



Training Metrics for 2020

PLDT has an established Training and Development program for all its employees that includes courses on behavioral and business skills, telecoms and new technologies, business systems, as well as supervisory training and leadership development. In the preceding year 2020, to enable employees to thrive in the new remote work environment brought about by the Covid-19 pandemic, new training modules were conducted on the topics: *Business Continuity, Innovation, Safety Protocols Series: Modes of Working, Personal Protective Equipment (PPE), Managing Stress, Embracing Unexpected Change, Developing Grit, Customer Service Foundations, Returning to Work, Data Privacy, and Cyber & Information Security*, among others.

The Company offers an online university that houses over 570 courses and maintains and operates a Learning and Development (L&D) Center which serves as its corporate university, located at its Innolab Building in Mandaluyong City. PLDT's L&D Center features a good number of standard training rooms and technical training laboratories, as well as dorm facilities that are used by employees for training and development activities, as applicable.

In 2020, the L&D Center produced 11,315 online graduates and prior to Covid-19, included classroom training graduates. Training was delivered by around 29 full-time trainers and more than 90 training resource persons coming from line, as well as training service providers from outside PLDT. Relevant data on training across all employee levels is provided in the table below.

	Rank & File	Supervisory	Executive/Officers	All Employees
Training Hours Clocked	186,810	217,572	21,096	425,478
Training Graduates (In-house/CBT)	4,662	5,929	724	11,315
Average Training Hours	40	37	29	38
Training Graduates (In-house/CBT)	4,662	5,929	724	11,315
Total Employees	4,589	5,923	751	11,263
Training Penetration Rate*	102%	100%	96%	100%

* Training graduates/Total employees

PLDT likewise implements a continuing governance education and communication program for its Directors, Management and employees, the highlight of which is the Annual In-House Corporate Governance Enhancement Session (ACGES). The ACGES provides an opportunity for Leadership to engage in discussion with international and local experts on relevant governance topics, including emerging trends and technologies, new laws and best business practices. PLDT has organized and conducted annual enhancement sessions for its directors and officers since 2007. In 2020, the ACGES topics and speakers selected by the Board through its Governance, Nomination and Sustainability Committee and accredited by the Philippine Securities and Exchange Commission as governance training were: (i) *How to Lead Courageously During a Crisis* by leadership expert, world-renowned author and business historian, Dr. Nancy F. Koehn; and (ii) *Lessons from a Pandemic: The MPIC Hospital Group Covid-19 Experience and Best Practices* by Makati Medical Center Medical Director, Dr. Saturnino P. Javier.