

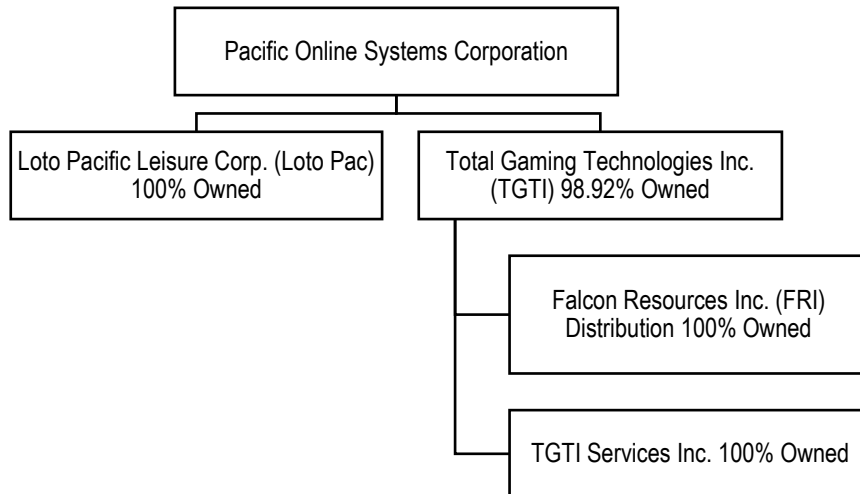
ANNEX I - SUSTAINABILITY REPORT

Item 1. GENERAL DISCLOSURES

<u>ORGANIZATIONAL PROFILE</u>	
102-1	<p>NAME OF THE ORGANIZATION</p> <p>Pacific Online Systems Corporation</p>
102-2	<p>ACTIVITIES, BRANDS, PRODUCTS, AND SERVICES</p> <p>Pacific Online Systems Corporation (POSC) is engaged in the management of online lottery systems for the Philippine gaming industry. It was incorporated in November 1993 and was publicly listed in 2007 with the stock symbol LOTO.</p> <p>It sources technology from leading global suppliers of integrated gaming systems and leases to the Philippine Charity Sweepstakes Office (PCSO). In 1995, POSC entered into an Equipment Lease Agreement (ELA) with PCSO for its Lotto operations in Visayas and Mindanao and subsequently was granted entry into the Luzon Lotto market in June 2012. Through its subsidiary Total Gaming Technologies Inc. (TGTI), POSC leases Keno terminals and online operating system nationwide to PCSO through an ELA signed in 2004.</p> <p>POSC is in partnership with two of the top lottery system providers globally; i.e., Scientific Games International Inc. (SGI) and Intralot SA Integrated Lottery Systems & Services for its online Lotto games.</p>
102-3	<p>LOCATION OF HEADQUARTERS</p> <p>Manila Business Center U2803 A & B East Tower, Philippine Stock Exchange Centre, Exchange Road, Ortigas Center, Pasig City, 1605, Philippines</p> <p>Cebu Business Center 16/F Metrobank Plaza, F. Osmeña Blvd, 6000, Cebu City</p> <p>Service and Logistics Center J. King Warehouse No. 8, Holy Name St., Mabolo, 6000, Cebu City</p>
102-4	<p>LOCATION OF OPERATIONS</p> <p>POSC's scope of operations for its lottery operations is nationwide in the Philippines.</p>

102-5

OWNERSHIP AND LEGAL FORM



102-6

MARKETS SERVED

POSC's serves the Philippine Lottery market for Lotto and Keno.

102-7

SCALE OF THE ORGANIZATION

Total Number of Employees: 170

Total Number of Operations:

- Installed Lotto Terminals nationwide: 3,129
- Installed Keno Terminals nationwide: 662

TOPIC	2021	2020
Net Revenues	P426.35M	P298.53M
Total Capitalization	P895.33M	P895.33M

102-8

INFORMATION ON EMPLOYEES AND OTHER WORKERS

Total Group Headcount	Quantity	% Dec.
2019	781	-17%
2020	244	-69%
2021	170	-30%

2021 BREAKDOWN (POSC & TGTI):

By Company	2021		2020	
	Quantity	% to Total	Quantity	% to Total
POSC	135	79%	170	70%
TGTI	35	21%	74	30%
TOTAL	170	100%	244	100%

By Gender	2021		2020	
	Quantity	% to Total	Quantity	% to Total
Male	132	78%	172	70%
Female	38	22%	72	30%
TOTAL	170	100%	244	100%

By Age	2021		2020	
	Quantity	% to Total	Quantity	% to Total
Below 30 Years Old	32	19%	62	25%
30-50	126	74%	160	66%
OVER 50	12	7%	22	9%
TOTAL	170	100%	244	100%

By Region	2021		2020	
	Quantity	% to Total	Quantity	% to Total
NCR	73	43%	126	52%
Luzon	3	2%	6	2%
Visayas	84	49%	96	39%
Mindanao	10	6%	16	7%
TOTAL	170	100%	244	100%

By Rank	2021		2020	
	Quantity	% to Total	Quantity	% to Total
Rank-and File	116	68%	184	75%
Junior Management	29	17%	31	13%
Middle Management	12	7%	14	6%
Senior Management	13	8%	15	6%
TOTAL	170	100%	244	100%

102-9

SUPPLY CHAIN

Partnerships

POSC has a policy of forming partnerships with other organizations, which complement its own offerings and bring increased benefits to its customers.

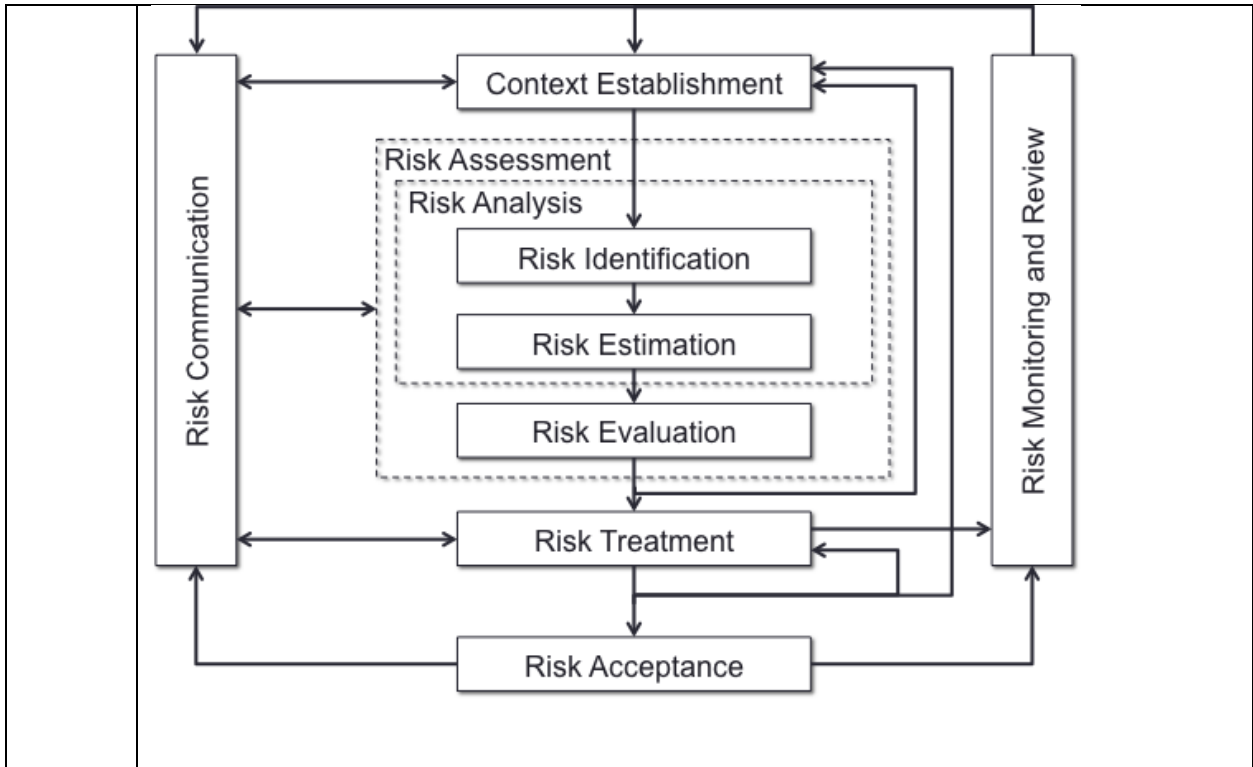
POSC's technology partners for the online lottery system are Scientific Games International, Inc. (SGI) and Intralot S.A. Integrated Lottery Systems & Services (Intralot). SGI and Intralot are both leaders in the global lottery and gaming industry with experience of over 40 years and 20 years, respectively. SGI has been working with over 100 lotteries in 50 countries in 6 continents; while Intralot has presence in 57 jurisdictions in 5 continents. Both are members of the World Lottery Association (WLA). They are certified by various international accreditation agencies.

Supply Chains

In order to provide our products and services to our customers, a number of important supply chain assets are in place. The major ones are:

- Lottery Terminals and Draw Equipment
- Equipment Spare Parts
- Third Party Warehousing/Logistics

	<ul style="list-style-type: none"> • Co-location Facilities for Data Center • Subscriber Identity Module (SIM) Cards • Modems and Routers • Leased Lines • System Server and other peripherals • Security system <p>Relationships with Other Interested Parties</p> <ul style="list-style-type: none"> • Equipment Maintenance – provision of equipment maintenance and repair services. • Telecommunications – provision of network connectivity between terminals and data center. • Contractors – provision of office improvement services, web site development and other services.
102-10	<p>SIGNIFICANT CHANGES TO THE ORGANIZATION AND ITS SUPPLY CHAIN</p> <p>With the constant resurgence of new waves of the COVID-19 virus, lotto and keno operations has remained stilted by varying LGU restrictions in the past 2 years.</p> <p>The organization saw changes in both board and executive levels. Then in the final quarter of 2021, Management had to make the tough decision to conduct a retrenchment program for its employees in both Pacific Online and TGTI. This was done to streamline operations and create synergy across the two companies, including its supply chain management function.</p>
102-11	<p>PRECAUTIONARY PRINCIPLE OR APPROACH</p> <p>Pacific Online Systems Corporation (POSC) shall consider the external and internal context of the organization and the requirements of interested parties to determine the risks and opportunities that need to be addressed to:</p> <ul style="list-style-type: none"> • Ensure the integrated management system can achieve its intended outcomes; • Prevent, or reduce, undesired effects; and • Achieve continual improvement. <p>POSC shall plan actions to address the risks and opportunities and how to:</p> <ul style="list-style-type: none"> • Integrate and implement the actions into its integrated management system processes; and • Evaluate the effectiveness of these actions. <p>POSC shall apply an information security risk assessment process, which also applies to any opportunities identified on the information assets:</p>



102-12

EXTERNAL INITIATIVES

POSC has chosen a list of UN Sustainable Development Goals and Targets that the Company will focus its sustainability efforts on:

UN SDG & TARGETS	INITIATIVES
<p>#3 Good Health and Well-Being: Ensure healthy lives and promote well-being for all at all ages</p> <p>3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all</p>	<p>On our road to sustainability, we cannot forget our duty to those who have helped us get to where we are now, which is why the Company ensures that its employees have employee healthcare HMO full coverage and insurances. On top of that, health and wellness programs to promote the strengthening of the mind and the body are scheduled regularly. Here is a list of initiatives prepared by the company:</p> <ol style="list-style-type: none"> 1. Full HMO coverage upon hiring and extended to 2 dependents upon regularization 2. Life Insurance 3. Group Accident Insurance 4. Annual Physical Exam / Executive Check-Up 5. Wellness Benefit Allowance for Managers-Up 6. Quarterly online talks on health & wellness <p>We also support this goal for the local community.</p> <p>On January 7, 2021, TGTI had a gift-giving project entitled “A Gift of Love. A Share of Joy. A New Year’s Hope.” This was held at the Tulay Ng Kabataan Foundation, Inc., to give hope to children in need, especially during the pandemic. Various food items and other basic items like toiletries, alcohol and face masks were turned over to the Administration of TNK</p>

		Foundation, Inc. headed by Ms. Elishe Cruise and Father Matthieu Dauchez.
	<p>#5 Gender Equality: Achieve gender equality and empower all women and girls</p> <p>5.1 End all forms of discrimination against all women and girls everywhere</p> <p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	<p>We believe in a just and equitable vision for the country, without discrimination against all women and girls and ensuring them equal opportunities for leadership.</p> <p>In Pacific Online Systems Corporation, while the proportion of women in the workforce is only 22%, majority of the top positions are held by women. The company's Board of Directors also has 2 female members, one of which is an Independent Director.</p>
	<p>#8 Decent Work and Economic Growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>	<p>100% of our employees are regular, and paid above minimum wage. We provide decent jobs, with our entry rate 11% above the minimum wage in Manila and 19% in Cebu.</p> <p>The Company acknowledges the need of employees to have work-life balance. In 2021, we allowed work from home and flexible working hours due to the COVID-19 pandemic situation. Furthermore, in order to protect staff from infection, the Company provided shuttle service to those who needed to report to the office physically.</p> <p>We also support and protect labor rights and promote a safe and secure working environment for our employees. Our committee sets and ensures Occupational Health & Safety standards, and as we recognize that our lifeblood is our field service representatives, who travel almost every day through ways and roads of varying quality in the countryside, we provide them protection and accident insurance. In 2021, there were zero (0) reported cases of injuries among employees.</p> <p>Here is a list of some wellness, health and safety initiatives provided for by the company:</p> <ol style="list-style-type: none"> 1. Creation of Occupational Safety & Health Committee 2. Emergency Procedure/ Guidelines 3. PPE for selected personnel 4. Group Accident Insurance 5. Updated COVID-related Health Protocols and Guidelines 6. Reiteration of COVID-19 Health and Safety Protocols while at the Workplace 7. Safety and Health Measures for Employees who spend Long Hours Sitting

<p>#12 Responsible Consumption and Production: Ensure sustainable consumption and production patterns</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p>	<p>We recognize that as a business that is centered on systems maintenance, there must be measures to mitigate the waste products. Our company practices recycling of the parts of terminals, to ensure that not everything goes to waste and to prolong the life of the equipment. We also partner with DENR accredited suppliers for waste management to ensure that the parts and waste that are indeed unusable for us go into the right hands for proper disposal or reuse.</p> <p>The publication of our maiden sustainability report aligned to the GRI standards is part of a country-wide practice to adopt sustainable practices and integrate this information into our reporting and disclosures. This as part of a bigger movement will hopefully encourage not just the publicly-listed companies, but all companies in the Philippines to understand and adopt the mindset and practice of sustainability.</p>
<p>#16 Peace, Justice, and Strong Institutions: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p> <p>16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children</p> <p>16.6 Develop effective, accountable and transparent institutions at all levels</p>	<p>Our company, along with DICT, started an awareness campaign with CyberguardiansPH – OSAEC (Online Sexual Abuse & Exploitation of Children) and all kinds of cyberthreats, which has grown over the years.</p> <p>We scheduled meetings with different organizations to introduce CyberguardiansPH, its advocacy, and possible collaboration with these organizations. Agreements were undertaken with Holy Angel University, Philippine Guidance Counselling Organization, and Oblate Youth Philippines in joining the cause and in their responsibilities as new members of the campaign.</p> <p>Part of the awareness campaign of CyberguardiansPH is to come up with three groups (high school level, college level, and professional level) that will champion the advocacy in their respective circles. Training and Mentoring activities were conducted among the different groups to orient and empower them in their responsibility to protect the youth against cybercrimes.</p> <p>The culmination of these workshops led to the 2-day National Youth Leadership Summit held on November 20 & 27 via Zoom and Facebook Live. This nationwide event was well-attended, with participants reaching more than 2,000 in number. Speakers from different sectors gave talks on their experiences in business, media, church, and government, on how their organizations create a safer online space for the youth today.</p>

102-13	<p>MEMBERSHIP OF ASSOCIATIONS</p> <p>World Lottery Association People Management Association of the Philippines Employers' Confederation of the Philippines Philippine Society for Training and Development</p>
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<u>STRATEGY</u>	
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102-14	<p>STATEMENT FROM SENIOR DECISION MAKER</p> <p>2021 was not just a year of recovery for Pacific Online, but a year of synergy. The company focused on streamlining operations and maximizing strengths in order to thrive as a lean business in the second year of the COVID-19 pandemic. With the publication of our third annual Sustainability Report, prepared in accordance with Global Reporting Initiative (GRI) standards, Pacific Online reaffirms its commitment to help steward the nation, the environment, and the world, in conjunction with progressing towards our goals as a company. Despite the varying states of lockdown across the country in the past year, the company fulfilled its duty of promoting responsible gaming, through full transparency, efficiency, and accountability in remitting the proper dues and revenues to PCSO and its charity fund. The Company's awareness campaign, in partnership with DICT, Cybersafe Philippines, which aims to protect children against online sexual abuse and exploitation, continues to foster open dialogue on these issues to promote action, policy development and awareness.</p>
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<u>ETHICS AND INTEGRITY</u>	
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102-16	<p>VALUES, PRINCIPLES, STANDARDS, AND NORMS OF BEHAVIOR</p> <p>Mission Create Hope. Live Life.</p> <p>Vision To Be the Gaming Partner of Choice.</p> <p>Core Values Pacific Online is a LEARNING organization composed of diverse individuals with unity of purpose and a shared vision. We strive for EXCELLENCE in all we do. We fully accept ACCOUNTABILITY for all our actions, decisions, and responsibilities. We create our future driven by a DYNAMIC team of professionals. We always aim for EFFICIENCY in all aspects of our work. We accord everyone due RESPECT and carry ourselves in a professional manner. We nurture relationships by providing quality SERVICE to all stakeholders.</p>
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	<p>Quality Policy and Objectives</p> <p>Pacific Online Systems Corporation is committed to continuously improve the quality management system and meet all requirements of the stakeholders in providing reliable, efficient and effective online lottery systems.</p> <ul style="list-style-type: none"> • To be fully responsive to the requirements of stakeholders. • To maintain and continuously develop a competent workforce. • To maintain and continuously improve financial, operational and administrative control systems to achieve the company’s goals and objectives. • To comply with statutory and regulatory requirements. <p>Information Security Policy and Objectives</p> <p>Pacific Online Systems Corporation is committed to safeguard the confidentiality, integrity and availability of all physical and electronic information assets of the company to ensure that regulatory, operational and contractual requirements are fulfilled.</p> <ul style="list-style-type: none"> • To comply with statutory and regulatory requirements. • To comply with requirements for confidentiality, integrity and availability for employees and other users. • To establish controls for protecting company information and information systems against theft, abuse and other forms of harm and loss. • To ensure that employees maintain the responsibility for, ownership of and knowledge about information security, to minimize the risk of security incidents. • To sustain continuity of operations at all times. • To ensure that external service providers comply with the company’s information security needs and requirements.
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GOVERNANCE

102-18	<p>GOVERNANCE STRUCTURE</p> <p>At Pacific Online, we believe in balancing the interests of the many stakeholders and upholding shareholders’ value. Our aim is to have equilibrium between economic and social and between individual and communal goals. With this in mind, our Board of Directors has established corporate governance principles to ensure accountability, fairness and transparency in the organization.</p> <p>Board of Directors</p> <p>The principal roles of the Board of Directors of Pacific Online are to oversee how management serves the interests of the shareholders and other stakeholders, and to ensure that the latter are adequately and timely informed of all relevant information about the Company. Towards this end, the Board has adopted corporate governance principles to ensure its independence and keep itself fully-informed of the key risks and strategic issues facing Pacific Online.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">DIRECTOR’S NAME</th> <th style="text-align: left;">DESIGNATION</th> <th style="text-align: left;">DIRECTORSHIP</th> </tr> </thead> <tbody> <tr> <td>Willy N. Ocier</td> <td>Chairman</td> <td>Non-Executive Director</td> </tr> <tr> <td>Armin Antonio B. Raquel Santos</td> <td>Member</td> <td>Non-Executive Director</td> </tr> <tr> <td>Jackson T. Ongsip</td> <td>Member</td> <td>Executive Director</td> </tr> <tr> <td>Tarcisio M. Medalla</td> <td>Member</td> <td>Non-Executive Director</td> </tr> <tr> <td>Henry N. Ocier</td> <td>Member</td> <td>Non-Executive Director</td> </tr> <tr> <td>Regina O. Reyes</td> <td>Member</td> <td>Non-Executive Director</td> </tr> <tr> <td>Laurito E. Serrano</td> <td>Independent</td> <td>Lead Independent Director</td> </tr> <tr> <td>Roberto C.O. Lim</td> <td>Independent</td> <td>Independent Director</td> </tr> <tr> <td>Ma. Gracia M. Pulido Tan</td> <td>Independent</td> <td>Independent Director</td> </tr> </tbody> </table>	DIRECTOR’S NAME	DESIGNATION	DIRECTORSHIP	Willy N. Ocier	Chairman	Non-Executive Director	Armin Antonio B. Raquel Santos	Member	Non-Executive Director	Jackson T. Ongsip	Member	Executive Director	Tarcisio M. Medalla	Member	Non-Executive Director	Henry N. Ocier	Member	Non-Executive Director	Regina O. Reyes	Member	Non-Executive Director	Laurito E. Serrano	Independent	Lead Independent Director	Roberto C.O. Lim	Independent	Independent Director	Ma. Gracia M. Pulido Tan	Independent	Independent Director
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BOARD COMMITTEES

To assist the Board of Directors in ensuring compliance with good corporate governance principles, the following committees have been formed:

Executive Committee

The Executive Committee which exercises, in between meetings of the Board, all the powers of the Board (except those powers expressly reserved by applicable law to the Board) in the management and direction of the business and conduct of the affairs of the Company, subject to any specific directions given by the Board.

Willy N. Ocier	Chairman
Armin B. Raquel-Santos	Director
Jackson T. Ongsip	Director

Audit Committee

The Audit Committee assists the Company's Board in discharging its responsibilities with regard to financial reporting, external and internal audits and controls, including reviewing Pacific Online's quarterly and annual financial statements, considering the scope of the Company's annual external audit, approving the Company's internal audit program, advising on the appointment of external auditors, and reviewing the effectiveness of the Company's internal control systems and risk management systems.

Laurito E. Serrano	Chairman
Ma. Gracia M. Pulido Tan	Independent Director
Tarcisio M. Medalla	Director
Roberto C.O. Lim	Independent Director

Board Risk Oversight Committee

The Risk Committee will assist the Board in providing framework to identify, assess, monitor and manage the risks associated with the Company's business. It helps the Board to adopt practices designed to identify significant areas of business and financial risks and to effectively manage those risks in accordance with Company's risk profile.

Roberto C.O. Lim	Chairman
Laurito E. Serrano	Independent Director
Tarcisio M. Medalla	Director
Ma. Gracia M. Pulido Tan	Independent Director

Corporate Governance Committee	
The Corporate Governance Committee is tasked with ensuring compliance with, and proper observance of, corporate governance principles and practices.	
Ma. Gracia M. Pulido Tan	Chairman
Laurito E. Serrano	Independent Director
Roberto C.O. Lim	Independent Director
Related Party Transactions	
The Committee shall be responsible for reviewing all material related party transactions of the Company and ensuring that all RPTs are conducted on a fair and arms-length basis. Transactions considered material are subject to review by the Committee prior to Board approval and Management execution.	
Ma. Gracia M. Pulido Tan	Chairman
Laurito E. Serrano	Independent Director
Roberto C.O. Lim	Independent Director
Regina O. Reyes	Director
Henry N. Ocier	Director

<u>STAKEHOLDER ENGAGEMENT</u>	
102-40	<p>LIST OF STAKEHOLDER GROUPS</p> <ul style="list-style-type: none"> • Investors / Shareholders • Board of Directors & Management • Employees • External Providers • Customer – PCSO • Indirect Customers – Lottery Agents & Lottery Players • Government Bodies / Regulators
102-41	<p>COLLECTIVE BARGAINING AGREEMENTS</p> <p>Not applicable.</p>
102-42	<p>IDENTIFYING AND SELECTING STAKEHOLDERS</p> <p>An interested party or stakeholder is defined as “a person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity”.</p>

102-43	APPROACH TO STAKEHOLDER ENGAGEMENT		
	Stakeholder Group	Description	Channels of Engagement
Investors/ Shareholders	Financial backers and sources of vital funding who allow POSC to achieve intended results, substantial returns, and shared value	Annual stockholders' meetings, one-on-one dialogues, website, investors / media briefings	
Board of Directors & Management	Final decision makers of POSC who direct the company's path to sustainability	Regular meetings, one-on-one dialogues, management reports	
Employees	Dynamic team of professionals who are the lifeblood of POSC and share a unity of purpose according to the corporate vision, mission and objectives	Internal communications, human resource dialogues, performance reviews, training workshops	
External Providers	Suppliers and providers of software, hardware and outside services who partner with POSC	Business meetings, contracts, policies, external provider accreditation and evaluations	
Customer – PCSO	Lessee of POSC's lottery system and maintenance	Letters, business meetings, satisfaction surveys, contracts	
Indirect Customer – Lottery Agents & Lottery Players	End-users of POSC's services	Satisfaction surveys, hotline calls, field service visits	
Government Bodies/ Regulators	Collaborators in the pursuit of social progress and sustainability	Compliance, formal meetings, timely and accurate disclosures	
102-44	KEY TOPICS AND CONCERNS RAISED		
	Stakeholder Group	Relevant Issues	Our Commitment
Investors/ Shareholders	<ul style="list-style-type: none"> - Economic Performance - Environmentally responsible business operations - Corporate Governance and Compliance 	Building towards the strategy of being the gaming partner of choice and delivering steady and reliable economic returns while also remaining responsible and compliant with laws and timely disclosures	
Board of Directors & Management	<ul style="list-style-type: none"> - Economic Performance - Environmentally responsible business operations - Corporate Governance and Compliance - Market Presence - Customer care and service - Quality Management 	Work efficiently and effectively to fulfill the corporate goals in order to keep moving on the road to sustainability	

	Employees	<ul style="list-style-type: none"> - Human Resource Development and Welfare - Economic Performance - Market Presence 	Empowerment and respectful treatment of our employees across all levels and fulfillment of their career aspirations
	External Providers	<ul style="list-style-type: none"> - Economic Performance - Customer care and service - Corporate Governance and Compliance 	Maintenance of good governance, transparency and accountability
	Customer – PCSO	<ul style="list-style-type: none"> - Customer care and service - Corporate Governance and Compliance - Economic Performance - Quality Management - Information Security Management 	Providing the best quality service and ensuring the safety and security of the critical data involved; maintenance of good governance, transparency and accountability; making sure that downtime is minimized
	Indirect Customer – Lottery Agents & Lottery Players	<ul style="list-style-type: none"> - Quality Management - Information Security Management - Economic Performance 	Providing the best quality service and ensuring the safety and security of the critical data involved; making sure that downtime is minimized
	Government Bodies/Regulators	<ul style="list-style-type: none"> - Corporate Governance and Compliance - Environmentally responsible business operations - Human Resource Development and Welfare - Information Security Management 	Working efficiently, harmoniously and in an aboveboard manner towards the achievement of shared goals and mutual benefits

REPORTING PRACTICE

102-45	<p>ENTITIES INCLUDED IN THE CONSOLIDATED FINANCIAL STATEMENTS</p> <p>Pacific Online Systems Corporation and subsidiaries (Refer to 102-5)</p>
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102-46	<p>DEFINING REPORT CONTENT AND TOPIC BOUNDARIES</p> <table border="1" data-bbox="328 259 1422 801"> <thead> <tr> <th></th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> </tr> </thead> <tbody> <tr> <td>Steps Taken</td> <td>Build Corporate Capacity</td> <td>Undergo Materiality Assessment</td> <td>Identify and Gather Critical Data</td> <td>Review and Validate Material Data</td> </tr> <tr> <td>Description</td> <td>Training on Sustainability</td> <td>Review of processes, KPIs and risk assessment</td> <td>Based on Material Issues, created templates for data gathering</td> <td>Affirmation of reported disclosures</td> </tr> <tr> <td>GRI Reporting Principle Applied</td> <td>Stakeholder Inclusiveness and Sustainability Context</td> <td>Materiality, Sustainability Context, Stakeholder Inclusiveness and Completeness</td> <td>Stakeholder Inclusiveness and Completeness</td> <td>Stakeholder Inclusiveness and Completeness</td> </tr> </tbody> </table> <p>Details on topic boundaries to be listed below in 102-47</p>		1	2	3	4	Steps Taken	Build Corporate Capacity	Undergo Materiality Assessment	Identify and Gather Critical Data	Review and Validate Material Data	Description	Training on Sustainability	Review of processes, KPIs and risk assessment	Based on Material Issues, created templates for data gathering	Affirmation of reported disclosures	GRI Reporting Principle Applied	Stakeholder Inclusiveness and Sustainability Context	Materiality, Sustainability Context, Stakeholder Inclusiveness and Completeness	Stakeholder Inclusiveness and Completeness	Stakeholder Inclusiveness and Completeness
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102-47	<p>LIST OF MATERIAL TOPICS</p> <ul style="list-style-type: none"> - Economic Performance - Market Presence - Environmentally responsible business operations <ul style="list-style-type: none"> o Energy o Effluence and Waste - Human resource development & welfare <ul style="list-style-type: none"> o Employment o Occupational Health and Safety o Training & Education - Customer care & service - Corporate governance and compliance - Quality Management - Information Security Management 																				
102-48	<p>RESTATEMENTS OF INFORMATION</p> <p>None to report.</p>																				
102-49	<p>CHANGES IN REPORTING</p> <p>None to report.</p>																				
102-50	<p>REPORTING PERIOD</p> <p>This is Pacific Online Systems Corporation’s Sustainability Report outlining the Company’s economic, environmental, social and governance performance from January to December 2021. It is a testament to our commitment to the United Nations Sustainable Development Goals. This report has been prepared in accordance with the GRI Standards: Core option. The companies highlighted in this report include Pacific Online Systems Corporation and its subsidiaries.</p>																				

102-51	<p>DATE OF MOST RECENT REPORT</p> <p>Annex 1 of 17-A Report of Pacific Online Systems Corporation for the period Jan-Dec 31, 2020, submitted to SEC March 2, 2021.</p> <p>A portion of the Sustainability Report information was also included in the latest 2020 Annual Report seen on the Corporate website. (See https://www.loto.com.ph/sustainability)</p>
102-52	<p>REPORTING CYCLE</p> <p>Annual.</p>
102-53	<p>CONTACT POINT FOR QUESTIONS REGARDING THE REPORT</p> <p>For inquiries on Sustainability: Mischel O. Mendoza Corporate Planning Department Head Email: momendoza@pacificonline.com.ph</p>
102-54	<p>CLAIMS OF REPORTING IN ACCORDANCE WITH THE GRI STANDARDS</p> <p>This report has been prepared in accordance with the GRI Standards: Core option.</p>
102-55	<p>GRI CONTENT INDEX</p> <p>See attached GRI Content Index at the end of the report.</p>
102-56	<p>EXTERNAL ASSURANCE</p> <p>Not applicable.</p>

Item 2. MATERIAL TOPICS

<u>MANAGEMENT APPROACH</u>				
103-1	EXPLANATION OF THE MATERIAL TOPIC AND ITS BOUNDARY			
	Critical Factors	Material Topics	Boundaries	Definition and Relevance
	To embed sustainability in employment practices and financial & administrative operations	Economic Performance	Within POSC, business partners, regulators, local communities	How the Company cements its standing as a market leader in gaming and delivers positive economic returns to its stockholders and ensures the future and continued growth of its operations.
		Market Presence		How the Company contributes to the economic well-being and growth of local communities, and practices fair and just labor standards, according employees their due respect.

		Environmentally responsible business operations - Energy - Effluence and Waste		How the Company practices efficient utilization of its resources such as energy, minimizes waste and practices environmentally-friendly disposal with accredited external providers.
	To be a learning organization composed of diverse individuals with unity of purpose and a shared vision	Human resource development & welfare - Employment - Occupational Health and Safety - Training & Education	Within POSC	How the Company develops and retains its employees, provides training and skills development, defines career path and succession planning for its employees and provides a secure and conducive working environment.
	To cultivate partnerships with customers through excellent service	Customer care & service	Within POSC, customers, business partners	How the Company nurtures relationships by providing quality service and addressing the concerns of its customers and ensuring a symbiotic relationship with them.
	To develop an integrated management system that implements world-class standards in order to be the gaming partner of choice	Corporate governance and compliance	Within POSC, business partners, regulators	How the Company practices accountability for all its actions, decisions and responsibilities through forward-looking corporate governance and checks and balances, and through faithful compliance with regulators.
Quality management		How the Company maintains efficiency in the aspects of its work through quality controls in its operations and complete documentation.		
Information Security Management		How the Company secures and protects its data, identifying, managing and mitigating risks ahead of time through periodic assessment and analysis and ensuring the business continuity of its operations without any downtime.		
103-2	<p>THE MANAGEMENT APPROACH AND ITS COMPONENTS</p> <p>Our sustainability journey began with the mandate of our Board of Directors to take a more active role in improving the Company's corporate governance and sustainability programs. Headed by our Management team, POSC continues to establish, maintain, and improve the sustainable practices of the Company through target setting, progress monitoring, and analysis of our outputs.</p>			

POSC'S SUSTAINABILITY FRAMEWORK

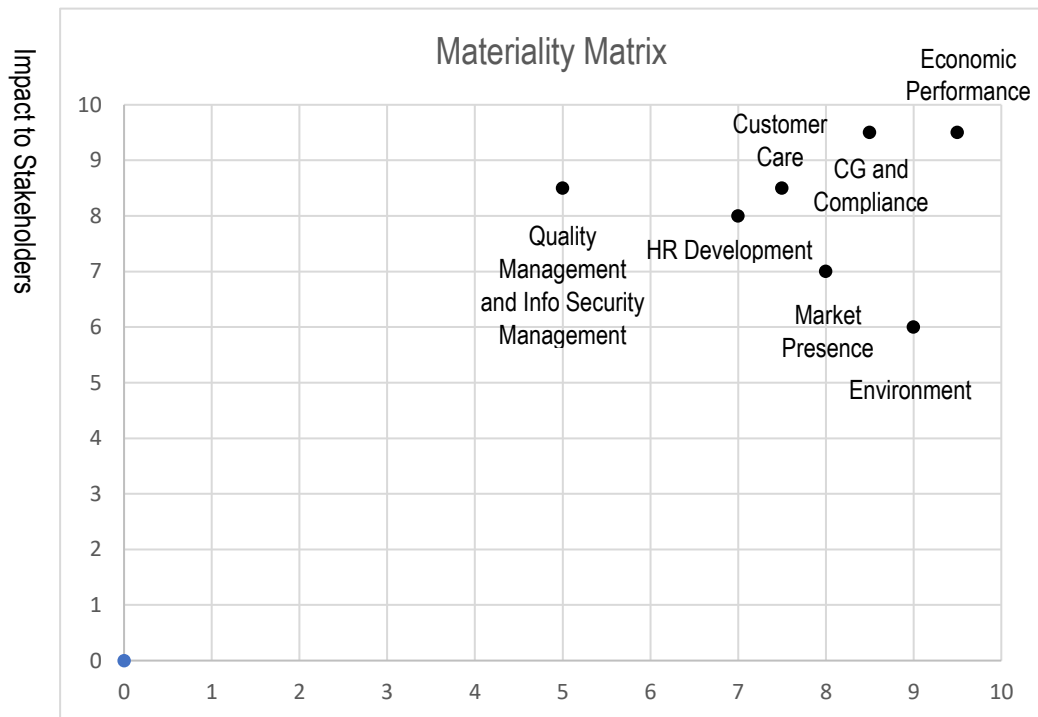
The Company is able to achieve sustainable development through 3 major pillars:

- Partnership Enhancement
 - Improving our services for the benefit of the PCSO and its agents
 - Partnering with accredited external providers for responsible disposal
 - Compliance with standards of our regulators
- Resource Optimization
 - Prudent fiscal management
 - Sustainable operating models
 - Business continuity planning and disaster recovery protocols
 - Re-use of equipment and parts to maximize machines and minimize waste
 - Implementation of electronic systems to reduce paper consumption
- Value Creation
 - Economic value generation and distribution
 - Good governance and risk management
 - Human capital development
 - Creation of systems to improve data analysis for efficient operations

OUR MATERIALITY PROCESS

Our team reviewed the critical factors affecting our business and its impact on our stakeholders. From there, we were able to generate a list of material topics relevant to the Company.

Significance of Impact to the Economy, Environment and Society



103-3

EVALUATION OF THE MANAGEMENT APPROACH

See 102-46

ECONOMIC PERFORMANCE

201-1	Direct economic value generated and distributed		
	in PHP millions	2021	2020
	Economic Value Generated	426.35	298.53
	Economic Value Distributed	544.15	679.92
	Operating Costs	413.94	540.12
	Employee wages and benefits	118.41	129.51
	Payments to the government	11.80	10.29
Economic value retained (lost)	(140.74)	(381.39)	

MARKET PRESENCE

202-1	Ratios of standard entry-level wage by gender compared to local minimum wage					
		Min Wage Male	Min Wage Female	Total Min Wage Employees	Total Employees	% Min Wage Employees
	2021	0	0	0	135	0%
2020	0	0	0	170	0%	

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

POSC	Minimum Wage	POSC Entry Rate	% Higher
Manila	11,679.75	13,000.00	11%
Cebu	8,787.00	10,500.00	19%

202-2	Proportion of senior management hired from the local community					
	POSC employs its personnel from the local communities. All senior managers located in the Cebu office were hired from Cebu.					

	Total Senior Management	Senior Management from local community				
		Luzon	Visayas	Mindanao	Total	%
2021	12	8	4	0	12	100%
2020	13	9	4	0	13	100%

ENERGY

302-1

Energy consumption within the organization

Fuel Consumption

	Diesel, in L	Gasoline, in L
YE 2021	35,239	22,270
YE 2020	23,509	11,663

Over-all, the company has decreased its consumption of diesel mainly due to the temporary suspension of lottery operations due to the pandemic and the divestment from LCC.

Electricity Consumption By Region

in kWh	Luzon	Visayas	Mindanao	Total
YE 2021	148,466	345,279	4,639	498,384
YE 2020	97,995	442,589	3,834	544,418

Total Water Consumption

	Total, in cu. m.
YE 2021	2,791
YE 2020	1,988

EFFLUENTS AND WASTE

306-2

Waste by type and disposal method

Total volume of hazardous wastes (old terminals, e-wastes) hauled by DENR-accredited hauler/charitable institutions

	Total, in kgs
YE 2021	9,498
YE 2020	1,663

Pacific Online regularly disposes its waste through DENR accredited facilities. Majority of its waste is from lottery terminals and peripherals. The table shows that there has been a marked decrease in the amount of waste generated by POSC, which is part of the company's efforts to actively lessen waste and to recycle items within the organization. Approx. 52% of waste was for plastic and metal casing and defective cables of equipment, while 48% was e-waste.

EMPLOYMENT

401-1

New employee hires and employee turnover

NEW HIRES

TOTAL NEW HIRES	7	
BY GENDER		
MALE	5	71%
FEMALE	2	29%
BY AGE GROUP		
BELOW 30 YRS OLD	1	14%
30 - 50	6	86%
OVER 50	0	0%
BY REGION		
NCR	4	57%
LUZON	0	0%
VISAYAS	3	43%
MINDANAO	0	0%

HIRING RATE

ENTIRE GROUP	4%
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EMPLOYEE SEPARATIONS

EMPLOYEE SEPARATIONS	81	
BY GENDER		
MALE	45	56%
FEMALE	36	44%
BY AGE GROUP		
BELOW 30 YRS OLD	23	28%
30 - 50	48	59%
OVER 50	10	12%
BY REGION		
NCR	57	70%
LUZON	2	2%
VISAYAS	17	21%
MINDANAO	5	6%

TURNOVER RATE

ENTIRE GROUP	39%
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401-2	<p>Benefits provided to full-time employees that are not provided to temporary or part-time employees</p> <ol style="list-style-type: none"> 1. Full HMO coverage (room & board and maximum benefit limit based on rank) of all employees upon hiring. Benefit package includes preventive healthcare, out-patient care and hospitalization, emergency care, dental care, and financial assistance. 2. 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. 3. 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. 4. Wellness Benefit Allowance for Managers-Up – qualified Officers are allowed to reimburse their health and wellness related expenses up to certain amount per year while all staff below manager rank personnel were provided PPE (face masks and face shields) and vitamins C 5. Uniform Allowance for all regular employees 																						
401-3	<p>Parental leave</p> <ol style="list-style-type: none"> 1. Breakdown of Availment of Maternity and Paternity Leaves <table border="1" data-bbox="331 931 1187 1088"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">Employees who took Parental Leave in FY 2021</th> </tr> <tr> <th>Male</th> <th>Female</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Employee Headcount</td> <td>8</td> <td>0</td> <td>8</td> </tr> </tbody> </table> <ol style="list-style-type: none"> 2. Total Number of Employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender <table border="1" data-bbox="331 1227 1187 1406"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">Employees that returned to work in FY 2021 after parental leave</th> </tr> <tr> <th>Male</th> <th>Female</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Employee Headcount</td> <td>8</td> <td>0</td> <td>8</td> </tr> </tbody> </table>		Employees who took Parental Leave in FY 2021			Male	Female	Total	Employee Headcount	8	0	8		Employees that returned to work in FY 2021 after parental leave			Male	Female	Total	Employee Headcount	8	0	8
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	Male	Female	Total																				
Employee Headcount	8	0	8																				

<u>OCCUPATIONAL HEALTH & SAFETY</u>	
403-1	<p>Occupational health and safety management system</p> <p>OCCUPATIONAL HEALTH AND SAFETY POLICY</p> <p>Statement of Policy</p> <p>Pacific Online Systems Corporation 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. Pacific Online Systems Corporation will at all times comply with all regulatory requirements of the Philippines, its customers and other external parties.</p>

Details of Policy

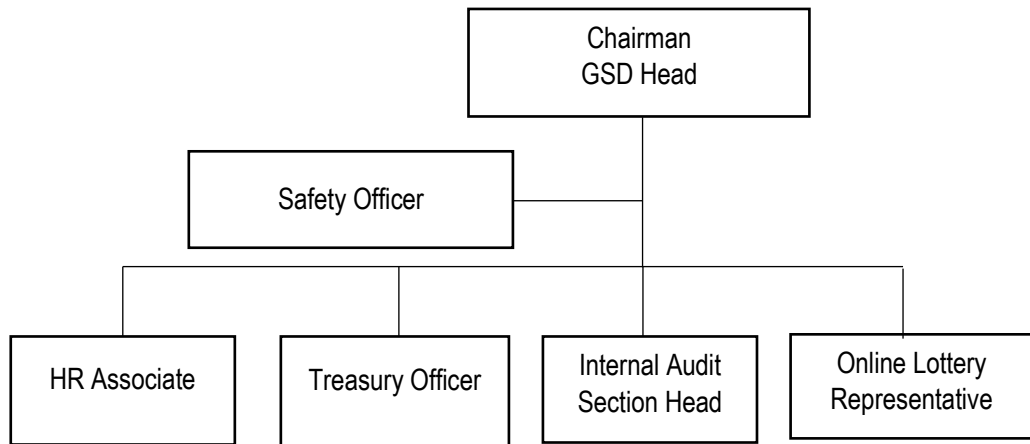
At POSC, we intend:

- To maintain safe and healthy working conditions;
- To provide and maintain safe office equipment;
- To prevent accidents and cases of work-related illnesses;
- To provide information, instruction and supervision for employees;
- To ensure all employees are competent to do their tasks and to give them adequate training;
- To consult our employees on matters affecting their health and safety;
- To provide adequate control of the health and safety risk arising from our work activities;
- To review and revise the policy as necessary regular intervals.

Structure and Functions of OSH Committee

Overall and final responsibility for health and safety is that of the General Services Department Head.

Ensuring that this policy is put into practice and this task is delegated to the Safety Officer.



To ensure health and safety standards are maintained / improved, the Department Heads shall ensure compliance in their respective departments/areas.

All employees have to:

- Cooperate with their Immediate Superior and Department Head on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety;
- Report all health and safety concerns to Immediate Superior or Safety Officer.

403-2

Hazard identification, risk assessment, and incident investigation

A Risk Assessment is conducted by the Company to ensure business continuity in times of certain negative events. Threats and Vulnerabilities are measured and offset with controls in place to arrive at an acceptable level of risk. A Risk Treatment Plan is updated monthly to address unacceptable risks to ensure risk reduction.

Incidents are screened for information security breaches and documented in an Incident Report. Non-conformities are followed up by the auditor until a correction and corrective action is deemed acceptable. Regular audits are conducted to ensure that such incidents are not repeated.

403-5	<p>Worker training on occupational health and safety</p> <table border="1" data-bbox="328 259 1225 510"> <thead> <tr> <th data-bbox="328 259 1094 300">OCCUPATIONAL HEALTH AND SAFETY</th> <th data-bbox="1094 259 1225 300">2021</th> </tr> </thead> <tbody> <tr> <td data-bbox="328 300 1094 340">Safe man-hours recorded, in man-hours</td> <td data-bbox="1094 300 1225 340">2,088</td> </tr> <tr> <td data-bbox="328 340 1094 380">No. of work-related injuries reported</td> <td data-bbox="1094 340 1225 380">0</td> </tr> <tr> <td data-bbox="328 380 1094 421">No. of work-related fatalities reported</td> <td data-bbox="1094 380 1225 421">0</td> </tr> <tr> <td data-bbox="328 421 1094 461">No. of work-related ill-health</td> <td data-bbox="1094 421 1225 461">0</td> </tr> <tr> <td data-bbox="328 461 1094 510">No. of safety drills conducted</td> <td data-bbox="1094 461 1225 510">0</td> </tr> </tbody> </table> <p>POSC SEMINARS/TRAININGS:</p> <ol style="list-style-type: none"> <li data-bbox="376 611 874 645">1. "Virtual Chair Yoga" on February 19, 2021 <p data-bbox="424 678 1406 779">This is a 1-hour session to encourage employees to improve physical well-being through simple exercise and stretching. Proper breathing techniques were included in the workshop, which can be used by employees anytime at their workstation when they need a break.</p> <li data-bbox="376 813 1091 846">2. "COVID-19 Vaccines: All We Need to Know" on June 18, 2021 <p data-bbox="424 880 1406 1014">This is a discussion on the different COVID-19 vaccines, brands, and efficacy levels. It aims to educate the employees in dispelling the fears of vaccination, and in making an informed decision on which vaccine to take. This was done in support of the government's drive to vaccinate the Philippine population.</p> <li data-bbox="376 1048 1390 1115">3. "Sleep Deprivation Deficiency: Its Effect on Physical and Mental Health" on September 30, 2021 <p data-bbox="424 1149 1406 1249">This seminar was requested by a number of employees, who have been losing sleep due to stress caused by the pandemic. Techniques on how to achieve fast and good quality sleep were taught by a certified Lifestyle-Medicine Occupational Health physician.</p> 	OCCUPATIONAL HEALTH AND SAFETY	2021	Safe man-hours recorded, in man-hours	2,088	No. of work-related injuries reported	0	No. of work-related fatalities reported	0	No. of work-related ill-health	0	No. of safety drills conducted	0
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No. of work-related ill-health	0												
No. of safety drills conducted	0												
403-6	<p>Promotion of worker health</p> <p>POSC</p> <ol style="list-style-type: none"> <li data-bbox="376 1384 1433 1485">1. Full HMO coverage (room & board and maximum benefit limit based on rank) of all employees upon hiring. Benefit package includes preventive healthcare, out-patient care and hospitalization, emergency care, dental care, and financial assistance. <li data-bbox="376 1485 1433 1552">2. Annual Physical Exam / Executive Check-Up – this is being scheduled annually to check the employees' health condition and suitability to perform their job. <li data-bbox="376 1552 1433 1619">3. Various health and wellness activities are being conducted to help employees improve further their health and well-being. 												

<u>TRAINING AND EDUCATION</u>	
404-1	<p>Average hours of training per year per employee</p> <p>POSC 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.</p>

		By Gender		
		Male	Female	Total
Total No. of Training Hours Recorded		537	309	845
No. of Employees Trained		129	98	227
Average Training Hours		4	3	4

		By Employee Category/Rank			
		Rank & File	Middle Mgt.	Senior Mgt.	Total
Total No. of Training Hours Recorded		366	284	195	845
No. of Employees Trained		94	81	52	227
Average Training Hours		4	4	4	4

404-2	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	1. 2021 Go Up Forum (Gov't Updates- BIR, DOLE, SSS, Philhealth, HDMF) (1) 2. Various Internal Audit Related Topics (5) 3. Orientation for New Employees (5) 4. Corporate Taxes (1) 5. Creating Family-Friendly Workplaces in the Time of COVID-19 and the New Normal (1)	13
	Job-based/Professional Skills	1. Enhancing English Communication (1) 2. PMAP Membership Meetings (2)	3
	Leadership	N/A	
	Others, please specify	N/A	4
Amount spent on Training and Development			
<i>Unit: In Philippine pesos</i>		FY JAN-DEC 2021	
Total amount spent on training and development of employees		₱ 7,297.00	

OTHER MATERIAL TOPICS

Customer Care & Service

A yearly Customer Satisfaction Survey is conducted by the company to gain feedback from its direct and indirect customers (PCSO branch heads and Lotto agents) on the technical and service performance in view of its continuing drive to improve its services being provided by the company. The latest survey period was from June 7-July 9, 2021.

Research methodology: One-on-one interviews using a structured questionnaire for 33 PCSO branch managers (all Vismin heads) and 120 lotto agents (top 10 per province, among 12 provinces)

Overall rating given by 33 PCSO Branch managers was 3.20/5

While maintenance, installation speed and professionalism ratings were up versus previous year, repair speed went down due to LGU restrictions in the farther provinces.

Overall rating given by lotto agents was 4.42, an increase of 0.23 points or 6% higher due to shift in excellent and good ratings.

Item 3. GRI CONTENT INDEX (102-55)

GRI Standard	Disclosure	Page number(s), direct answer and/or URLs	Reason for Omission
GRI 101: Foundation 2016			
General Disclosures			
GRI 102: General Disclosures 2016	Organizational Profile		
	102-1	Name of the organization	1
	102-2	Activities, brands, products, and services	1
	102-3	Location of headquarters	1
	102-4	Location of operations	1
	102-5	Ownership and legal form	2
	102-6	Markets served	2
	102-7	Scale of the organization	2
	102-8	Information on employees and other workers	2
	102-9	Supply chain	3
	102-10	Significant changes to the organization and its supply chain	4
	102-11	Precautionary Principle or approach	4
	102-12	External initiatives	5
	102-13	Membership of associations	8
	Strategy		
	102-14	Statement from senior decision-maker	8
	Ethics and Integrity		
	102-16	Values, principles, standards, and norms of behavior	8
	Governance		
	102-18	Governance structure	9
	Stakeholder Engagement		
	102-40	List of stakeholder groups	11
	102-41	Collective bargaining agreements	11
	102-42	Identifying and selecting stakeholders	11
	102-43	Approach to stakeholder engagement	12
	102-44	Key topics and concerns raised	12
	Reporting Practice		
	102-45	Entities included in the consolidated financial statements	13
	102-46	Defining report content and topic boundaries	14
	102-47	List of material topics	14
	102-48	Restatements of information	14
102-49	Changes in reporting	14	
102-50	Reporting period	14	
102-51	Date of most recent report	15	
102-52	Reporting cycle	15	
102-53	Contact point for questions regarding the report	15	
102-54	Claims of reporting in accordance with the GRI Standards	15	
102-55	GRI Content Index	15, 26	
102-56	External assurance	15, Not applicable.	

MATERIAL TOPICS				
GRI Standard	Disclosure		Page number(s), direct answer and/or URLs	Reason for Omission
Economic Performance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	18	
Market Presence				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	18	
	202-2	Proportion of senior management hired from the local community	18	
Energy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	19	
Effluents and Waste				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	19	
Employment				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	20	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	21	
	401-3	Parental leave	21	
Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	21	
	403-2	Hazard identification, risk assessment, and incident investigation	22	
	403-5	Worker training on occupational health and safety	23	
	403-6	Promotion of worker health	23	
Training and Education				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	15	
	103-2	The management approach and its components	16	
	103-3	Evaluation of the management approach	17, 14	

GRI 404: Training and Education	404-1	Average hours of training per year per employee	23	
	404-2	Programs for upgrading employee skills and transition assistance programs	24	
Other Material Topics				
Other Material Topics		Customer Care & Service	25	