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## **Employee Safety, Health and Welfare 2020**

The Company has policies and programs to address our employees' broad range of concerns which includes health and safety, skills training, working conditions, career opportunities, and work-life balance. The Company ensures that its employees are provided relevant training programs suited to their needs and the requirements of business. Dedicated resources are made available for this purpose, including resource persons, digital tools and relevant facilities. Committed to the belief that the Company's greatest asset is its human capital, PLDT organizes programs that support the well-being of employees, allows them to participate in activities on Corporate Social Responsibility and obtains their feedback on Company concerns. In accordance with the *PLDT Human Resources Manual*, the Company provides medical benefits for employees including hospitalization, doctor consultation, medicines, and laboratory testing, which includes mass testing to detect and prevent the spread of COVID-19. In keeping with applicable regulations, the Company monitors and submits reports on employee health and safety.

### **Relevant Data on Safety**

The Property and Facilities Management (PFM) and Energy Environment Safety and Health Teams comprise the Company's safety committees and regularly review relevant laws and policies on occupational safety and health (OSH). In 2020, PLDT recorded 76 workplace accidents and zero fatalities, which equate to a Lost Time Injury Frequency Rate (LTIFR) of 0.47 and a Fatal-Injury Frequency Rate (FIFR) of 0. The Company had a total of 108,728 training hours, including safety drills to prepare employees for emergency situations. Well-trained safety officers have also been appointed to care for fellow employees.

Specific to COVID-19, at the onset of the pandemic, the Company immediately imposed an employee travel ban to countries with high cases of COVID-19 infection and shortly after, on all foreign travel. Access to corporate offices was limited to employees. To protect employees while ensuring continuous service to customers, the Company immediately transitioned to work-from-home arrangements for non-frontline functions that were supported by appropriate digital equipment and connectivity. Various measures were also implemented to safeguard employee frontliners who performed work onsite, such as the requirement to wear personal protective equipment and the observance of safety guidelines. A return to work policy was likewise developed and implemented, which includes hybrid work arrangements.

The safety of employees remains a top priority of the Company as we continue to respond and navigate through the COVID-19 pandemic. Mandatory measures prescribed by the Department of Health (DOH), Department of Labor and Employment (DOLE), Department of Trade and Industry (DTI), local government units as well as applicable international practices are put in place to keep the workplace safe.

### ***Occupational Safety, Health and Environmental (OSHE) Policy and Program***

In 2020, the Corporate Occupational Safety, Health and Environmental (OSHE) Policy and Program to ensure protection of workers and the community, and to support sustainable development was updated, as well as the Life Safety Systems Manual and Emergency Management Plans, to further augment preparedness and response to different life safety and security threats. The Central Environment, Health and Safety (EHS) Committee that plans and directs overall EHS policies and programs and the EHS Working Committees convene on a monthly schedule to address OSH and environmental-related concerns and

performance in the local business area. Company safety officers, occupational health personnel, employee representatives and contractor safety officers were made part of the EHS Working Committees and involved in EHS activities.

Additionally, the Company launched a mandatory OSH e-learning series for employees covering the topics: Introduction to OSH, R.A. 11098 (An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations thereof) and its Implementing Rules and Regulations in D.O. 198-18, Accident Analysis, Hazard Identification, Emergency Preparedness, Fire Safety, Electrical Safety, Workplace Safekeeping, and Ergonomics and Materials Handling. As required by the DOLE, the PLDT EHS Working Committees and People Group, and the Smart Energy Environment Health and Safety (EEHS) Team developed the Occupational Health and Safety Learning and Development Module for the mandatory OSH Trainings and e-learnings, which aim to enhance knowledge of health and safety protocols and programs, promote a secure working environment, and reduce work-related accidents.

Aside from training, the Online Vehicle Pre-Departure Inspection (PDI) Program was launched to raise the safety awareness of authorized drivers through daily vehicle pre-departure inspection using an online tool. The PDI Program was launched in business units having a high number of vehicle users. Moreover, fire drills were conducted prior to the COVID-19 lockdowns and Fire Safety webinars were held in various key facilities in support of our Emergency Management Program. Likewise, major facilities were deployed with safety signages and fireman suits to maintain workplace safety and emergency response capability. The Company continuously implements upgrading of Fire Detection and Alarm Systems in its facilities from conventional type to an addressable type technology. In the Mindanao area, various Company-owned buildings underwent structural investigation via a third-party consulting firm to check the integrity of the buildings as a preventive measure in connection with earthquakes in the region. A Safety, Health, Environment and Security (SHES) Audit Program on Company facilities was also launched as a comprehensive way of verifying compliance with regulatory requirements and safe practices.

### **Relevant Data on Health and Welfare**

The Company shoulders medical expenses related to employees' illness, inclusive of medicines, hospital confinement and post-operative rehabilitation. Part of its preventive medical approach is to require employees to undergo Annual Physical Examination (APE) to monitor and immediately address emerging health issues. During the Enhanced Community Quarantine brought about by the COVID-19 pandemic, PLDT manned five clinics: the Makati General Office (MGO), Dansalan, IDC Pasig, Paranaque and Sampaloc clinics. Additionally, PLDT set up a temporary clinic at the Ramon Cojuanco Building (RCB) - Mezzanine for walk-in patients. Four testing centers for mass testing of the PLDT Group employees were set up at the MGO Ground floor, MGO 5<sup>th</sup> floor, Dansalan TelTec, and Smart Tower, in addition to accredited laboratories nationwide.

In view of community quarantine protocols and guidelines on social distancing, virtual or teleconsultation was added as an option in lieu of in-person consultations, if an in-person consultation is not feasible. The Company likewise launched an employee program: "Mind Your Health" (the "Program"), which brought to fore the importance of mental health and wellness. As part of this initiative, weekly communication and a total of 11 webinars were rolled out to promote mental health in the workplace. Garnering 3,879 views and 1,414 live participants, sessions and live talks featured mental health experts as they shared insights on how best to address issues such as stress, anxiety and depression. Under the Program, nine e-Learning modules on relevant topics were also provided to employees on demand. Engaging around 11,900 participants, employees responded most to topics on

*dealing with unexpected change, stress management and managing anxiety.* As employees' immediate source of support, officers and executives were also provided specific modules and sessions to help highlight the important role they play in promoting the mental well-being of their teams. PLDT and Smart ensured that employees who were experiencing mental health issues found support and treatment interventions to help cope, heal and thrive in the new environment. Counseling and consultations with accredited healthcare professionals through the Company's Medical Services Team were made available for employees. In addition, the "Wellness Revolution: Digital Edition" Program was developed to energize and engage the workforce.

For health monitoring purposes, a COVID-19 Self-Check Chatbot is in place to monitor employees' health daily. Completion of the self-check questionnaire is a security requirement to enter the workplace. Declarations submitted via the chatbot are closely monitored by the PLDT Medical Services Team and employees in need of medical support are contacted and assisted. Weekly communications under the "COVID Warrior" Campaign on guidelines and safety protocols were also released.

Additionally, a 24/7 InfoMed hotline is available to address medical-related concerns and inquiries on health benefits of PLDT employees nationwide. To complement the InfoMed hotline, a COVID-19 Employee Hotline is available during business hours on weekdays to enable employees to reach out to advisers on questions related to internal guidelines, safety protocols, rapid testing, shuttle services and the like. For those who prefer to inquire online, a COVID Online Helpdesk via the Workplace by Facebook platform was set up for all internal inquiries.

A convenient process for employees to receive medicines and multivitamins was set up by the Medical Services Team during the strict quarantine period until the end of 2020 by operationalizing its dedicated PLDT Clinics nationwide, launching the Virtual Health Management system for teleconsultations with in-house doctors, overseeing employee testing results in partnership with accredited Metro Pacific hospitals and clinics nationwide, accommodating employees in designated quarantine facilities, managing the health status of all PLDT Group employees, and holding a continuous vaccination program for employees and their families.

## Previous Years

### Employee Safety, Health and Welfare 2019

The Company has policies and programs to address our employees' broad range of concerns which includes working conditions, skills training, career opportunities, health and safety, and work-life balance. The Company ensures that its employees are provided relevant training programs suited to their needs. Dedicated staff and facilities are made available for the training and development programs of the Company. The Company organizes programs that support the well-being of employees, allows them to participate in PLDT's CSR activities and obtains their feedback on company concerns. In accordance with the *PLDT Human Resources Manual*, the Company provides medical benefits for our employees, which include hospitalization, doctor consultation, medicines and laboratory tests. The Company monitors and submits reports on employee health and safety in accordance with applicable regulations.

#### Relevant Data on Safety

The Company recorded 3,159,239.46 safe man-hours as of December 31, 2019. A total of eight (8) Environmental, Health and Safety (EHS) Committees covering all geographical business areas have convened regularly for the promotion of healthy and safe working environment. Emergency Management Teams in Company facilities were organized with representatives from various business units as core members. Fire, earthquake and exit drills as well as fire safety orientation were conducted which totaled to 143 emergency drills and participated by close to 4,400 employees.

Hiring and training for Facility Safety Officers and Corporate EHS Officers were carried out in compliance with DOLE and DENR regulations. It is also worth mentioning that among employee safety training programs conducted were as follows: Defensive Driving Seminar, Accident Investigation, Loss Control Management, Basic Occupational Safety and Health, Construction Occupational Safety and Health, Basic First-Aid, Mandatory 8-Hour Occupational Safety and Health Orientation and Pollution Control Officers training courses. Further, EHS audits were performed on several key facilities to validate actual compliance with the Company's Occupational Safety, Health (OSH) and Environmental standards.

Also, in partnership with an external driving firm duly-accredited by the Land Transportation Office, driver selection and testing program have been undertaken to ensure that newly hired personnel under the business revenue groups have the minimum safe-driving competency and are medically fit to perform the required task. These were held simultaneously in Metro Manila and various regional business areas.

In terms of facility life safety systems, the following key projects were implemented in various sites: (a) upgrading of automatic fire alarm and detection system, (b) pressurization of stairwell in headquarters and various high-rise facilities, and (c) periodic preventive maintenance and testing of installed fire protection equipment through engagement with competent service providers. Annual submission of applicable OSH reports to the Department of Labor and Employment were completed and complied.

### Relevant Data on Health and Welfare

The Company shoulders the medical cost for employees who become ill, inclusive of medicines, hospital confinements and post-operative rehabilitation. Part of the preventive medical approach is to subject employees to Annual Physical Examination (98% compliance rate as of December 2019). Continuous medical education fora are being conducted monthly to address common health issues such as diabetes, hypertension, and cardio-pulmonary disease (5 conducted in 2019). In addition, Medical Services are brought to the Regional employees through the Wellness Programs (15 Wellness Programs conducted for 2019).

The Company ensures that work-life balance is achieved by promoting Company organized sports and recreation programs. In 2019, there were 114 various events and activities that covered and engaged employees, including the company-wide MVP Olympics and family fund raising run, thematic events, regional kapihan/kamustahan, talent shows, theater and dance workshops, digital cascades and on site activities, internal and external sports clinics and tournaments, fitness/wellness programs, annual service awards, and anniversary activities, among others.

Likewise, the Company aims to empower its employees by providing wellness workshops and seminars on mental health, fitness, financial stewardship and social advocacy to engage them in productive activities that have a potential to augment family income.”

### **Employee Safety, Health and Welfare 2018**

The Company has policies and programs to address our employees’ broad range of concerns which includes working conditions, skills training, career opportunities, health and safety, and work-life balance. The Company ensures that its employees are provided relevant training programs suited to their needs. Dedicated staff and facilities are made available for the training and development programs of the Company. The Company organizes programs that support the well-being of employees, allows them to participate in PLDT’s CSR activities and obtains their feedback on company concerns. In accordance with the *PLDT Human Resources Manual*, the Company provides medical benefits for our employees, which include hospitalization, doctor consultation, medicines and laboratory tests. The Company monitors and submits reports on employee health and safety in accordance with applicable regulations.

### Relevant Data on Safety

The Environmental, Health and Safety (EHS) programs being implemented by the Company resulted to an accumulation of 5,578,264 safe man-hours without lost time accidents as of December 2018. Environmental, Health and Safety Committees in various geographical business areas were formed to ensure the planning, formulation and directing of health and safety programs in order to prevent accident in the workplace. Emergency management programs are continually implemented through the creation of facility emergency response teams and the conduct of evacuation drills to enhance awareness of our personnel pertaining to man-made and natural emergencies. On the field of training, various personnel particularly, the appointed Safety Officers and representatives from the emergency response teams have undergone training on Basic Occupational Safety and Health, as well as Standard First Aid Training with Basic Life Support. Work environment measurement was undertaken on various key facilities through the

engagement of an external testing firm for the purpose of managing the work environment to ensure comfortable and healthy working conditions. The following programs on facility life safety systems were also implemented: (a) strengthening and improvement of fire exits in the Headquarters Office (MGO Building); (b) upgrading of fire detection and alarm system in various facilities; and (c) continuing maintenance program of existing fire protection equipment and devices. On the aspect of road safety, the Company continuously performed driver evaluation before regular and new employees operate Company motor vehicles. Annual reportorial requirements such as the Annual Medical Report and Annual Work Accident/illness Exposure Data Report were submitted to the Department of Labor and Employment.

#### Relevant Data on Health and Welfare

The Company shoulders the medical cost for employees who become ill, inclusive of medicines, hospital confinements and post-operative rehabilitation. Part of the preventive medical approach is to subject employees to Annual Physical Examination (85.47% compliance rate as of December 2018). Continuous medical education fora are being conducted monthly to address common health issues such as diabetes, hypertension, and cardio-pulmonary disease (107 conducted in 2018).

The Company ensures that work-life balance is achieved by promoting sports and recreation programs with 84 various events (including talents shows, open mic/voice, theater and dance workshops, digital cascades and on site activities, sports clinics and tournaments, fitness/wellness programs, etc.) that covered and engaged employees in December 2018.

Likewise, the Company aims to empower its employees by providing them wellness workshops and seminars (mental health, fitness, financial stewardship and social advocacy) to engage them in productive activities that have potential for family income augmentation.

#### **Employee Safety, Health and Welfare 2017**

The Company has policies and programs to address our employees' broad range of concerns which includes working conditions, skills training, career opportunities, health and safety, and work-life balance. The Company ensures that its employees are provided relevant training programs suited to their needs. Dedicated staff and facilities are made available for the training and development programs of the Company. The Company organizes programs that support the well-being of employees, allows them to participate in PLDT's CSR activities and obtains their feedback on company concerns. In accordance with the *PLDT Personnel Manual*, the Company provides medical benefits for our employees, which include hospitalization, doctor consultation, medicines and laboratory tests. The Company monitors and submits reports on employee health and safety in accordance with applicable regulations.

#### Relevant Data on Safety

The Environmental, Health and Safety (EHS) programs being implemented by the Company resulted to an accumulation of 4,783,264 safe man-hours without lost time accidents as of December 2017.

### Relevant Data on Health and Welfare

The Company shoulders the medical cost for employees who become ill, inclusive of medicines, hospital confinements and post-operative rehabilitation. Part of the preventive medical approach is to subject employees to Annual Physical Examination (97% compliance rate as of December 2017). Continuous medical education fora are being conducted monthly to address common health issues such as diabetes, hypertension, and cardio-pulmonary disease (97 conducted in 2017).

The Company ensures that work-life balance is achieved by promoting sports and recreation programs with 132 various events (including talents shows, voice, theater and dance workshops, song writing, basketball, bowling, volleyball, badminton, track and field, frisbee, dodgeball, table tennis, football, billiard, tennis, chess, darts, yoga, family fun day, fitness/wellness program, etc.) that covered and engaged employees in December 2017.

Likewise, the Company aims to empower its employees by providing them livelihood workshops and seminars (baking, food processing, reflexology, etc.) to engage them in productive activities that have potential for family income augmentation. We file with the Bureau of Working Conditions of the Department of Labor and Employment the following: (a) Annual Medical Report; (b) Annual Work Accident/Illness Exposure Data Report; and (c) Report on Health and Safety Organization. These reports contain data such as preventive/emergency occupational health services, summary report of diseases, report of immunization program, health education and counseling services, hazards in the workplace, work-related injuries (disabling and non-disabling), and occupational safety and health programs undertaken by the Company.

### **Employee Safety, Health and Welfare 2016**

The Company has policies and programs to address our employees' broad range of concerns which includes working conditions, skills training, career opportunities, health and safety, and work-life balance. The Company ensures that its employees are provided relevant training programs suited to their needs. Dedicated staff and facilities are made available for the training and development programs of the Company. The Company organizes programs that support the well-being of employees, allows them to participate in PLDT's CSR activities and obtains their feedback on company concerns. In accordance with the *PLDT Personnel Manual*, the Company provides medical benefits for our employees, which include hospitalization, doctor consultation, medicines and laboratory tests. The Company monitors and submits reports on employee health and safety in accordance with applicable regulations.

### Relevant Data on Safety

The Environmental, Health and Safety (EHS) programs being implemented by the Company resulted to an accumulation of 1,000,960 safe man-hours without lost time accidents as of December 2016.

### Relevant Data on Health and Welfare

The Company shoulders the medical cost for employees who become ill, inclusive of medicines, hospital confinements and post-operative rehabilitation. Part of the preventive medical approach is to subject employees to Annual Physical Examination (92% compliance rate as of December 2016). Continuous medical education fora are being conducted monthly to address common health issues such as diabetes, hypertension, and cardio-pulmonary disease (82 conducted in 2016).

The Company ensures that work-life balance is achieved by promoting sports and recreation programs with 152 various events (including talents shows, voice, theater and dance workshops, song writing, basketball, bowling, volleyball, badminton, track and field, frisbee, dodgeball, table tennis, football, billiard, tennis, chess, darts, yoga, family fun day, fitness/wellness program, etc.) that covered and engaged employees in December 2016.

Likewise, the Company aims to empower its employees by providing them livelihood workshops and seminars (baking, food processing, reflexology, etc.) to engage them in productive activities that have potential for family income augmentation. We file with the Bureau of Working Conditions of the Department of Labor and Employment the following: (a) Annual Medical Report; (b) Annual Work Accident/Illness Exposure Data Report; and (c) Report on Health and Safety Organization. These reports contain data such as preventive/emergency occupational health services, summary report of diseases, report of immunization program, health education and counseling services, hazards in the workplace, work-related injuries (disabling and non-disabling), and occupational safety and health programs undertaken by the Company.

### **Employee Safety, Health and Welfare 2015**

The Company has policies and programs to address our employees' broad range of concerns which includes working conditions, skills training, career opportunities, health and safety, and work-life balance. The Company ensures that its employees are provided relevant training programs suited to their needs. Dedicated staff and facilities are made available for the training and development programs of the Company. The Company organizes programs that support the well-being of employees, allows them to participate in PLDT's CSR activities and obtains their feedback on company concerns. In accordance with the *PLDT Personnel Manual*, the Company provides medical benefits for our employees, which include hospitalization, doctor consultation, medicines and laboratory tests. The Company monitors and submits reports on employee health and safety in accordance with applicable regulations.

### Relevant Data on Safety

The Environmental, Health and Safety (EHS) programs being implemented by the Company resulted to an accumulation of 3,628,944 safe man-hours without lost time accidents as of December 2015.

### Relevant Data on Health and Welfare

The Company shoulders the medical cost for employees who become ill, inclusive of medicines, hospital confinements and post-operative rehabilitation. Part of the preventive medical approach is to subject employees to Annual Physical Examination (94% compliance rate as of December 2015). Continuous medical education fora are being conducted monthly to address common health issues such as diabetes, hypertension, and cardio-pulmonary disease (93 conducted in 2015).

The Company ensures that work-life balance is achieved by promoting sports and recreation programs with 145 various events (including talents shows, voice, theater and dance workshops, song writing, basketball, bowling, volleyball, badminton, track and field, Frisbee, dodgeball, table tennis, football, billiard, tennis, chess, darts, yoga, family fun day, fitness/wellness program, etc.) that covered and engaged about 96% of employees as of December 2015.

Likewise, the Company aims to empower its employees by providing them livelihood workshops and seminars (baking, food processing, reflexology, etc.) to engage them in productive activities that have potential for family income augmentation. We file with the Bureau of Working Conditions of the Department of Labor and Employment the following: (a) Annual Medical Report; (b) Annual Work Accident/Illness Exposure Data Report; and (c) Report on Health and Safety Organization. These reports contain data such as preventive/emergency occupational health services, summary report of diseases, report of immunization program, health education and counseling services, hazards in the workplace, work-related injuries (disabling and non-disabling), and occupational safety and health programs undertaken by the Company.