



Training Metrics for 2016

PLDT has an established Training and Development program for all its employees covering behavioral, business skills, telecoms and IP technology, business systems as well as supervisory and leadership training. Annually, it trains its employees on various courses covering the different course categories earlier mentioned. It operates a Telecommunications Training and Education Center (TelTEC) at its Innolab Building in Mandaluyong City where most of the trainings are delivered, and also conducts trainings in its regional offices. TelTEC houses a good number of standard training rooms and technical training laboratories, a well-equipped corporate library, as well as dorm facilities that are being used by employees for training and development activities.

As of December 2016, PLDT's Training Development and Career Center produced 23,102 classroom and computer-based training graduates. Training is delivered by around 34 full time trainers and more than 100 training resource persons coming from line, as well as training service providers from outside PLDT.

Relevant data on training across all employee levels is found in the table below.

| | Rank and File | Supervisory | Executive/ Officer | All Employees |
|--|---------------|----------------|--------------------|----------------|
| Training Hours Clocked | 37,604 | 104,126 | 4,136 | 145,866 |
| Training Graduates (Class room & CBT) | 4,233 | 17,735 | 1,134 | 23,102 |
| Average Training Hours | 9 | 6 | 4 | 6 |
| | | | | |
| Training Graduates (Class room & CBT) | 4,233 | 17,735 | 1,134 | 23,102 |
| Total Employees | 1,197 | 5,156 | 505 | 6,858 |
| Training Penetration Rate* | 354% | 344% | 225% | 337% |

* Training graduates/Total Employees

PLDT provides continuous training for its Board and Management. The highlight of this continuing education and communication program is the annual enhancement session which is conducted by internationally-known experts who share their experience, expertise and insights to PLDT's Board and Management. PLDT has organized and conducted annual enhancement sessions for the Board since 2007. The Company provides continuous training for its Board, Management and employees. In 2016, the Company organized corporate governance enhancement sessions for our Board and Management on the following topics: (i) *The Philippine Competition Act and Philippine Competition Commission*; (ii) *Digital Transformation, Risk Management and Governance in the 21st Century*; and (iii) *Digital Governance: Issues in Emerging Technologies*.