

ABS-CBN CORPORATION 2022 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, 2022
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

2021 FS Disclosure	Amount	Units
Direct economic value generated (revenue)	17,825	PhP millions
Direct economic value distributed:		
a. Operating costs	14,630	PhP millions
b. Employee wages and benefits	7,904	PhP millions
c. Payments to suppliers, other operating costs	Part of the operating costs	PhP
d. Dividends given to stockholders and interest payments to loan providers	PHP 1,149	PhP millions
e. Taxes given to the government	PHP 2,275.16	PhP millions
f. Investments to the community (e.g., donations, CSR)	12.5	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.

Procurement Operating Policies and Procedures (attached)

Vendor Management Policies and Procedures (attached)

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	89%	%
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	89%	%

****Note: For 2022, of the 639 newly hired employees, 568 attended the New Employee's Orientation (the Code of Conduct is part of the orientation) and/or were given a copy of the Code of Conduct. The remaining balance is ongoing for completion.*

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	2	#
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)	81,150.88	GJ
Energy consumption (gasoline)	0	GJ
Energy consumption (LPG)	22,168.46	kg
Energy consumption (diesel)	5,667.09	GJ
Energy consumption (electricity)	22,541,911.18	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)	31,416	kWh
Energy reduction (gasoline)		GJ

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	0	Cubic meters
Water consumption	122,744	Cubic meters
Water recycled and reused	111,300	Cubic meters

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume	0	
• renewable	0	kg/liters
• 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 CO2e
Energy indirect (Scope 2) GHG Emissions	0	Tonnes CO2e
Emissions of ozone-depleting substances (ODS)	0	Tonnes

Air pollutants

Disclosure	Quantity	Units
NOx	10220.10	kg
SOx	712.56	kg
Persistent organic pollutants (POPs)	0	kg
Volatile organic compounds (VOCs)	823.67	kg
Hazardous air pollutants (HAPs)	0	kg
Particulate matter (PM)	710.70	kg

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	11,100	kg
Reusable	0	kg
Recyclable	10,900	kg
Composted	200	kg
Incinerated	0	kg
Residuals/Landfilled	0	kg

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	0	kg
Total weight of hazardous waste transported	41,683	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. Over the course of this year, the company quickly shifted to online support. It regularly reached out as the company adopted a work-from-home protocol to mitigate the impact 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	2,146	#
b. Number of male employees	2,671	#
Attrition rate (to include retrenchment) *	11.5%	rate
Ratio of the lowest paid employee against minimum wage	1:1.20	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	22%	19%
PhilHealth	Y	6%	6%
Pag-ibig	Y	11%	10%
Parental leaves	Y	5%	2%
Vacation leaves	Y	75%	66%
Sick leaves	Y	45%	37%
Medical benefits (aside from Philhealth)	Y	94%	93%
Housing assistance (aside from Pag-ibig)	N		
Retirement fund (aside from SSS)	Y	2%	2%
Further education support	N		
Company stock options	Y	31%	30%
Telecommuting	Y	88%	64%
Flexible-working Hours	Y	53%	36%
(Others)	Y	30%	26%

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	67,118	hours
a. Female employees	22,416	hours
b. Male employees	44,702	hours
Average training hours provided to employees	16	hours/employee
a. Female employees	11.9	hours/employee
b. Male employees	19.6	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	71**	#

*vs. Total Employees group-wide (947 out of 4,817)

** 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*	91	#

*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 company conducted the following DOLE Safety and Health compliance lectures in partnership with accredited speakers and institutions:

TALKS

- Your Heart Matters: Cardiovascular Health and Diseases (HMC webinar)
- Is COVID Forever? (Maxicare webinar)
- Summer Skinfest: Glow Up with Healthy Skin (HMC webinar)
- Stress Management + Returning to Work (HMC webinar)
- WFH Sepanx: Dealing with Return-to-Office Anxiety (Maxicare webinar)
- Monkeypox: Should you be worried by this new outbreak? (HMC webinar)
- Get The Facts Straight About Dengue (Maxicare webinar)
- Men's Health: An Overview of Common Prostate Problems (HMC webinar)

BULLETINS

- Hypertension
- Heat Stroke
- Effects of COVID-19 Vaccines (Get Boosted)
- Benefits of Quitting Smoking
- Why We Should Get Boosted
- Gastroesophageal Reflux Disease (GERD)
- Monkeypox
- Food Safety
- Dengue
- Conjunctivitis
- Diabetes
- Rainy Season Diseases
- Tuberculosis
- Leptospirosis
- COVID XBB Variant and XBC Subvariant
- Breast Cancer
- Lung Cancer
- HIV/AIDS
- Holiday Eating Tips (Managing Blood Sugar)

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	4,845,120	Person-hours
No. of work-related injuries	50	#
No. of work-related fatalities	0	#
No. of work-related ill-health	0	#
No. of safety drills	3	#

**home evacuation drills conducted during online WOSH*

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	
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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, Bantay Bata launched innovative projects while staying true to their core advocacy and acknowledging the need to address the needs of Filipino children of the present. In the current digital age, the program saw the need to expand its reach through digital platforms and introduced innovative approaches to the problems of Filipino children today.

Bantay Bata 163's projects included:

- Child Safe Schools

As face-to-face classes resumed in 2022, Bantay Bata launched Child Safe Schools. The project aimed to create a child-safe environment for students by enabling school personnel and the school community to craft their own Child Protection Policy and Program - needs-based and contextualized to the school and learners' needs. This program also aimed to strengthen the home and school mechanisms that address child protection concerns. Part of the activities in Child Safe Schools was Training and Writeshop on Creating a School-based Child Protection Policy, Child Protection Talks, a Turnover Ceremony of School Advocacy Kits, and the Children's Congress.

- Project MIND

Project Mind or Mental Health Intervention for children in Need/Affected by Disasters provides mental health and psychosocial support (MHPSS) services to children and their caregivers in the immediate aftermath of disasters and calamities. The project started in 2021 and was expanded in 2022 to respond to the increase in demand for mental health and psychosocial support for children and their caregivers. The project also sought to create a network of MHPSS volunteers nationwide by providing training to community members who can be mobilized in times of disaster.

- Helpline 163

The relaunching of Hotline 163 to Helpline 163, was a strategic move to stay up-to-date with the current needs of children. Helpline 163 continued as a response mechanism to reports of abuse, the need for parental counseling, and other inquiries related to child welfare and child protection. However, to remain relevant and to have further reach, Helpline 163 has now made its services available through email and social media. Through the support of UNICEF, Bantay Bata offered free 1-hour Psychotherapy/ Talk Therapy through the Bantay Bata Helpline 163 for children and their caregivers in 2022.

Two years into the pandemic, Bantay Bata 163, much like the other ALKFI programs, has adapted their projects to fit the new normal. The Bantay Bata team provided timely and relevant services to meet the needs of the current generation of children. By providing these services, children's physical and mental well-being are valued and protected.

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 involved collecting and properly recycling used lead acid batteries, used oil, and other recyclable wastes of partner companies. The proceeds from the recycling are used to fund BK projects and activities.
- **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 2022, the BK team planted 107,000 native trees covering 267.5 hectares at the La Mesa Watershed from June to September. This is the greatest number of trees planted in any year since the start of the project. In addition, La Mesa Foresters maintained 452 hectares of young saplings planted in the previous three (3) years. During the planting season, forty-six (46) tree-planting activities were held at the Watershed, engaging more than 3,000 participants in the Plant-a-Forest initiative. The team also facilitated twenty-six (26) Plant-a-Seed activities with more than 1000 participants. Meanwhile, EcoPark hosted eight (8) employee engagement activities with 400 participants.

Visitor traffic to the EcoPark rose to 118,152 (39,349 in 2021) and the Watershed to 14,561 (6,447 in 2021). This substantial increase is attributed to the re-opening of the EcoPark Adventure Zone in July 2022 with our partner, Global Gutz Parks Phils, Inc., offering paintball, archery, wall climbing, and rappelling activities. Additionally, outdoor events such as an Ultramarathon and Gravel Bike Race were hosted at the EcoPark. This also required rehabilitating facilities, including the Narra Pavilion, Multi-purpose Hall, picnic areas, sidewalks, pedestrian lanes, entrance ticket booth, nipa huts, and electrical grids.

The Alwan Coral Reef Monitoring effort in Lobo, Batangas, was completed in 2022 in partnership with First Gen Corporation, the Municipality of Lobo, the Lobo Bantay Dagat, and community organizations. Two other communities were added to the program, and the success of this initiative resulted in a grant from USAID under the Inspire Program to expand the reef monitoring project to six communities in Batangas, Mindoro, and Romblon. This started with an Alwan Reef Monitoring Trainers' Training for our Romblon government and academe partners. A second citizen science program for Mangrove and Seagrass ecosystems was launched in Lobo with two partner communities comprising twenty citizen scientists undergoing training on mangrove tagging and assessments to validate the satellite images of the Philippine Mangrove Map. Both Citizen Science Programs will expand to additional sites in 2023.

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 2022, Sagip Kapamilya assisted 257,456 families by giving out food packs to mitigate the impact of calamities such as typhoons, earthquakes, and fire incidents. 69,726 individuals were also served hot meals through the soup kitchen. Sagip Kapamilya also distributed house repair kits to 1,270 households. The Pantawid ng Pagibig Program, which was launched to aid Filipinos during the COVID-19 pandemic, assisted a total of 33,854 individuals.

Sagip Kapamilya has also facilitated training with 6,594 beneficiaries for the Sagip Kapamilya Livelihood and Rehabilitation Program. Water facilities were also turned over to communities: two (2) in Dagami, Leyte, two (2) in Patnongon, Antique, and one (1) in Calinog, Iloilo, with a total of 9,392 direct beneficiaries. Pump boats that benefit 30 families were also turned over to Brgy. Bojon A & B, San Juan, Southern Leyte.

Sagip Kapamilya has also turned over a building for ALKFI's Legacy Projects to the Cuartero National High School in Capiz, with 1575 students as direct beneficiaries.

Programa Genio. Launched in 2012, Programa Genio (PG) hopes to help every Filipino discover and develop the inherent "genio" or genius in them. Named in honor of ABS-CBN Founder and Chairman Eugenio Lopez Jr., Programa Genio's goal is to help empower the marginalized and disadvantaged through quality educational soft programs to become skilled and productive citizens of the country. Two years after the onset of the COVID-19 pandemic, Programa Genio assisted in the transition to the new normal of hybrid learning. It re-focused its strategies on helping marginalized schools cope with the combination of face-to-face and distance learning by providing students with school equipment and learning kits.

In 2022, Community Learning Hubs were created. These local area network-based servers served as repositories of learning materials, videos, and podcasts. They were developed to support learning without internet access. These provided a library of open resources for students. Career Coaching was also launched to help students select relevant and useful tracks, strands, and subjects. Through the funds given by donors, PG procured duplicator machines (risograph machines) which schools and teachers used to produce modules.

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 2022, the Foundation's IAD program journeyed with 38 communities. These are in Marikina, Benguet, Zambales, Batangas, Romblon, Sorsogon, Samar, Leyte, Eastern Samar, Biliran, Iloilo, Sarangani and South Cotabato.

Over twenty-seven (27) empowerment and people development training programs were conducted, with additional 100 pieces of training facilitated by partners to benefit the communities. These programs directly engaged over 750 individuals, focusing on adding to the knowledge, enriching the skills, and cultivating the disposition, mindset, and culture of leaders and members of people's organizations, associations, and cooperatives as they manage, operate and grow their development programs.

Examples of these programs are:

- Grassroots Leaders of Tomorrow
Serving as a training ground for community leaders, this involves a training and immersion

program that brings together leaders from different communities so they can learn with and from each other. In 2022, twenty-five (25) leaders from Luzon and Visayas went on a learning trip to Leyte.

- **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)	1	1 Toxic backlinks (SEO Rating Attack)
No. of successful Confidentiality and Integrity Attacks/Incidents	0	Ex: 0 Malware 0 Phishing

**2022 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)	526,674	Deleted - 507,860 Blocked - 18,790 -Videos – 455,194 -Photos – 25,322 -Posts - 46,158

**2022 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.

The year 2022 continued to be a challenging year for ABS-CBN Lingkod Kapamilya Foundation Inc. (ALKFI). The COVID-19 pandemic affected a significant portion of ALKFI's donors and caused a significant decrease in donations for its advocacies and programs.

However, ALKFI remained undaunted. True to its core of being in the service of the Filipino, ALKFI did not stop providing timely and relevant aid to Filipinos all over the country. ALKFI quickly adjusted and innovated its methodology in delivering its services to cope with the pandemic's effects and the franchise's non-renewal. AFI's three main programs, Sagip Kapamilya, Bantay Kalikasan, and Bantay Bata 163, pivoted some of their services to remain relevant, especially during the pandemic.

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