POPs)	0	kg
Volatile organic compounds (VOCs)	130.00	kg
Hazardous air pollutants (HAPs)	0	kg
Particulate matter (PM)	140	kg

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	11,430	kg
Reusable	0	kg
Recyclable	11,200	kg
Composted	230	kg
Incinerated	0	kg
Residuals/Landfilled	0	kg

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	4,800.00	kg
Total weight of hazardous waste transported	9,707	kg

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	0	Cubic meters
Percent of wastewater recycled	100	%

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	#

SOCIAL

Employee Management

Employees of ABS-CBN are regularly engaged in the various programs and projects of the company through regular communication tools, including intranet access, regular email, and team/video communications. Each unit has an HR account officer working with the unit head and other support divisions to ensure that all employees are cared for. Support has shifted to online engagement as the company adopted the work-from-home protocol since the start of the pandemic. This outreach extended access to the office clinic through teleconsulting, increased online tools to support work from home, and regular webinars and communications on health, wellness, mental health, and counseling.

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees		
a. Number of female employees	2027	#
b. Number of male employees	2,480	#
Attrition rate (to include retrenchment) *	13.0%	rate
Ratio of the lowest paid employee against minimum wage	1:1.39	ratio

**Includes involuntary separation (retrenchment, lay-off, redundancy, termination)*

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	8%	8%
PhilHealth	Y	3%	3%
Pag-ibig	Y	5%	7%
Parental leaves	Y	1%	1%
Vacation leaves	Y	24%	30%
Sick leaves	Y	15%	13%
Medical benefits (aside from Philhealth)	Y	32%	39%
Housing assistance (aside from Pag-ibig)	N		
Retirement fund (aside from SSS)	Y	1%	1%
Further education support	N		
Company stock options	Y		
Telecommuting	Y	31%	28%
Flexible-working Hours	Y	19%	16%
(Others)	Y	11%	12%

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)

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees	12,200	hours
a. Female employees	5,374	hours
b. Male employees	6,826	hours
Average training hours provided to employees	2.31	hours/employee
a. Female employees	2.29	hours/employee
b. Male employees	2.33	hours/employee

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	20%*	%
Number of consultations conducted with employees concerning employee-related policies	88**	#

*vs. Total Employees group-wide (880 out of 4,507)

** Number of meetings/LMCs with Unions, including CBA negotiations meetings

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	44%	%
% of male workers in the workforce	56%	%
Number of employees from indigenous communities and/or vulnerable sector*	150	#

*Vulnerable sector includes the 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).

Workplace Conditions, Labor Standards, and Human Rights

The following DOLE Safety and Health Policies are in place:

- Smoke Free Workplace
- Drug Free Workplace
- Hepatitis B Prevention and Control
- HIV AIDS Prevention and Control
- TB Prevention and Control
- Breastfeeding
- Anti-Sexual Harassment
- Annual Physical Exam for employees
- Medical Testing for new hires
- Safety Orientation / Emergency Disaster Preparedness
- COVID 19 protocols

The following DOLE Safety and Health compliance lectures were conducted in partnership with accredited speakers and institutions:

TALKS

- Know the Basics of Hepatitis (HMC webinar)
- Trust Your Gut: How Healthy Is Your Tummy? (HMC webinar)

- Unseen Impacts: Exploring and Understanding the Mind-Body Connection (FPH webinar)
- You Are What You Eat (FPH webinar)
- Keep Calm: Tips for Managing Workplace Anxiety (FPH webinar)

BULLETINS

- Hepatitis B
- CPR
- Hypertension
- Oral Diseases
- Polycystic Ovary Syndrome
- Heat Stroke
- Summer Diseases
- Tuberculosis
- Rise in COVID Cases
- Dengue
- Prostate Cancer
- Cervical Cancer
- Diabetes Mellitus
- Typhoid Fever
- Breastfeeding
- Influenza-like Illness
- Obesity
- Vaping
- Breast Cancer
- Walking Pneumonia

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	2,258,760	Person-hours
No. of work-related injuries	28	#
No. of work-related fatalities	0	#
No. of work-related ill-health*	78	#
No. of safety drills	6	#

*Covid 19

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 disallow violations of labor laws and human rights (e.g., harassment, bullying) in the workplace?

Our company policies can be found here:

<https://www.abs-cbn.com/governance/policies/anti-sexual-harassment-policy-amendment/id-82> and
<https://www.abs-cbn.com/governance/policies/anti-sexual-harassment-policy/id-89>.

Additional policies included in the company's Code of Conduct:

	1 st Offense	2 nd Offense	3 rd Offense
3. Any act constituting threat, intimidation, or coercion against any person while within company property, premises, or job sites, whether work-related or not, or unduly interfering with or obstructing company operations or other employees from performing their work.	15 working days suspension to dismissal, depending on the gravity of the case	30 working days with a warning of dismissal	Dismissal
5. Inciting, provoking, or challenging another to a fight under the circumstances described in item number 4 above but where a fight does not occur.	Five working days suspension.	15-30 working days with a warning of dismissal	Dismissal
7. Discourtesy, insolence, disrespect, or insulting behavior or use of defamatory or obscene language in addressing a co-employee or another person, regardless of rank/position within company property, premises, or job sites during company affairs.	15 working days suspension to dismissal, depending on the gravity of the case	30 working days suspension with warning of dismissal	Dismissal
8. Use of libelous, slanderous, or scandalous language or gesture against another person within company property, premises, job sites, or during company affairs.	5-15 working days suspension to dismissal, depending on the gravity of the case	16-30 working days suspension with a warning of dismissal	Dismissal
9. Making false or malicious statements concerning the company's good name, its executives, co-employees, and products. Rumor-mongering and/or spreading intrigues against another employee that tends to cast dishonor or contempt.	15 – 30 working days suspension to dismissal, depending on the gravity of the case.	Dismissal	

Topic	With Policy? Y/N	If Yes, cite the reference in the company policy
Forced labor	Y	In compliance with Department of Labor rules and Philippine Labor Laws
Child labor	Y	In compliance with Department of Labor rules and Philippine Labor Laws
Human Rights	Y	In compliance with Department of Labor rules and Philippine Labor Laws

Supply Chain Management

Do you have a supplier accreditation policy? If yes, please attach the policy or link to the policy:
 ABS-CBN Corporation has a supplier accreditation policy which can be found here –
<https://www.abs-cbn.com/governance/policies/supplier-or-contractor-selection-practice/id-52> and
<https://www.abs-cbn.com/governance/policies/code-of-ethics-for-suppliers/id-71>

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite the reference in the supplier policy
Environmental performance	Y	In compliance with Department of Natural Resources rules and Environmental Laws
Forced labor	Y	In compliance with Department of Labor rules and Phil.Labor Laws
Child labor	Y	In compliance with Department of Labor rules and Phil.Labor Laws
Human rights	Y	In compliance with Department of Labor rules and Phil.Labor Laws
Bribery and corruption	Y	Conflict of Interest Policy; Gift Giving Policy

Relationship with Community

Significant Impacts on Local Communities

Bantay Bata 163. Founded in 1997, Bantay Bata 163 began as a rescue hotline for at-risk children. Through the years, its services have evolved to include helping indigent children through medical assistance and scholarships. Eventually, it opened the Children's Village, a halfway home for abused and at-risk children.

In 2022, the program launched holistic and proactive projects to address the needs of Filipino children today. It also extended its mental health support through email and social media as it realized the importance of reaching children in the digital age. This year, Bantay Bata remained steadfast in promoting children's rights and development, benefiting 9,610 partner-beneficiaries and contributing to a safer and nurturing environment for the children, youth, their families, schools, and communities.

Bantay Bata 163's projects included:

- **Child Safe Schools**
For 2023, Bantay Bata redirected its focus to the Visayas island group, driven by studies indicating a high prevalence of risks in the area, such as online sexual abuse or exploitation of children (OSAEC). The attention also included the Batangas province, a chosen priority area in Luzon. The activities organized by Bantay Bata comprised of a four-phase training program that consisted of four-day onsite training sessions, an online guided write-shop, and an on-ground project launch, coupled with the turnover of school advocacy kits to ensure the sustainability of the projects.
- **Project MIND**
Project MIND (Mental Health Intervention for children in Need/affected by Disasters) endeavors to address the gaps in providing community-based mental health and psychosocial support services (MHPSS) to children and their caregivers after disasters and other emergency situations. Since 2022, the project has consistently built a network of MHPSS volunteers from partner organizations and universities, providing them with the necessary training to offer psychosocial support to children and their families. In 2023, it trained more than one hundred (100) volunteers in Manila and Sorsogon. The project also collaborated with Bantay Kalikasan and the Gerry Roxas Foundation to conduct the Mental Health Talks and Psychosocial Support Provision for children and their caregivers in the municipalities of Pola and Naujan, Oriental Mindoro, which marked the 100th day since the Mindoro oil spill.
- **Helpline 163**
For children across the country, the numbers 1-6-3 have symbolized the powerful message of hope in the last 26 years of Bantay Bata's service. From being the Philippines' first childcare hotline as "Hotline 163", the rebranding effort to "Helpline 163" reflects its more comprehensive scope of services. Currently, Helpline 163 extends to responding to concerns of abuse, need for guidance, and inquiries on child-related concerns. The Helpline remains dedicated to providing psychological, social, and emotional support by offering free one-hour Psychotherapy/Talk Therapy for children, teens, and their caregivers. Its email and Facebook Messenger remained a preferred service for inquiries and consultations. In 2023, Bantay Bata catered to more than two thousand (2,435) valid transactions that guaranteed the children's physical and mental well-being valued and protected.

- Other Projects

Children and Youth Advocacy Council (CYAC)

Bantay Bata recently pioneered a project dedicated to children & youth engagement and capacity-building — The Bantay Bata 163 Children and Youth Advocacy Council (BB 163 CYAC). The project aims to involve children and the youth in Bantay Bata’s program delivery, capacitate them to represent the issues of their sector, and create opportunities to raise these concerns. Bantay Bata selected six (6) Filipino youth community ambassadors and advocates from across the Philippines who were allowed to attend a three-session training tackling children’s rights, personal development, and leadership. The council members were officially introduced in Bantay Bata’s first face-to-face Children’s Congress, an annual event celebrating National Children’s Month.

Tulong Pagkalusugan

In 2023, Tulong Pangkalusugan served twenty-four (24) patients through partner hospitals in Metro Manila. These patients benefitted from securing hospital referrals and financial support that covered their surgical and medical needs. A noteworthy accomplishment of the project was the inclusion of Manila Doctors Hospital as a new partner in the same year.

Bantay Kalikasan. Launched in 1998, Bantay Kalikasan (BK), the Foundation's environmental advocacy arm, has propelled massive changes toward protecting and sustaining the environment and the country's natural resources. For two decades, it has initiated projects such as watershed rehabilitation and management, recovery and recycling of used lead acid batteries and oil, advocacy building through Information and Education Campaigns (IEC), and community empowerment.

Bantay Kalikasan projects included the following:

- **La Mesa Watershed and Ecopark Management**
With the support of various partners, the Foundation continued the protection and enrichment of the La Mesa Watershed and the operation of La Mesa Ecopark. La Mesa is the only remaining forest of its size in Metro Manila.
- **Bantay Baterya and Bantay Langis**
This involves recovering and properly recycling used lead-acid batteries, used oil, and all electrical and electronic waste from partner companies. The monetary value generated from these projects funded the environmental undertakings and operations of BK.
- **Science, Education, and Advocacy of the Verde Island Passage (SEA VIP) Project.** The Verde Island Passage is the "center of marine shore fish biodiversity in the world." Apart from regular education activities on the conservation and enrichment of the VIP, SEA was also heavily involved in developing citizen scientists among the community to help in reef monitoring. SEA's Citizen Science Program aims to empower coastal communities with the knowledge and skills to collect critical information on the health of marine ecosystems in a cost-effective and timely manner.

In 2023 alone, the BK team and its partners planted 96,520 native trees, spanning 241.3 hectares in the La Mesa Watershed. The La Mesa Foresters have also actively nurtured the growth of the 508 hectares of young saplings. The La Mesa Ecopark also became a hub for fostering environmental engagement. Remarkably, it hosted eight (8) employee engagement events with 400 participants, conducted twenty-three (23) Plant-a-

Seed and Germination initiatives within La Mesa, and involved over 1,000 participants.

The Alwan Coral Reef Monitoring effort completed the first year of its three-year program in 2022, in Lobo Batangas as well as 2 other municipalities. This undertaking came to fruition in partnership with First Gen Corporation, the Municipality of Lobo, the Lobo Bantay Dagat, and other community organizations. The success of this initiative resulted in a grant from USAID under the Inspire Program that consequently allowed it to expand the reef monitoring system to 11 more communities across Batangas, Romblon, and Oriental Mindoro while also completing phases 2 and 3 of the workshops.

In a mission to educate coastal communities about the VIP's global significance, BK organized two EcoCamps this year. The first focused on the Marine Ecosystem and Verde Island Passage biodiversity, benefiting fifteen (15) grade-school students. The second EcoCamp, funded by Sun Life Foundation, centered on Mangrove Environmental Education that integrated mangrove education materials in the school curriculum and was attended by thirty-two (32) teachers from Sorsogon.

BK also collaborated with its sister programs to facilitate a more streamlined response to environmental challenges and their impact on the communities. In collaboration with Sagip Kapamilya, BK extended assistance to five (5) barangays in Oriental Mindoro by providing relief goods, protective equipment, and oil spill booms in response to the Mindoro oil spill. Diversifying its commitment to community recovery and resilience, BK also collaborated with Bantay Bata 163 via Project MIND and Gerry Roxas Foundation in offering mental health and psychological support to over nine hundred (900) individuals across the municipality.

Sagip Kapamilya (SK) assists victims of calamities and natural disasters. It is likewise engaged in the rehabilitation of typhoon-damaged infrastructures and several disaster risk-reduction projects all over the country. SK leads in delivering relief in evacuation centers in partnership with the local government units, social workers, and volunteer groups.

In 2023, SK reached the most vulnerable communities and continued to complement government efforts in capacitating communities for disaster preparedness and resiliency. The program served 21,613 families by distributing food packs and hygiene kits to alleviate the impact of emergencies such as typhoons, landslides, earthquakes, fire incidents, volcanic activities, and oil spill. Also, around 10,685 individuals received support through dental and medical missions, donations from special operations, gift-giving initiatives, and training programs.

In collaboration with local government units, SK also conducted Disaster Risk Reduction and Management (DRRM) training sessions tailored to high-risk areas and the disasters LGUs typically weather. This year, around 200 participants attended these trainings held in disaster-prone provinces, including Northern Samar, Camarines Sur, and Leyte.

Under SK's Livelihood and Rehabilitation Program, the Legacy Project has successfully turned over three multi-purpose and disaster-resilient buildings to three communities: 1) Lianga, Surigao del Sur, 2) Barbaza, Antique, and 3) Marawi, Lanao del Sur. As a strategic move of disaster preparedness and response, SK partnered with Fujitsu Japan to build a solar-powered potable water system that benefitted sixty-three (63) houses in Sitio Gilun, Barangay Marilog, Davao City. Moreover, SK also established a barangay health station for the community of Barangay Campatud in Loon, Bohol.

Programa Genio. is an educational advocacy arm launched by ALKFI in 2012 and operates as a school

development program. Program Genio's primary objective is to provide continuing assistance to re-establish schools as institutions that nurture and empower children to define their own path toward a full and productive life. For senior high school students and Alternative Learning Education (ALE) learners, the program strives to impart the knowledge, values, and skills necessary for them to become worthy and caring individuals and responsible citizens. Aligned with this vision, PG collaborates with the school divisions of the Department of Education (DepEd) and maintains ongoing partnerships with private-sector donors committed to school development.

In 2023, nearly two thousand teachers from junior high, senior high, and ALE programs of adopted schools underwent various training sessions. These sessions aimed at assisting them in building emotional resilience and coping with the requirements of different learning modalities brought about by the pandemic. Concurrently, PG collaborated with partner learning institutions to strengthen their senior high school programs to ensure the overall career readiness of students. In the same year, more than two thousand Grade 10 to 12 students underwent career coaching courses that consequently guided them in selecting their academic tracks, strands, and subjects.

The program also continued installing Community Learning Hubs, which served as repositories for learning materials. These hubs facilitate continuous learning outside of schools without internet access. Also, to support the implementation of senior high school tracks and strands such as arts and design and agri-fishery arts, PG provided necessary equipment to empower students in refining their skills before undertaking national-level certification tests.

Furthermore, funds from donors supported the procurement of computer units, tablets, and technical vocational learning (TVL) materials that were provided to PG's adopted schools in Sorsogon, Bohol, Romblon, and Palawan. PG also coordinated with the Department of Science and Technology (DOST) for the installation and usage of Science and Technology Academic and Research-Based Openly Operated Kiosks (STARBOOKS), an information source designed for those with limited or no access to Science and Technology (S&T) information resources. The program remains committed to installing more STARBOOKS in its target provinces for the year 2024.

Integrated Area Development. ALKFI's integrated area development (IAD) approach with grassroots communities is a purposive move towards better sustainability and a more lasting impact. This approach covers building the capacity of the communities towards governance, leadership, stewardship, and community-based enterprise development and management.

In 2023, the IAD team, with the help of its partners, went to twenty-eight (28) communities in the areas of Marikina, Batangas, Romblon, Sorsogon, Samar, Leyte, Biliran, and Iloilo, where they conducted more than twenty-six (26) livelihood and community development trainings. The goal of these trainings is to enrich the knowledge and skills of leaders, members of associations, cooperatives, and people's organizations, as well as to cultivate their disposition as they establish their own development programs.

The program's 2023 milestones include 1) the turnover of Tulay sa Tibo Phase 2 in collaboration with Sun Life Foundation; 2) the "Journey of the Heart," an experiential tour that showcased ecotourism sites in partner communities including Samar, Leyte, and Lobo in Batangas; 3) and the implementation of CBSE Trainings, which offered economic development support to twenty-eight (28) CBSEs in Taal and Biliran through capacity and network building.

- Catalyst, Ako ang Simula

This program features social enterprise ideation and design boot camp developed for communities. It follows the pillars of the design-thinking approach.

- **Community-based Social Enterprise Training**
Anchored on the importance of skills-building for sustainability, this is a learning-while-doing training series that accompanies communities developing, implementing, and growing their social enterprises.

Customer Management

The company provides Customer management through various touchpoints online (including social media), online customer service portals across multiple businesses, and a customer hotline catering to domestic and international customers. All these interactions are covered by the company's data privacy rules which a Data Privacy Officer manages.

Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	None	0
No. of complaints addressed	Not applicable	0

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

Marketing and labeling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labeling*	0	incident
No. of complaints addressed	0	incident

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

Customer Privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	0	0
No. of complaints addressed	Not applicable	0
No. of customers, users, and account holders whose information is used for secondary purposes	Not applicable	0

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels, grievance mechanisms, and 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	0	0

Content and Information Security

The company ensures that customer and the organization's information are protected from confidentiality, integrity, and availability risks by applying multiple layers of people, process, and technology controls based on industry standards and best practices.

Information and digital contents are protected against malicious disclosure and piracy in close coordination with Technology Groups, the Data Privacy Office, Risk Management, and the Line of Business (LOB). Incident disclosure and reporting are coordinated thru Legal and appropriate regulatory and compliance government agencies.

Information Security

Disclosure	Quantity	Units
No. of successful* Availability Attacks / Incidents (Ex: Denial of Service)	0	5 recorded denial of service attacks but all were blocked and had minimal to no impact on services.
No. of successful Confidentiality and Integrity Attacks/Incidents	0	Ex: 0 Malware 0 Phishing

**2023 Successful attacks impact confidentiality, integrity, or availability of information or services.*

Content Protection/Anti-Piracy

Disclosure	Quantity	Units
No. Digital Content Risks* taken down, deleted, blocked. (pirate links and contents)	531,981	Deleted - 515,635 Blocked - 16,316 -Videos – 488,071 -Photos – 5,563 -Posts - 38,347

**2024 taken down piracy links and contents*

UN Sustainable Development Goals

Product or Service Contribution to UN SDGs

Key products and services and their contribution to sustainable development.

In 2023, the World Health Organization (WHO) downgraded COVID-19's global health emergency status, therefore loosening the country's pandemic restrictions. The Foundation saw this as an opportunity to build new and lasting relationships on the ground. Recognizing that change lies at the cellular level, active participation has become deeply ingrained in ALKFI's commitment to serving the Filipino people. At its core is the understanding that every child, teacher, parent, and leader play crucial roles in the improvement of lives within the community.

The same year also allowed the Foundation to further strengthen its advocacies by walking hand-in-hand with parents, teachers, school personnel, and partner schools toward a child-safe world, connecting with environmental advocates through employee engagement activities at the La Mesa Watershed and Ecopark, and empowering community members for the protection of coastal communities such as those located near the Verde Island Passage. ALKFI also partnered with communities at the barangay level for relief operations and disaster resilience training, provided teacher training and career coaching for junior high, senior high, and ALE learners, and engaged with different people's organizations to build grassroots leaders through Journey of the Heart.

The details of the contributions are found in the section for Significant Impacts on Local Communities in this report.