A COMMITMENT TO SERVICE FOR A

SUSTAINABLE FUTURE

ABS-CBN

SUSTAINABILITY REPORT 2019

ABOUT THE COVER

**Every time our cameras roll,
we capture what's beyond coverage.**

As a media and entertainment company, we search for truth, we act as bridge linking and relaying information between different segments of society, and we bring smiles and hope to people. This is our role in nation building.

But beyond this mandate, in front and behind the camera, we innovate and develop ways to mitigate our risks and maximize our opportunities socially, environmentally, and economically. Our actions are measured and our performance is monitored through that lens.

This is our commitment – to continue to be a responsible, transparent and accountable ABS-CBN in the service of the Filipino, geared towards a sustainable future.

“Enterprise sustainability entails more accountability for actions.

But to operate to an even higher standard is when a company truly becomes a sustainable enterprise. This is our story.”

ACHIEVEMENTS AT A GLANCE

Empowering our people

127 *Activities*
Conducted for Employees

100 *Percent*
Return Rate from Parental Leaves

Building sustainable and caring communities

45,314 *Gigajoules*
Reduction in Energy Consumption

17,354 *tCO_2e*
Avoided Emissions

122 *Megaliters*
Recycled Wastewater Consumed

0 *Wastewater*
Discharged to Local Drainage System

1 *Million*
Served, Benefited and Participated in our Public Service Programs

Transforming the customer experience by creating media that matters

44 *Percent*
Average Audience Share

40 *International*
Awards Received

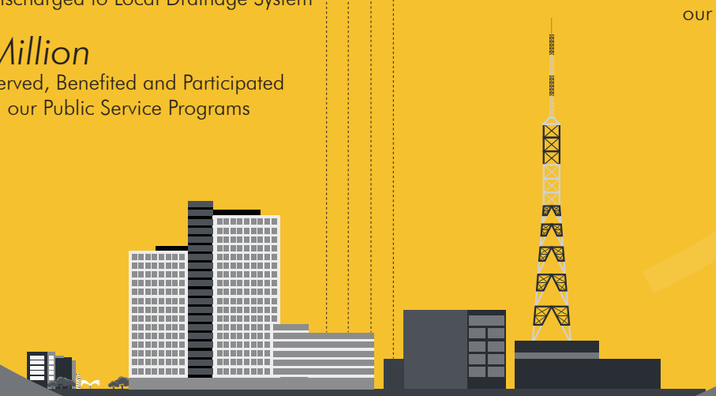
554 *Local*
Awards Received

Delivering inclusive and sustainable growth

42.8 *Billion Pesos*
Total Revenue

18.2 *Billion Pesos*
Total Value Distributed to all our Stakeholders

0.2 *Billion Pesos*
Total Cost Avoidance from our Environmental Programs



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THE COMPANY

Alto Broadcasting System – Chronicle Broadcasting Network (loved by many as ABS-CBN), a publicly listed company, is the leading media and entertainment organization in the Philippines. From its humble beginnings to its undeniable successes, the company has over 65 years of stories to tell.

The Company is primarily involved in content creation and production for various media including television, online and over-the-top platforms, cable, satellite, cinema, live events, and radio for domestic and international markets. ABS-CBN also operates various platforms including domestic television and radio networks and worldwide OTT and online platforms. ABS-CBN also has interests in cable, satellite, and broadband systems in the Philippines.

In addition, ABS-CBN has business interests in music and music publishing, consumer products and licensing, multi-media services, magazine and book publishing, production and post-production services, cargo forwarding, TV shopping services, theme park development and management, property management, and food and restaurant services, all of which complement and enhance the Company's strength in content production and distribution.

ABS-CBN, including its subsidiaries, provides jobs to 11,071 Filipinos through regular employment, project and program-based positions, independent contractors, and on-camera talents. Of this number, 5,918 people worked directly for ABSCBN as of December 2019, comprising of 2,661 regular employees, 2,096 project-based seasonal workers, 1,069 independent contractors and on camera talents, and 92 project employees.

ABS-CBN is a member of Kapisan ng mga Brodkaster ng Pilipinas (Association of Philippine Broadcasters).

OUR MISSION

ABS-CBN in the service of the Filipino.

BUSINESSES

MEDIA NETWORKS AND STUDIO ENTERTAINMENT

ANC ABS-CBN NEWS CHANNEL
C1 CINEMAONE
JEEPNEY TV
Ch KNOWLEDGE CHANNEL
METRO CHANNEL
myx
ABS-CBN TVplus
TVplus GO
ABS-CBN S+A SPORTS+ACTION
Star Magic 25
STAR CINEMA AN ABS-CBN COMPANY
starmusic AN ABS-CBN COMPANY
ABS-CBN REGIONAL
TFC
ABS-CBN
ABS-CBN DZMM TeleRadyo
ABS-CBN DZMM RADYO PATROL 630
MOR My Only RADIO PHILIPPINES AN ABS-CBN STATION
METRO Society
METRO
METRO.style
Shopping
CINEMO!
MOVIE CENTRAL
AC ASIANOVELA CHANNEL
YEY

CONSUMER PRODUCTS AND STUDIO ENTERTAINMENT

ABS-CBNstore
ABS-CBN STORY STORY STORE
SHOPPING
ABS-CBN STUDIO EXPERIENCE
ABS-CBNstore LICENSING & MERCHANDISING
UAAP STORE
ABS-CBN EVENTS
KidZania Manila

LICENSING AND TALENTS

ABS-CBN INTERNATIONAL LICENSING
Star Magic 25
starmusic AN ABS-CBN COMPANY

DIGITAL AND INTERACTIVE MEDIA

ABS-CBN
Adobe STUDIOS
iWant ONLINE
iWant OVER-THE-TOP
NoInk
STELLAR
TFC
SKY ON DEMAND

CABLE, SATELLITE AND BROADBAND

SKY BROADBAND
SKY PAY TV

SUBSIDIARIES

ABS-CBN THEMED EXPERIENCES
ABS-CBN PUBLISHING INC.
ABS-CBN SHARED SERVICE CENTER
ABS-CBN LINGKOD KAPAMILYA FOUNDATION
ABS-CBN GLOBAL
BIG DIPPER AN ABS-CBN COMPANY
Ch KNOWLEDGE CHANNEL
SKY AN ABS-CBN COMPANY
ANC ABS-CBN NEWS CHANNEL
CPI CREATIVE PROGRAMS, INC.
STAR CINEMA AN ABS-CBN COMPANY
starmusic AN ABS-CBN COMPANY
ABS-CBN S+A SPORTS+ACTION
CCN AN ABS-CBN COMPANY
KidZania Manila
THE CHOSEN BUN AN ABS-CBN COMPANY
Shopping

GLOBAL FOOTPRINT

Asia
Afghanistan
Armenia
Azerbaijan
Bahrain
Bangladesh
Brunei
Cambodia
China
Cyprus
East Timor
Georgia
Hong Kong
India
Indonesia
Iraq
Israel
Japan*
Jordan
Kazakhstan
Kuwait
Kyrgyzstan
Laos
Lebanon
Macau
Malaysia
Maldives
Mongolia
Myanmar
Nepal
Oman
Pakistan
Philippines*
Qatar
Russia
Saudi Arabia
Singapore
South Korea
Sri Lanka
Thailand
Turkey
Taiwan
UAE*
Vietnam
Yemen

Europe
Austria
Belgium
Bosnia and Herzegovina
Bulgaria
Czech Republic
Denmark
Estonia
Finland
France
Germany
Gibraltar
Greece
Hungary
Iceland
Republic of Ireland
Italy
Latvia
Lithuania
North Macedonia
Malta
Netherlands
Norway
Poland
Portugal
Romania
Russia
Serbia
Slovakia
Spain
Sweden
Switzerland
Ukraine
United Kingdom*

Africa
Algeria
Angola
Botswana
Central African Rep.
DRC
Côte d'Ivoire
Djibouti
Egypt
Equatorial Guinea
Ethiopia
Gabon
Ghana
Guinea
Kenya
Liberia
Libya
Madagascar
Malawi
Mauritius
Morocco
Mozambique
Namibia
Niger
Nigeria
Rwanda
Senegal
Seychelles
Sierra Leone
Somalia
South Africa
South Sudan
Swaziland
Tanzania
Togo
Tunisia
Uganda
Zambia
Zimbabwe

Oceania
Australia
Fiji
Marshall Islands
Micronesia
Nauru
New Caledonia
New Zealand
Palau
Papua New Guinea
Samoa
Solomon Islands
Tonga
Vanuatu

Central America
Antigua & Barbuda
Barbados
Belize
Costa Rica
Dominican Republic
El Salvador
Guatemala
Haiti
Honduras
Panama
The Bahamas
Trinidad & Tobago

South America
Argentina
Brazil
Chile
Colombia
Ecuador
Guyana
Paraguay
Peru
Suriname
Uruguay

North America
Canada*
Mexico
USA*

Territories
Bermuda
British Indian Ocean Ter.
Canary Islands
Cayman Islands
Faroe Islands
Guam
Isle of Man
La Reunion
Saipan

** Global/Regional Headquarters*

POLICIES

- Succession Planning
- Corporate Social Responsibility
- Customer Welfare
- Enterprise Risk Management
- Strategic Planning Process
- Environment-friendly Value Chain
- Information Technology and Security Governance
- Information Technology Service Continuity Management Standards and Plan
- Information Security Policy
- Insider Trading Policy
- Safeguarding Creditor Rights
- Supplier-Contractor Selection Policies
- Code of Ethics for Suppliers
- Whistle Blowing Policies
- Anti-Sexual Harassment Policy
- Privacy Policy
- Privacy Manual
- Conflict of Interest Policy
- Related Party Transactions Policy
- Dividend Policy
- Insider Trading Policy
- Social Media Policy
- etc.

For details, follow this link: https://www.abs-cbn.com/governance/policies

ETHICS AND INTEGRITY

CODE OF ETHICS

ABS-CBN exists to be in the service of the Filipino. In living up to its core values, ABS-CBN upholds its commitment to the highest standards of business and personal ethics in the conduct of every Kapamilya's duties and responsibilities.

The code of ethics serves as a guide to all Kapamilyas – officers, directors, leaders and employees of ABS-CBN in the performance of their jobs, delivery of services and in their relationships with their stakeholders – customers, co-workers, partners, shareholders and the public. It fosters and promotes an environment of professionalism based on integrity, competence, self-discipline and responsible behavior.

CODE OF CONDUCT

ABS-CBN is committed to the delivery of world class products and services and to the responsible and creative utilization of resources, most especially its human resource. It fosters and promotes an environment of professionalism based on competence, self-discipline and responsible behavior. In establishing such an environment, a set of defined standards of acceptable behavior in performing one's job and in dealing with co-employees and the public that is consistent with corporate policies and core values is necessary. This set of standards is known as ABS-CBN's Code of Conduct which is designed to equip the organization with a thorough knowledge of its corporate culture, rules and regulations.

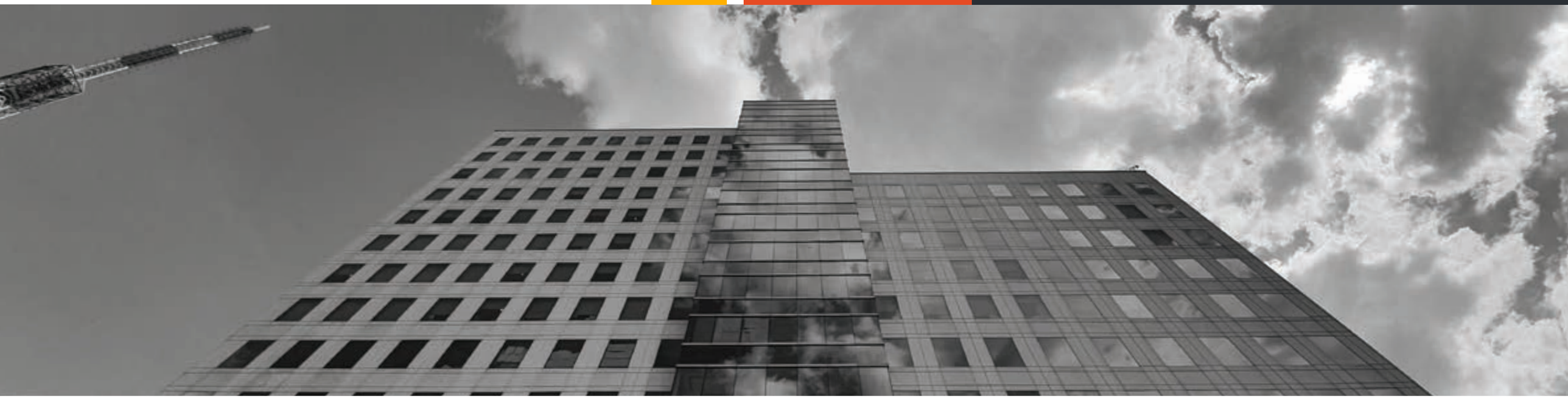
FORMATION PROGRAMS

Our Formation Program is for our people to have a deepened understanding of public service and shared humanity, and living out the true meaning of being "In the service of the Filipino".

REMEMBERING OUR CORE	DEEPENING COMMITMENTS TO SERVICE	IMMERSION AND EXPOSURE	CUSTOMER EXPERIENCE DNA
Sparks the process of self-awareness and self-acceptance of employees, provides deeper awareness of ABS-CBN core, and seeks alignment between the two.	Provides an avenue for employees to have a deepened understanding of service and discover insights they can apply in their work and personal advocacies.	Provide employees with the opportunity to meet immediate needs, spread hope and empowerment as they render public service, and espouse the company value of service orientation	Creates a proper service mindset among our people, anchored on our Kapamilya Service DNA and equips them with the proper skills to deliver meaningful customer experiences

CORPORATE VALUES

In achieving our corporate vision, our values guide us through the journey.



EXCELLENCE

Judgment and Drive for Results

We use best judgment to balance speed, quality, and cost to attain best returns.

Innovation & Embracing Change

We continuously explore new ways of doing things. We challenge even our past successes to achieve breakthroughs and to ensure our continuous improvement. We champion breakthrough ideas and initiatives.

Risk-Taking

In a constantly changing competitive environment, we take action based on a careful assessment that opportunities and rewards are worth the risks. We ensure that everything possible is done to mitigate those risks.

TEAMWORK

Company Interest and Transparency

We place the good of the team over our own personal interests.

Ownership

We take personal accountability for our role, output, and decision.

Confronting Conflict

We believe in the constructive resolution of any conflict. We also believe in taking accountability for any conflicts caused.

TEACHING AND LEARNING

Our work relies on constant teaching and learning. We train our people to become better than ourselves. We define areas for development and take deliberate action to fill our skill gaps.

HONESTY, INTEGRITY, AND RESPECT

We deliver on our commitments. We speak out and we speak true. Our values are non-negotiable. We consistently treat others respectfully and fairly.

MERITOCRACY

We believe in caring for our people. We believe in granting commensurate rewards at the right time for good performance.

SERVICE ORIENTATION

We treat Filipinos, our stakeholders, and customers, as our Kapamilya, putting their interests above all because they are the primary reason for our existence. We serve them with joyfulness while we create and nurture personal connections and authentic relationships built on trust.

GOVERNANCE

ABS-CBN Corporation (the "Company") recognizes the importance of corporate governance in enhancing the stakeholders' interests in the Company. Its Board of Directors commits itself to the principles of good corporate governance.

In accordance with the Company's Articles of Incorporation, By-Laws, and Revised Corporate Governance Manual, the ABS-CBN Board of Directors (the "Board") is comprised of 11 members, 2 of whom are independent, elected by the shareholders during the Annual Stockholders' Meeting.

All nominations for the election of Directors by the stockholders are required to be submitted in writing to the Board of Directors at least 30 business days before the scheduled date of the annual stockholders' meeting. The Nomination and Election Committee reviews and evaluates the qualifications of all persons nominated to the Board and other appointments that require Board approval, and assesses the effectiveness of the Board's processes and procedures in the election or replacement of directors.

There is a mix of executive, nonexecutive, and independent directors on the Board. Senior management executives other than the Chief Executive Officer attend Board meetings on a regular basis even if they are not members of the Board. On matters of corporate governance, while the Board assumes that decisions will be made by the impartial directors, inputs to any policy formulation and discussions from directors who are employees of the company are welcome and expected, unless the issue involves an actual conflict of interest with such directors. Non-executive directors have at least one meeting in a year without the presence of the Chief Executive Officer. The Board also authorized non-executive directors to have separate periodic meetings with the external auditor and heads of the internal audit, compliance, risk and sustainability functions. The Board, management, employees, and shareholders believe that good corporate governance is a necessary component of sound strategic business management and is integral to the success of the corporation and its shareholders.

The Board monitors and oversees the implementation of corporate strategy and sustainability. It reviews the corporate vision and mission and conducts a self-assessment of the Board, its members, the Chairman, Chief Executive Officer, board committees and key corporate officers annually. For more details, follow this link: https://www.abs-cbn.com/governance.

GOVERNANCE STRUCTURE

BOARD OF DIRECTORS

BOARD COMMITTEES

- The Programming Committee
- The Compensation Committee
- The Succession Planning Committee
- The Compensation Committee for the Chairman and Chief Executive Officer
- The Audit Committee
- The Risk Management Committee
- The Nomination and Elections Committee
- The Corporate Governance Committee

SENIOR MANAGEMENT GROUP

LINE OF BUSINESS (LOB)

CONTENT

- Broadcast / Free TV
- Integrate News
- Movies
- Lifestyle
- Music
- Sports
- Digital Media

ACCESS

- Sky Broadband
- Global
- Digital Terrestrial Television
- One OTT

RETAIL / EXPERIENCE

- Kidzania
- Theme Experiences
- O Shopping
- Licensing and Merchandising

CORPORATE SERVICES GROUP (CSG)

- Finance
- Logistics
- Property Management
- Information Technology
- Legal
- Technical Operations
- Security and Safety
- Innovation
- Human Resources and Organizational Development
- Shared Service Center
- iConnect Convergence
- Operations Research
- Customer Business Development and Research Analytics
- Corporate Communications
- Creative Communication Management
- University
- Integrated Public Service
- Integrated Marketing
- Integrated Sales
- Real Estate and Development

SUSTAINABILITY ORGANIZATIONAL STRUCTURE

BOARD OF DIRECTORS (CORPORATE GOVERNANCE COMMITTEE)
Regular discussion on governance and sustainability performance during committee meetings

CHAIRMAN
Set the sustainability Vision

HEAD, RISK AND STRATEGY
Provides oversight on sustainability strategies and plans that are aligned with Enterprise-wide Risk Management

PRESIDENT & CEO
Drives the sustainability Vision

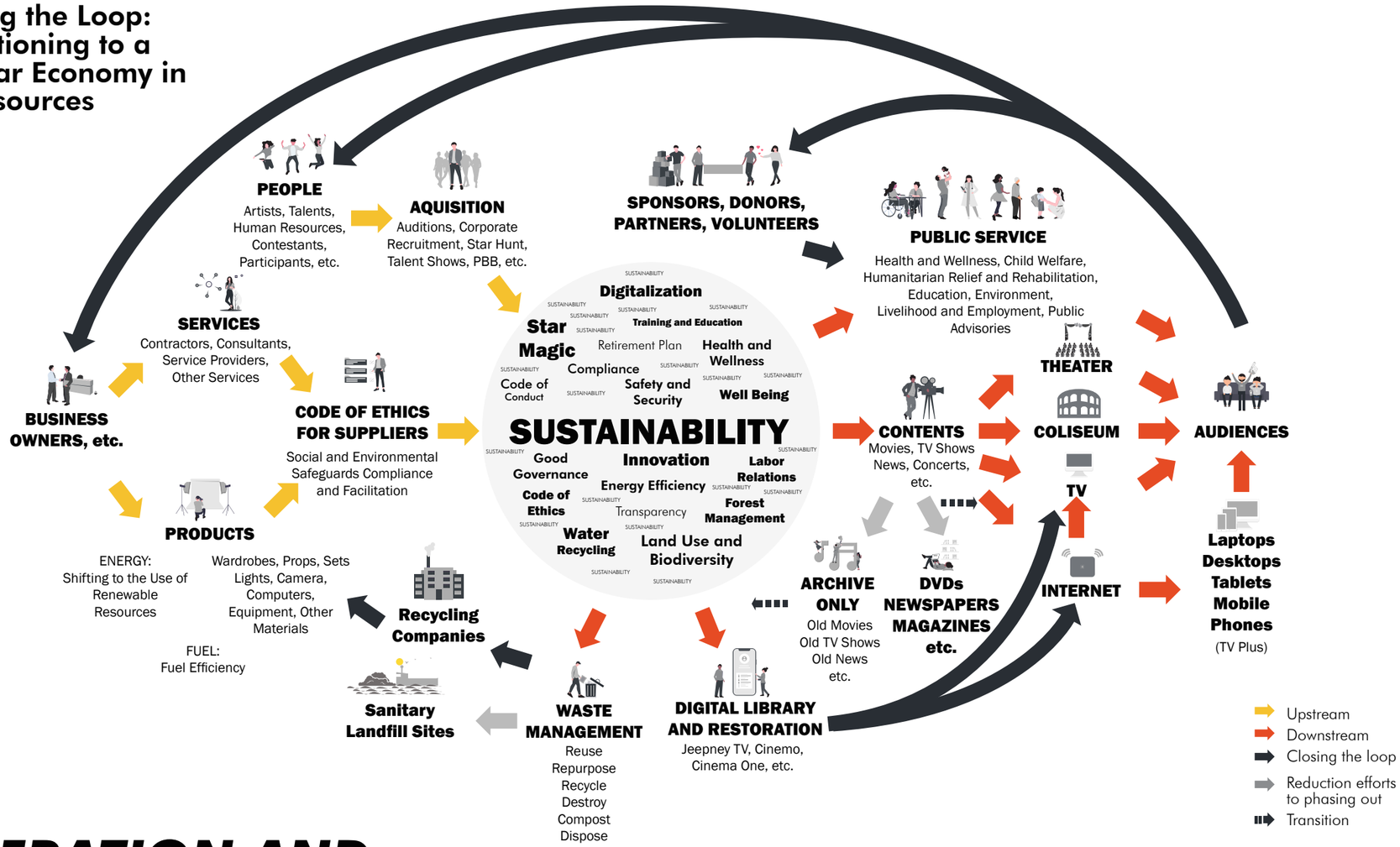
HEAD, SUSTAINABILITY
Lead the sustainability team and management committee; Secure and leverage senior level commitment and support for integrating sustainable development into core processes and decision-making; Review organization-wide sustainability performance and determine areas for improvement maximizing opportunities and mitigating/controlling risks; and Represent the company externally

SUSTAINABILITY MANAGEMENT TEAM
Operationalize sustainability into the organization in coordination with the Sustainability Management Committee and provide guidance and support required to the Technical Working Group

SUSTAINABILITY MANAGEMENT COMMITTEE
Composed of Heads of LOBs and CSGs Identify relevant initiatives at department level to meet sustainability objectives; Define the KPIs/success factors to measure sustainability performance; Define programs to develop employee awareness on sustainability; and ensure risks related to sustainability are mitigated and/or controlled

TECHNICAL WORKING GROUP
Composed of one level down to Heads of LOBs and CSGs (one to two members from each department) Develop, implement, assess and monitor sustainability programs; and Enable organization-wide integration, support action at the business unit level and encourages employee buy-in

Closing the Loop: Transitioning to a Circular Economy in All Resources



OPERATION AND SUPPLY CHAIN

For us, sustainability is our mandate to grow the business in a way that leaves the world a better place than we found it. As a media and entertainment organization, our mission is to serve the Filipino people by providing support towards attaining a sustainable society. This is why, we continually re-invent ourselves, innovate and develop ways to mitigate our risks and maximize our opportunities socially, environmentally, and economically. Our actions are measured and our performance is monitored through that lens.

For an enterprise as large and complex as ABS-CBN, a wide range of factors could materially affect our operation. Thus, failure to manage our multi-tiered operations and supply chain responsibly can negatively affect our people, our customers, the communities we serve, and our continued economic growth.

Since the 1990s, we thrived to operate sustainably – program by program, in all aspects of the organization, and in every critical point in our operations and supply chain. Our goal is to attain ZERO loss of life, stakeholder dissatisfaction, environmental damage, legal liabilities, business disruption, and financial losses. With this as a top priority, policies, standards, and guidelines for sustainable operations and supply chain management were created and strictly enforced on management of talents and employees, the acquisition, procurement and management of needed goods and services, disposal of materials, and on the creation and dissemination of our products and services. We are in compliance with local and international laws and standards, and adhere to management best practices.

Sustainability is embedded at the very core of our business operations and is observed in every critical path of our supply chain, both upstream and downstream. This is how we operate and manage our supply chain - closing the loop to create circular economy in the service of the Filipino.

OUR JOURNEY

INCUBATION AND REBIRTH

In the 1990s, ABS-CBN was well under way to its recovery post the People Power revolution, and soon thereafter, regained its foothold in Philippine TV Ratings.

The network renovated the Broadcasting Center and began the long, tedious process of updating its broadcasting technology and equipment. By the end of the millennium, the Broadcast Center had become the most advanced broadcast facility in the Philippines. The network moved most of its operations to the newly inaugurated Eugenio Lopez Jr. Communications Center, named in honor of the network's late chairman Eugenio Lopez, Jr. It became the new home of the offices of many of the network's operations as well as four new technologically advanced studios. The building was built mainly to suit ABS-CBN's growing demands - a result of its diversification from a broadcasting network to a media powerhouse engaging not only in radio and TV broadcasting but now also in movie production, records, merchandising, cable and UHF TV, international services, and post-production. Despite the capital investments made in the building, ABS-CBN did not lose sight of its responsibility to water conservation as it erected in its facility its own water treatment plant that ensured that water was fully recycled and no wastewater is discharged to the neighboring environs. Simultaneous to this, and true to its mission of being of service to the Filipino, it wasted no time in establishing the ABS-CBN Foundation launching its flagship programs of Bantay Kalikasan, Sagip Kapamilya and Bantay Bata 163.

INITIATIVE STAGE

Formal structures to support these types of activities were created and have become instituted as part of the organization's daily operations.

INTEGRATING PHASE

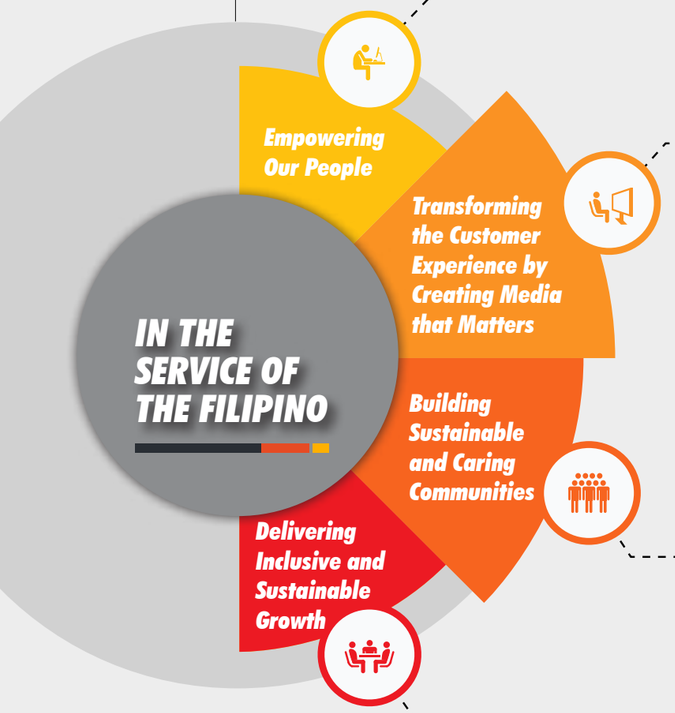
To date, we continue the process of integrating our initiatives and this time, measuring its impacts in the areas of:

1. Employees' programs – health and wellness, safety and security, compensation and benefits, training and education.
2. Content creation and distribution – relevant and useful to all our stakeholders available to be accessed in any device.
3. Public service focused in Overseas Filipino welfare, child welfare, health and wellness, humanitarian relief and rehabilitation, education, environment, and livelihood and employment.
4. Sustained economic growth benefitting all our stakeholders directly and indirectly.

PRIORITY PROGRAMS (2020-2024)

1. Enhance sustainable business operations to maximize positive impacts in alignment with the local, national and global goals for sustainable development.
2. Improve employee communications and engagement emphasizing and ingraining that sustainability is everyone's responsibility.
3. Intensify climate actions meeting science-based targets.

SUSTAINABILITY STRATEGY



SERVICE COMMITMENTS	MATERIAL TOPICS	SUSTAINABILITY STRATEGY	TOPIC BOUNDARIES (Operational)
Empowering Our People	• Employment • Occupational Health and Safety • Training and Education	1 Building significant career experiences that allow us to be the best that we can be 5 Groom talents for international audiences	Within ABS-CBN
Transforming the Customer Experience by Creating Media that Matters	• Content Creation • Content Dissemination • Audience Interaction • Media Literacy	2 Delivering engaging multichannel and digital content to every Filipino 3 Strengthening the connection between the overseas Filipinos and their families at home 4 Extending our content expertise into physical experiences	Local and international audience
Building Sustainable and Caring Communities	• Energy • Emissions • Biodiversity • Water and Effluents • Waste • Local Communities	6 Rendering meaningful public service geared towards sustainable, long term transformation	Within ABS-CBN and local communities
Delivering Inclusive and Sustainable Growth	• Economic Performance • Indirect Economic Impacts	1 2 3 4 5 6	Within ABS-CBN and local communities

ALIGNMENT TO THE GLOBAL SUSTAINABLE DEVELOPMENT GOALS

GUIDED BY THE GRI STANDARDS FRAMEWORK, LOCAL AND INTERNATIONAL STANDARDS

COMPLIANCE WITH LOCAL AND NATIONAL LAWS AND REGULATIONS

MANAGEMENT APPROACH

Implement and Monitor

We implement our policies/ programs and consistently monitor all our activities.

Review and Evaluate

We review and evaluate our outputs based on established metrics and measure our impacts.

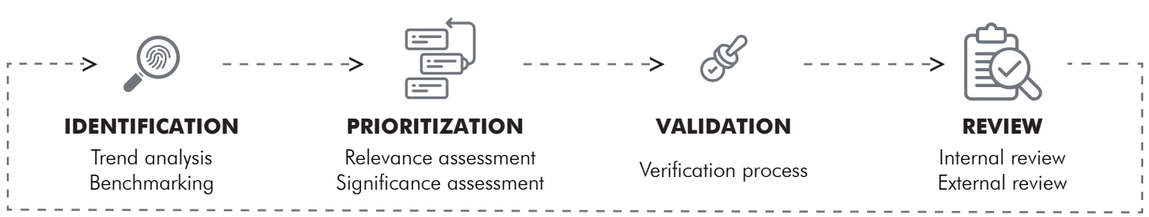
Create or Adjust

We create or adjust policies/programs based on the results of our reviews and stakeholders' engagements.

Report and Communicate

We report our performance and seek feedback from our stakeholders.

MATERIALITY ASSESSMENT PROCESS



In general, our material assessment process is repeated every three years or as deemed necessary. However, since we are in the media and entertainment industry, we are constantly abreast with the current trends, ratings, and events locally and internationally. Within a year, some of our material topics may shift as dictated by our stakeholders. Our current material topics can be found in pages 15-16.

STAKEHOLDER ENGAGEMENTS

The voice of our stakeholders is the heart and soul of our continued success. From the very first day we began our operations, we have listened to the opinions of our stakeholders – the very reason why ABS-CBN has kept its place as the most trusted media and entertainment company in the country.

We view our stakeholders as those who are impacted by our operations and/ or those who can impact our ability to achieve our mission. Thus, their opinions matter and we take these into serious consideration.

COMMUNICATION CHANNELS

We classify our stakeholders into seven major groups: our people (talents and employees), our suppliers/vendors, our customers (i.e. audience), our community, our shareholders, our advertisers/donors, and the government. Different communication channels that are appropriate for each stakeholder group are used to achieve greater, more relevant and effective communications.

OUR SUPPLIERS/VENDORS

- *Procurement activities based on compliance to Code of Ethics for Suppliers*
- *Meetings and coordination in business activities*
- *Joint inspection activities*

OUR CUSTOMERS

- *TV and iWant*
- *Social Media*
- *Website*
- *Events and Public service activities*
- *Online and manual surveys*
- *Feedback email*
- *Fan meetings*
- *Contests*
- *Tours and Live Shows*
- *Interviews, Dialogues and Consultations*
- *etc.*

OUR PEOPLE

- *Kapamilya Wellness 360*
- *Training and education*
- *Volunteer activities*
- *Employee surveys*
- *Yammer (social media)*
- *Kapamilya Innovation Think Tank*
- *Management Cascades*
- *Kwentuhan with the Chairman*
- *Annual and Sustainability Reports*
- *Corporate Communication Emails*
- *Elevator Spiels/Ads*
- *e Frequency*
- *Booths/Kiosks*
- *Employee Relations Portals*
- *Whistleblowing Portals*
- *Grievance procedure in accordance with the Collective Bargaining Agreement*
- *etc.*

OUR COMMUNITY

- *Public Service activities*
  - *Overseas Filipino Welfare*
  - *Child welfare*
  - *Health and wellness*
  - *Humanitarian relief and rehabilitation*
  - *Education*
  - *Environment*
  - *Livelihood and employment*
- *Public advisories*
- *Websites*
- *Dialogues, Consultations and Interviews*
- *etc.*

THE GOVERNMENT

- *Partnerships*
- *Meetings and coordination activities for compliance and/or policy development*
- *Joint inspections*
- *Website*
- *Annual and Sustainability Reports*
- *etc.*

ADVERTISERS

- *TV and iWant*
- *Social Media*
- *Websites*
- *Marketing and Trade Events*
- *Online Surveys*
- *Meetings*
- *etc.*

OUR SHAREHOLDERS

- *Annual meetings*
- *Website*
- *Annual and Sustainability Reports*
- *etc.*

Notes:
1 *Presented are the main identified stakeholders.*
2 *Method of engagements are one way channels, interactive channels and partnerships.*
3 *Communication channels used in Y2019.*

EMPOWERING OUR PEOPLE

Our employees are our most important resource. They are the cornerstone for which the quality of our content is built and are the prime movers of our public service efforts. Thus, we give our best to protect, develop, and reward our employees.

We are dedicated to being a great place to work. We create an environment where our people can challenge themselves and surpass their potential and contribute to the future of our organization. We promote a culture where our people are encouraged to aim high, stretch their ambitions and innovate with the customer in mind, as well as take advantage of opportunities for personal growth and career development.

We ensure that our employees feel committed to their organization's goals and values and are motivated to contribute to organizational success, and at the same time enhancing their own sense of wellbeing.

CHAPTER CONTENTS

Responsiveness to Employees
Security and Occupational Health & Safety
Health and Wellness
Training and Education
Benefits
Employee New Hires
Employee Turnover

Journey to the World Stage

FEATURED DOCUMENTARY

Filipino and foreign fans witnessed the whirlwind journey of the TNT Boys from being social media sensations to Hollywood darlings. What were their lives like before they found worldwide fame, and what awaits them as they grow older into their teenage years?

iWant lets their fans in on never-before-seen footage, behind-the-scenes struggles, and friendship that glued together Mackie Empuerto, Keifer Sanchez, and Francis Concepcion to become the bigshot vocal trio they are today in the iWant original documentary series "TNT Boys: Journey to the World Stage" that is now available for free streaming.

Before they became a group, these little boys with small voices first impressed viewers as grand finalists in "Tawag ng Tanghalan Kids" on "It's Showtime." Although they did not win the competition, their experience only made them more determined to pursue their passion and dreams for their families.

They were then officially launched as a trio in 2017, unexpectedly, after the video of their vocal showdown on "Gandang Gabi Vice" became viral online. The boys have since gained worldwide attention and have sung for international audiences in "Little Big Shots" US, UK, and Australia and have performed for several head of states.

Their versatility and charm made them stand out in the second season of "Your Face Sounds Familiar Kids," where they were hailed as the grand champion, as their transformations into music icons, including Bee Gees, Jessie J, Nicki Minaj, and Ariana Grande, made headlines around the world.

This ultimately landed them a defining stint in US TV network CBS' international talent competition "The World's Best," where Hollywood stars Ru Paul, Faith Hill, and Drew Barrymore showered them with praises. Worldwide attention on the trio reached fever pitch when they appeared in the TV show "The Late Late Show with James Corden," where they got to perform with their idol, global superstar Ariana Grande.

Last year, the international sensation also added another history-making feat to their long list of accolades as they now hold the record of being the youngest artists to headline a sold-out concert, not only at the Araneta Coliseum but in the whole country, with their successful "Listen: The Big Shot Concert."

Source:
https://tinyurl.com/tntboys

Video: Available at
http://www.iwant.ph

RESPONSIVENESS TO EMPLOYEES

ABS-CBN's ability to respond to the changing needs of its employees ensures an engaged and responsive organization – bound by its mission of being in the service to the Filipino. To this end, every three years, the company seeks feedback from its employees and talents all throughout the organization via surveys. This allows management to measure the point of view of employees and to assess whether it aligns with that of the organization or its departments. These engagement surveys measure employees' commitment, motivation, sense of purpose and passion for their work and the organization which in turn allows management to create new and enhance existing employee programs.

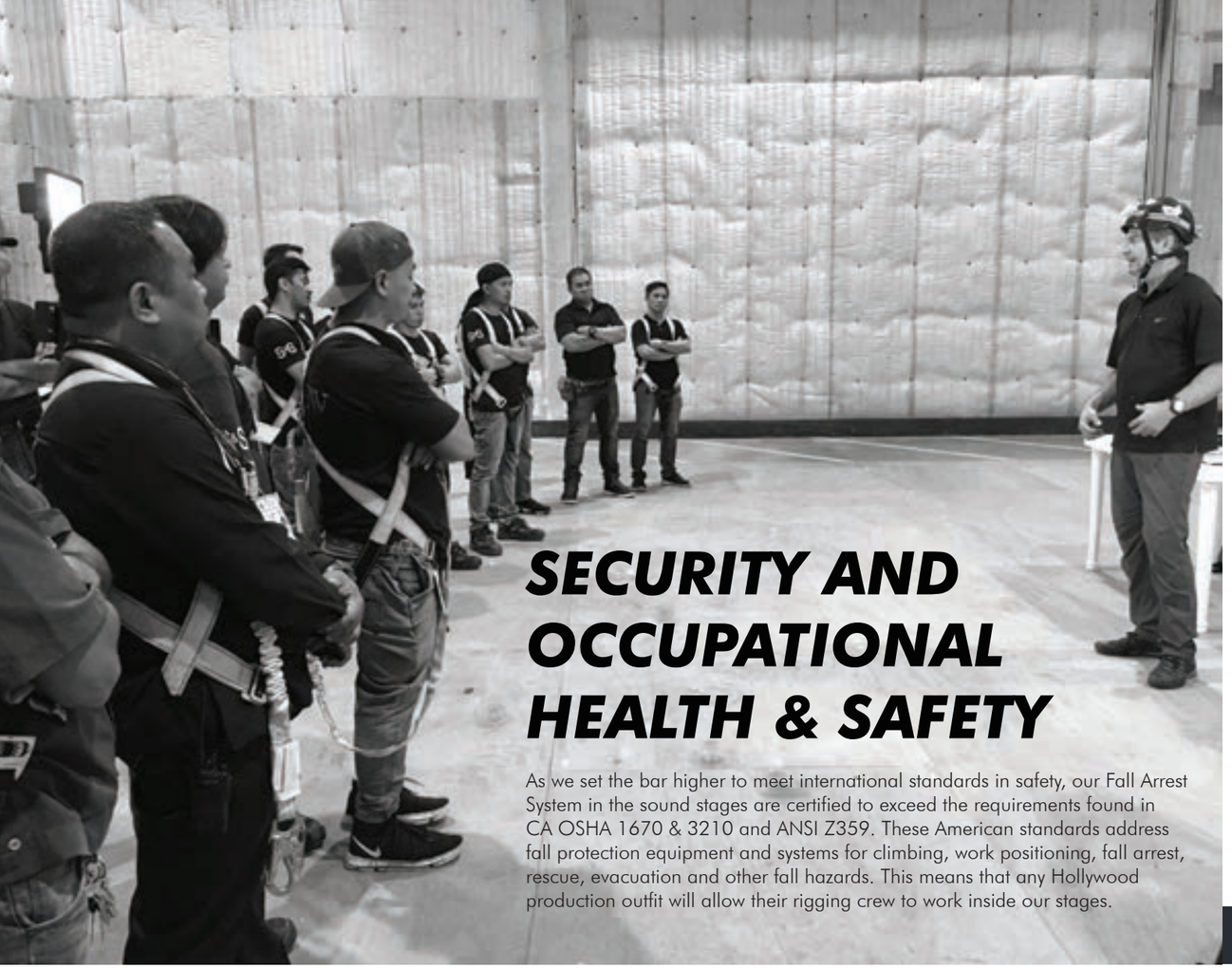
Our "Chat with the Chairman and CEO" and senior management town hall meetings are venues for employees to get together and raise questions and concerns directly to the Chairman, President and CEO, and the senior management group.

Every year, we present our updated five-year plan to employees through our Management Cascade. To communicate immediately with our employees and keep them updated on occupational health and safety bulletins, corporate announcements, and other company news, we use Yammer, Corporate Communication email groups, and E-frequency intranet website.

ABS-CBN believes that the next wave of game-changing ideas in our company can come from our very own employees. Thus, we have democratized the exchange of ideas further through a crowdsourcing process called "open innovation." The Kapamilya Innovation Think Tank (KITT) is an intranet site where employees can pitch ideas to help solve challenges that the company gives them. It is interactive so that users can promote ideas, upload multimedia materials and comment on other ideas that are posted. KITT is all about collaboration.

As for labor relations, ABS-CBN provides a venue for employees to discuss various employee issues and concerns one of which is through the ABS-CBN Rank and File Employees Union. A Collective Bargaining Agreement (CBA) is also in place. In 2016, the Negotiating Panels of the ABS-CBN Rank and File Employees Union and the ABS-CBN Management mutually agreed to conclude the renegotiation of the CBA covering the period 2016-2021 for the non-economic/representation aspect as well as for the economic aspect of the agreement from 2016-2019. The CBA was ratified by the General Assembly of the Rank and file Union a month after the renegotiation on the same year.

Our Whistle Blowing Policy provides for and encourages employees to report, in good faith, wrongful conduct committed by employees to which they have personal knowledge. The policy assures the employees of protection against harassment, threats, and any other form of retaliation from the persons reported. Any employee, who attempts, performs, causes or encourages any retaliatory actions against a whistleblower and/or the whistleblower's relatives up to the fourth degree of consanguinity or affinity, will be subjected to disciplinary action and may be either suspended or dismissed, without prejudice to other legal actions that the Company may take, upon showing that the motive of the said employee was due to the disclosure made by the whistleblower. Further, this policy is a clear statement that if any covered wrongdoing by any of its employees is identified and reported accordingly, it will be dealt with through a thorough investigation and proper imposition of accountability. To provide employees several avenues to report illegal or wrongful activities, the policy allows reporting to any of the following: Head of Human Resources and Organizational Development, Head of Audit, Head of Legal, and the employee's Division Head.



SECURITY AND OCCUPATIONAL HEALTH & SAFETY

As we set the bar higher to meet international standards in safety, our Fall Arrest System in the sound stages are certified to exceed the requirements found in CA OSHA 1670 & 3210 and ANSI Z359. These American standards address fall protection equipment and systems for climbing, work positioning, fall arrest, rescue, evacuation and other fall hazards. This means that any Hollywood production outfit will allow their rigging crew to work inside our stages.

Responding to the need to ensure the safety and security of employees, talents, guests, and visitors, ABS-CBN commits to provide a secure and safe environment for all its assets: its People[1], Property, Information and Reputation.

The company recognizes that these assets are essential to the sustainability of the business and attainment of the company objectives, and therefore, are of utmost importance. In order to achieve and preserve such an environment, adequate Security and Safety Programs[2] are maintained. The Management ensures that sufficient resources are available to support and sustain Security and Safety Programs.

The company conducts Emergency and Disaster Preparedness Training Programs to train ABS-CBN employees to be self-reliant and self-sustained during an emergency, and be able to help/assist others in times of an emergency and disaster. Further, all our remote location shoots for TV Production and Star Cinema, and all public service activities in critical areas are provided with safety officer/s[3].

1 People are collectively the workforce, third-party Agencies (i.e. contractors, vendors, suppliers), including visitors and audience.
2 Security and Safety Programs include but not limited to: Standards, Plans, Policies, and Guidelines of the company and regulatory bodies.
3 The number and rank of Safety Officer/s (and Medic/s) deployed depends on the number of people participating in the activity or event.

ABS-CBN, in compliance with the Department of Labor and Employment (DOLE), has an Occupational Safety and Health Committee which meets regularly in accordance with OSH Law as well as an operational 24/7 clinic within the company premises. The company strictly observes and follows the OSH guidelines released by the DOLE.

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

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

- Hepatitis B and C Lecture
- Family Welfare Program
- Lecture on Hypertension and Heart Diseases
- Lecture on Smoking and PTB
- HIV and Reproductive Health Lecture
- Drug Free Workplace Policy and Program

The following health bulletins were also communicated to the organization through various employee communications channels:

- Hypertension
- Coronary Artery Disease
- Conjunctivitis
- Heat Stroke
- Chickenpox
- Leptospirosis
- Obesity
- Error of Refraction

TOTAL NUMBER OF PARTICIPANTS

9,729 in 2019

5,073 in 2018

4,641 in 2017

HEALTH AND WELLNESS

Our Kilos Kapamilya Wellness 360 program is a holistic program geared towards a culture of health and wellness that encourages and empowers our employees to take action for their well-being. This program also extends to our employees' families.

All health and wellness programs and initiatives fall under the Kilos Kapamilya Wellness 360 program's pillars: Medical and Health, Fitness and Sports, and Work-Life Balance, including the Kapamilya Life Coaching Program in support of mental health initiatives.

127 TOTAL NUMBER OF EMPLOYEE ENGAGEMENT ACTIVITIES CONDUCTED IN 2019

MEDICAL AND HEALTH

- Annual Physical Exam
- 24/7 Clinic Services
- Focus Care Program
- Vaccination Programs
- Health Awareness Campaigns
- Health Bulletins
- Nutrition Bulletins/ Coaching

FITNESS AND SPORTS

- Annual Sports Fest
  - Basketball
  - Bowling
  - Badminton
  - Billiards
  - Table Tennis
  - External Tournaments *(Football, Bowling)*
- Tournaments
  - *Badminton*
  - *Volleyball*
- Lopez Group Wellness
- Gym & Wellness Tie-ups
- Zumba, Retro, Kick-boxing, Yoga, Pilloxing, Bootcamp

WORK-LIFE BALACE

- Kapamilya Life Coach
- Financial Wellness Program
- Employee Volunteer Program
- Employee Clubs
- Family-inclusive activities
  - Walk the Talk
  - Basketball clinic
  - Table Tennis clinic
- Stress Management Program

OTHER ACTIVITIES

- Saddle Row
- Archery
- Maxicare Run
- Grooming/Make-up Class
- Stairs to Wellness
- Kapamilya Quiz Night
- PowerVision Counseling
- Vegetarian Healthy Cooking
- E-sports
- Sip & Gogh
- Etc.

Maymay Entrata and Edward Barber visit Bantay Bata 163 booth to show support for Bantay Edukasyon at Star Magic Ball 2019 | ent.abs-cbn.com

TRAINING AND EDUCATION

STAR MAGIC

It all began in 1992 when ABS-CBN created a stable of new stars exclusively for the company. Its first major project was the hit afternoon youth show "Ang TV", which was launched in the same year and was supported by many exposure-driven activities for the talents such as mall shows, live concerts and even two record albums.

Twenty-seven years later, Star Magic is the home and birthplace of many stars across all disciplines of the media and entertainment industry – not only in the Philippines but in many parts of the world. Auditions, workshops, management services, training – a dedicated team of professionals, have discovered, nurtured, and mentored hundreds of artists in almost three decades, ensuring a continued vibrancy not only for ABS-CBN but for the entertainment industry.

ABS-CBN Star Magic Workshops offer quality of training in acting for film and television, dancing and singing as facilitated by only the best in the industry. Twice a year and for 18 week spells, members are provided training in the only acting workshop accredited by Ivana Chubbuck: an acting coach of the stars in Hollywood. The ABS-CBN Star Magic Workshop is the only certified group teaching the Chubbuck Acting Technique in the Philippines and in Asia.

The ABS-CBN Ball is touted as the biggest red carpet event of the year ever since its first- run in 2018. It brings to the red carpet hundreds of Kapamilya stars coming together as one family for a good cause. In 2019, the ABS-CBN Ball was able to raise and donate more than 30 million pesos to Bantay Bata 163.

While ABS-CBN Ball 2018 helped re-open the Bantay Bata Children's Village, the 2019 ABS-CBN Ball allowed the company to share the love by supporting children's dreams and enriching their lives through education as the funds raised were dedicated to Bantay Edukasyon and other key needs of the Bantay Bata children.

Star Magic Circle Launch | starmagic.abs-cbn.com

ABS-CBN UNIVERSITY

ABS-CBN University continues to provide learning and development opportunities to all employees through three Centers of Excellence: Leadership and Business, Digital and Technology, Content and Production. Our Centers of Excellence conducted 73 face-to-face programs. The University significantly extended its reach through eight livestreams and seven brown bag sessions. Two toolkits, eight video-on-demand packages, and 443 curated content items supported the just-in-time learning needs of our employees. The account management function was created to develop a deeper understanding of business needs and provide more relevant learning solutions for our business partners. And to meet the skill sets needed for advance technologies in Film & TV Production, ABS-CBN Studios Inc. organized a training program of best Film & TV production practices together with Hollywood based outfit Manhattan Beach Studios (MBS). The training programs covered topics from production safety, scriptwriting, production design, lighting, cinematography, light and grip rigging & set construction. Members of the production team, and support groups participated and learned from experts from Hollywood.

SUMMARY	**2019**	**2018**	**2017**
Average hours of training per year per employee	11.6	8.5	14.4
Total participant training hours	45,221	32,405	35,597
Number of ABS-CBN employees**	3,914	3,818	2,514

	2019	**2018**	**2017**
E-Learning Training			
Full Length E-Learning Courses			
# of active e-learning courses	58	53	42
# of online trainings completed	609	930	2,700
Total online training hours	1,393	2,101	4,018
Total unique views	263	1,415	1,252
Total employee views	8,217	8,732	27,161
University Online Learning Portal			
Total unique viewers	3,052	1,309	
Total Site visits	79,326	13,899	
Face-to-Face Training			
Professional Skills			
# of unique face to face courses	10	11	13
# of participants	726	502	894
Total number of runs	28	20	30
Total # of participating training hours	8,420	6,429	9,136
Technical and Creative Skills Training			
# of unique face to face courses	55	26	45
# of participants	1,863	719	1,161
Total number of runs	70	34	73
Total # of participating training hours	35,408	21,988	22,443

CUSTOMER EXPERIENCE

Anchored on the very heart of the company's service promise, the ABS-CBN customer experience DNA is founded on the core values of being Responsive, Engaging, Simple, Personal and Caring, with corresponding core service behaviors to equip employees to deliver service the Kapamilya Way.

Opportunely, the ABS-CBN's customer experience initiative went full steam in 2019. For the year, the company sought to transform its frontline workforce via mindset and skills training, as a key first step towards its ambition of becoming a company known for designing and staging the best customer experience.

In this vein, the company was able to –

1. Have 84 executives from key lines of business (LOBs) and various divisions graduate from its Lead to Serve course;
2. Certify 60 trainers to roll-out the ABS-CBN customer experience DNA to frontliners in six (6) identified priority LOBs;
3. Graduate 547 frontliners through 30 customer experience trainings;
4. Certify six (6) master trainers and four (4) master coaches to train, certify, and develop additional customer experience trainers from across the company;
5. Conduct a culmination activity in October 2019 to (a) recognize contributors to the customer experience initiative, (b) seek renewed commitment from designated customer experience champions across the organization, and (c) to launch a customer experience sustainability campaign anchored on RESPECKapamilya.

ORGANIZATIONAL CAPACITY BUILDING AND SUCCESSION PLANNING

As ABS-CBN expands into new business ventures, we need to expand our skills, find new ways of doing things, and continue developing our leaders. ABS-CBN has over 11,000 employees and talents. To ensure a continuous pipeline of skilled and talented employees, ABS-CBN completed the development plans for its key contributors across multiple disciplines – management, technical and creatives in order to formally guide and mentor high potential employees through the coming years. ABS-CBN also conducts Harvard Management Mentoring for identified key contributors in order to facilitate their growth. Twenty-four (24) graduates of the Executive Development Program (EDP) and 18 graduates of the Management Development Program (MDP) were prepared to assume executive level positions in the future. Since the program started, seven EDP graduates have assumed division head positions. Beginning with 703 customized individual development plans preparing our employees for future roles, to date, our new Performance and Goals Management system allowed the creation and monitoring of 5,010 Individual Development Plans across the organization.

ABS-CBN was recognized as one of the Best Companies to Work for in Asia in 2018 by HR Asia, the premiere Asian publication for senior human resources professionals that handpicks world class corporations with high levels of employee engagement and excellent workplace cultures. The HR Asia Best Companies to Work for in Asia list covers 12 markets across Asia, including Hong Kong, Singapore, Malaysia and China. ABS-CBN is the only Philippine TV network included in the list.

BENEFITS

At ABS-CBN, regular employees enjoy the following benefits: Service Incentive Leave, Maternity Leave, Paternity Leave, Solo Parent Leave, Magna Carta of Women, Leave for Victims of Violence Against Women and their Children, 13th Month Pay, Social Security System (SSS), Philhealth and Home Development Mutual Fund (HDMF) benefits.

In addition to the basic benefits, ABS-CBN has security and safety programs (pp. 25-26), health and wellness programs (pp. 27-28), and training and education programs (pp. 29-33).

Further, we piloted a flexible and open work space model in some of our offices to encourage greater collaboration and mobility, making it easier for our people to share ideas, adopt agile work practices, and support each other across teams. We also promoted greater flexibility in employment arrangements through our Work from Home policy that aims to provide a better balance to the demands of the work place with personal circumstances. This enables our employees to integrate work and life activities and reduce personal expenses from transportation, fuel, car maintenance, and parking fees.

	MATERNITY LEAVES		PATERNITY LEAVES		SOLO PARENT LEAVE		TOTAL	RATE
2019		51		50		31	4	136	100%
		51		50		31	4	136	
2018		56		48		35	3	142	99%
		56		48		34	3	141	
2017		69		55		27	3	154	98%
		68		54		26	3	151	

PARENTAL LEAVE

RETURNED TO WORK AFTER PARENTAL LEAVE

EMPLOYEE NEW HIRES

TOTAL NUMBER OF NEW EMPLOYEE HIRES

Gender	Age Range	Luzon			Visayas			Mindanao			Grand Total		
		2019	**2018**	**2017**	**2019**	**2018**	**2017**	**2019**	**2018**	**2017**	**2019**	**2018**	**2017**
Female	Under 31	447	316	175	10		5	9	5	1	466	321	181
	31-50 years old	103	76	64	-	3	-	-	1	1	103	80	65
	Over 50 years old	3	11	1	-	-	-	-	-	-	3	11	1
Total Female		**553**	**403**	**240**	**10**	**3**	**5**	**9**	**6**	**2**	**572**	**412**	**247**
Male	Under 31	267	187	127	7	4	2	5	-	1	279	191	130
	31-50 years old	118	93	76	4	4	2	6	7	1	128	104	79
	Over 50 years old	6	3	6	-	1	-	-	-	-	6	4	6
Total Female		**391**	**283**	**209**	**11**	**9**	**4**	**11**	**7**	**2**	**413**	**299**	**215**
Grand Total		**944**	**686**	**449**	**21**	**12**	**9**	**20**	**13**	**4**	**985**	**711**	**462**

RATE OF NEW EMPLOYEE HIRES

By Age Group				By Gender				By Region			
	2019	**2018**	**2017**		**2019**	**2018**	**2017**		**2019**	**2018**	**2017**
Under 31	10.26%	7.51%	11.83%	Female	7.88%	6.05%	9.40%	Luzon	6.18%	10.04%	17.09%
31-50 years old	3.18%	2.70%	5.48%	Male	5.69%	4.39%	8.18%	Visayas	0.12%	0.18%	0.34%
Over 50 years old	0.12%	0.22%	0.27%					Mindanao	0.06%	0.19%	0.15%

Note: The significant difference in 2017 and 2018 (increase in absolute values and decrease in rates) is due to different data coverage. The 2017 results covered regular employees of the parent company only. On the other hand, the 2018 and 2019 results used data from the parent company and other subsidiaries.

EMPLOYEE TURNOVER

TOTAL NUMBER OF EMPLOYEE TURNOVER

By Age Group				By Gender				By Region			
	2019	**2018**	**2017**		**2019**	**2018**	**2017**		**2019**	**2018**	**2017**
Under 31	673	297	149	Female	627	316	143	Luzon	1051	528	285
31-50 years old	358	263	125	Male	459	301	155	Visayas	24	41	4
Over 50 years old	55	57	24					Mindanao	11	48	9

RATE OF EMPLOYEE TURNOVER

By Age Group				By Gender				By Region			
	2019	**2018**	**2017**		**2019**	**2018**	**2017**		**2019**	**2018**	**2017**
Under 31	9.27%	3.39%	5.67%	Female	8.64%	3.60%	5.44%	Luzon	14.48%	6.02%	10.84%
31-50 years old	4.93%	3.00%	4.76%	Male	6.32%	3.43%	2.09%	Visayas	0.33%	0.47%	0.15%
Over 50 years old	0.76%	0.65%	0.91%					Mindanao	0.15%	0.55%	0.34%

Note: The significant difference in 2017 and 2018 (increase in absolute values and decrease in rates) is due to different data coverage. The 2017 results covered regular employees of the parent company only. On the other hand, the 2018 and 2019 results used data from the parent company and other subsidiaries.

ABS-CBN

ARE YOU A S.T.A.R. PLAYER?

The **Student Training for Accelareted Readiness Program (S.T.A.R.)** is a **paid** internship program that provides highly exceptional students with an oppurtunity to apply their knowledge and skills in the fields of **TV Production, News, Human Resources, Marketing** and **Information Technology.**

Be immersed in impactful mini projects through the guidance of subject matter experts, and get a chance to be offered employment immediately after graduation. Submit your applications here: **http://bit.ly/STARInternship.**

Kapamilya S.T.A.R. Program
STUDENT TRAINING for ACCELERATED READINESS

TRANSFORMING THE CUSTOMER EXPERIENCE BY CREATING MEDIA THAT MATTERS

OUR BLUEPRINT

Transforming lives by changing the media landscape is both ABS-CBN's vision and passion. The key thrusts of our business strategy are:

Anytime, anywhere in any device or medium

As our audiences demand greater control over how and when they will consume our content, we will ensure our continued relevance by distributing our content in the widest array of platforms that technology will allow. Our audiences will be able to reach us anytime, at any place, in any medium.

Building on our core strength in content creation

While everything around us changes – the technology, the production process, the medium used to access our content – our core ability to create quality content that touch, inspire and empower our viewers must remain constant. We will continue building on our core strength of content creation.

Maintain a strong fiscal position and bring value to our stakeholders

We will derive the most synergies possible between our content and distribution businesses. We will consciously operate more efficiently and cost-effectively, as we deliver greater value to our audience, customers, clients, partners and shareholders.

ABS-CBN exists in the service of the Filipinos worldwide, as well as of all humankind. We exist to inform and to entertain through creative content for any distribution platform in a responsible and transparent manner with accountability. We innovate, diversify and expand into enterprises where our expertise in content creation opens new business and service opportunities. We promote the best in Filipino talent, and reflect the true sentiment of the Filipino.

CHAPTER CONTENTS

News and Current Affairs
TV and Radio
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Digital Terrestrial Television
Cable, Satellite and Broadband
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Kidzania
Knowledge Channel
Pinoy Media Congress

Local Legends

FEATURED DOCUMENTARY

"Local Legends," the ABS-CBN documentary series that has brought international honor to the Philippines, showcase the Philippines' rich culture and tradition through highlighting Filipino workmanship. Each episode is a beautifully shot portrait of a master that delves into his struggles, his inspiration and the efforts to sustain the craft in today's globalization and shift to mass production. It aims to promote respect for culture and tradition, encourage preservation of proudly Filipino crafts, and pass on the skills and knowledge to future generations.

In the first episode "Bandurria," viewers will learn about the grand history of guitar-making in San Antonio, Pampanga where guitar-making has been around for more than a century. This piece won a Silver World Medal last year in the Cinematography division of the New York Festivals World's Best TV & Films (NY Festivals). "Local Legends" first aired on ANC, the ABS-CBN News Channel. This year "Local Legends" won a Bronze World Medal at the prestigious NY Festivals, this time for the episode "Karne Norte," which featured a visually stunning and engrossing profile of a maker of traditional corned beef in Masbate.

In 2019, ABS-CBN won for the third time in the prestigious Cannes Corporate Media and TV Awards after "Local Legends" bagged a Silver Dolphin in the Lifestyle, Art, Music, and Culture category this year.

This winning special documentary program about Filipino master craftsmen was produced by ABS-CBN News' documentary arm DocuCentral, which already won a Gold Dolphin in 2018 for its piece on the Marawi siege and another Silver Dolphin in 2016 for its documentary series "Mukha" that aired on ANC, the ABS-CBN News Channel.

Source:
https://tinyurl.com/bandurria

Video: Available at
http://www.iwant.ph

NEWS & CURRENT AFFAIRS

All over the world, people look to news for information and enablement. In a society such as ours, news as a source of empowerment takes on an even greater meaning. Burdened by deepening poverty due to increasing prices, lack of job opportunities and poor education, hit by destructive natural calamities, these occurrences are very typical in the lives of every Filipino. News has become an integral part of life as people turn to ABSCBN News and Current Affairs for news for information to manage their day-to-day life and to be better equipped to cope with macro social, economic, and political changes.

With this, our service to bring news to every Filipino goes beyond providing accurate and up-to-date information. It employs expertise in investigative journalism to unearth the truth. This is also a tradition of service that requires the men and women of ABS-CBN News and Current Affairs to not only go the extra mile but also to stand as witnesses for the Filipinos and the world, in times of need and in times of celebration.

OBJECTIVES AND PRINCIPLES

ABS-CBN is one of the Philippines' most authoritative and trusted sources of news and information for more than 65 years. Three main principles guide us: accuracy, fairness and speed.

ABS-CBN journalists define news as information that affects our viewers – anything that occurs outside the norm and breaks expectations. It is information that is fresh, accurate, interesting and relevant. We aim to give our viewers the information they need to make decisions in their daily lives. Just as important, we believe journalism plays a crucial role in nation-building.

All ABS-CBN news personnel are responsible for ensuring that our stories are clear, provide context and reflect our basic principles editorially and technically.

For an ABS-CBN journalist, accuracy, clarity and balance will always take priority over speed. An error or even ambiguity in our stories will undermine our reputation.

Our guiding rule in newsgathering: We will get the news first, but first we should get our facts straight. We will strive to get the story right in the first telling.

We must be sure that our reports/stories are understood by the general public, yet appreciated by the experts and professionals.

CLARITY OF THOUGHT is our mantra and should guide us in our editorial and technical choices.

STANDARDS AND ETHICS MANUAL

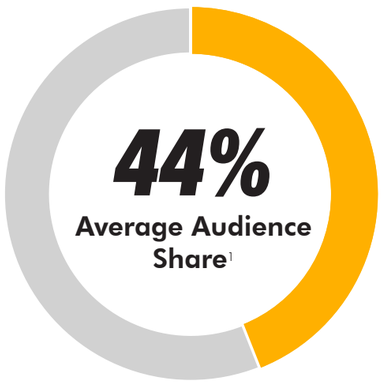
Our Standards and Ethics Manual cover the following:

- Objectives and Principles
- Definition of being an ABS-CBN Journalist
- Code of Ethics
- Standards in Newsgathering (principles; general interviewing; interviewing minors and mentally incompetent individuals; interviewing victims; interviewing injured or bereaved persons; notification of relatives; voice of people; sourcing; confidential sources; reporting rumors; investigative reporting; covering politicians, rich, famous and powerful personalities; covering entertainment personalities; covering litigation; covering crime; threats and claims of responsibility; covering hostage/barricade situations; covering terrorism/riots; covering contagious diseases; covering religion; stereotyping; hostile situations; covering war; information from other sources)
- Standards in News Production (objectivity; balance; writing; sensitive or graphic material; guests; callers/hoaxes; file video; staging/re-enactments; advertisements; music; audio; sound effects/audio sweetening; cutaways; graphics; editing; filing scripts from remote points; revealing websites and addresses; live coverage; video from other sources; requests to withhold information; public safety; using ABS-CBN Employees or Relatives on the Air; correcting errors/handling complaints; incidents involving ABS-CBN and its Staff; van safety)

MAJOR STORIES, NEWS COVERAGE, AND EVENTS 2019

30th SEA Games • Asian Swine Flu (ASF) • Bangsamoro Organic Law • Bureau of Corrections/Good Conduct Time Allowance (GCTA)/Ninja Cops • Earthquakes - Central Luzon, Batanes, Eastern Samar, Cotabato, Bukidnon, Davao del Sur • Halalan 2020 Marathon Coverage • Harapan Senatorial Debates • Iloilo-Guimaras Strait Incident • Maguindanao Promulgation • Manila Water Crisis • Measles Outbreak, Dengue, Return of Polio Cases • Mountain Province Landslide • Pacquiao-Thurman Fight on DZMM • Philippine Charity Sweepstakes Office (PCSO) Closure • Philippine Military Academy (PMA) Hazing • State of the Nation Address 2019 • Typhoons - Bagyong Usman, Bagyong Tisoy, Bagyong Ompong • West Philippine Sea Collision with China

TV AND RADIO

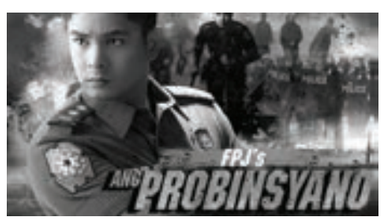


Creating heart-warming and empowering content is neither routine nor textbook; it isn't merely a manufactured product that can be bought off a grocery shelf. The success of a concept transcends what one sees, hears or reads. These stories must be delicately woven and intimately presented for it touch the very core of its audience. And this is what ABS-CBN Channel 2 Entertainment has diligently worked on in the past years.

Challenging oneself is difficult. It is much easier to celebrate past successes and hope that it will lead to future triumphs. But, as we are very much aware, this is not a guarantee. Faced with aggressive competition, we knew that we had to work hard to live up to our audience's expectations. And their overwhelming response only inspires us to do better.

FM radio has undergone a metamorphosis – from being a music channel to being an information source of the youth. Given its wide coverage and free nature, it is a channel of discovery for music, music acts and music news, a pipeline for youth issues and trends and a source for what is relevant to a young and mobile market. MOR 101.9 FM is ABSCBN's flagship FM station based in Metro Manila – and one of 17 MOR FM stations of ABS-CBN nationwide. MOR stations across the country are consistently rated number one or among the top three stations in each of their areas.

The AM network continues its legacy of breaking news, local commentary and public service through four AM stations around the Philippines. The Radyo Patrol brand is synonymous with live reporting any time of the day across any part of the country. Branching into a television simulcast through the Teleradyo brand, in Metro Manila, Metro Cebu and Metro Davao. Regarded as the training ground for many television journalists, the synergies across radio, TV and online make ABS-CBN News a dominant force in local journalism.



1 *ABS-CBN is still the top choice of Filipinos in the country for vital news stories and timely, family-oriented programs as it logged an average audience share of 44% for 2019, versus GMA Network's 31%, based on data from Kantar Media.*

FEATURE FILMS

The moving picture was invented at about the same time that radio was discovered – the 1890s. And since that time, audiences have always been transported to new worlds and new lives. The history of cinema is a history of society – telling stories of a moment in time that help mark moments in our lives.

Inspired by its creative passion, Star Cinema continued to produce blockbuster movies, all anchored by fresh and vibrant stories filled with life lessons and relatable characters portrayed by the best actors and actresses of our generation. And to continue to surpass previous laurels, Star Cinema works on organizational excellence through continuous learning. Our program and other production-related workshops are instituted and conducted via formal and on-the-job training modules, providing a deeper level of learning for the creative team. Key production people also participate in corporate-driven programs to enhance their overall management skills.

65 Million
Combined Subscribers Count

1+ Billion
Monthly Average Views

DIGITAL

iWant, the primary catch-up platform for ABS-CBN shows and movies, is the biggest library of content – from blockbuster hits, to the biggest primetime teleseryes, OPM music favorites, live channels and livestreamed shows, to iWant Originals produced by some of the country's seasoned and new breed of content creators – for Filipinos to enjoy whenever they want, and on any device, for free!

Given that the Philippines is a country steeped in social media, ABS-CBN continued its lead ahead of all media outlets. ABS-CBN accounts in both Facebook and Twitter continue to be most liked and followed, higher than any other media group in the country. The ABS-CBN Entertainment YouTube channel belongs to the Top 10 biggest YouTube channels globally and one of the Top 10 content networks on YouTube along with Walt Disney, Viacom, Warner Media, Concast, Sony, BBC, BuzzFeed, among others.

iWant is the first Filipino streaming service to sign the ASEAN Subscription Video-on-Demand Industry Content Code, joining other platforms in the region such as Netflix, HOOQ, iflix, Malaysia's tonton, Astro, and dimsum, and Thailand's DOONEE.

By signing the Content Code, iWant, the first streaming platform made by Filipinos for Filipinos, reinforces its commitment to keeping its content authentic, free from hate speech, hate crimes, pornography, and other forms of inappropriate content.

iWant

2 Million
Monthly Active Users

11 Million
Registrations

DIGITAL TERRESTRIAL TELEVISION

2015 marked another innovative and revolutionary milestone for ABS-CBN, when it pioneered Digital Terrestrial Television in the Philippine broadcasting industry through the launch of ABS-CBN TVplus. Also known as the Mahiwagang Black Box, ABS-CBN TVplus is all about redefining the Kapamilya experience for every Filipino household - a commitment to democratize quality viewing access for everyone, uplifting the experiences of C2D viewing.

In 2019, ABS-CBN TVplus introduced its newest service feature – INFOplus. Partnered with government agencies like the MMDA (traffic bureau), PAG-ASA (weather bureau) and NDRRMC (disaster and emergency response bureau), INFOplus provides real-time and relevant information (such as LIVE traffic updates, weather forecast and advisories, emergency and calamity alerts) to Filipino families without the need for internet or data services. In line with ABSCBN TVplus' commitment of service to democratize access on entertainment and information, INFOplus empowered the Filipino mass households to enjoy features that normally require cost or payment subscriptions.

Within the same year, we also commercially launched ABS-CBN TVplus GO, a mobile device that can turn android cellphones into a TV on-the-go. With this revolutionary product, Filipino commute warriors can brace and survive traffic with real-time Free TV entertainment, no data charges.

CABLE, SATELLITE AND BROADBAND

Connecting Filipinos to each other and to the world – that is the story of SKY. What once was a cable network has grown into one of the largest broadband providers in the country for both consumers and businesses while remaining the number one source of pay TV content on cable and DTH (direct to home). Product innovation, customer systems and continuous improvement drive the SKY team as they serve the Filipino.

LICENSING

The ABS-CBN Licensing business continues to grow given the strength of the brand, its shows, seasonal campaigns and premier celebrities. The most popular teleserye "FPJ's Ang Probinsyano" is one of the strong shows that have given birth to licensing deals and product concepts that, in turn has led to increased customer participation and transaction.

This past four years saw landmark partnerships forged with multinational brands for some of our international rights, while continuing to be at the forefront of providing licensing solutions in today's constantly evolving media landscape.

LIFESTYLE

Now centered on Fashion, Beauty, People, Culture, Living, and Food, the Lifestyle Ecosystem had made significant inroads in its target audience with the launch of its new website, more award-winning shows and amazing customer experiences.

To begin with, the Metro Channel received five accolades at the 17th Gawad Tanglaw for fostering the country's cultural development, sustainability, and gender empowerment in its programs, a welcome recognition just a year after the ABS-CBN lifestyle channel was launched on cable.

Three of Metro Channel's food shows that showcase rich Filipino culture and dishes – "Chasing Flavors" hosted by renowned chef Claude Tayag, "Food Prints" with restaurateur Sandy Daza, and "Show Me The Market" with Chef JP Anglo and The Marketman Joel Binamira – won the Jury Award for Cultural Development and Sustainability.

Joey Mead-King's talk show "Women of Style," meanwhile, received the Jury Award for Gender and Development. The empowering program, which premiered in August last year, has featured outstanding Filipinas who embody confidence, substance, and passion.

"Metro Home," a Metro Channel show that inspires viewers to add beautiful touches to their own abodes, is awarded the Jury Award for Sustainable Design and Innovation. It is hosted by furniture executive Stephanie Kienle-Gonzales and Metro Home magazine editor-in-chief Anton Barretto.

Mark Bumgarner Black Gown Dix Perez

Vania Romoff Cream Taffeta Gown Dix Perez

ABS-CBN, the country's leading media and entertainment company, is venturing into Hollywood production for the US film and TV outfit Electric Entertainment which is headed by Filipino-American producer Dean Devlin with a soon-to-air U.S. crime series titled "Off Tropic." The series is a crime drama set in Cebu and will air in the United States via the cable company, WGN America. It is ABSCBN's first foray into Hollywood television production.

GLOBAL

Being away from home is not an easy decision. Living in a foreign country, distant from one's family and friends, and surviving intense loneliness are just some of the sacrifices our countrymen abroad endure. While they may have adapted to their new environs, there remains a longing for what they can call their own, one that is distinctly Filipino.

That is why ABS-CBN Global is there for them. To keep them connected to home, to remind them of their roots, and to accompany them in their journey for a better life. While the need of our overseas friends for inspiring and touching content proved to be resistant even to the greatest of challenges, ABSCBN Global went back to what it does best – bringing the global Filipinos closer to home – and in so doing ensured that it will ride out difficult global situations.

REGIONAL

Through the Regional Network Group (RNG), ABS-CBN gets to broadcast Channel 2 programs, and produce local shows that meet the unique sociocultural needs of our regional viewers. Aside from broadcasting the Manila programs, RNG produces 12 local TV Patrol news programs and 8 local morning shows aired on weekdays. On radio, RNG has 15 FM stations (all with the MOR branding), and 3 AM stations aired in three strategic provinces.

During times of calamities and natural disasters, the Regional Network Group, being ABS-CBN's direct link to the provinces, has always been at the forefront in extending help to our affected Kapamilyas.

RNG has strengthened ABS-CBN's relationship with the people it committed to serve. This enduring bond has been nurtured and taken care of through RNG's empowering and enlightening local programs and genuine public service.

13	336	6	5
Kapamilya Caravan	Barangayan Events	Ronda Mercado	Kapamilya Fiesta World's Event

ABS-CBN REGIONAL CHANNEL
BRINGING YOU CLOSER TO HOME.

TV PATROL REGIONAL

KIDZANIA

When you think of children, you think of the future. Here in ABS-CBN, we want to stimulate and showcase their gifts, talents and interests to help their parents in molding them to be global Filipinos. Our mission is to serve Filipino kids as we build KidZania brand value and reputation with the creation of an exceptionally designed play city experience that delivers the optimum in educational entertainment.

This mall-based play city features over 100 role-playing activities in different establishments. Depending on their interests, children can choose from a wide range of jobs – to be an airplane pilot or cabin crew; to be an ABS-CBN anchor, actor, or recording artist for a day; or to experience being a fast food worker.

KidZania Manila features roles focused on uniquely Filipino strategic interests such as urban greening, marine resources, agriculture, public safety and disaster preparedness as these are the fields expected to assume critical significance in our country's future.

KidZania Manila is an expression of faith and hope in the future; and in very tangible ways, it is a concrete and direct investment toward helping shape the Philippines' future as we serve Filipino children, firing up their imagination, sparking hope, and empowering them to believe that a better world is possible through them.

KNOWLEDGE CHANNEL

The mission – to be responsible stewards and co-creators of transformative learning experiences through media and technology in the service of the Filipino children.

The dream – to bring smiles to Filipino children by improving their learning through multimedia resources. Through our videos and e-modules, we help them gain the foundational skills for learning so that they have a better chance to succeed in school and in life. By transforming the way they learn and effecting excellent learning outcomes, they can live happier and healthier lives and serve their families, their community, and the country.

Knowledge Channel Foundation Inc. (KCFI) is a pioneer in the education sector when it comes to producing quality multimedia learning resources for Filipino children. Since 1999, over 1,200 education episodes are airing on Knowledge Channel via cable, satellite television (Sky Cable), SkyDirect and digital terrestrial television (ABS-CBN TV Plus). More than 50 interactive games are available at kchonline.ph and 1,000 plus multimedia resources in the Knowledge Channel Portable Media Library for on-demand viewing.

These resources cater to major subjects taught in schools such as Math, Science, Filipino, English, Social Studies, and Values Education. There are also resources that cater to early childhood education and alternative learning.

Along with the new changes introduced in the basic education system, some of Knowledge Channel's newest programs like MathDali and AgriCOOLture have been anchored to the new K to 12 Curriculum of the Department of Education in supporting the holistic development of 21st Century skills among Filipino learners. These include: information, media, and technology skills; learning and innovation skills; effective communication skills; and life and career skills.

Since 2012, KCFI and Land Bank sealed a partnership deal that resulted in the development of a 15-episode educational series AgriCOOLture. The show discusses the curriculum content of Technology and Livelihood Education (TLE) in Crop Production, Poultry, Fishery Arts and Agri-preneurship. It also aims to showcase the Philippines and its vast greens and large bodies of water while harnessing the value of agriculture in the country's economy.

Well-received by teachers and students alike, 'AgriCOOLture' now on its third season, harnesses the value and significance of agriculture in our country's food security and economy in general and to the lives of every Filipino. In this season, Enchong Dee (ABS-CBN artist) learns fish farming, the proper handling of fishing equipment and water management, selecting and raising hogs, and yielding good and nutritious crops.

Last October, KCFI formally turned over the completed 6-episode series of 'AgriCOOLture' to Landbank of the Philippines and the Department of Education.

PINOY MEDIA CONGRESS

The year 2019 marked the 13th staging of the ABS-CBN Pinoy Media Congress (PMC) in partnership with the Philippine Association of Communication Educators (PACE). PMC Year 13 was a three-day event held at the College of Holy Spirit Manila, University of San Agustin in Iloilo, and the ABS-CBN compound on 7-9 March 2019 with a total of 1,613 student delegates from colleges and universities all over the Philippines.

The PMC is designed to provide a dynamic and interactive learning experience for both faculty and students through interesting discussions and talks led by seasoned media practitioners and educational activities such as film screenings, studio tours, and workshops. It serves as the network's public service initiative for the academe as it exposes the next generation of content creators, journalists, and media professionals through the event.

On the first day, the students learned the core principles of journalism, the current issues and trends in news media, and the challenges experienced by today's multi-platform journalists. They also understood the importance of maintaining civility online and were inspired to use media for social good. On the second day, the delegates absorbed new knowledge on the art of storytelling, preserving and restoring classic Filipino films, producing films for millennials and Z markets, and creating content for digital. The resource speakers from ABS-CBN and other industry experts imparted not only knowledge and information, but also shared their experiences, life stories, and values to the delegates.

On the third day, the delegates gained an even closer look at the professions they are aspiring to enter through the activities prepared by ABS-CBN such as special screenings of restored Filipino classic movies and workshops on scriptwriting for TV, documentary making, newsgathering, newscasting, and vlogging. Others also opted to learn about the inner workings of broadcasting through the Studio Tours, or experience their favorite programs through the ABSCBN Studio Experience.

ABS-CBN also partnered with Knowledge Channel and ABS-CBN News for the second "Class Project: Intercollegiate Mini Documentary Competition," which gives students a chance to hone their filmmaking skills and have their documentaries showcased to a wider audience. Students from the University of the Philippines-Diliman won the top prize in the competition that generated a total of 78 mini-documentaries tackling the lives of Filipinos that communicate values of social justice, passion to serve, commitment to holistic learning, integrity, and nationalism. The top ten finalists were aired on Knowledge Channel and ABS-CBN News Channel (ANC), and streamed on iWant, while the top two entries were also aired on ABS-CBN. The winners were awarded during the second day of PMC.

In 2019, ABS-CBN also launched the ABS-CBN Pinoy Media Congress Caravan, where it brought the student conference experience to different campuses in the Philippines outside Metro Manila such as Saint Louis University (Baguio), Lyceum of the Philippines University (Cavite), and Cebu Normal University (Cebu). A total of 1,819 students benefited from the three one-day PMC Caravan events, wherein speakers from ABS-CBN shared their knowledge and experiences.

The yearly media conference, which has served more than 12,000 professors and students since its launch in 2005, brings together leading media practitioners to help educators in providing students with a critical understanding of media, and in preparing them for a career in the media industry.

AWARDS

INTERNATIONAL AWARDS

International Association of Business Communicators 2019 Gold Quill Awards,

3 2019 Asia-Pacific Stevie Awards,

2019 International Business Awards

9 Asian Academy Creative Awards 2019

3rd South East Asia Video Festival for Children

First Asia Contents Awards

Cannes Corporate Media and TV Awards

2 Society of Publishers in Asia Award for Editorial Excellence

Center for Asian American Media (CAAMFest) 37 Awards

Bentonville Film Festival

35th Los Angeles Asian Pacific Film Festival

2 2019 New York Festivals World's Best TV & Film Awards

4 Worldfest-Houston International Film Festival

12 Cinema World Festival 2018 Autumn Selection

BUSINESS COMMINICATION

7 17th Philippine Quill Awards

FILM

37th Film Academy of the Philippines Luna Awards

16 2019 Cinema One Originals

3 Eddys Awards

2 35th PMPC Star Awards for Movies

10 67TH Famas Awards

Film Development Council of the Philippines Film Ambassadors' Night

CORPORATE

4th Annual Asian Legal Business Philippine Law Awards

6 Lopez Achievement Awards

4 Reader's Digest Trusted Brands 2019

3rd Metrobank Foundation Partner in Empowerment, Advocacy and Commitment to Excellence Peace

Optical Media Board 2019 Appreciation Night

BROADCAST

8 6th Inding-Indie Film Festival

18 ANAK TV Awards

12 Comguild Academe's Choice Awards

19 2019 Platinum Stallion Media Awards

23 RAWR Awards 2019 Awards

15 41st Catholic Mass Media Awards,

3 Anak TV Sinebata Awards

37 5th Alta Media Icon Awards

33 33rd Philippine Movie Press Club Star Awards for Television

14 Comguild Media Awards

26 Edukcircle Awards

21 Young Educators' Convergence of Soccsksargen, Inc. 5th Aral Parangal Awards

26 27th KBP Golden Dove Awards

5 De La Salle Dasmarinas Alumni Association Inc. Animo Media Choice Awards

2019 Ninoy and Cory Aquino Awards for Journalism and Public Service

Rotary Club of Manila Journalism Awards

5 Bataan Peninsula State University 7th Kagitingan Awards for Television

15 Mindanao State University – Gensan Campus 18th Kabantugan Awards

28 17TH Gawad Tanglaw Awards

21 4th Golden Laurel Media Awards

11 5TH Eastern Visayas State University Ormoc City Campus Students' Choice Mass Media Awards

5 Rizal Technological University Kidlat Sinaya Awards 2019

7 Northwest Samar State University 10th Student's Choice Awards for Radio and Television

14 6th Paragala: Central Luzon Media Awards

3 Gandingan 2019: 13th UPLB Isko't Iska's Multimedia Awards

National Commission for Culture and the Arts 11TH Ani ng Dangal Awards

17 De La Salle Araneta University 2nd Gawad Lasallianeta Awards

8 National College of Science and Technology 2nd Dangal ng Bayan Media Excellence Awards

BROADCAST & FILM

3 Commission on Filipinos Overseas 2019 Migration Advocacy and Media Awards

10 Gawad Pasado Awards 2019

20 3rd Guild of Educators, Mentors, and Students Hiyas Ng Sining Awards

BROADCAST & MUSIC

23 Push Awards Year 4

BROADCAST FILM & MUSIC

38 50th Guillermo Mendoza Box Office Entertainment Awards

MUSIC

10 Himig Handog 2019

BUILDING SUSTAINABLE AND CARING COMMUNITIES

ABS-CBN is the only media organization in the country that recognizes the critical importance of operationalizing environmental sustainability in the interest of all stakeholders internally and externally. Our mantra is to start from within. Before we go out and do our public service, we make sure that our operation itself does not negatively impact our local community. This is how we start build sustainable and caring communities.

Our public service efforts began by broadcasting the plight of those in need of assistance. Then we started with small programs to help communities which eventually became a core pillar of ABS-CBN culture. Thirty years after, we continually and exponentially grow our service to an all-around developmental approach in keeping with our mission to provide a better quality of life to every Filipino. Today, our public service programs span across overseas Filipino workers, child welfare, health and wellness, humanitarian relief and rehabilitation, education, environment, and livelihood and employment. Our sincere devotion to public service is to support community aspirations and see them through reality.

This is ABS-CBN – ensuring our commitment to service brings positive impacts within and outside the organization.

As front liners in the country exposing environmental issues and providing public advisories and awareness campaign ads in energy and water conservation, responsible waste management, and biodiversity, we also walk the talk.

Since the 1990s, we have been vigilant in reducing our environmental footprint, ensuring that we do not negatively impact our local communities where we operate: from the management of our energy and water consumption, production of solid waste and wastewater, to forest restoration and management. Today, as part of our enhancement program, we will strengthen our data management capabilities and target to reduce further our impacts to the environment by intensifying our climate actions.

CHAPTER CONTENTS (PART 1)

Energy
Emissions
Biodiversity
Water and Effluents
Solid and Hazardous Waste

Mga Kwento ng Klima

FEATURED DOCUMENTARY

Filipinos still remember the tragic aftermath that followed typhoons Ondoy and Yolanda. After experiencing and surviving calamities caused by disruptive climate change, have we finally learned from the past and prepared for future threats?

Produced by ABS-CBN DocuCentral in cooperation with the Oscar M. Lopez Center, "Mga Kwento ng Klima" chronicles how Filipinos are slowly evolving into a climate resilient people after picking up painful lessons from all the climate-related disasters that battered the country. It digs deep into how susceptible the country is to climate change and how local communities, government agencies, and concerned organizations have united to take control of the situation by championing climate resilient projects.

Climate has always had an influence in the daily lives of Filipinos since the time of our ancestors. We depend on a stable climate to dictate the way we produce and consume our resources. However, with the earth getting warmer at an unprecedented rate, everything we thought we knew about climate is suddenly outdated. It has become not only erratic and unreliable, but also disruptive, violent, and even life-threatening. And this is just the beginning.

Source:
https://tinyurl.com/knklima

Video: Available at
http://www.iwant.ph

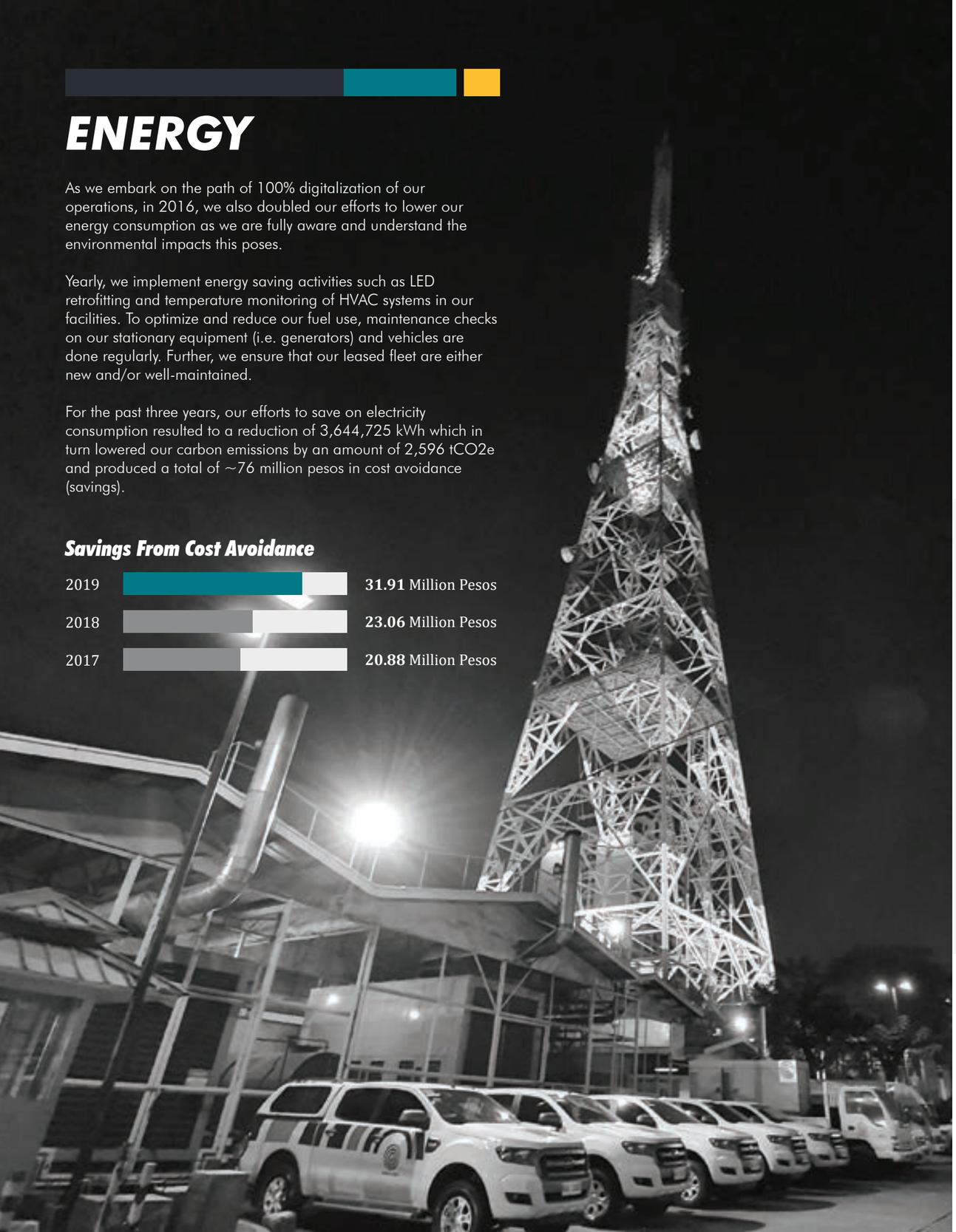
ENERGY

As we embark on the path of 100% digitalization of our operations, in 2016, we also doubled our efforts to lower our energy consumption as we are fully aware and understand the environmental impacts this poses.

Yearly, we implement energy saving activities such as LED retrofitting and temperature monitoring of HVAC systems in our facilities. To optimize and reduce our fuel use, maintenance checks on our stationary equipment (i.e. generators) and vehicles are done regularly. Further, we ensure that our leased fleet are either new and/or well-maintained.

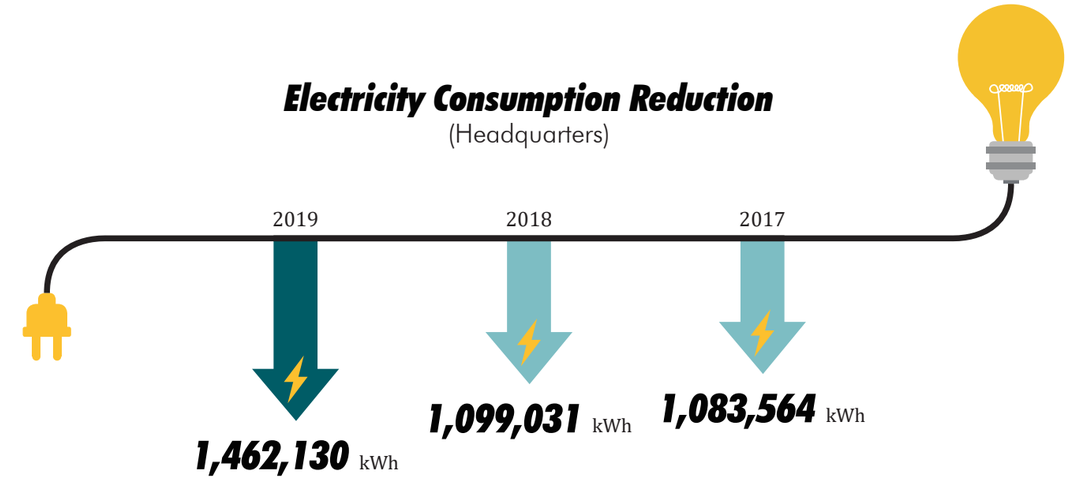
For the past three years, our efforts to save on electricity consumption resulted to a reduction of 3,644,725 kWh which in turn lowered our carbon emissions by an amount of 2,596 tCO2e and produced a total of ~76 million pesos in cost avoidance (savings).

Savings From Cost Avoidance

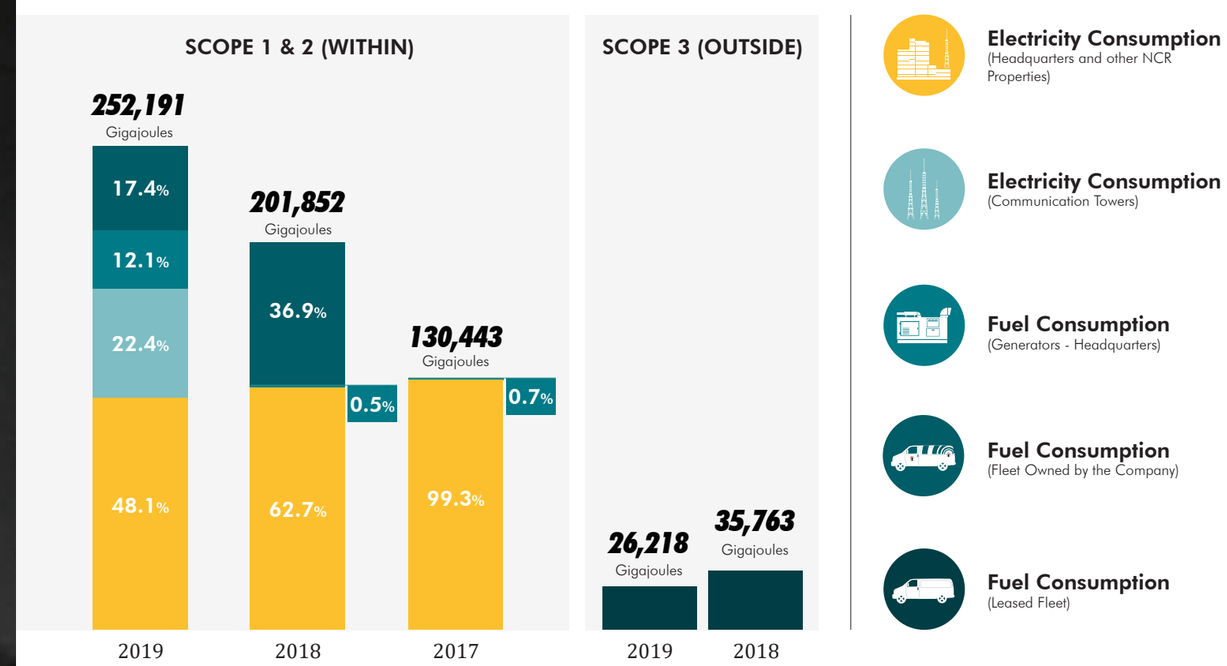


Electricity Consumption Reduction

(Headquarters)



Energy consumption



Notes:
1. Conversion factors used: 1kWh = 0.0036 GJ; 1 liter of diesel (automotive) = 0.0386 GJ; 1 liter of gasoline (automotive) = 0.0396 GJ; 1 liter of diesel (generators) = 0.0342 GJ
2. Other properties in the National Capital Region (NCR) include: offices, warehouses, parking, etc.).
3. Communication towers include all DTT and Analog sites nationwide.
4. Only fuel consumption from Headquarters were reported in 2017 and 2018 due to limited to no consolidated data available from other operations. For 2019, data includes fuel consumption from Headquarters, Logistics and Technical operations.
5. Fuel consumption from fleet (leased and owned) by the company was not reported in 2017 due to limited to no consolidated data available.

EMISSIONS

The effects of climate change along with continued ecosystem destruction and environmental degradation continue to be a global concern. Greenhouse gas (GHG) emissions and pollution are increasing, largely driven by economic and population growth.

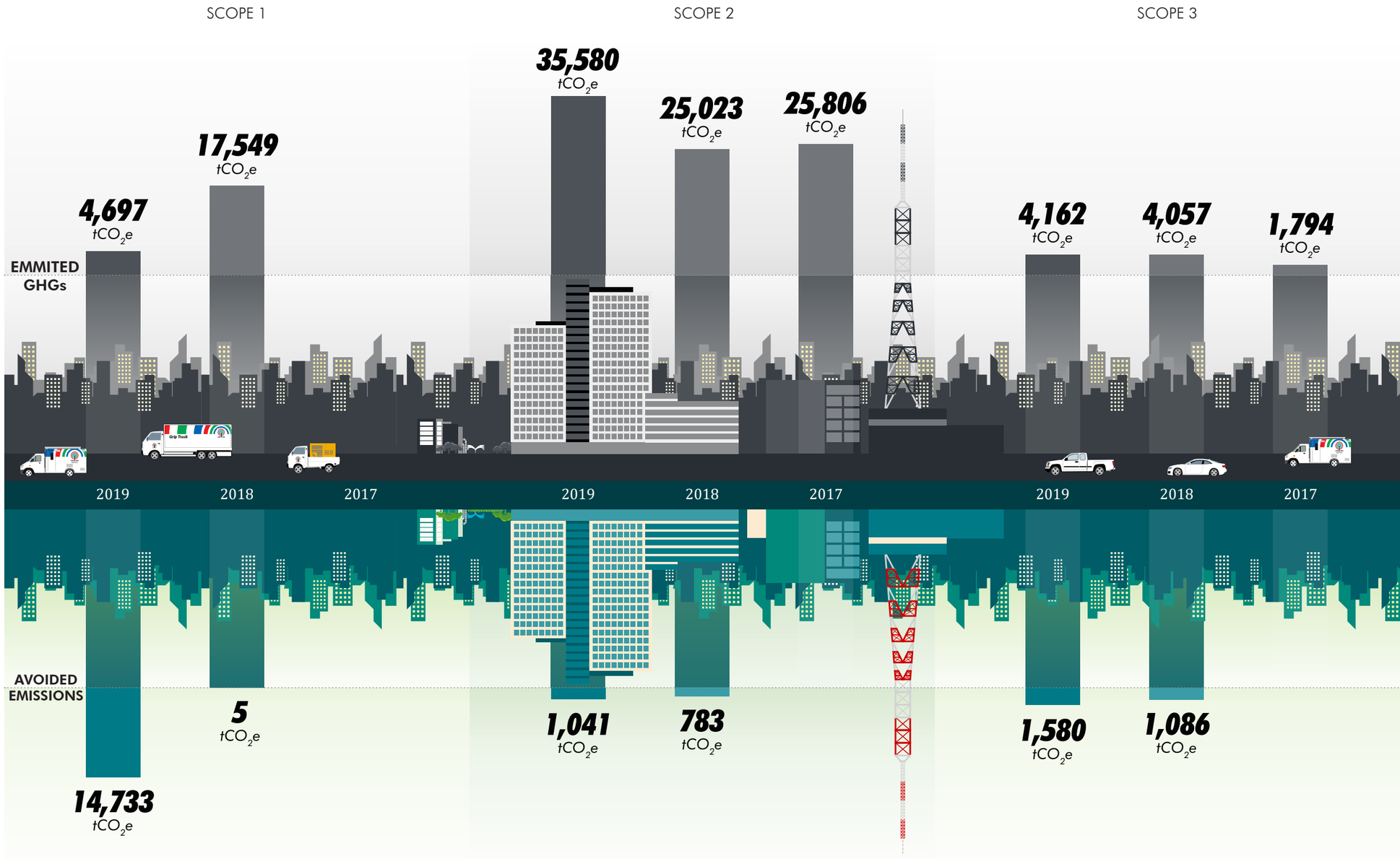
Our country is among the 194 countries that have adopted guidelines to implement the 2015 Paris Agreement meant to steer efforts for a global climate action. Independent of such efforts, we have been doing our part in reducing greenhouse gas emissions towards a carbon negative operation since the 1990s. Activities to control and manage GHG emissions consist of vermicomposting of tree and plant trimmings and recycling of paper, newspaper, whitepaper and cardboard instead of sending them to landfill; reducing, reusing and repurposing our wardrobes instead of procuring new materials; and reducing our electricity consumption, fleet and leased car use, and HVAC maintenance.

Total Emissions

2019	44,440 tCO_2e
2018	46,629 tCO_2e
2017	27,600 tCO_2e

Total Avoided Emissions

2019	17,354 tCO_2e
2018	1,874 tCO_2e
2017	Base Year



General Notes
1. Tonnes of carbon dioxide equivalent (tCO2e) is a measure that allows us to compare the emissions of other greenhouse gases relative to one unit of CO2. This is calculated by multiplying the greenhouse gas emissions by its 100-year global warming potential based from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report (AR5).
2. Year on year, we try to improve the data management of our activity data and emission factors. We choose 2017 as our base year because of limited to no data available prior to this year for most of our activities. See notes per Scope for specific boundaries used per year.
3. Assumptions and methodologies are detailed on pages 101-104.

Scope 1 Notes
There is no reported emissions in 2017 due to unavailability of activity data. In 2018, headquarters' emissions from generators, fleet, and leaks during HVAC maintenance were reported. For 2019, emissions from on-site solid waste management, and generators used for remote shoots and communication towers were included. Emissions from our regional and global offices are not yet accounted for due to the unavailability of activity data.

Avoided emissions for this scope cover: vermicomposting of tree and plant trimmings instead of sending to landfill, and reduction of fleet use and the need for HVAC maintenance (which is primarily responsible for releasing fugitive emissions due to leaks). The significant increase in avoided emissions in 2019 was due to no leaks of refrigerants recorded and limited to no HVAC maintenance required.

Scope 2 Notes
Emissions for 2017 and 2018 covered only emissions from electricity consumption in our headquarters. In 2019, electricity consumption emissions from our communication towers nationwide were already included. Emissions from our regional and global offices are not yet accounted for due to the unavailability of activity data.

Avoided emissions for this scope is due to our reduction efforts in electricity consumption.

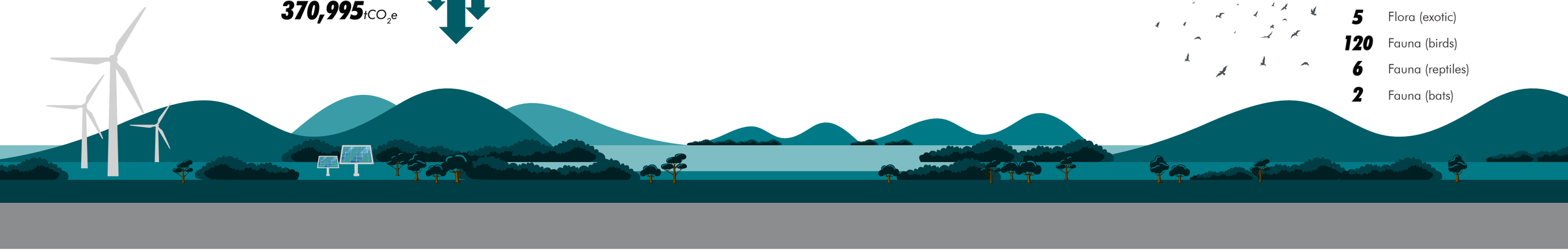
Scope 3 Notes
Only the emissions from transmission and distribution losses associated with our purchased electricity were accounted for in 2017 due to the unavailability of other activity data under this scope. In 2018 and 2019, these now included emissions from our leased cars and then off-site solid waste management respectively. Emissions from our regional and global offices are not yet accounted for due to the unavailability of activity data.

Avoided emissions for this scope cover: recycling of paper, newspaper, whitepaper and cardboard instead of sending them to landfill; reducing, reusing and repurposing our wardrobes instead of procuring new materials; and reducing our leased car use.

Total Sequestration
370,995 tCO_2e

Species Protected and/or Restored[1]

94	Flora (endemic)
5	Flora (exotic)
120	Fauna (birds)
6	Fauna (reptiles)
2	Fauna (bats)



Notes:
1. Carbon sequestration is the removal of carbon from the atmosphere in carbon sinks (such as oceans, forests or soils) through physical or biological processes, such as photosynthesis.
2. Assumptions and methodologies are detailed on pages 101-104.

CARBON SEQUESTRATION

Tree planting activities have been one of our core CSR activities since the 1990's. However, it was only in 1999 when we launched the "Save the La Mesa Watershed Project" that we began tracking our reforestation activities. From 1999 to 2010, ABS-CBN Lingkod Kapamilya Foundation Inc. (ALKFI) - Bantay Kalikasan has been managing and protecting 1,552 hectares of the La Mesa Watershed and planted 742,125 seedlings under the reforestation program. From 2011 to 2019, an additional 359,641 seedlings have been planted under the enrichment program.

Yearly, ALKFI - Bantay Kalikasan strictly follows the rules in conducting enrichment and tree planting activities within the watershed. All planting activities are done only at the onset of the rainy season or during the rainy months to ensure a sufficient availability of water in the soil which is favorable for growth and development of roots. As a result, 92% of the seedlings we have planted have survived.

NET EMISSIONS

From the 1,552-hectare forest cover managed and protected by ALKFI – Bantay Kalikasan, a total of 370,995 tonnes of carbon dioxide equivalents have become available to offset carbons emitted by our business operations making us a carbon negative organization, with (326,555) tonnes of carbon dioxide equivalents net emissions for 2019.

CLIMATE ACTION PLANS

- Procurement of 100% renewable energy for our Headquarters' electricity consumption beginning 2020. This step will ensure a significant drop in our Scope 2 emissions.
- Improvement of our activity data management to maximize our emission reduction and carbon removal efforts. This enhancement program will include: expanding our data collection to regional and global offices and add more Scope 3 categories such as business travels.
- Intensification of employee involvement in climate action related communications and activities such as responsible consumption and use of electricity, water, food, clothes, paper, electronic devices, etc.

BIODIVERSITY

Habitat loss poses the greatest threat to species. They continue to disappear as they are harvested for human consumption and cleared to make way for agriculture, housing, roads, pipelines and other construction for industrial development. During the 1990's, the La Mesa Dam's proximity to the highly urbanized metropolis gradually led to its degradation. Large forested areas were converted into farm lands by illegal settlers occupying the forest area which led to increased runoff and excessive soil erosion. To save the La Mesa Watershed from further destruction, the Metropolitan Manila Waterworks and Sewerage System (MWSS) engaged ALKFI - Bantay Kalikasan to lead its rehabilitation.

The "Save the La Mesa Watershed Project" officially began in 1999. The project involved reforestation and protection of the MWSS-owned La Mesa Watershed, which is the water source for 25 million residents of Metro Manila and MWSS service areas. For almost 20 years, ALKFI - Bantay Kalikasan has been successful in implementing the project particularly in reforesting 1,552 hectares (exceeding the original target of 1,250 hectares) with 757,125 seedlings of 94 endemic and five exotic species. Restoration of the forest cover has regenerated biodiversity in the watershed ecosystem, and at the same time, has prolonged the lifespan of the reservoir. An unplanned accomplishment is vermiculture: from 2007-2013, 20,010 kg of vermicast were produced, which allowed the project to be completely self-sufficient in producing organic fertilizer for the nursery and forest plantations[2].

Forest protection has been successfully undertaken by the project through its partners and donors. Action by MWSS and the Unified Security Group to resettle more than a thousand illegal settlers put an end to the practice of kaingin inside the watershed and reduced other destructive activities. 24/7 foot patrols by project workers helped prevent or detect forest fires and poaching. During the critical early years, watchtowers played a key role in forest protection which was made possible by ALKFI - Bantay Kalikasan which secured funds for the construction of the 11 towers[3].

1 2014 End-of-Project Evaluation Report, ALKFI-Bantay Kalikasan.
2 Ibid.
3 Ibid.

WATER AND EFFLUENTS

	Purchased Potable Water from Water Concessionaire (Megaliters)		Recycled Water within ABS-CBN compound (Megaliters)	
2019	178	59%	41%	122
2018	158	62%	38%	105
2017	178	65%	35%	99

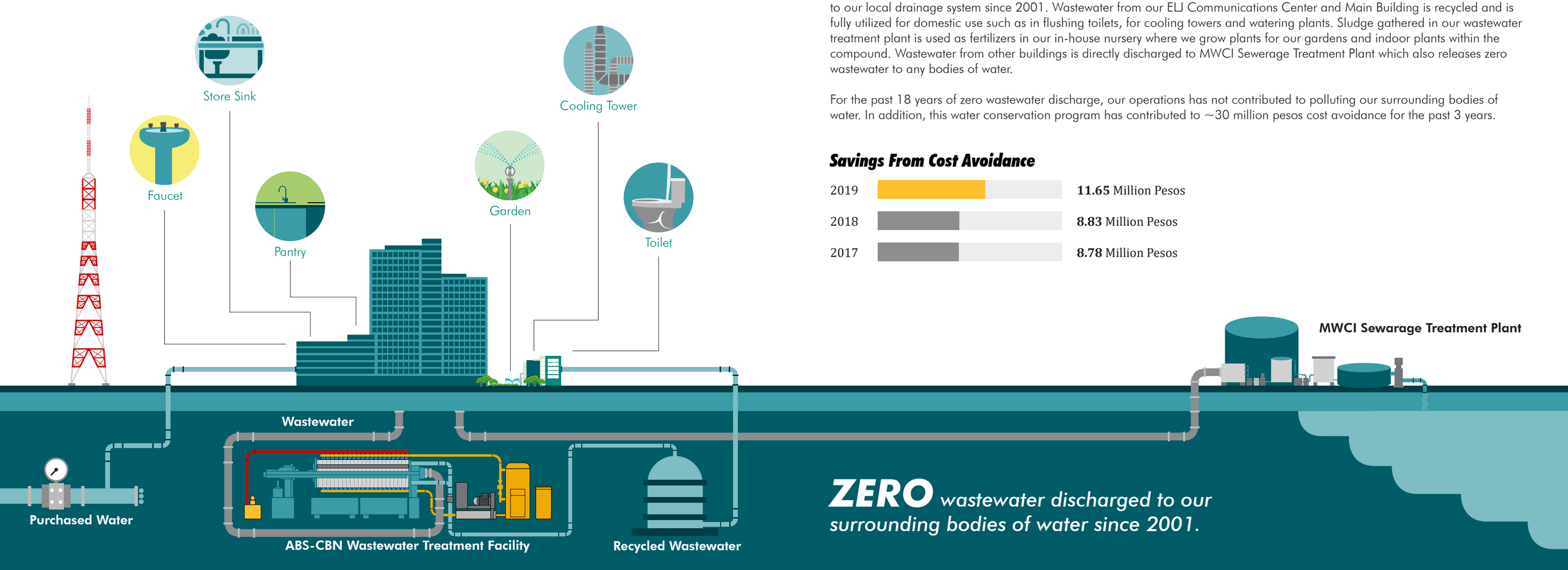
In 2000, ABS-CBN commissioned the construction of its wastewater treatment plant, which has a capacity of 1,210 cubic meters per day. In May 2008, our Headquarters started to use both purchased and recycled wastewater for operational consumption. We do not carry out water extraction that may affect our surrounding environs. For the past three years, we reduced our consumption to about 326 megaliters of potable water drawn from our water concessionaire by using instead more recycled wastewater from our treatment facility, thereby making more water available to other people in the locality. This amount of water can very well serve the needs of 2,000 individuals (for use in food preparation, bathing, laundry and other needs) for three years.

For a large company with about 10,000 daily people traffic consuming water from our facilities, zero wastewater is discharged to our local drainage system since 2001. Wastewater from our ELJ Communications Center and Main Building is recycled and is fully utilized for domestic use such as in flushing toilets, for cooling towers and watering plants. Sludge gathered in our wastewater treatment plant is used as fertilizers in our in-house nursery where we grow plants for our gardens and indoor plants within the compound. Wastewater from other buildings is directly discharged to MWCI Sewerage Treatment Plant which also releases zero wastewater to any bodies of water.

For the past 18 years of zero wastewater discharge, our operations has not contributed to polluting our surrounding bodies of water. In addition, this water conservation program has contributed to ~30 million pesos cost avoidance for the past 3 years.

Savings From Cost Avoidance

2019	**11.65** Million Pesos
2018	**8.83** Million Pesos
2017	**8.78** Million Pesos



ZERO *wastewater discharged to our surrounding bodies of water since 2001.*

SOLID AND HAZARDOUS WASTE

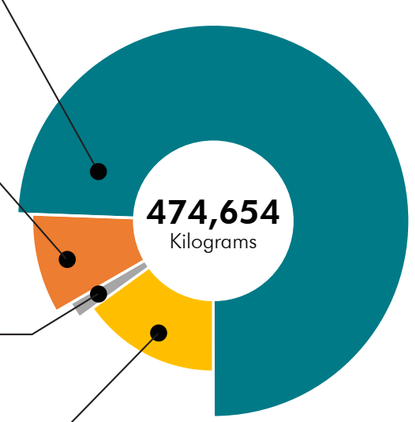
SOLID WASTE MANAGEMENT PROGRAM

74% REDUCE, REUSE AND REPURPOSE PROGRAM

9% RECYCLING PROGRAM (SOLD FOR RECYCLING)

2% VERMICOMPOSTING PROGRAM (SOLD FOR RECYCLING)

15% SENT TO LANDFILL



By the mere size of our daily operation, a large amount of resources are used whether they be props, sets, wardrobe or equipment, thus, we started our reuse and repurpose program in the 1990s – our first solid waste management program. However, as the company grew, the demand for more props, sets, wardrobes and equipment became evident. This new bulk of materials coming in, eventually became more and more difficult to manage. To address the issue, we introduced a cataloguing system to enhance the program. This system allowed us to reuse and repurpose our old props, sets, wardrobes and equipment, reducing the need to purchase new materials which attributed to the reduction of Scope 3 emissions in our operations and at the same time mitigated the increase of potential solid waste.

In the early 2000s, we strengthened our solid waste management program by situating nearly a hundred properly labeled trash bins (reusable, biodegradable, non-biodegradable) in strategic spaces in our offices and nearby surroundings. This program has also served as an awareness campaign for our employees to take on responsible waste segregation.

ABS-CBN's Material Recovery Facility was then constructed to strengthen the waste segregation program, where we now separate organic waste from non-recyclable and inorganic waste. This process now allows us to sell recyclable materials to third-party contractors so these too can be reprocessed for the manufacturing of new products. Additionally, our tree and plant trimmings are composted in our Vermicomposting Facility.

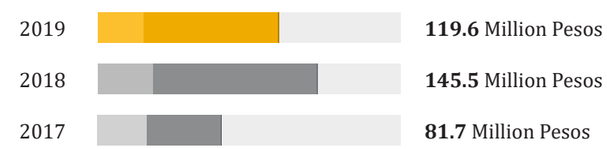
UTILIZATION OF WARDROBE, PROPS & SETS

REDUCE, REUSE & REPURPOSE PROGRAM

Our Reduce, Reuse and Repurpose Program for props, sets, and wardrobe resulted to an estimated 347 million pesos in savings and generated approximately 2.8 million pesos from rental and penalty fees and sales from the disposal of our props, sets and wardrobe. This initiative did not only lessen the environmental impacts of our activities, it also cut down our operational costs.

	2019	2018	2017	
WARDROBE	36%	29%	35%	*Casual wear, footwear, costumes, accessories, etc.*
PROPS	59%	63%	55%	*Décor, furniture, gadgets and electronics, lights, toys, musical, stunt and hand props, etc.*
SETS	5%	7%	10%	*Columns, gear motors, wood, steel plate, riser, panels, platforms etc.*
TOTAL QUANTITY	**87,601**	**136,260**	**107,389**	

Savings From Cost Avoidance



119.6 Million Pesos

145.5 Million Pesos

81.7 Million Pesos

HAZARDOUS WASTE MANAGEMENT PROGRAM

	2019		2018		2017		
VARIOUS ELECTRICAL AND ELECTRONIC EQUIPMENT WASTE			55%	27%	21%	10%	*Destructed or segregated and exported for recovery*
CDMA EQUIPMENT AND RF FEEDER CABLES AND ANCILLARIES			0%	0%	9%	55%	*Destructed or segregated and exported for recovery*
LEAD ACID BATTERIES			18%	0%	6%	0%	*Lead Recovery / Sulfuric Acid treatment*
	000 kilograms		**35,284** kilograms		**127,123** kilograms		
USED OIL	**000** liters		**5,040** liters		**6,958** liters		*Recycling*

Hazardous *Non-Hazardous*

In 2018 and 2019, materials from our Reduce, Reuse and Repurpose Program contributed significantly to the total weight of waste we collected for recycling, destruction, or disposal as illustrated above.

As a media and entertainment organization, the greatest impact we have in society would be our content, its production and distribution. And, we draw from this strength tapping on the creativity and reach of media for our various service programs. We serve with the highest standards of excellence, professionalism, integrity and accountability.

CHAPTER CONTENTS (PART 2)

Public Service Organizational Structure
Overseas Filipino Welfare
Health and Wellness
Child Welfare
Humanitarian Relief and Rehabilitation
Education
Environment
Livelihood and Employment

Genuine Love

FEATURED DOCUMENTARY

Through the documentary "Genuine Love," people learned more about Gina Lopez's love for children, people, our nation, and the environment, which she expressed through projects and campaigns. She was the driving force behind iconic educational shows for the youth like "Sineskwela," "Hiraya Manawari," and "Bayani," which inspired love for learning and love for country among a generation of Filipinos.

Gina, the former chairperson of ABS-CBN Foundation, founded the first rescue hotline for abused children in the country Bantay Batay 163, environment movements Bantay Kalikasan, Save the La Mesa Watershed, Kapit Bisig Para Sa Ilog Pasig, and No to Mining in Palawan.

Netizens can now watch "Genuine Love," the documentary on the life of service of former environment secretary on ABSCBN News YouTube channel and on-demand on streaming service iWant.

Filipinos went to social media to express their admiration and gratitude for her. Produced by ABS-CBN DocuCentral, "Genuine Love" shows the different aspects of Gina's life as told by her mother Conchita and siblings led by ABS-CBN chairman emeritus Eugenio "Gabby" Lopez III and Creative Programs Inc. president Ernie Lopez, and her past and present colleagues in the ABSCBN Foundation Inc. (AFI) like former Bantay Bata 163 head Tina Monzon-Palma and current Bantay Kalikasan program director Jen Santos.

The piece, which sparked tributes to Gina from Filipinos online, first aired on ABS-CBN last August 25, six days after she passed away. It features photos from her youth and as a yoga missionary of Ananda Marga, news footages, and excerpts from her speeches and interviews as an anti-mining advocate, and secretary of the Department of Environment and Natural Resources. It also showed some parts of Gina's last TV interview that aired in July, which showed her still full of life, hope, and love despite her health challenges.

Twitter user @djhamerabag called Gina "one of a kind" and praised her for leaving "the comforts of her home because of genuine service to humanity."

Netizen @iamdinard also posted "Watching #GenuineLove, I couldn't think of any other Filipino who has the same heart to serve as Gina Lopez. Gone too soon, Earth warrior!" Her words also ignited nationalism among the viewers.

Twitter user @champagnemiles also thanked her for "empowering the locals through their projects and promote eco-tourism" through her projects like ILove Foundation and "G Diaries," while @NicaillTimbal and @ reedtulio raved about her genuineness, passion, and selfless heart.

And like many others that watched the documentary, @ stephanie_hazel was inspired to follow in Gina's footsteps. She posted, "That passion, fire and selfless love. Not for money, not for fame. But, for the people, for the Filipinos, and especially, for God. GL, does not only stand for #GinaLopez but for #GenuineLove. I hope, someday, I'll be closer to what she had been."

Source:
https://tinyurl.com/gina-love

Video: Available at
http://www.iwant.ph

PUBLIC SERVICE ORGANIZATIONAL STRUCTURE

Through the years, we have responded to the needs of the people and adopted a number of communities. ALKFI is one facet of our public service. We aim to strengthen and focus our efforts by aligning our various advocacies with our core business competence. Through our ABS-CBN Integrated Public Service, we have implemented a unified brand for all public service initiatives of the company and its foundations.

As we continue to explore opportunities and ways we can make a difference, we work to ensure that all our efforts are aligned and collaborative. ALKFI invested in Project Management Training to provide a uniform framework where we design and define our projects, focusing on measurable outcomes we want to see in a community. The framework is designed to be more inclusive, involving more ABS-CBN Divisions and external organizations in the implementation of projects.

It is important to us that the projects we implement are financially, environmentally, and socially sustainable. We activated the Social Investments and Finance Committee, comprised of a multi-functional group of Managers to review, evaluate, and make recommendations to projects from their conceptualization to their monitoring after implementation. By conducting these reviews, we ensure that we create positive and meaningful change in the lives of our beneficiaries.

We repay our donor's trust and generosity by improving our feedback mechanisms to ensure transparency. Our Online One Kapamilya Newsline is a platform where our donors and our Donor Management Unit can collaborate in the use of donor funds. This medium uses reports, interstitials, plugs, and other materials to communicate how donations are utilized.

PUBLIC SERVICE KEY RESULTS AREA (KRA)

- Overseas Filipino Welfare
- Health and Wellness
- Child Welfare
- Humanitarian Relief and Rehabilitation
- Education
- Environment
- Livelihood and Employment

INTEGRATED PUBLIC SERVICE (IPS)
Main Public Service Coordinator

ABS–CBN LINGKOD KAPAMILYA FOUNDATION, INC. (ALKFI)
Main Public Service Arm

SAGIP KAPAMILYA (Saving People)

Sagip Kapamilya provides relief assistance to victims of calamities and natural disasters. It is likewise engaged in the rehabilitation of typhoon-damaged public schools and several disaster risk-reduction projects all over the country.
Programa Genio of Sagip Kapamilya was launched in 2012 to focus on helping every Filipino child 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 children and youth through quality educational soft programs in order for them to become skilled and productive citizens that would be able to contribute in the growth of their community and to the country's development.

BANTAY BATA (Child Watch)

Founded in 1997, Bantay Bata 163 started as a child welfare program for children at risk. Through the years, its services have evolved to include helping indigent children through medical assistance and scholarships. It has broadened its scope to include the community to help advance its advocacies, empowering the family through education and information campaigns.
In 2018, Bantay Bata 163 re-opened the Children's Village will serve as a halfway home to abused and at risk children. Moving forward, Bantay Bata 163 will enter the online arena to aid in stopping online child abuse and exploitation. Bantay Bata's services now fall under the following categories:

- Bantay Proteksyon – Being the front runner in child protection, these services aim to promote the intrinsic rights of a child especially their right to protection. This includes Hotline 163 and the Children's Village.
- Bantay Edukasyon – Bantay Bata 163 provides educational assistance to children victims of abuse, exploitation and neglect and those children from destitute families.
- Bantay Kalusugan – this category includes services that cater to the overall health and well-being of a child. Included in this group are the medical assistance services and supplemental feeding projects.
- Bantay Pamilya – includes interventions that advance the advocacies of Bantay Bata thereby empowering the family and the community to be advocates and champions of children rights and welfare. Projects under this category include Community Outreach Programs and Capacity Building Programs for parents and service providers.

BANTAY KALIKASAN (Nature Watch)

Launched in 1998, Bantay Kalikasan (BK), ABSCBN Lingkod Kapamilya's environment advocacy arm, has propelled massive changes towards the protection and sustainability of the country's natural environment. For two decades, it has initiated different projects such as watershed rehabilitation and management, recovery and recycling of Used Lead Acid Batteries (ULABs) and used oil, advocacy building through Information and Education Campaigns (IEC) and community empowerment. BK's projects include the Green Initiative Project, La Mesa Watershed and Ecopark, Bantay Baterya and Langis and the SEA Verde Island Passage (SEA VIP) Project. All of Bantay Kalikasan's projects revolve around five pillars which include:

- Environmental Stewardship - This pillar awakens the "steward" in every Filipino – to encourage them to take steps, even small, for the environment.
- Sustainable Livelihood - This pillar provides the necessary inventory/equipment/ infrastructure, and even operating capital needed to start up the social enterprise.
- Empowered Communities - This pillar trains the community on managing their own social enterprise in the areas of financial literacy, marketing, operations, and other sustainable business practices. It also includes values transformation of individuals enabling them to make sound decisions based on integrity, truth, and the common good.
- Governance and Leadership - This pillar assists the communities to form a recognized organization capable of governing themselves and implementing policies to achieve their common goals.
- Building Networks and Ecosystems - This pillar equips the communities to become independent organizations capable of tapping government agencies, the academe, and trade associations to launch, manage and sustain their projects.

ABS–CBN FOUNDATION INTERNATIONAL, INC.

Service to the Filipino people with the highest standards of excellence, compassion, integrity, and accountability is the heart of ABSCBN Foundation International (AFI).

AFI is a 501(c)(3) non-profit, non-governmental organization dedicated to improving the lives of disadvantaged Filipino families in the Philippines and around the world. AFI strives to become a major social change partner for the Philippines through multi-sectoral projects and partnerships in areas essential for building brighter future.

AFI serves as the public service arm of The Filipino Channel (TFC) and the umbrella department of all corporate social responsibility activities of one of Asia's biggest media conglomerate. AFI is a committed advocate of public service and accomplishes its mission through supporting the programs of ABSCBN Lingkod Kapamilya Foundation Inc. (ALKFI) in the Philippines.

Using the power and reach of media that stimulates creation of critical multi-sectoral partnerships, AFI will continue to rally Filipinos and like-minded individuals to support and fund child care, disaster management, and environment conservation. AFI strongly believes that the three core programs will help realize a bright future for our Kapamilyas that will become the hope for tomorrow.

BAYAN ACADEMY FOR SOCIAL ENTREPRENEURSHIP AND HUMAN RESOURCE DEVELOPMENT, INC.

Bayan Academy (or Bayan BASE-HRD) is a social development organization offering entrepreneurship, management and education training programs and services, as well as livelihood and skills training courses for development institutions, cooperatives, banks, educational institutions and micro and small enterprises.

Primarily established to equip ABS-CBN Bayan Foundation's micro borrower clients with the necessary skills to become small and even medium-sized entrepreneurs, it also equips their relatives with the necessary skills to obtain employment. At the same time, it propagates ABS-CBN Bayan Foundation's human resource training program which puts emphasis on values formation and accountability.

Established in 2008, Bayan Academy grew out of the education and training initiatives of the ABS-CBN Bayan Foundation, Inc. (ABFI) under its Enabling Network for the Upliftment of Filipino Families (ENUFF). It was registered with Securities and Exchange Commission (SEC) in January 2009 as a non-stock, non-profit educational subsidiary of ABFI which promotes the democratization of entrepreneurship and management education in the country.

KNOWLEDGE CHANNEL FOUNDATION, INC.

The Knowledge Channel Foundation Inc. (KCFI) is a non-stock, nonprofit organization established in 1999. Its mission is to be responsible stewards and co-creators of transformative learning experiences through media and technology in the service of the Filipino children.

KCFI has been at the forefront of helping improve education and learning outcomes in K-12. Through relevant and engaging multimedia learning resources and professional development of educators, KCFI helps create a solid educational foundation for early reading, numeracy and oracy – critical factors in a child's educational development. It is the first and only TV, online and offline media tandem primarily focused on the Philippines' basic education curriculum.

CORPORATE SERVICES GROUP (CSG)

- Finance
- Logistics
- Property Management
- Information Technology
- Legal
- Technical Operations
- Security and Safety
- Innovation
- Human Resources and Organizational Development
- Shared Service Center
- iConnect Convergence
- Operations Research
- Customer Business Development and Research Analytics
- Corporate Communications
- Creative Communication Management
- University
- Integrated Public Service
- Integrated Marketing
- Integrated Sales
- Real Estate and Development

LINE OF BUSINESS (LOB)

CONTENT
- Broadcast / Free TV
- Integrate News
- Movies
- Lifestyle
- Music
- Sports
- Digital Media

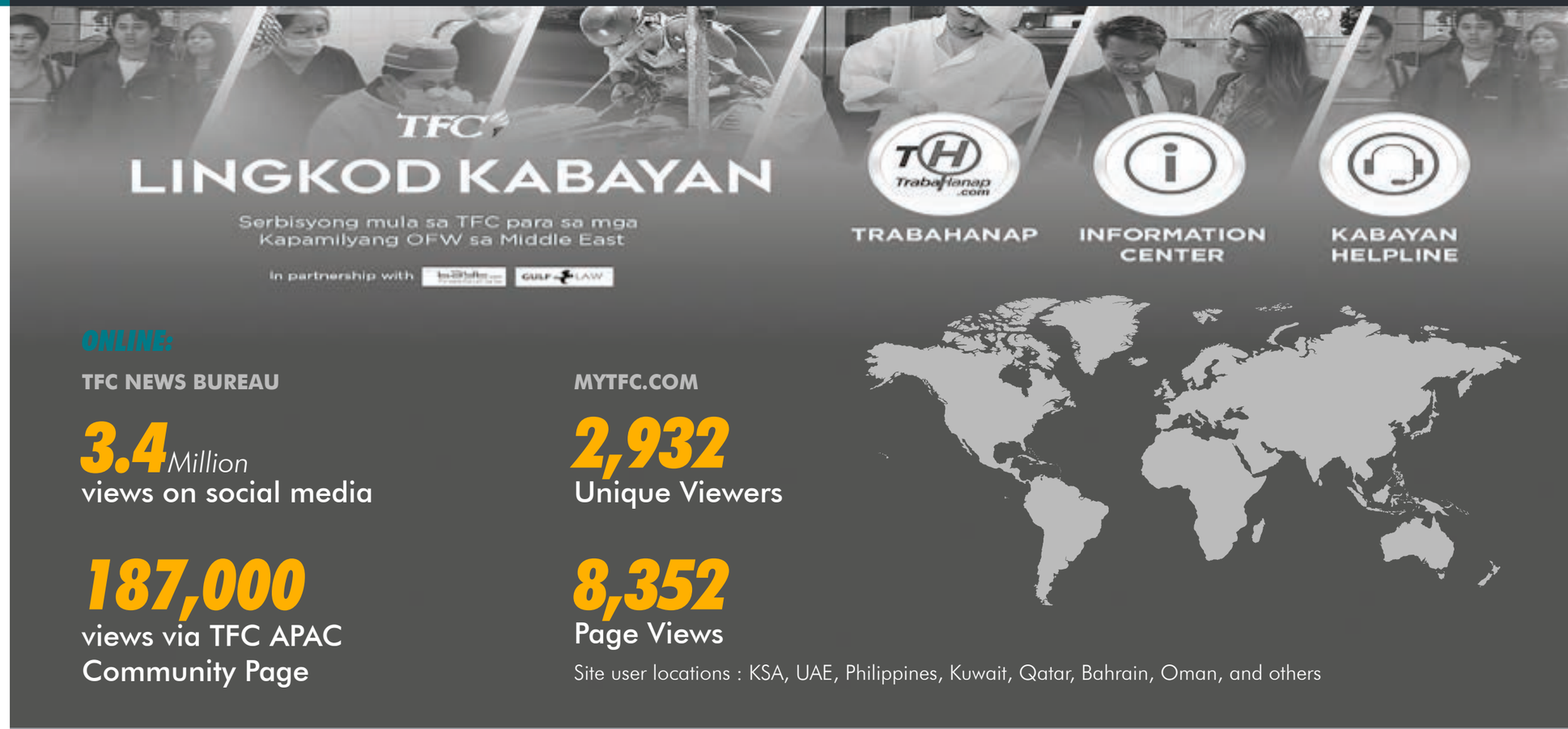
ACCESS
- Sky Broadband
- Global
- Digital Terrestrial Television
- One OTT

RETAIL/EXPERIENCE
- Kidzania
- Theme Experiences
- O Shopping
- Licensing and Merchandising

OVERSEAS FILIPINO WELFARE

The Integrated Public Service of Europe and Middle East Group seeks to interconnect Overseas Filipinos in need with those that can help meet those needs through partnerships and the use of our media outlets. This was piloted in a global scale in 2019 to ensure that public service efforts will also be provided to Filipinos overseas. This is an avenue for them to turn to someone for help and also be empowered to help others.

Organized by ABS-CBN's official AM radio station DZMM in partnership with TFC, the flagship brand of its international arm, ABSCBN Global aims to pay tribute to the overseas Filipinos who through their small acts of kindness make a difference to the lives of others.



ONLINE:

TFC NEWS BUREAU

3.4 *Million*
views on social media

187,000
views via TFC APAC Community Page

MYTFC.COM

2,932
Unique Viewers

8,352
Page Views

Site user locations : KSA, UAE, Philippines, Kuwait, Qatar, Bahrain, Oman, and others

ON-GROUND:

TFC SAMA SAYA ON WHEELS W/ MOR

350
OFs served in Hong Kong, Singapore, and Malaysia

KAPAMILYA LOVE WEEKEND GOES TO ASIA W/ DZMM

2,700
OFs served in Singapore and Malaysia

GLOBAL PINOY IDOL

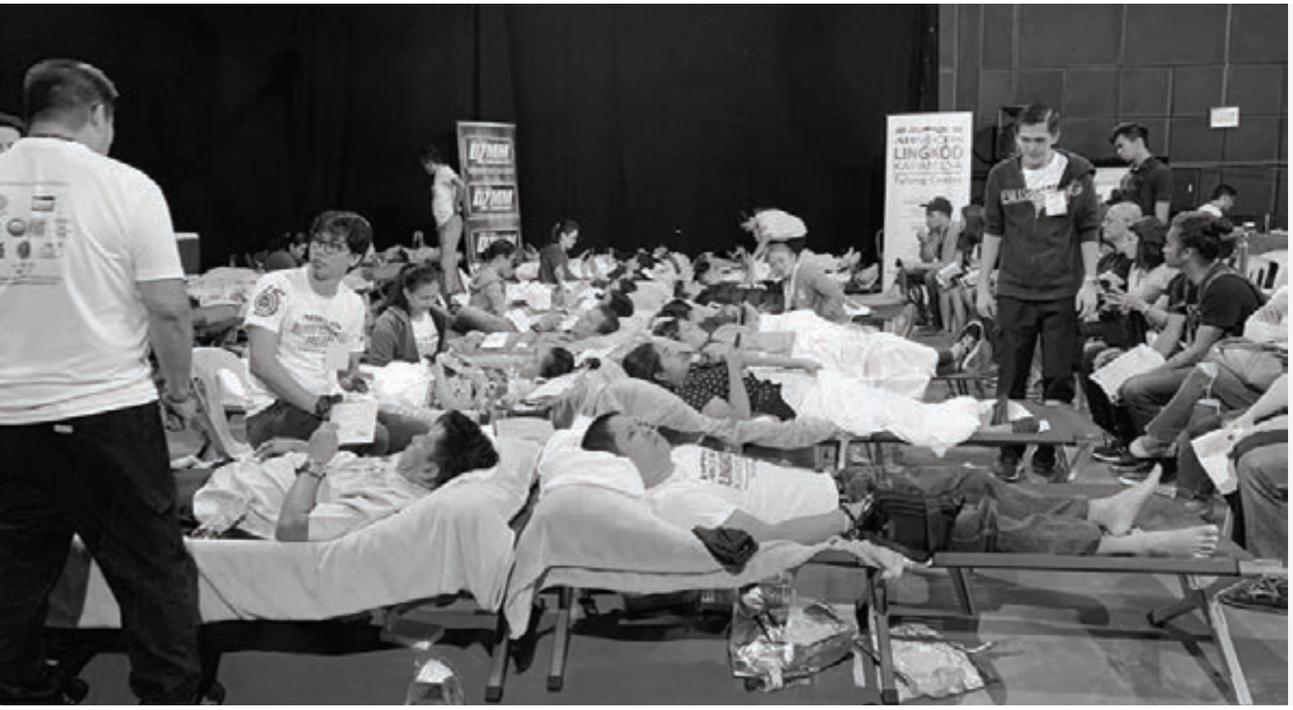
2,410
OFs served in Spain, New Zealand, and Las Vegas

HEALTH AND WELLNESS

ABS-CBN is committed to doing its part in helping Filipinos live long healthy and productive lives. Several programs across the organization contribute to this mission.

The Integrated News and Current Affairs (INCA) of ABS-CBN leads the charge for the Health and Wellness activities. Together with its Regional network, they conduct numerous medical and dental missions nationwide. They have also partnered with the Philippine Blood Center to mount a nationwide simultaneous bloodletting program.

Our Tulong Center is open for people in need of medical, legal and other forms of assistance. Aside from providing medical aid, it also assists in addressing concerns of overseas Filipino workers. It is open to receive calls, email and snail mail. The Center also works closely with DZMM's Lingkod Kapamilya program, aired daily, to assist listeners who are in need of government support in labor, trade, health and the like. They are referred to partner government agencies for appropriate intervention to complete the initial assistance the Center has extended.



TULONG CENTER (INTEGRATED PUBLIC SERVICE)

9,580
Clients Served

- 68% Medical
- 9% Legal
- 4% Missing Persons
- 16% Others

MEDICAL & DENTAL MISSIONS (DZMM TLC)

17,767
Individual Served

- 10, 225 for medical
- 1,029 for haircut
- 750 for massage
- 425 for eye check-up and free reading glasses
- 2, 815 for laboratory tests
- 560 for derma
- 123 for minor surgery
- 1,338 for dental
- 202 for vaccination
- 300 for health seminars

MEDICAL (REGIONAL)

380
Attended

- 167 for major surgeries
- 13 indigent patients for minor surgery
- 200 for optical

BLOODLETTING (REGIONAL & INCA)

4,970
Blood Bags Collected

HAPINAY WOMEN'S CONVENTION (INCA)

1,824
Participants

KAPAMILYA RUN (REGIONAL)

600
Participants

BANTAY PROTEKSIYON: HOTLINE, LEGAL COUNSELING AND CHILDREN'S VILLAGE (BANTAY BATA)

3,588
children served

- Hotline 163: 3,269
- Walk-in/ Referrals: 154
- Legal Assistance: 51
- Children's Village: 114

12 staff and volunteers capacitated in the Resiliency Program

BANTAY EDUKASYON: EDUCATIONAL ASSISTANCE (BANTAY BATA)

393 scholars for SY 2019-2020

BANTAY KALUSUGAN: MEDICAL ASSISTANCE AND SERVICES
(BANTAY BATA)

3,839
children served

- Medical Assistance Program: 1,687
- Feeding Program: 665
- Other Medical Services: 1,487 children
- Other Medical Services: 1,155 adults

BANTAY PAMILYA: COMMUNITY BASED OUTREACH PROGRAMS AND CAPACITY BUILDING (BANTAY BATA)

Community Outreach Project

- COP Activities Conducted: 122
- No. of Children served: 19,611
- No. of Other Individuals served: 5,528

Training for Service Provider

- Trainings Conducted: 9
- No. of Implementers trained: 579

PARTNERSHIP ACTIVITIES
(REGIONAL GROUP, OTHER ORGANIZATIONS)

11,881 children participants
22,526 mixed individuals

CHILD WELFARE

Child Welfare is led by ABS-CBN Lingkod Kapamilya's Bantay Bata Program. This was launched in 1997 as the country's first and only media-based child-caring program that offers a hotline, home visit, rescue, supplemental feeding, and legal, medical, and educational assistance.

In partnership with the government of Quezon City, Bantay Bata has re-opened the Children's Village in Norzagaray, Bulacan in 2018. The Children's Village serves as a home for abused children as they undergo rehabilitation and resiliency programs. The ABS-CBN Ball, formerly the Star Magic Ball, championed the re-opening of the Children's Village as its central advocacy.

Bantay Bata 163 is the Asia's model for child care services. Its toll free hotline 1-6-3, remains as the country's online helpline devoted to receiving and responding to child abuse reports. Bantay Bata 163 has responded to more than 400,000 reports since it started. It has likewise extended medical assistance to more than 56,000 patients in partner hospitals. Bantay Edukasyon scholars, who are now in college or have graduated, pay the kindness forward by actively participating in Bantay Bata 163's activities and mission.

RELIEF OPERATIONS (SAGIP KAPAMILYA)

- Distributed relief assistance to **53,656** families

RELIEF OPERATIONS (REGIONAL)

- Distributed relief assistance to **6,137** families

SOUP KITCHEN (SAGIP KAPAMILYA)

- **37, 063** Individuals in disaster-affected areas
- **14, 104** (medical missions)

SOUP KITCHEN (REGIONAL & INCA)

- **4,870**

CLASSROOMS (SAGIP KAPAMILYA)

- Built **47** classrooms in **17** Sagip schools sites (**24** of which are Legacy Projects)
- Established and turned-over **3** Nutri-pan projects for **1, 257** school children in **3** Sagip sites in Bohol

HEALTH AND WATER FACILITY (SAGIP KAPAMILYA)

- Built **2** health centers for **921** families or **3,903** individuals
- Provided various medical equipment to **57** barangay health stations serving **26,457** families (**132,285** individuals)
- Built **2** water facilities

HOUSING (SAGIP KAPAMILYA)

- Built **36** housing units in **1** disaster-affected area

DRR TRAININGS (SAGIP KAPAMILYA)

- **420** individuals in **3** disaster-affected areas

HUMANITARIAN RELIEF AND REHABILITATION

ABS-CBN Foundation's Operation Sagip takes the lead for the Humanitarian Relief and Rehabilitation activities. Operation Sagip is the emergency humanitarian assistance program of ALKFI that provides food and non-food relief to affected communities of disasters, as well as engages in the rehabilitation of disaster risk reduction projects.

Sagip Kapamilya reaches out to communities each time they are struck by disasters. Beyond relief efforts, it also embarks on sustainable community activity projects such as repair of damaged schools, feeding programs for children (Sagip Kalusugan), shelter provision, water system installations and scholarships. Under this program are Programa Genio and Bayanijuan.

EDUCATION

Programa Genio, the education arm of the ALKFI, leads the charge for Education. Programa Genio's mission is to discover, nurture, and realize the genius (likas na talino) in every Filipino child. This includes discovering the strengths of each child and nurturing and maximizing his/her full potential. Programa Genio provides career coaching services to Grade 11 and 12 students.

Star Magic and 71 Dreams continue to fund scholarships. Regional and INCA also organizes various education-centered activities.

SENIOR HIGH SCHOOL PROGRAM
(OPERATION SAGIP – PROGRAMA GENIO)

14 schools **21,846** students
805 teachers

SENIOR HIGH SCHOOL PROGRAM TEACHER TRAINING
(OPERATION SAGIP – PROGRAMA GENIO)

1,858 teachers

SENIOR HIGH SCHOLL PROGRAM COACHING SESSIONS (OPERATION SAGIP – PROGRAMA GENIO)

6,473 students

ACCESS
KNOWLEDGE CHANNEL FOUNDATION INC.)

500,000
teachers and students

TEACHER TRAININGS
(LEEP, PRIME, SEEP)– (KNOWLEDGE CHANNEL FOUNDATION INC.)

6,424 teachers

STAR MAGIC SCHOLARS
(STAR MAGIC)

19 students

SENIOR HIGH SCHOOL EQUIPMENT ASSISTANCE
(OPERATION SAGIP – PROGRAMA GENIO)

41,944 teachers and students

GUSTO KONG MAG–ARAL PROJECT
(OPERATION SAGIP)

50,000 school children

BASA BILANG — (KNOWLEDGE CHANNEL FOUNDATION INC.)

5,598 teachers and students

71 DREAMS SCHOLARSHIPS
(71 DREAMS)

15 students

TAKBO PARA SA EDUKASYON
(REGIONAL)

600

OTHERS
(REGIONAL)

45 indigent pupils received rain boots, coats, and other gears

ENVIRONMENT

ABS-CBN Foundation's Bantay Kalikasan leads the environment program. Bantay Kalikasan has stayed true to its mission to initiate and catalyze initiatives to ensure an actively protected, adequately rehabilitated and sustainably managed environment. It has pioneered successful watershed management in the country – the 1,552 hectares of La Mesa Watershed has been reforested. Other Bantay Kalikasan programs are Kapit Bisig para sa Ilog Pasig or KBPIP- a project that aims to clean the esteros or riverways in Metro Manila; Green Thumb Coalition – a campaign against mining and destruction of the environment; and G-Eco Tours – a community-based tourism project of Bantay Kalikasan.

LA MESA WATERSHED AND ECOPARK (BANTAY KALIKASAN)

- **230, 041** seedlings produced
- **2,055** individuals engaged in the Eco-Academy modules
- **212** Hectares enriched (**87** Has + **125** Has from Manila Water) = **84,000** trees
- **4,191** individuals engaged in tree planting efforts
- **1,756** kilos of vermicast harvested, used and dispensed for donations
- **13,725** visitors received
- **374,335** visitors
- **233** schools served engaging **12,336** students through the enhances Eco-Academy modules
- New facilities opened; archery, shootout, IG areas, Garden of love, Go Kart
- Completed all scheduled rehabilitation and repairs

SEA VIP (BANTAY KALIKASAN)

- Facilitated **7** youth eco camps with **495** participants, **1** Teacher's camp with **30** participants, **1** Facilitator workshop with **17** participants in Mabini, Lobo, and Tingloy
- Conducted an outreach in San Teodoro with participants coming from University of California – Santa Cruz
- Conducted **9** various VIP talks and media advocacy campaigns
- Facilitated the EcoClub at Ateneo Grade School
- Inaugurated the Sustainable Livelihood Center for the Samaghan ng Mangingisda ng San Teodoro (SMST) in Mabini, Batangas
- Organized SCUBA and free dive volunteers to address an outbreak of reef-damaging crown of thorns seastar in Pirasan, Tingloy
- Launch of new Yolanda sites and new projects: Lulugayan Falls and Ecovillage and the Paranas Ecotrail and Birding site, Tulay sa Tibo
- Junior Earth Warrior and the Earth Warrior Youth Leaders – launch and roll out in **4** areas = **290** students
- **927** Total Earth Warriors trained from **38** communities

KAPIT BISIG PARA SA ILOG PASIG (BANTAY KALIKASAN)

- **102** individuals engaged in planting and tree-growing
- **4,442** individuals engaged in various estero, river, and coastal area clean ups in Baseco, Marikina, Estero de Santebanez and Bocaue
- **4,345** individuals engaged in environmental advocacy activities with special focus on ecological solid waste management
- **76** junior Earth Warriors from Concepcion Integrated School
- On track implementation of Sunlife Project at Tumana-Malanday (**8** partner-HOAs)

ILOVE

- **8** Areas
- **12** communities

BANTAY LANGIS PROJECT

BANTAY BATERYA

BANTAY BATERYA AND BANTAY LANGIS (BANTAY KALIKASAN)

- **235,003** liters of oil collected and recycled
- **398,851** kilograms of total Used Lead Acid Batteries (ULABs) collected with **259,252** kilograms of lead and **43,873** liters of sulfuric acid recovered
- **3,044** kilograms of Waste from Electrical and Electronic Equipment (WEEE) collected
- **85,681** kilograms of scrap and other recyclables collected

JOB FAIR/TRABAHO PATROL
(INCA & REGIONAL)

13,103 applicants

708 Hired-on-the-spot

EMPLOYMENT ASSISTANCE

7

CAPACITY BUILDING
(IPS, INCA & REGIONAL)

1,455 participants

LIVELIHOOD PROJECTS

158

GREEN INITIATIVE
(BANTAY KALIKASAN)

4,227 direct beneficiaries

30 Ecotourism

12 Agri-tourism

6 Production/Value Adding

7 Agricultural

LIVELIHOOD AND EMPLOYMENT

ABS-CBN plays a part in empowering Filipinos to provide for themselves and their families. INCA and Regional led the charge in organizing various job fairs and capacity building workshops' and providing livelihood start-up kits. Bantay Kalikasan and Operation Sagip also have livelihood programs to support the communities they serve.

Preparation of lemongrass citronella liniment

Finished product: organic soap bars

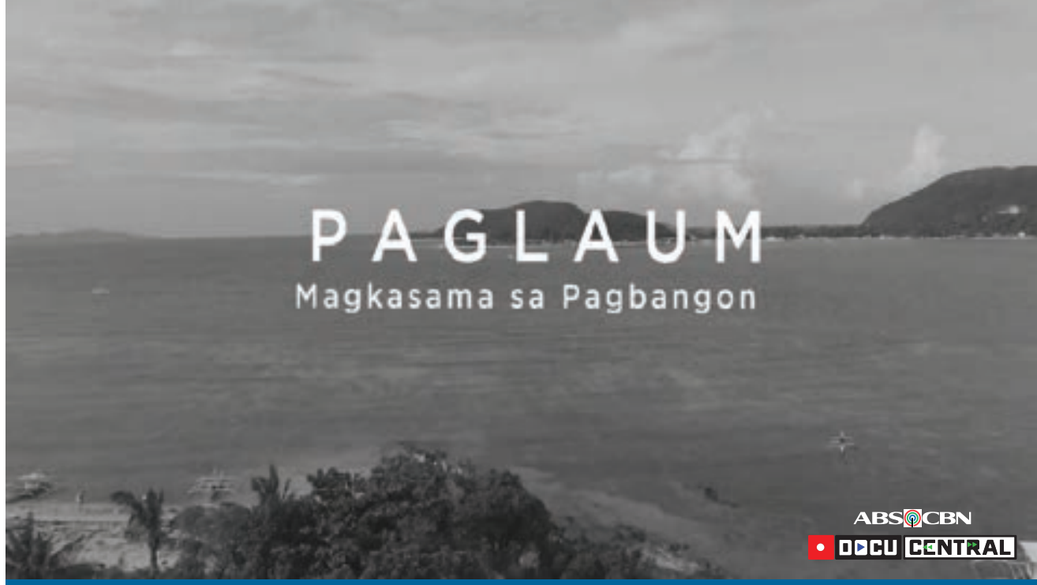
DELIVERING INCLUSIVE AND SUSTAINABLE GROWTH

Across our country, ABS-CBN engages with our local communities in a number of positive and mutually beneficial ways. ABS-CBN, in addition to providing compensation to employees, taxes to government, and dividends to our shareholders, we actively support our local communities through different public service activities in child welfare, health and wellness, humanitarian relief and rehabilitation, education, environment, and livelihood and employment – all of which have indirect economic impacts. This is how we operate our business – delivering inclusive and sustainable growth to all our stakeholders.

Many people are excluded (or forgotten) from mainstream development because of their ethnicity, age, sexual orientation, gender, disability or economic status. ABS-CBN believes that no one can be left behind. Thus, we create and deliver inclusive and sustainable growth to all our stakeholders in all three dimensions of sustainable development: economic, social and environmental.

CHAPTER CONTENTS

Economic Performance
Indirect Economic Impacts



Paglaum

FEATURED DOCUMENTARY

ABS-CBN News revisits how typhoon Yolanda (Haiyan), one of the world's strongest super typhoons, affected the lives of many Filipinos when it hit the country on 8 November 2013. Six years after the country's worst typhoon, survivors come forward to tell how they are rebuilding their lives and their difficult journey to healing, in a special documentary premiered on ABS-CBN and iWant.

Aptly titled "Paglaum (hope), Magkasama sa Pagbangon (Rising Together)," the hour-long documentary produced by ABS-CBN DocuCentral features personal stories from survivors who bravely relived that haunting evening in November. They also shared what reignited hope during such a difficult time, and fueled their drive to rise above the agony.

"Paglaum, Magkasama sa Pagbangon" also touches on the outpouring of love and support of volunteers, donors, and who went above and beyond to extend assistance to typhoon-ravaged communities.

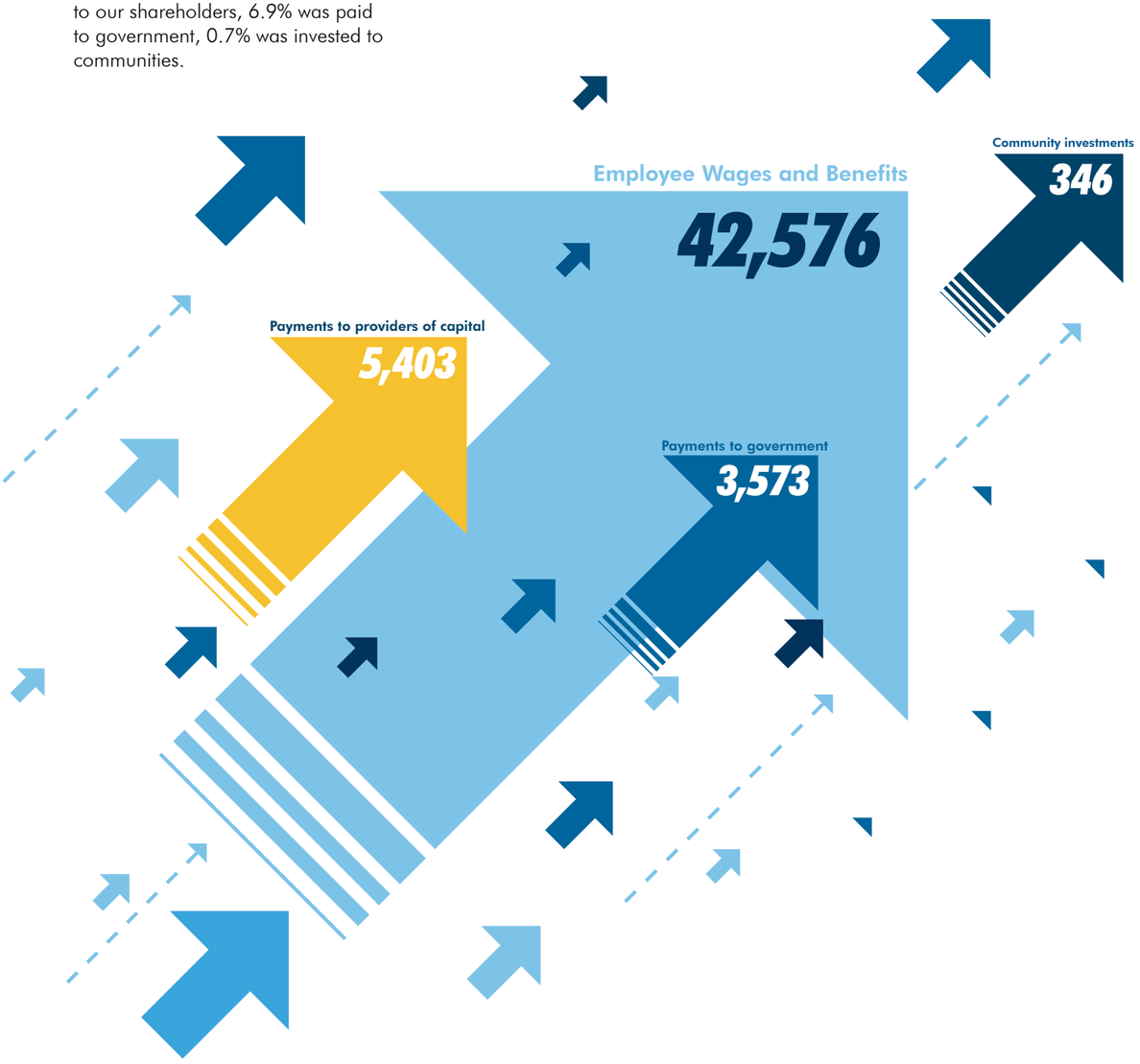
Compassion for Yolanda-stricken communities continues to this day as "Paglaum" shows efforts of organizations like ABS-CBN Foundation's Sagip Kapamilya to help victims recover, heal, and move forward with their lives.

Source:
https://tinyurl.com/paglaum-hope

Video: Available at
http://www.iwant.ph

ECONOMIC PERFORMANCE

For the past three years, we were able to distribute almost 52 billion pesos to all our key stakeholders. Eighty-two percent (82.0%) was used for our employee wages and benefits, 10.4% was given to our shareholders, 6.9% was paid to government, 0.7% was invested to communities.



2017-2019 Economic Value Distributed to Key Stakeholders in Millions

ECONOMIC VALUE GENERATED, DISTRIBUTED AND RETAINED

ABS-CBN ended 2019 financially strong due to the reduction of our operating costs and the increase in our generated income, and thus, we were able to distribute more to our stakeholders. With a total contribution to the nation's economic growth at an estimated amount of 42.8 billion pesos generated, we spent 32% for our employee wages and benefits and 3% was used to pay government taxes and licenses.

	2019	2018	2017
Total Revenue	**42,834** ↑	40,131 ↓	40,698
Operating Costs	**27,556** ↑	23,877 ↑	22,892
Employee Wages and Benefits	**14,840** ↑	14,056 ↑	13,680
Payments to providers of capital	**1,895** ↑	1,729 ↓	1,779
Payments to government	**1,273** ↑	1,199 ↑	1,101
Community investments	**203** ↑	90 ↑	53
Retained	**(2,933)** ↓	(820) ↓	1,193

INDIRECT ECONOMIC IMPACTS

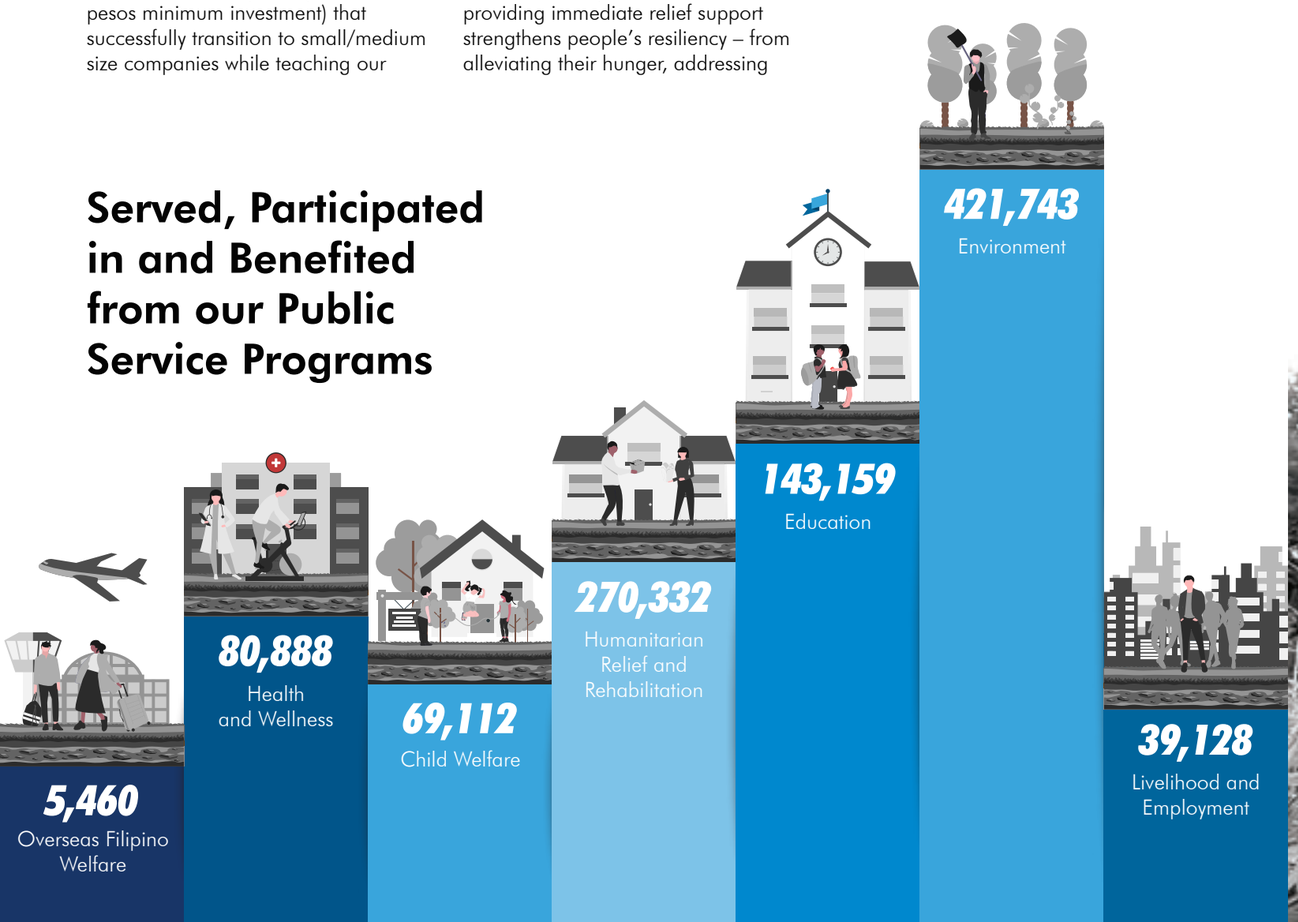
Every year, we conduct and implement hundreds of public service activities to reach out and help our communities. In 2019, the number of people we served, benefited and participated totaled 1.03million. Our focus areas are in Overseas Filipino welfare, child welfare, health and wellness, humanitarian response and rehabilitation, education, environment, and livelihood and employment – all have indirect economic impacts to local communities where some are significant.

My Puhunan, for example, is a weekly TV show focused on inspiring and helping individuals, families, and communities start their own businesses. First, the show features stories of simple micro enterprises (with a 50 pesos minimum investment) that successfully transition to small/medium size companies while teaching our audience/communities the knowledge, skills, and know-hows to operate a business. Then, as the first step for them to be part of the economic chain of progress in their local communities, we award them start up business packages. Lastly, after several years, My Puhunan goes back to them, see how their businesses progressed, and feature their stories in our shows to find more opportunities for them (i.e. market, investors, etc.) while inspiring more people to do the same.

Another example is our Humanitarian Relief and Rehabilitation public service. Immediately after each disaster hits, when economic activity is frozen, especially when communities are in the state of calamity for weeks and months, providing immediate relief support strengthens people's resiliency – from alleviating their hunger, addressing their basic health and sanitation needs, and providing other basic necessities to support their daily lives in the aftermath of disasters. These relief programs help ensure and enable our communities to be better prepared in going back to their normal lives. In addition, our rehabilitation programs such as construction of schools, providing education to children, creating livelihood and employment opportunities, provide long-term solutions – all of which are in support of recovery for their local economies.

See details of our activities on pages 73-90.

Served, Participated in and Benefited from our Public Service Programs



ABS-CBN is among the most respected brands in the country, recognized as much for its vision and leadership to serve the Filipino people. Our company is strongly connected with the Filipinos not only in the Philippines but worldwide. It has played a significant role in driving economic, social and cultural vitality. We are unceasing in our commitment to communities to help them transform their lives through our content, and provide opportunities to foster social inclusion, promote Filipino values. We encourage sharing of talents, abilities and experience that when combined create more impact in making a difference.

ABOUT THIS REPORT

This report has been prepared in accordance with the GRI Standards: Core option.

For several years, we report our Sustainability as a section in our Annual Report following the GRI-referenced claim. This report is the first Sustainability Report by ABS-CBN following the GRI Standards: Core Option. We plan to report using the Core Option annually covering our operations from January 1 to December 31.

This Sustainability Report is focused on our material topics aligned with our service commitments (pp. 15-16). Our material topics are anchored on the results of the materiality assessment process conducted which are based on our stakeholder engagements through different communication channels (pp. 17-18).

The general scope and boundaries used in this reporting can be found on pages 15-16, while the standard management approach we used is on page 17. Specific scope and boundaries, however, are identified and defined for some material topics due to limited data and information available during the time of the reporting period. Specific management approaches can also be found in some of the material topic discussions. In general, there are no significant changes to the scope of the report, nor any restatements of information provided in previous years except for the emissions and carbon sequestration capacity estimations. For the emissions, as we continue to improve the management of our activity data, changes are expected due to the addition of categories and the expansion of boundaries covered. To note, the change in the carbon sequestration was due to the adjustment of the boundaries set based on the latest map released by the Department of Environment and Natural Resources. This adjustment created a significant increase in the capacity of our reported carbon removals in 2018.

ASSUMPTIONS AND METHODOLOGIES

EMISSIONS AND SEQUESTRATION CALCULATIONS

GENERAL

All activity data for GHG emissions calculations were provided by each concerned Division (Lines of Business and Corporate Services Groups). Emission factors used were country-specific when available and appropriate based on the assumptions specific to the categories. Otherwise default factors from documented generally accepted standards or published reports/literatures were used. Calculation methodologies adopted were from documented generally accepted standards. The World Resources Institute's (WRI) Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard was used as a guiding document for the calculations. In addition to the GHG Protocol, the 2006 Intergovernmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories was also used as reference for category-specific computations, supplemented by the Federal Greenhouse Gas Accounting and Reporting Guidance Technical Support Documents by the White House Council of Environmental Quality, Carbon Disclosure Project Climate Change Scoring Methodology, and the ISO 14064 International Standard for GHG emissions: "Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals."

To note, the carbon sequestration was estimated based on the 2006 study of Dr. Rodel D. Lasco and Dr. Florencia B. Pulhin on Assessing the Role of Watershed Areas in Mitigating Climate Change in the Philippines: The Case of the La Mesa Watershed. The study used a combination of primary and secondary data to determine the total carbon storage in the watershed. For tree plantations, various carbon pools were measured: tree biomass, understory vegetation, litter/necromass, and soil. For brushlands and secondary growth forests, carbon storage was derived from the generated carbon density data of previous studies conducted in the Philippines.

BASE YEAR

2017 is adopted as the base year for comparison of emissions for 2018 and 2019. This was chosen since most of the activity data had been available and managed during this year. As we further improve and enhance our data management, we may adjust our base year to have a clearer view of our progress tracking towards GHG emissions' reductions.

COVERED GREENHOUSE GASES

The estimations conducted covered the following six (6) greenhouse gases (GHGs) that are controlled under the Kyoto Protocol:

- Carbon dioxide (CO_2)
- Methane (CH_4)
- Nitrous oxide (N_2O)
- Hydrofluorocarbons (HFCs)
- Perfluorocarbons (PFCs)
- Sulfur hexafluoride (SF_6)

GLOBAL WARMING POTENTIAL

Global Warming Potential (GWP) is a quantified measure of the globally averaged relative radiative forcing impacts of a particular greenhouse gas. It is defined as the cumulative radiative force – both direct and indirect effects – integrated over a period of time from the emission of a unit mass of gas relative to some reference gas (IPCC 1996). Specifically, it is a measure of how much energy the emissions of one tonne of a gas will absorb over a given period of time, relative to the emissions of one tonne of carbon dioxide (United States Environmental Protection Agency 2015).

The latest GWP values of greenhouse gases were published by the IPCC in its Fifth Assessment Report (AR5) and thus used in the calculations.

ORGANIZATIONAL BOUNDARY

The organizational boundary defines the operations, facilities, and sources included in the organization's calculation of emission. In this report, the scope included sources under the operational control of the company.

OPERATIONAL BOUNDARY

Operational boundary categorizes emissions resulting directly and indirectly from facilities and activities within our defined boundary. Calculated direct emissions are emissions from sources controlled/owned by our company, while indirect emissions refer to emissions resulting from our activities/operations, but occur from sources controlled by other entities. Direct and indirect emissions are grouped into scopes and by category, as shown in the table.

For carbon sequestration, the scope and boundaries used were based on the operational control as defined by the WRI GHG Protocol. Adjustments to the land covered by our operational control were made based on the updated La Mesa Watershed map released by the Department of Environment and Natural Resources.

Operational Boundary		Specific Categories
Direct Emissions	Scope 1	Stationary Combustion (Fuel use of generators)
		Mobile Combustion (Fuel use of fleet)
		Fugitive Emissions from Refrigerants (Leaks associated with installation, refill, and/or retirement of the equipment)
		On-site Solid Waste Management (Vermicomposting)
Indirect Emissions	Scope 2	Purchased Electricity
	Scope 3	Business Transport (Fuel use of hired vehicles)
		Contracted Solid Waste Disposal
		Transmission and Distribution (T&D) Losses Associated with Purchased Electricity

CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

Five years ago, the 17 Sustainable Development Goals (SDGs) were established in order to create a sustainable world. Guided by these goals, governments, businesses, civil societies, and the general public around the globe are encouraged to take bold and transformative actions to shift the world onto a sustainable and resilient path where no one will be left behind.

In response, ABS-CBN makes sure that our service commitments are aligned with these global goals. As a media and entertainment company, our major role is to be the bridge in bringing information to the country and serve as vehicle to promote ways to achieve a sustainable future.

Generally, we contribute to all 17 Sustainable Development Goals directly and indirectly. Being in the media and entertainment industry, our priorities and goals are dependent on the current local and global situations, anticipated future risks, and our stakeholders' needs. Through our stakeholder engagements (p. 18) and materiality assessment process (p. 17), we consistently check and monitor the relevance of our strategies (pp. 15-16) then adjust them as necessary. We make sure that our strategies are within the boundaries of our service commitments; compliant to the local laws, regulations and standards; guided by the Global Reporting Initiative framework and international standards; and aligned with the Sustainable Development Goals.

The table below summarizes which global goal each of our service commitment is aligned. Details of our direct and indirect contributions can be found in the previous chapters.

Service Commitments	Material Topics	Sustainable Development Goals
Empowering Our People	• Employment • Occupational Health and Safety • Training and Education	3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Transforming the Customer Experience by Creating Media that Matters	• Content Creation • Content Dissemination • Audience Interaction • Media Literacy	1 NO POVERTY 2 ZERO HUNGER 3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 5 GENDER EQUALITY 6 CLEAN WATER AND SANITATION 7 AFFORDABLE AND CLEAN ENERGY 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 11 SUSTAINABLE CITIES AND COMMUNITIES 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 14 LIFE BELOW WATER 15 LIFE ON LAND 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS
Building Sustainable and Caring Communities	• Energy • Emissions • Biodiversity • Water and Effluents • Waste • Local Communities	1 NO POVERTY 2 ZERO HUNGER 3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 5 GENDER EQUALITY 6 CLEAN WATER AND SANITATION 7 AFFORDABLE AND CLEAN ENERGY 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 11 SUSTAINABLE CITIES AND COMMUNITIES 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 14 LIFE BELOW WATER 15 LIFE ON LAND 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS
Delivering Sustainable Growth	• Economic Performance • Indirect Economic Impacts	1 NO POVERTY 2 ZERO HUNGER 3 GOOD HEALTH AND WELL-BEING 4 QUALITY EDUCATION 5 GENDER EQUALITY 6 CLEAN WATER AND SANITATION 7 AFFORDABLE AND CLEAN ENERGY 8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 11 SUSTAINABLE CITIES AND COMMUNITIES 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 14 LIFE BELOW WATER 15 LIFE ON LAND 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS

The following are samples of our TV Programs which contribute directly and indirectly to the global goals.

ALKA VIVA (TWO EPISODES)

In two episodes of My Puhunan, we partnered with Alka Viva in constructing water filtrations in two different communities (mountains in Antipolo and relocation area in Cavite for Yolanda victims), so residents can have access to clean and potable drinking water. Aside from this, the community turned these into a sustainable source of livelihood.

MY PUHUNAN KABUHAYAN CARAVANS

In 2019, My Puhunan mounted a barangay kabuhayan caravan for drug surrenderees and their families in the Navotas police station where livelihood trainings were held, and small start-up business kits were given to them. We also did another kabuhayan caravan in San Juan for persons with disabilities, together with their families. They were given skills knowledge, livelihood trainings and start-up business kits as well.

INTERVENTION FOR DREAMERS/ASPIRING ENTREPRENEURS

Part of My Puhunan's equity is assisting and helping "dreamers" or struggling/aspiring Filipino entrepreneurs reach their goals. This is a more direct and personal intervention than our kabuhayan caravans. Apart from teaching them knowledge, skills and business know-hows, we award them start up business packages. This is the first solid step for them to be a part of the economic chain of progress in the country.

NXTLVL FARMS

NXTLVL Farms plant and cultivate food crops, fruits and vegetables inside container vans, which are situated in the heart of the city. However, to protect the produce and livelihood of our Filipino farmers, they plant crops that are not being planted in the province fields.

ECOBRICKS

My Puhunan featured Green Antz Ecobricks – eco-friendly bricks made of recycled plastic trash, like sachets of soap and shampoo, which can be used in constructing buildings and houses. These bricks can also absorb rainwater which is also being recycled. Not only was it a growing business, it was a solid form of solution to the worsening trash problem of the country. Green Antz also gives monetary compensation to the people who can give plastic trash to be made into eco bricks. Clearly, their business is an example of an innovative and environmental breakthrough.

UNILEVER

My Puhunan, in partnership with Unilever Philippines, featured a mom who had a sickly child, and who was trying to make ends meet for medical bills and medicines by collecting their neighborhood's trash and turning them into recycled bags and wallets.

MINDA CANILLO- MEANS FOR HOUSING

Minda Canillo was a widow who took care of her children and made a living by selling fish in the small town of Capalonga, Camarines Norte. Nanay Minda and her family lived in a small, seaside shanty that was very dangerous for her family and though able-bodied, she had a cyst on her breast that she wanted removed but cannot afford to do so. Through Salamat Dok, Nanay Minda underwent surgery, and its partners chipped in to build her a brand new house, along with enough goods to start a small sari-sari store business to augment her income.

RUEL SANTOS- MEANS TO MAKE A LIVING/ EMPLOYMENT

For years, Ruel Santos suffered from a shattered eardrum that impaired his hearing. Because of this, he had a hard time looking for a job, particularly in the field where he excelled the most-- the BPO industry. With his savings down the drain trying to look for a job, he couldn't shoulder the expenses of the treatment for his shattered eardrum. Through Salamat Dok, Ruel underwent surgery for free and now has a stable job.

EDNA DE GUZMAN- MEANS OF MOBILITY

Born with Neurofibromatosis, Edna de Guzman could not walk due to the huge cyst on her leg. In late 2018, her photo and story went viral when netizens took notice of her asking for alms at a mall in Cavite. All she wanted was to be able to walk normally again and be able to provide for her nephews that are under her care. Through the efforts of Salamat Dok, Edna de Guzman underwent surgery and is now able to walk again, not minding the disability she had before.

Salamat Dok with the help of ABS-CBN's Sagip Kapamilya Program, brings its soup kitchen to its remote medical mission to combat hunger in poverty and calamity-stricken areas.

Its weekly medical missions provide the following medical services for free (depending on the availability of its partners from the medical sector):

- Free pediatric check-ups
- Free check-ups for adult patients (Infectious Disease, OB-Gyne, ENT, Internal Medicine, Family Medicine)
- Free Dental Services (every 2nd and 4th Sunday of the month; consultation and tooth extraction)
- Free Dentures (for Oral Health Month)
- Free Ultrasound (every 1st and 3rd Sunday of the Month; 1st Sunday is for Pregnant Women and 3rd Sunday is for all patients)
- Free Eyesight Check-Up and Reading Glasses
- Free Prescription Eyeglasses (during Kapamilya Love Weekend and Grand Kapamilya Fairs)
- Free X-ray and Diagnostic Services (RBS, CBC, ECG during Kapamilya Love Weekend and Grand Kapamilya Fairs)
- Free Minor Surgeries for cleft lip and palate, hernia and cysts in partnership with the RP Healthcraft Carrier- Hospital on Wheels Foundation
- Free Immunizations for Vaccine-Preventable Diseases
- Free Haircuts
- Free Massage and Reflexology Services from licensed volunteer masseurs

METRO MANILA WATER CRISIS, 2019

During the water shortage crisis of 2019, Salamat Dok sought the help of experts to guide its viewers to ensure the safety of the water they consume. From water quality down to its storage and how to utilize enough water for sanitation, viewers were guided as to how to keep themselves safe amid the shortage of water in Metro Manila and nearby provinces.

PASIG RIVER REHABILITATION

Salamat Dok looked into the efforts to rehabilitate the Pasig River and how detrimental it is to the health and well-being of the people in the cities and municipalities that line the river.

COLIFORM LEVELS AT MANILA BAY

Authorities have warned of the dangerously high levels of coliform at Manila Bay and how it can endanger public health. Because of this issue, Salamat Dok connected its viewers to the right resource persons to warn of the possible effects of coliform to one's health, and how efforts to restore Manila Bay can help address this problem.

The following showcase some of Salamat Dok's segments that tackled responsible consumption and production, particularly in introducing new and innovative ways to produce food with lessened carbon footprints.

- Hydroponics
- Vertical Farming
- Urban Gardening

FISH WITH FORMALIN

When the news of "Galunggong Fish with Formalin" became widespread, Salamat Dok was quick to guide its viewers on ensuring the safety and quality of the fish they source, buy and consume and to dispel myths about the proliferation of formalin-laced fish in local public markets.

HOSPITAL ON WHEELS AT MANILA CITY JAIL

Through the help of Hospital on Wheels, Salamat Dok has also reached the Manila City Jail-- one of the most congested jails in the country-- to provide free medical services and minor surgeries for inmates as they serve their time behind bars.

Salamat Dok has partnered with institutions such as the HOSPITAL ON WHEELS, ROTARY CLUB INTERNATIONAL DISTRICTS, LOCAL GOVERNMENT UNITS and PARTNER HOSPITALS to deliver and achieve the goal of providing access to quality medical services to our Kapamilyas in need.

TULAY NG PAG-ASA

This is the story of Mr. Norberto Busmeon who carries kids to school as he can't resist to let them walk across the river. As an intervention, Mission Possible provided a boat that can ferry the students every school days. This intervention provided the community a sustainable way to help the children achieve better quality of education. The story aired on November 30, 2015.

PARCO KIDS

A story of three brothers who have the rare disease called Hunter Syndrome which aired on September 25, 2015. Part of the episode is a short discussion on what the syndrome is. It also made the viewers understand that people with such syndrome are still normal people who deserve to live a normal life. Such episode is in line with SDG 3: Good Health and Well-being, SDG 10: Reduced Inequality; and, SDG 17: Partnership for the Goals

BEKI ENFORCER; MIDGET; DEAF KID; AETA CUM LAUDE; AND, BAKLA-TOMBOY WEDDING

These are multiple episodes aired from 2015 to 2017 that feature stories of gender equality and reduction of inequality among PWDs including members of a minority group. These episodes are in line with SDG 5: Gender Equality SDG 10: Reduced Inequality, and SDG 17: Partnership for the Goals.

PASKONG PARANGAL

This is Mission Possible's year-end special since 2015. Paskong Parangal aims at giving recognition to Filipinos who exemplified acts of heroism in one way or another. Such episodes are in line with SDG 16: Peace, Justice and Strong Institutions; and, SDG 17: Partnership for the Goals
The interventions for the heroes contribute to other SDGs such as SDG 3: Good Health and Well-being, SDG 4: Quality Education among others

PREMROSE

In 2017, Mission Possible did a series of episodes on the story of Premrose Joven who has four kids suffering with Osteogenesis imperfecta or brittle bone disease. In the series of episodes, the program helped Premrose in having a stable income from her small business that focuses on making roses out of beads. MP facilitated the creation of the brand 'Premrose for my Kids' where funds to be raised will be used for the medication maintenance of Premrose's kids.

The program through its partner sponsors also provided scholarship to Premrose's children, and a home where they can rent.

These episodes are in line with SDG 3: Good Health and Well-being, SDG 10: Reduced Inequality and SDG 17: Partnership for the Goals; and, SDG 10: Reduced Inequality.

ELSA AND SARAH

This story features mother and child Elsa and Sarah Badilla who are both people with disabilities – Elsa lost her sight five years ago, while Sarah was born with Down Syndrome. This story which was aired in two separate episodes in 2018 shows how Elsa and Sarah support each other – Sarah serves as her mother's strength and eyes, while Elsa never fails in making her daughter feel her love and care.

Through this story, the program provided the following interventions: (1) Cane and talking watch, (2) Pedicab for transportation and additional livelihood, (3) One year's supply of rice (4) Appliances to give more comfort to Elsa and Sarah, (5) Medical check-ups and supplies, (6) A new house and furniture, (7) A new school and teacher for Sarah, and (8) Participation in Happy Walk for Down Syndrome.

This example of a full cycle of public service falls under the following SDGs: SDG 3: Good Health and Well-being; SDG 4: Quality Education; SDG 10: Reduced Inequality; SDG 17: Partnership for the Goals; and, SDG 10: Reduced Inequality.

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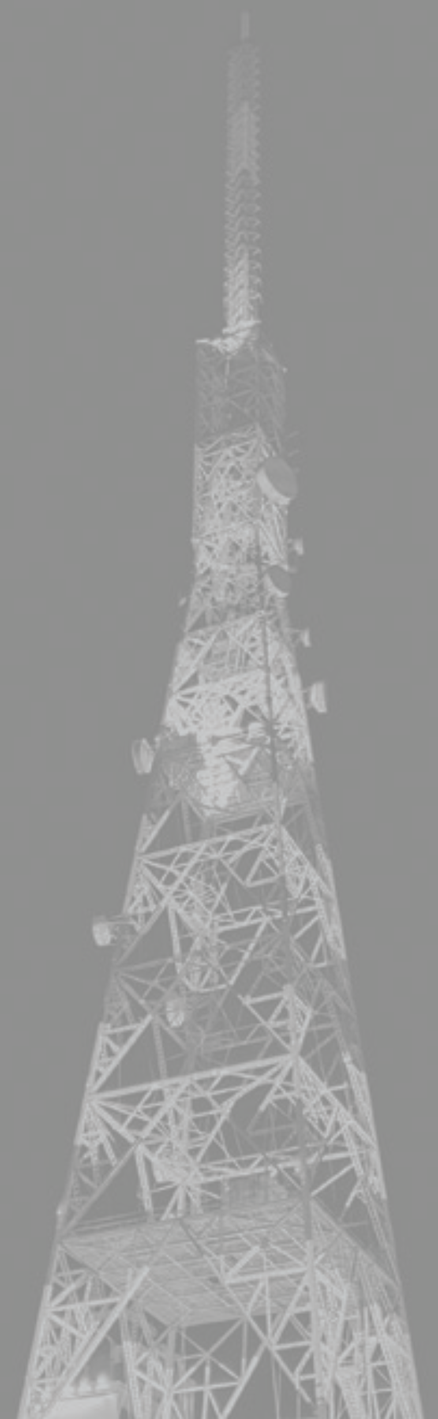

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