



ENERGY

Pacific Online strives to implement and maintain energy-efficiency in its operations in terms of fuel, electricity and water consumption.

FUEL

1,337,053 L

Total fuel consumed by company vehicles in 2019

6%

Decrease in consumption from 2018

ELECTRICITY

1,815,322 KWH

Total electricity consumption in 2019

37%

Decrease in consumption from 2018

1,046,336 KWH

Reduction in absolute total electricity consumption

WATER

75,198 M³

Total water consumption in 2019

27%

Decrease in consumption from 2018



HUMAN RESOURCE MANAGEMENT

MARKET PRESENCE

Pacific Online and TGTI have no minimum wage earners. Entry rates for the two are higher than the local minimum wage.

Pacific Online Entry Rate higher by

11%

IN MANILA

19%

IN CEBU

The Company employs its personnel from the local communities. All senior managers located in the Cebu office were hired from Cebu.

100%

Senior Managers hired from local community

14

in Luzon

5

in Visayas



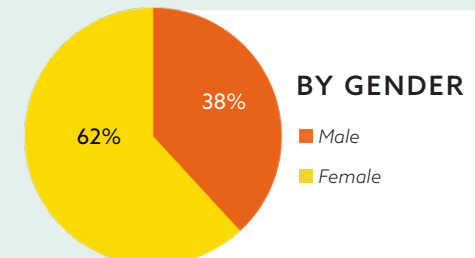
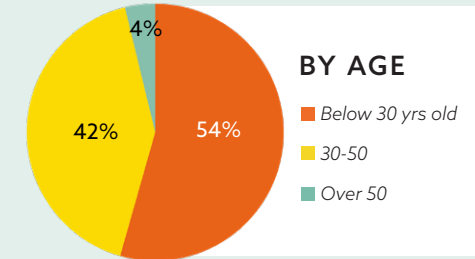
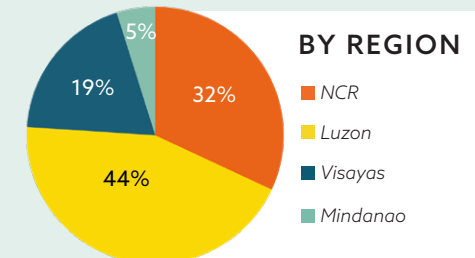
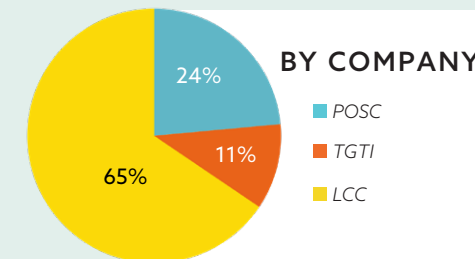
EMPLOYMENT

Pacific Online is steadfast in its duty to provide opportunities for gainful employment to the people of the country. The Company does not discriminate against any individual based on gender or age.

EMPLOYEE PROFILE

781

Employees



58%

Women in Senior Management positions

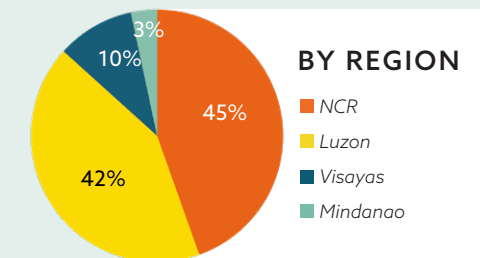
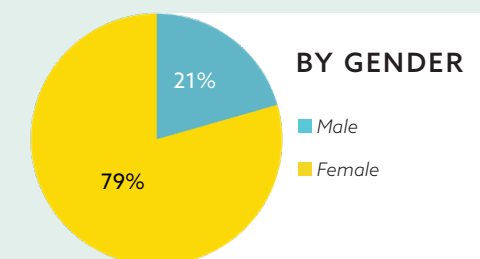
44%

Women in Managerial positions

NEW HIRES AND EMPLOYEE TURNOVER

300

New Hires in 2019



38%

Hiring Rate

79%

Female new hires

14%

Turnover Rate for Pacific Online Group of Companies

1%

Pacific Online turnover

50

Employees who took parental leave in 2018

41

of these still employed in 2019

OCCUPATIONAL HEALTH & SAFETY



Pacific Online is committed to provide safe, healthy and environmentally-friendly areas for all its employees.

It promotes fair, safe and productive work practices in all its business aspects.

The Company will at all times comply with all regulatory requirements of the Philippines, its customers and other external parties.

BENEFITS PROVIDED TO EMPLOYEES FOR PROMOTION OF WORKER HEALTH

- Full HMO coverage (room & board and maximum benefit limit based on rank) of all employees upon hiring and extended to 2 dependents upon regularization. Benefit package includes preventive healthcare, out-patient care and hospitalization, emergency care, dental care, and financial assistance.

HMO CLAIMS BY EMPLOYEES		
CLAIM TYPE	AMOUNT	%
In-Patient	1,096,686.57	36%
Out-Patient	1,542,907.35	50%
Annual Physical Examination	83,749.50	3%
Dental Care	84,700.00	3%
Emergency Care	263,309.92	9%
TOTAL	3,071,353.34	100%

- Life Insurance coverage upon hiring, amount of insurance is based on rank. Benefit coverage includes basic life, accidental death, dismemberment & disablement, total & permanent disability, unproved murder & assault, and accident medical reimbursement.
- Group Accident Insurance coverage upon hiring. Benefit coverage includes accidental death, dismemberment & disablement, total & permanent disability, unproved murder & assault, accident medical reimbursement, accident burial benefit, and daily hospital income.
- Wellness Benefit Allowance for Managers-Up - qualified Officers are allowed to reimburse their health and wellness related expenses up to certain amount per year.
- Uniform Allowance for all regular employees

ANNUAL PHYSICAL EXAMINATION OF EMPLOYEES

	NO. OF PERSONNEL	DATES
Manila	63	March 1 - April 15, 2019
Cebu	117	October 1 - 31, 2019

- Various health and wellness activities are being conducted to help employees improve further their health and well-being.



WORKER TRAINING ON OCCUPATIONAL HEALTH AND SAFETY

OCCUPATIONAL HEALTH & SAFETY	2019
Safe man-hours recorded, in man-hours	722,485
No. of work-related injuries reported	3
No. of work-related fatalities reported	-
No. of work-related ill-health	-
No. of safety drills conducted	5

POSC SEMINARS/TRAININGS:

- Disaster Preparedness Training (May 6, 2019)
Conducted to orient the attendees on various disaster scenarios and train them on what to do before, during and after the disaster
- Occupational First Aid & CPR with AED Workshop (July 11-12, 2019)
Designed to help non-medical professionals provide assistance in times of emergency situations
- Road Safety & Disaster Preparedness Seminar (Dec. 11, 2019)
Aimed to remind and refresh our Field Service Representatives on the importance of road safety and disaster preparedness

WELLNESS ACTIVITIES

MANILA	
WELLNESS PROGRAM / ACTIVITY	TIMES CONDUCTED
Skin Wellness	2
Basketball	5
Badminton	1
Trampoline	1
Ice Skating	1
Wall Climbing	1
Lazer Tagging	2
Health Talk: Workplace Hygiene	1
Mystery Manila	1
Bowling	1
Archery	1

CEBU	
WELLNESS PROGRAM / ACTIVITY	TIMES CONDUCTED
Yoga	3
Basketball	9
Zumba	7
Taichi	9
Badminton	6
Massage	10
Ice Skating	2
Swimming	1



TRAINING & EDUCATION

Pacific Online believes in the continuous improvement of its staff. It invests a lot of time and manpower in ensuring that the proper skills necessary to perform functions are present.

10,632

Total No. of training hours recorded

1,151

Employees trained in 2019

PHP 1.55 MILLION

Total amount spent on training and development of employees

100%

of employees appraised



PROGRAMS FOR UPGRADING EMPLOYEE SKILLS AND TRANSITION ASSISTANCE PROGRAMS

TRAINING TYPE/ CLASSIFICATION	SPECIFIC CLASSES/SESSIONS INCLUDED IN THIS TRAINING CATEGORY	# OF SESSIONS CONDUCTED
Core/Business Compliance	<p>Pacific Online: Annual Company Updates , ISO Refresher Seminar, Cybersecurity Forum, Tuberculosis Health talk, Disaster Preparedness Seminar, IMS Audit Workshop, Occupational First Aid & CPR with AED Workshop, Orientation for New hires, Employee Re-orientation on Selected Policies, Processes and Systems, Updates on MIS/IT, Data Privacy & Workforce</p> <p>TGTI: Basic Occupational Safety & Health Training/ Mandatory 8 hr Safety & Health Seminar/Emergency Preparedness</p> <p>LCC: Dole Compliance on Occupational Safety and Health Standards, Data Privacy, Safety and Emergency, Dole Inspections</p>	46
Job-based/Professional Skills	<p>Pacific Online: Preparing Quality Audit Workshop, Hands-On Training for Field Services Representatives (FSR), Tools and Techniques for IA Staff, Assessing Risk Ensuring Internal Audit Value, Be informed: Keep up with the Tax Reform!, Written Business Communications Skills Workshop, Telephone Handling Skills Training, COSO Framework Demystified, Electronic Records Management, Records, Filing Management, Building and Property Management, TRAIN Beyond-Rise and Shine!, Lunch and Learn Session on Initiative, Fundamentals of IT Auditing, MS Excel training, Identify and Access Management Seminar for Non-IT Auditors, Road Safety & Disaster Preparedness Seminar</p> <p>TGTI: Bench Repair Training</p> <p>LCC: Business and Income Taxation, Enhancement on Administrative Skills, IT Auditing, Financial Analysis, Financial Analysis, BIR Tax Assessment, Installation of CCTV Security, Enhancement on Customer Relation, Marketing Strategies and Techniques, Managing Cost and Profits, Guaranteed Actionable Results to Improve Customer Service</p>	36
Leadership	<p>Pacific Online: Foundations of Leadership (FLEX), The Hows and Whys of Supervision Workshop, Cornerstone of Learning Organization Workshop , Tools & Techniques for IA Manager, ACIIA CAE Leadership Forum</p> <p>TGTI: The How's & Why's of Supervision</p> <p>LCC: Enhancement on Leadership Skills</p>	10
Others, please specify	Pacific Online: Spiritual Deepening Activities	2

CSR INITIATIVES

Our company has conducted numerous CSR projects over the course of the year. This 2019, listed below are the notable initiatives and their corresponding UN Sustainable Development Goals they address:

CYBERGUARDIANSPH



CyberGuardiansPH is an initiative spearheaded by Pacific Online, in partnership with the Department of Information and Communications Technology (DICT) to conceptualize and implement various Cybersafe programs in the Philippines. The principal objective of this undertaking is to raise the level of awareness of the general public in protecting children against online sexual abuse & exploitation and cyberbullying.

Among the different projects implemented during the year are the following:

1. Eco-system Activation & Planning Workshop - As a kick-off activity for the collaboration efforts to fight Online Sexual Abuse and Exploitation of Children (OSAEC), Pacific Online and DICT co-sponsored said workshop
2. Pacific Online has successfully recruited program partners which has allowed it to create awareness campaigns with minimal funding requirements, such as Caritas Manila Foundation, TV Maria Foundation, Communications Foundation for Asia (CFA) and Jesuit Communication Foundation.
3. The Company also provided invaluable support for CyberGuardiansPH to produce CyberChat, a TV talk show that provided free air time and studio/equipment rental) and an MTV, Pag-asa Ng Bayan which offered its

4. recording studio for free in support of the cause.
5. The Company has likewise helped expand the CyberGuardians network as it continuously holds Engagement Meetings in order to introduce the CyberGuardiansPH coalition and its mission/vision and programs. Philippine Mental Health Association, Commission for Filipinos Overseas (CFO), Department of Justice/Inter-Agency Council Against Trafficking (IACAT) and the Office of the VP are among its new partner-recruits.
6. Hub sessions & Engagement Meetings were conducted to raise awareness of the CyberGuardians activities and advocacy through the Theory U method of Presencing Institute of MIT Cambridge.
7. Pacific Online was the Executive Producer and Writer/Co-Director of CyberChat, a TV Talk show about cybercrime awareness and prevention. 4 episodes have been taped in 2019.
8. Creation of Pag-Asa Ng Bayan, a call-to-action MTV produced by the Company with various celebrity artists participating pro bono.
9. Hearts Filled With Joy - Pacific Online, along with other members of the CyberGuardians, held its first Medical Mission and Psychosocial activities for the benefit of 200 OSAEC survivors and other children living in high risk areas.



BLOODLETTING



In both Manila and Cebu, a bloodletting drive was conducted this year to encourage people to donate their blood on a voluntary basis for the benefit of those in need and the Red Cross Blood Bank. 44 people donated blood in 2019, and for the 4 years since the program's inception, 167 donations have been made.

OPERATION TULI



For the children of Cordova and Lapu Lapu, Cebu who did not have the means for quality medical circumcision, "Operation Tuli" was initiated in May 2019 to provide free circumcision to 32 boys.

TREE PLANTING



As a part of its Corporate Social Responsibility initiatives, the Company participated in the tree planting activities of Belle Corporation's Kaagapay: One Tree at a Time and also of the LGU in Cebu City. Pacific Online contributed 175 trees to combat deforestation and promote ecologically friendly values. To date, it has planted 625 trees since November 2015.

CARITAS EDUCATION



To promote and support quality education opportunities for all, the Company supports Caritas Manila's Youth Servant Leadership & Education Program. The Youth Servant Leadership and Education Program (YSLEP) is the flagship program of CARITAS MANILA that aims to break the chains of poverty in the Philippines by providing opportunities for a college education for poor, underprivileged but deserving youth. In 2019, Pacific Online provided scholarships to 2 youths, and since June 2017, it has had 6 beneficiaries. Furthermore, a donation was made to Redemptorist Province Cebu City: Redemptorist Education Assistance Program last Dec. 1, 2019.

VITAMIN & GIFT CHECK DONATIONS



Pacific Online, TGTI and LCC participated in the PCSO's 80th anniversary celebration entitled Handog Pasaalamat sa Pamilyang Pilipino. The Company hosted 3 television segments from the month-long event and donated 50 boxes of vitamins, as well as P100,000 worth of gift certificates to indigenous families.

Furthermore, 150 boxes of vitamins were donated through Caritas Manila to the victims of the 6.6 Magnitude Earthquake in North Cotabato and Davao Del Sur.

