



SUSTAINABILITY REPORT 2022

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# ABOUT THE REPORT

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Emerging stronger from the impacts of COVID-19, Solaire now embarks on a new journey with its stakeholders toward a sunnier era of post-pandemic recovery and growth. As it set its sights on a brighter future, Solaire also transitioned toward greater resiliency by closely working with employees, customers, regulators, business partners, and the community.

Solaire's 2022 Sustainability Report centers on the company's next bold steps toward full recovery. As such, this report conveys Solaire's multi-stakeholder engagement as it ramps up its gaming, resort, and retail businesses toward pre-pandemic levels, brighter post-pandemic era and beyond. Solaire's Economic, Environmental, Social, and Governance (EESG) performance from January 1 to December 31, 2022, is a testament to Solaire's steadfast commitment to balancing its commercial interests with its responsibilities to people and the



This report is in accord with the 2021 Global Reporting Initiative (GRI) Standards and the Hotel & Lodging, Casino & Gaming, and Restaurants Standards of the Sustainability Accounting Standards Board (SASB). Moreover, Solaire aimed to measure and disclose its impacts relative to the UN Sustainable Development Goals (SDGs) in this report. The complete GRI material topics and boundaries, SASB Standards, and pertinent UN SDGs are listed on pages 20-23.

Making progress together makes the vision of a sustainable future clearer. Because sustainability is a collective effort, Solaire urges stakeholders to share their feedback on the company's sustainability report and programs through the following contact channels:

The Executive Offices, 1 Asean Avenue, Entertainment City, Brgy Tambo, Parañaque City +632 8888 8888 www.bloomberry.ph www.solaireresort.com

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Solaire 2019 Sustainability Report and SEC Form 17-A Annex (Sustainability Reporting) Disclosure

#### Experience Luxury. Experience Sustainability.

Coverage: 2019 Published: 2021

Standards Coverage: GRI

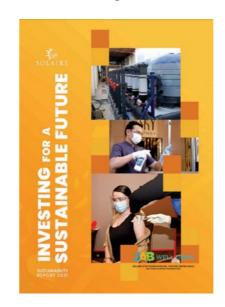


Solaire 2020 Sustainability Report

#### United in Resilience

Coverage: 2020 Published: 2021

Standards Coverage: GRI, SASB



Solaire 2021 Sustainability Report

#### Investing for a Sustainable Future

Coverage: 2021 Published: 2022

Standards Coverage: GRI, SASB



Solaire 2022 Sustainability Report

#### Together to Better

Coverage: 2022 Published: 2023

Standards Coverage: GRI, SASB

**Coverage:** Solaire Resort's Hotel and Gaming Operations, Food and Beverage, Culinary, Stewarding and Waste Management, Human Resources and Administration, Occupational Health and Safety, Clinic Management, Security, Legal and Compliance, Engineering, Finance, and Corporate Governance. Other properties located in other countries or not in operation as of 2022 are not covered.

20 PERFORMANCE 22 HIGHLIGHTS PROTECTING THE ENVIRONMENT

1% increase

in electricity consumption

23% decrease

**6% increase** in diesel consumption

in water consumption

**30% increase** in LPG consumption

12.8% increase

in wastes generated

31% increase

in biodegradable packaging use



4,160,935

**Total Visitation** 

1,653,974

Solaire-owned F&B Outlets and Restaurants Covers

155,431

Room nights

**6**<sup>th</sup> consecutive year

of obtaining Forbes Travel Guide Five-Star rating



Php508.8M

in community investments

The Overseas Filipino Workers Hospital and Diagnostic Center has already

provided hundreds of OFWs with free medical services

Constructed 5 units of 500sqm Family Care Centers in Aeta villages



5,751

total employees

Resumed face-to-face employee training

Solaire celebrated Decennium, Solaire's **10-year** service awards event



Creation of the

**Environmental, Social, and Governance (ESG) Committee** 

**Bloomberry won three major awards** 

from Global Gaming Awards Asia

# LETTER FROM THE CHAIRMAN

#### Dear Fellow Stakeholders,

2022 was the year we secured our recovery amid the lingering challenges of the pandemic. The hospitality industry regained its lost strength, bolstering our efforts to create significant value within our economy and communities. As we ride this upward trend, we attempt to seize new opportunities to expand and innovate our operations collectively to achieve new heights.

In early 2022, pandemic restrictions were meaningfully eased and gave way to increased operating capacities for Solaire's casino, hotel, F&B, and retail segments. Domestic customer confidence rose, and vaccine coverage increased partly due to the vaccination sites we established in 2021. These led to positive gains in Bloomberry's Consolidated Gross Gaming Revenues (GGR) throughout 2022 as it reached P50.1 billion, higher by 81% year-overyear. Consequently, we reported a reversal of the bottom line from a loss in 2021 to a gain of P5.1 million this year. 2022 was a fundamental turnaround of the year prior, signaling that we are well past pandemic aftershocks.

Our financial recovery comes with the benefit of being able to remit to the government over P10.5 billion in gaming taxes, higher by 81% year-over-year. These taxes are fixed percentage of the gaming revenues we generate which are then used by PAGCOR and the national government for their various nation-building and socio-civic initiatives.

Our ability to push boundaries is possible because of our focus on a community-oriented approach to business growth. Valuing our customers, team members, and the Filipino community is the foundational vehicle allowing us to deliver on our commitment to the highest service standards.

We value our customers by elevating their experiences through a range of initiatives. These include the Solaire is Safe campaign which we continued from the previous year, a reinvigorated revamped patron rewards system, and elevated customer security protocols. We maintained high levels of customer satisfaction ratings in addition to receiving the 5-star award for excellence from the prestigious Forbes Travel Guide for the sixth consecutive year. These solidify Solaire's leading position as a globally recognized luxury travel destination.

As Bloomberry and Solaire continue to strive for sustainable growth, we focus on expanding our business alongside the development of our stakeholders beyond our confines. This year the Bloomberry Cultural Foundation Inc. (BCFI)— which is funded by 2% of revenues generated by non-junket gaming tables at Solaire, equivalent to P508.8 million for 2022— strengthened its partnership with PAGCOR, which augmented our impact in two main vectors: medical infrastructure and on-ground relief support.

The synergized efforts of BCFI and PAGCOR have led to the finished construction of two state-of-the-art medical facilities. The first is a 100-bed Overseas Filipino Worker (OFW) hospital in Pampanga. Diagnostic, dialysis, and cancer centers were established in this medical infrastructure to cater to the healthcare needs of our OFWs. The second is a 25-bed hospital in Sitio Yuyuan in San Andres, Quezon. These facilities form part of our sincere response to the local government's need for accessible, affordable, and adequate healthcare facilities.

Furthermore, as part of our relief efforts during the aftermath of Typhoon Odette in early 2022, BCFI and PAGCOR acted swiftly in allocating P50 million worth of relief goods for affected areas in the Visayas and Mindanao regions. Through PAGCOR, BCFI, and its volunteer employees, we distributed more than 12,300 family packs and potable water in only a week. Our relief efforts will undoubtedly continue as we enter a future beyond the pandemic.

Environmental stewardship is another challenge we address yearly. Solaire has constantly been improving its already stellar compliance with government regulations regarding climate change, water, and waste management while improving our energy efficiency and conservation framework. We also continue to champion accountability among our employees with Project S.A.V.E. which encourages the efficient use of resources in all aspects. Among Solaire's core values is teamwork. Together, our collective efforts to facilitate the efficient use of our resources will ultimately create a positive impact on our communities and their sustainable future.

We arrive at the new year reinvigorated from a remarkable recovery period and keep our locked eyes on the future. Work on Solaire Resort North continues to progress at a fast pace. Once opened, it will leverage our already established gaming footprint—one that is well-crafted to fit the domestic market's taste— and will be ready to embrace surging post-pandemic demand.

As we cross the recovery line into growth in 2023, we will build on the opportunity to surpass our former economic capacity by continuing to incorporate sustainable development goals into our operations. Indeed, the future looks bright for Bloomberry and Solaire

Thank you.

Enrique K. Razon Jr.
Chairman and Chief Executive Officer



# COMPANY PROFILE



#### Bloomberry Resorts Corporation

2-22

Bloomberry Resorts Corporation (Bloomberry) is the Philippines' leading integrated resort developer and operator. Bloomberry registered with the Philippine Securities and Exchange Commission (SEC) on May 3, 1999. Its shares of stock are traded in the Philippine Stock Exchange (PSE) under the ticker BLOOM. The company's headquarters is at The Executive Offices, Solaire Resort & Casino, 1 Asean Avenue, Entertainment City Barangay Tambo, Parañaque

Bloomberry owns and operates Solaire Resort Entertainment City (formerly Solaire Resort & Casino) through its subsidiaries, Sureste Properties, Inc. (Sureste) and Bloomberry

Resorts and Hotels, Inc. (BRHI). Sureste and BRHI develop and operate tourist facilities, including hotel-casino entertainment complexes with retail spaces, amusement areas, and themed-development components. Sureste was incorporated in the Philippines and registered with the SEC on April 16, 1993. BRHI was incorporated in the Philippines and registered with the SEC on February 27, 2008.

As a holding company, Bloomberry maintains interests in other corporations. As of December 31, 2022, Razon & Co. Inc. is the group's ultimate parent company, and Prime Strategic Holdings Inc. is its intermediate parent company. Bloomberry's subsidiaries include Sureste, BRHI, Bloomberry Cruise Terminals, Inc., Bloomberry Resorts Japan, Inc., Bloom Capital B.V., Solaire Properties Corporation, Solaire Resorts Corporation, South Korea Co., Ltd, and its subsidiaries, Golden & Luxury Co. Ltd., and Muui Agricultural Corporation.

Bloomberry, through its subsidiaries, is developing Solaire Resort North in Quezon City, its second integrated resort in the Philippines.



2-1, 2-6, 2-7, SV-HL-000.C, SV-HL-000.D

Solaire Resort Entertainment
City is the first premium luxury
hotel and gaming integrated
resort in Entertainment
City, Parañaque City, Metro
Manila. Entertainment City is
an economic development
zone dedicated to gaming
and leisure. Solaire opened
its doors in 2013 and is
Bloomberry's flagship property
and the only fully Filipinoowned and operated luxury
hotel and gaming resort in the
Philippines.

The integrated resort is built on an 8.3-hectare site and is only a few kilometers away from Manila's leading business and heritage districts. Solaire is home to luxurious accommodations in two distinctive towers. The gaming and resort complex offers best-in-class gaming facilities, a wide variety of dining options, a state-of-the-art Lyric Theatre, and a high-end retail district housing the Philippine flagship stores of international luxury brands.

With its sterling record of innovation and service, Solaire continues to bring pride to the Philippines by strengthening the local gaming industry's reputation to a discerning global visitorship base. As it moved towards post-pandemic growth, Solaire started reopening its meeting, events, and entertainment amenities in 2022.



## **Key Features**

163,244 sqm **Total Owned Land Area** 





92,585 sqm **Total Built Area** 

270,000 sqm Total Floor Area





30,861 sqm **Total Gaming Area** 



#### 16 F&B Outlets





2,619 **Car Parking Spaces** 















### The Amenities

#### **SKY TOWER**

Sky Studio, Prestige Suite Sky, Signature Suite, Sky Suite, Presidential Suite, Chairman's Suite, Chairman's Villa

#### **BAY TOWER**

Deluxe Room, Grand Deluxe, Premiere Suite, Prestige Suite Bay, Bayside Villa

#### CASINO

Mass Table Games, Slot Machines, Electronic Table Games, Players Stadium VIP Gaming Salons

#### **CASUAL DINING & BARS**

Waterside | Latin-Inspired Cuisine Lucky Noodles | Asian Fresh | International Buffet Oasis Garden Café | Various Snacks Solaire Pool Bar and Grill | Bar and Kiosk The Patisserie | French Bakery and Pastries Dragon Bar Baccarat Room and Bar

#### **FINE DINING**

Finestra Italian Steakhouse | Steak Experience Yakumi | Japanese Cuisine Red Lantern | Chinese Cuisine

#### **VENUES**

Poolside The Theatre at Solaire The Forum The Tent at Solaire



#### **VIP EXCLUSIVE**

House of Zhou Whisky Bar The Sky Range Solaire Club Acacia Diamond Bar & Lounge Solaire Club Mini Spa Gold Leaf

#### **OTHER AMENITIES**

Wellness Spa Solaire Gym Swimming pool

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Soon to open at the heart of Quezon City is Solaire Resort North, Bloomberry's second integrated resort complex in the Philippines. The 1.5-hectare property in the Vertis North mixed-use estate in Quezon City will offer top-notch gaming and hotel services, restaurants and bars, meeting facilities, and retail spaces.

Building and development of Bloomberry's second property are in partnership with PrimeBMD - DMCI Joint Venture, Arcadis Philippines, Inc., Habitus Design Group, Sy2 and Associates, Inc., Casas and Architects, Inc., and Forsspac (MBR) Corp.

In July 2022, Bloomberry held the topping-off ceremony for Solaire North. The construction of Solaire Resort North in the middle of the pandemic was no easy feat due to pandemic restrictions, global supply disruptions, and various natural phenomena such as typhoons and earthquakes. Nevertheless, the Solaire North project progressed as expected through effective project management, delivering a high-standard building design that is energy-efficient and environmentally safe.

Recognized by the local government of Quezon City as a Priority Project, the Solaire Resort North is expected to generate jobs and boost economic activites in the area.

Sustainability at Solaire North

Bloomberry designed and constructed its second integrated resort to meet leading sustainable hotel and gaming practices. The company invested in integrated sustainable solutions, which will help Solaire North reduce its operational impacts on the planet.

Solaire Resort North will utilize recycled water and harvested rainwater to improve the Cooling Tower's water efficiency. Likewise, kitchen food waste will be recycled using aerobic technology to digest food waste into liquid that will be sent to the Sewage Treatment Plant (STP). Domestic hot water will be generated using Heat Pumps, a more efficient and cleaner system than electric, gas, or oil boilers.

As a responsible business, Bloomberry ensures full compliance with all socioeconomic and environmental laws and permits required for the project. These include the regulatory requirements of the Local Government Unit of Quezon City, the Department of Environmental and Natural Resources Environmental Management Bureau (DENR-EMB), the Laguna Lake Development Authority (LLDA), and Vertis North Estate Association. Due to the proximity of the construction site to public roads and transport systems, we also coordinated with government agencies such as Metropolitan Manila Development Authority and Manila Metro Rail Transit System Line 3.





Solaire North's equipment and performance specifications require compliance with National Codes. The property's STP complies with DENR Department Administrative Order (DAO) 2021-19. Generator sets require a Permit to Operate (PTO) for emissions testing following Section 1 of DAO 2004-26 and DAO 2000-81 of RA 8749, also known as The Philippine Clean Air Act of 1999.

TAKE A 360-DEGREE TURN WITH SOLAIRE AND EXPERIENCE ENDLESS POSSIBILITIES!

JULY 6-8, 2022 | THE THEATRE AT SOLAIRE AVENUE, ENTERTAINMENT CITY, PARAÑAC

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# MISSION, VISION, VALUES







Bloomberry and Solaire continue to uphold its corporate values as it grows with its stakeholders. Guiding the company's operations and strategies are the goals, principles, sense of business ethics, and responsibility to society embodied in its Mission-Vision Statement and Core Values.



#### **FOCUSED**

We are passionate about perfecting our craft in consistent provision of superior guest experiences.



#### **INTEGRITY**

We always do what is right even when no one is looking.



#### RESPECT

We work with our fellow team members and partners with mutual admiration to serve our guests with sincere compassion and thoughtful consideration.



#### **S**TEADFAST

We remain firm with our commitment to excellence, keeping our responsibilities to heart.



#### **T**EAMWORK

We work in unity and cooperation for our shared goals, which makes us an exceptional team.



#### **MISSION**

To deliver exceptional experiences in a harmonious environment where everyone feels at home. Solaire's success results in valuable investments and career opportunities, establishing the Philippines as a premier tourist destination.



#### **VISION**

Solaire becomes the only Filipinoowned luxury brand in the integrated resort industry to be the most preferred globally.

# AWARDS & RECOGNITION

In 2022, Solaire received several recognitions that affirm its competence in delivering unparalleled gaming, entertainment, dining, and leisure experiences.

In August, Bloomberry and Solaire won three major awards at the Global Gaming Awards Asia, organized by the gaming-industry publication Gambling Insider. Bloomberry was awarded Casino Operator of the Year and Solaire Resort Entertainment City was recognized as the Integrated Resort of the Year. At the same time, Bloomberry Chairman and CEO

Enrique K. Razon, Jr. was recognized as Executive of the Year. These prestigious awards were given based on the evaluation of a panel of over 20 senior industry executives from Asia-Pacific. KPMG in the Crown Dependencies, a leading provider of professional audit services, independently adjudicated the voting process

In September, Bloomberry was recognized as the Most Outstanding Company in the Philippines for the Casinos & Gaming Sector at the 2022 Asia's Outstanding Companies Poll by the financial publication Asiamoney. The poll acknowledged listed companies that excel in financial performance, management team excellence, investor relations activities, and corporate social responsibility initiatives. Asiamoney, a division of global media Londonbased group Euromoney Institutional Investor PLC, invited 958 fund managers, analysts, and bankers to participate in the voting.

#### Membership in Associations 2-28









#### Casino Operator of the Year

Bloombery Resorts Corporation Las Vegas Sands Galaxy Entertainment

#### **Integrated Resort of the Year**

Solaire Resort & Casino Marina Bay Sands NUSTAR Resort and Casino

#### Executive of the Year

Enrique K. Razon Jr. - Chairman & CEO, Bloombery Resorts Corporation

Lawrence Ho - Chairman & CEO, Melco Resorts & entertainment

Andrea Domingo - Chairman & CEO, The Philippines Amusement and Gaming Corporation

#### Awards recently garnered by Solaire Resort & Casino



Casino Operator of the Year Integrated Resort of the Year Executive of the Year (Mr. Razon)





Asian Integrated Resort





#### Awards recently garnered by Bloomberry Resorts Corporation







Jonas Isaac R. Ramos, CFA Robin-Jason S. Venturina



Estella Tuason-Occeña Fritz Jerrold Lacap Jonas Isaac R. Ramos, CFA Robin-Jason S. Venturina



Bloomberry Cultural Foundation, Inc.



AREA

ASIA

RESPONSIBLE

ENTERPRISE AWARDS\*

2021

Asia Responsible Enterprise Award for Health Promotion



Most Outstanding Company in PH -Casinos & Gaming Sector

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#### Sustainability Framework

Solaire's Sustainability Framework is a strategic guide to enable Bloomberry's management and staff to pursue a concerted approach in tackling Solaire's multiple sustainability challenges and opportunities. The framework defines Solaire's five most significant sustainability areas of concern and demonstrates how all the areas are interrelated. The diagram shows how the pathway to achieving one area entails the support and involvement of the other areas.

Solaire's topmost concern is Creating Value for Society. Moving down the diagram, Cultivating an Enthusiastic Workforce and a strong focus on Customer Value are considered enablers to reaching this top goal. The framework also shows that Good Governance and Environmental Protection are at the foundation of building a strong culture of sustainability within the company toward achieving sustained value creation.



#### **Materiality Assessment**

With a fervent commitment to contribute to sustainable development, Bloomberry annually validates the pre-identified material topics that significantly influence our interaction with our stakeholders. These topics are materially relevant to achieve long-term sustainable operations and are integrated into our Sustainability Framework.

Together with Solaire's Management and representative Team Members, we now expand our methodology to integrate the Double Materiality concept and prioritization weighting for stakeholder groups. Participants of the exercise were selected based on expertise, industry experience, and ability to represent different stakeholders, as well as their expectations and interests.

Through our updated methodology, we acknowledge that impacts may occur from both financial and non-financial perspectives. In addition, assigning weights to different stakeholder groups allows us to provide balance and accuracy to our analysis.



## Solaire and the UN SDGs

Solaire stands behind the United Nations' call for greater private sector participation and support of the 2030 Agenda and its 17 Sustainable Development Goals (SDGs). Bloomberry and Solaire believe that the SDGs remain the clearest blueprint toward concerted global action in combating poverty, biodiversity loss, and climate change, among other pressing issues impacting our communities and our business' relevance and longevity.

As such, Bloomberry is constantly developing and maintaining high-quality products and services and socially responsible programs that can maximize our involvement in helping achieve particular SDG targets. Summarized below are Solaire's contributions to the SDGs for the year 2022.







#### GOOD HEALTH AND WELL BEING

To combat the COVID-19 pandemic, Bloomberry supported the combined mass inoculation efforts of the government and private sector, which started in 2021 by providing staffing support to the Solaire-ICTSI Foundation Inc. (SIVC) Nayong Pilipino Foundation Mega Vaccination Center. In 2022, Solaire continued to support this initiative by helping administer booster doses to the public. Team members and their dependents were also vaccinated for free.



#### CLEAN WATER AND SANITATION

To contribute to the conservation of water, Solaire adheres to best practices when it comes to water consumption and wastewater management. We likewise employ a rigorous water treatment process and ensure that our Sewerage Treatment Plants are well maintained.



## DECENT WORK AND ECONOMIC GROWTH

Solaire contributes to local and nationwide economic growth, with about 19% of our total revenues going into public funds in 2022. We remitted about Php 10.8 billion to the government, followed by paying Php 3.6 billion to our employees in the form of salaries and benefits — and paid about Php 23.5 billion to our vendors and suppliers.



# RESPONSIBLE CONSUMPTION & PRODUCTION

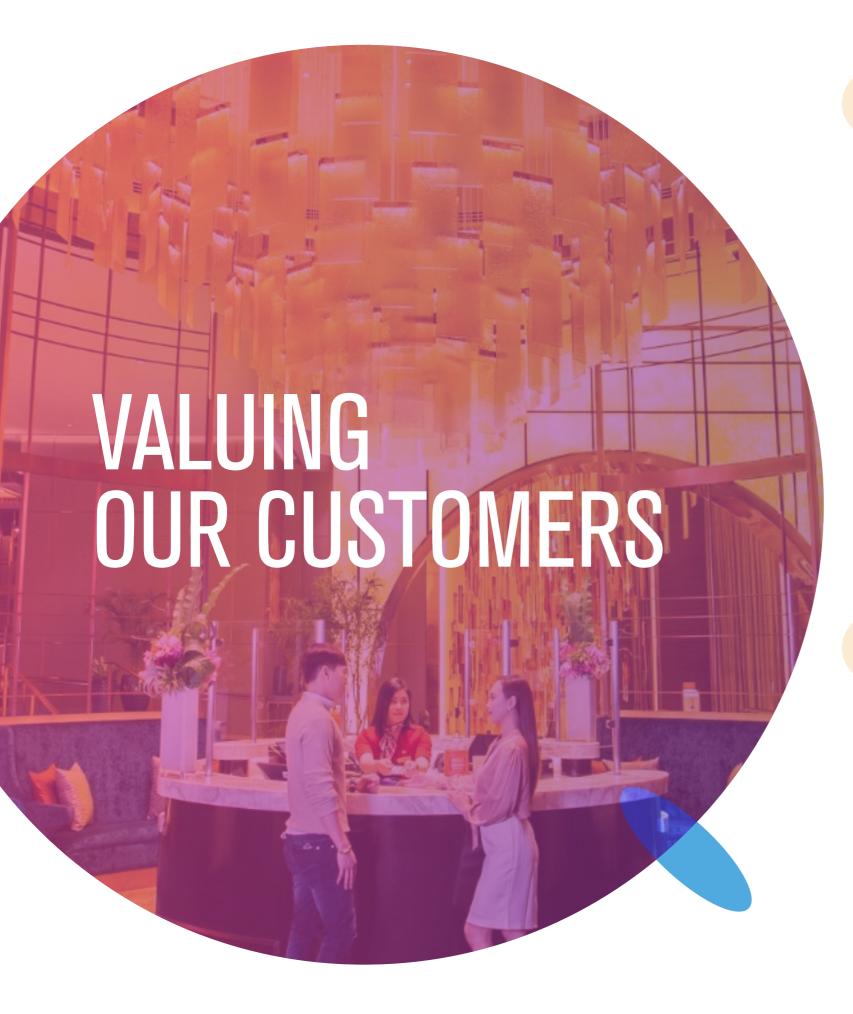
Solaire supports local and responsible sourcing, with 84% of procurement spending going to local suppliers. An on-site culinary herb garden is also being cultivated and enriched with self-composted organic waste, providing an avenue for nutrient recycling and increasing self-sufficiency on valued herbs.



#### **Stakeholder Engagement**

Solaire contributes to local and nationwide economic growth, with about 19% of our total revenues going into public funds in 2022. We remitted about Php 10.8 billion to the government, followed by paying Php 3.6 billion to our employees in the form of salaries and benefits — and paid about Php 23.5 billion to our vendors and suppliers.

STAKEHOLDERS	MODE OF ENGAGEMENT	FREQUENCY	CONCERN/ EXPECTATIONS	SOLAIRE'S RESPONSE
Employees	Regular meetings and Focus Group Discussions (FGDs) Participation in management meeting Surveys and feedback forms	24/7	Benefits, work-life balance, labor management and relations, health and safety, security, continuing education	Creation of Employee Committees Hearings and conferences for CBAs Lifelong learning programs
Customers (hotel guests, casino players, diners, tenants, theatre companies, theatre patrons)	Visits Website Call Center Email Social Media Surveys and feedback forms	As necessary, 24/7	Safety and security, accessibility and convenience, quality of service	Numerous strategic customer experience improvement programs Customer feedback surveys
Industry Associations (Hotel and Restaurant Association of the Philippines, Philippine Hotel Owners Association)	Membership meetings	Regular, as scheduled and as necessary	Sharing of industry trends, standards, and challenges	Active participation to gain best practices
Local Communities/ Local Government Unit	Meetings FGDs Correspondence Surveys	Periodic, as necessary	Sponsorship fundraising, security, mandatory contributions	Strategic CSR programs Philanthropic channels
Regulators	Examinations and audits Correspondence Meetings	24/7, as necessary	Compliance with laws and regulations, impact of new initiatives and policies	Timely and accurate reports Compliance Response to queries
Shareholders/ Investors	Annual Shareholders' Meeting, Investor briefings, conferences, calls, website	Periodic, as scheduled	Financial returns, managing risks and exposures, sustainability, business continuity	Virtual Annual Shareholders' Meeting, regular and accurate disclosures and business updates via physical and virtual briefings, conferences and calls, timely updates via the Website.
Suppliers	Emails, calls and other forms of correspondence Meetings	As necessary	Transparency in accreditation, integrity of bids, timeliness of payments	Clear and transparent accreditation criterion Audited bidding process



# Elevating the Customer Experience

Our team's unwavering commitment to delivering a world-class customer experience is at the heart of the Solaire brand. As we expand and grow our business in the post-pandemic era, we will continue to raise the bar in providing our customers with a safe and enjoyable five-star experience.

After two years of limited travel and mobility, our guests deserve nothing less than an elevated luxury gaming experience at Solaire. For this reporting period, we continued to enhance our overall customer experience, from our gaming floors and hotel services to our dining, retail, and entertainment options. In step with our customer programs, we continued to refine our health and safety policies and procedures, as well as our systems for guest satisfaction and data privacy and protection.



#### Solaire is Safe for you

Solaire's sustainability agenda pushes us to constantly raise our customer service standards, especially regarding our clients' and guests' health and well-being. From ensuring their health and safety to protecting their privacy, delivering a 5-star experience for our customers will always be our priority. In 2022, we recalibrated our protocols to reflect the shift in our customer's expectations as the country's economic reopening expands and we welcomed more guests and patrons.

The mass vaccination site that Solaire established in 2021 was only the start of our commitment to our community's welfare. Throughout the pandemic, we supported the government's COVID-19 programs. We vaccinated all our employees and their dependents and adhered to strict safety protocols while encouraging continued vigilance of health guidelines among our communities.

Despite the easing of COVID-19 restrictions in 2022, Solaire continued implementing our Solaire is Safe for You Campaign to benefit all guests. This comprehensive program aims to achieve zero COVID-19 transmissions at Solaire by exceeding minimum safety requirements.

Solaire was the first integrated resort to install high-performance UVC light technology in its central air-conditioning system, eliminating 99.9% of bacteria and viruses. We invested in cleaning technologies such as the hands-free cleaning TASKI Intellibot robots. The use of electrostatic sprayers also became part of housekeeping protocols.

# Superior Customer Experience

Year after year, we aim to elevate our customer's overall experience. For this year, our customer satisfaction scores decreased due to the following: increased volume of visitation and being served by less experienced new hires for the frontline services.



#### Customer Satisfaction Rating based on Operational Excellence Index







#### **Customer Satisfaction**

/117 1

#### Improvement for Customer Satisfaction

Solaire remained committed to exceeding customers' expectations and handling complaints swiftly and professionally. The survey system gave guests and patrons a venue to discuss their experience and provide Solaire a gauge of how the property is performing in terms of its delivery of products and services. Solaire actively reviews the survey results and acknowledges the concerns or complaints indicated by customers in the survey. If there are valid complaints, Solaire immediately conducts an investigation. After that, the Solaire team will internally discuss how to best resolve the concerns. The team also addresses issues by identifying changes that may require amendments to the hotel's standard operating procedures, services, and products.

#### Sixth Consecutive Forbes Travel Guide 5-star Rating for Sky Tower

Despite the many challenges during the pandemic, Solaire continues to uphold its commitment to providing excellent customer service. A testament to this are Solaire's ShareCare Health Security Verified badge and Sky Tower's 2022 Forbes Travel Guide 5-Star Award . This distinction is Sky Tower's 6th consecutive Forbes Travel Guide 5-Star rating since first receiving it in 2017. The 17-storey multi-awardee Sky Tower remains to be a globally verified luxury travel destination.

#### Amenities and Facility Upgrade

In 2022, the 395 sqm Presidential Suite was renovated to keep the amenities fresh and up-to-date. The new furniture and fixtures gives an elegant and sophisticated upgrade to the luxurious and exclusive accommodation featuring a private sitting room, dining area and three bedrooms. Food Outlets such as Fresh, Lucky Noodles, House of Zhou and Food Court underwent upgrades and refreshments at various periods throughout the year. The Swimming Pool also underwent a major refresh in 2022.





#### Solaire Rewards Club Program

To ensure that our guests make the most out of their every visit, we continue to improve the Solaire Rewards Club (SRC) Program.

The rewards program allows customers to earn Status points every time they play their favorite casino game, book a hotel room, indulge in invigorating spa treatments, shop at retail outlets, or dine at any of Solaire's restaurants. Status Points determine the patron's card tier: Temporary Cards, Silver, Gold, Platinum, Emerald, Ruby, and Diamond. Temporary

Cards and Silver Cards are used for New Sign-Ups. Meanwhile, the Gold, Platinum, Emerald, Ruby, and Diamond Cards are for patrons who have earned 500, 3,000, 10,000, 30,000, and 200,000 status points, respectively, within a 12-month period. By using their Solaire Rewards accounts, patrons can earn status points, depending on the game they play and how much they wager. Patrons can also earn Status Points depending on the cash spend made in the participating outlets such as Restaurants and Boutique.

Based on the card tier multiplier, the patron earns Solaire Peso equivalent, which can be used in restaurants, hotel bookings, and shopping concourses and Bonus Peso equivalent, which can be used to redeem gaming credits and active offers.

In 2022, we launched a revamped rewards system that aims to acquire and build loyalty with SRC members. Solaire Peso and Bonus Peso are now merged into the new Solaire Peso making it simpler and easier for patrons to earn points and redeem rewards based on their preference.

#### **Solaire Rewards Club Facility**

Another benefit of our SRC program is access to the Solaire Club, our newest and most elite gaming space exclusive to Solaire Rewards Ruby and Diamond card tier members. The upgraded experience offered by the Solaire Club includes premiere food choices from Acacia, decadent delights from Gold Leaf, invigorating libations from the Diamond Bar and Lounge, and premium pampering services from the Mini Spa. In addition, the gaming floor offers upgraded gaming tables and machines and an events stage for an ultimate entertainment experience.

#### Occupancy rate

4, SV-HL-000.A, SV-HL-000.B

	2022	2021	2020
Number of available room nights	289,445	289,445	290,238
Room Nights*	155,431	55,599	87,412
Occupancy rate*	54%	19%	30%
No. of local checked-in guests	62%	88%	74%
No. of international checked-in guests	38%	12%	26%
F&B Covers (Solaire-owned F&B Outlets and Restaurants)	1,653,974	944,739	922,454
Gross Gaming Revenue (in million pesos)	50,121.9	27,625.1	22,611.7

<sup>\*</sup>Room nights and Occupancy rate reported pertain to third-party visits. This excludes house-use or complimentary use of the room for business purposes.



Recognition and Awards

As a result of our team's efforts to maintain the high quality of our hotel facilities, our property has been ShareCare Health Security Verified and our Sky Tower has once again garnered the Forbes Travel Guide Five-Star rating for 2022. It is the sixth consecutive year that we have been recognized by this global award-winning giving body, proving that Solaire continues to be one of the best luxury hotels in the world.

We take pride in Solaire's dedication to providing outstanding service consistently. Despite the pandemic's many challenges, Solaire was still able to uphold its commitment to excellence as six of our restaurants made it to the global travel platform Tripadvisors' Top 10 Restaurants in Metro Manila and Tatler's Dining Commendation.

According to Tripadvisor's ranking, Red Lantern, Waterside, Lucky Noodles, Yakumi, and Fresh have maintained their high standards and are again in this year's Top 10. This year also found Finestra Italian Steakhouse making it to the list. Echoing Tripadvisor's findings, the Tatler Dining Guide for 2022 also cited Finestra, Waterside, Yakumi, Fresh, and Red Lantern as among the country's best.

In addition, our backroom operations and restaurant and bar staff team garnered various awards in 2022. For example, Baccarat Room and Bar's Nikki Mar Lacsamana placed 2nd runnerup in the recent Bartender of the Year Cocktail Competition. Also, Raymond Macalalad, Solaire's head butler for more than six years, became one of only six worldwide to receive the Diamond Butler Award. Joining their ranks was Melody Joy Gargaran Lim, who participated in the Lady Amerena Competition in Italy.









Solaire also received The Golden Stethoscope Award from the City Health Office of Parañaque in recognition of its contribution to the advancement of Universal Health Care and its support of the city's holistic approach amid the pandemic. The company likewise won the 3M Food Safety Excellence Award for its strong food safety advocacy.









PROTECTING OUR GUESTS

403-7

#### **Food Safety**

416-1, 416-2, FB-RN-250a.1

Safety is vital in all aspects of our operations, especially in handling food for guests. We maintain the highest standards of food handling and safety while offering a wide variety of dining choices, from international dishes to signature drinks. As we continue to inspire culinary adventure in the local market, Solaire's diners can rest assured of the safety of all meals and beverages.

We comply with the Food Safety
Act of 2013 and follow an integrated
Food Safety System, with food safety
handbooks that are reviewed yearly for
new potential hazards. Our Food Safety
Policy and its safety targets are updated
annually. The policy emphasizes food
safety at all times, meaning we ensure
our food is safe, from the source to the
point of service.

We seriously handle and investigate any complaint on foreign matters in food. Our complaint investigation framework, based on our Hazard Analysis Critical Control Point (HACCP) and Innovative Food System Solutions (IFSS) systems, allows us to resolve any issues and ensure the satisfaction of our guests as we provide the investigation results.

As a result, there have been no valid complaints about our food causing illness or poisoning since we opened our doors in 2012. We also maintain a stellar record of zero non-compliance with regulations or voluntary codes.



Incidents of non-compliance concerning health and safety	Quantity
Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period	
Incidents of non-compliance with regulations resulting in a fine or penalty	N
Incidents of non-compliance with regulations resulting in a warning	U
Incidents of non-compliance with voluntary codes	
Total number of valid food illness complaints	
Number of complaints regarding foreign matter in food	34
Number of complaint regarding accidents	0

#### **Food Safety Recognition Program**

As Solaire continued to emphasize the importance of food safety and handling, Solaire once again implemented its Food Safety Recognition program to incentivize outstanding team members in terms of compliance and food handling. To date, we have 3 Silver and 20 Bronze Awardees for Food Safety Compliance. Prizes for compliance were also increased with gift certificates/vouchers on top of dining rewards.

#### **Training in Food Safety**

Food Safety Micro Training was further improved with daily food safety refreshers included at the Culinary briefing. Head chefs would then have to cascade the food safety topic of the day to their briefing sessions. This process is done by showing images of noncompliance situations and having chefs evaluate what is wrong and what was violated. Through the said system, we ensure that our leaders are updated with food safety requirements. At the same time, team members have trained daily on food safety. Food Safety Certification Training programs for Engineering, Food and Beverage, Housekeeping, Stewarding, and Tenants were also resumed.

Sustainability-focused training for both Culinary and Food and Beverage teams was also conducted for 2022. The Culinary and Procurement team attended Seafood Sustainability training last September and learned how our supplies get Sustainability Certification, including what we can do to help in the sustainability initiative. Last October, the Food and Beverage team also had a masterclass on Sustainable Bartending using Carbon Neutral and Fair Trade Certified Rhum.

#### World Food Safety Day

In celebration of World Food Safety Day last June 7, we expanded participation in the Food Safety Tiktok Video Contest to the entire property compared to the previous year, which only involved F&B and Culinary. As this year's theme is "Safe Food, Better Health," our Culinary and F&B team served safe, healthy, nutritious food and drinks at Team Member Dining (TMD), our in-house catering and dining area for team members. This was coupled with our Food Safety Genius contest, wherein the Hygiene team randomly interviewed team members to test their food safety knowledge. Prizes for this year were also increased to include overnight stays and gift certificates or vouchers.

#### Food Safety Feedback and Suggestion Portal

Solaire launched a Food Safety Feedback and Suggestion Portal. This Portal can be accessed by scanning a QR Code to report or suggest food safety concerns. Reports can be done anonymously, allowing for more transparency in relation to food safety issues and concerns. A total of 110 team members have submitted their notes through the portal, with ten recommendations implemented as part of operations improvement.

To get a pulse of what our Culinary and F&B team members feel, we relaunched the Food Safety Survey, which was last administed in 2019. The survey aimed to examine team member perception of food safety and where we can further help improve compliance. Topics answered in the survey ranged from how they view food safety, how they feel food safety support is from management, and what tools they need to comply. A total of 420 team members participated in the said survey.



#### Accreditations and Local Food Safety Certifications

HACCP ACCREDITATIONS

To assure food safety from harvest to consumption, we ensured that our Hazard Analysis Critical Control Point (HACCP) accreditations were retained for 2022. After conducting surveillance audits, Solaire remained to be the only hotel and integrated resort in the country with Hazard Analysis Critical Control Point (HACCP) accreditations from three different local and international auditing bodies: National Meat Inspection Services for our butchery operations. Bureau of Quarantine certificates for inflight catering, and HACCP from SGS, a Switzerland-based food safety certifying body.



#### MEAT HANDLING CERTIFICATIONS

Solaire continued to comply with local regulations in meat and poultry safety to protect its guests from the health risks of the Avian Flu and African Swine Fever. It also retained its Good Manufacturing Practices Accreditation from the National Meat Inspection Services and the City Veterinarian's Office Certification for meat handling. Both certifications include passing the tracing of meat sources to check if smuggled or "hot meat" was used. These certifications also mean passing the audits for proper meat handling at Solaire's kitchens before guest service. We have also received a Certificate of Appreciation from the National Meat Inspection Service for our Butchery and Receiving processes that maintain the high quality and hygiene of the meat that we procure and serve.

#### FOOD AND DRUG ADMINISTRATION LICENSE TO OPERATE

As pastry and bakery items are considered high-risk food, Solaire ensured that its packed products were made and handled following Food and Drug Administration (FDA) requirements. For the last five years, Solaire has retained its FDA license without any food safety issues. Upon submission of required documents and proof of compliance, Solaire's license to operate was renewed in 2021.

SANITARY PERMIT AND FOOD HANDLERS' BASIC FOOD SAFETY CERTIFICATION

As recognized by the Paranaque City Health Office, 100% of Solaire's food handlers have passed the Basic Food Safety Certification.
Solaire ensured that every team member received adequate food safety training through remote online training, from rank and file to upper management.
Likewise, Solaire also retained an EXCELLENT rating from the City Health Office of Parañaque for full compliance with the Parañaque Sanitation Code.





# RESPONSIBLE GAMING

While gaming is a valid and enjoyable form of entertainment for many, it may also lead to adverse impacts for players prone to excessive and addictive behavior. Therefore, mental well-being and physical welfare are Solaire's primary concerns regarding our gaming patrons.

We recognize our fundamental responsibility to prevent any negative effects our gaming services may have on our clients. As a company that provides a world-class gaming experience, Solaire continues to champion responsible gaming by emphasizing the importance of playing safely. Through our responsible gaming policy, player support, awareness, and player exclusion programs, Solaire promotes a positive gaming mindset among our clientele.

Our Responsible Gaming Program follows the guidelines prescribed by the Responsible Gaming Code of Practice of PAGCOR. With this program, we prohibit underage gambling and strive to prevent gambling addiction to minimize potential harm to players and their families. The program also applies to our Solaire online platform. Our program is regularly updated to reflect developments in the industry as the code undergoes regular review and evaluation.

## Player Support and Awareness

As part of our commitment to raising awareness of responsible gaming, we support players in maintaining or regaining control over their gaming activities.

Our awareness channels on responsible gaming include information on where and how to get support when they notice signs of excessive gaming.

To keep gaming safe and fun, we want to prevent our players from experiencing the potential harm of gambling addiction. We deploy highly visible and easily accessible channels on our website, brochures, LED monitors, signages around the casino floor, and a designated help desk.

These channels inform players and their loved ones about gambling risks, how to recognize warning signs, and the available support systems to seek help. Team members on the casino floor are also trained to respond to queries on the Responsible Gaming program and identify signs when players might need support. By recognizing gaming problems in themselves or with the help of employees or loved ones, we are able to encourage players to take a break from play whenever needed. RG training is on the pipeline for next year in order to increase awareness for online responsible

# Player Exclusion Program and Limited Access to Gaming Floor

The Player Exclusion Program, implemented in coordination with PAGCOR, is the best way for players to distance themselves from the gaming environment once they show signs of addiction. Players who self-identify warning signs can voluntarily enroll in the program, while families or friends of players who detect uncontrollable behavior may also register their loved ones.

Players or their immediate relations can easily enroll in this program through application forms in our helpdesk. Every application will be included in the National Database of Restricted Persons (NDRP) regardless of where it was submitted. Enrolled players will be restricted access to Solaire and other PAGCOR-operated facilities for a set period.

Struggling players may also avail of professional help from the Bridges of Hope Drugs and Alcohol Rehabilitation Foundation, Inc., a private and professional addiction and behavioral disorders treatment center that works with Solaire.

Taking part in promoting integrity and high ethical standards in our gaming operations, we have measures to regulate access to the gaming floor. Financiers, loan sharks, and the like are strictly prohibited from roaming in our gaming premises and offering loans to players. Guests below 21 years of age, or students from Philippine educational institutions, are not allowed to gamble and enter the gaming floor. Solaire also strictly implements limited access to its gaming floor for government officials, politically exposed persons, employees, and members of the Armed Forces of the Philippines and the Philippine National Police. All employees holding a Gaming Employment License (GEL) are also not allowed to enter, stay or play in the Casino. In addition, Solaire strictly monitors banned patrons through its surveillance systems.

#### Fair Gaming Experience

Beyond gambling addiction, Solaire also implements other controls and protocols to provide a fair gaming experience for all. For example, new gaming machines are tested and commissioned by PAGCOR officials before use. Moreover, all Solaire Casino employees are registered with PAGCOR and issued a Gaming Employment License (GEL). GEL holders are prohibited from playing in any PAGCOR-regulated facility. Through the Surveillance and Investigation unit, Solaire also keeps a close eye on patrons who may try to use unfair practices that compromise the integrity of our games.



CUSTOMER SECURITY

3-3, 410-

Safeguarding the resort and casino is an excellent security team that includes an intelligence and investigation unit and plainclothes security personnel. They consist of in-house security professionals, third-party security services personnel, and K-9-trained personnel with a solid track record of maintaining peace and order in casino resort complexes.



# Security and Fire Safety Evaluation Systems Training

Solaire ensures that all of its security personnel receive formal training to boost the security team's capability. As gatekeepers ensuring the property's safety, security personnel underwent various training and seminars to keep them updated on the latest guidelines and new red flags.

The continuous learning program covers security industry regulation, quick response team firing, and security and fire safety evaluation, among other topics.

400

#### **Active Security Personnel**

#### 100% of which received formal training

With 400 active security personnel, 100% of which received formal training in the organization's human rights policies or specific procedures and their security application, Solaire is driven to keep our amenities a safe space for all. To maintain the strength and effectiveness of our security, we empower our security team with continuous training and proper equipment. We also conduct security threat assessments, periodic evaluations and reviews of policies and procedures, and regular coordination with government regulators and law agencies for continuous identification opportunities and best practices for improvement. In 2022, Solaire provided over 80 hours of training, including guidelines on how the company respects human rights in response to the UN's call for a human rights policy in every organization.

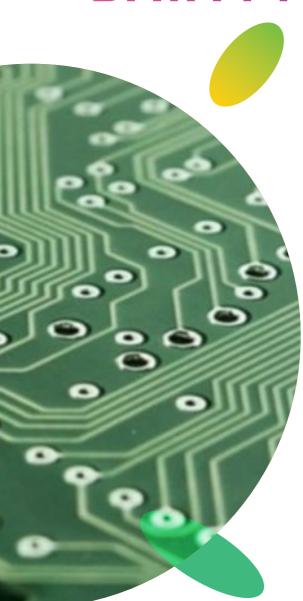
# Security Practices and Equipment

Solaire security personnel are also well-equipped to secure the property and all employees and guests. With the proper attire, equipment, and best practices, they competently maintain security and order inside the resort and casino. Amid the pandemic, Solaire deployed K3 Plus Thermometer Infrared devices in all entry areas to monitor people's temperature for possible COVID-19 infections. In addition, Solaire also kept alert to other natural threats and deployed the Robo Quake Earthquake Monitoring System, which reduces risks after an earthquake and structural response to seismic shocks. In addition, the Security team also conducts annual earthquake drill and fire drill in coordination with local agencies. Other available equipment included an X-ray machine, Guard Tour System, Walk Thru Metal Detector, Airbus Radio, Bomb Basket & Bomb Blanket, Megaphones, Handheld Metal Detectors, Fire Detection and Alarm System, CCTV Monitoring, Gas Suppression System, Public Address System, and Elevator Intercom.



# SAFEGUARDING DATA PRIVACY





3-3, 418-

Solaire intends to make the Solaire brand synonymous with trust, and a crucial element in customer trust and loyalty is data privacy and security. Our Data Protection Program is a comprehensive effort to comply with regulatory requirements and protect our guests' right to privacy. We reference the Data Privacy Act of 2012 as our guideline for Solaire's data privacy policy, procedures, and programs.

Leading our efforts for a safer and more secure Solaire is our Data Protection Office which follows the Five Pillars of Compliance:

- 1. Appointment of Data Protection Officer
- 2. Conduct ongoing Privacy Impact Assessments;
- 3. Implementation of a Privace Management Program;
- 4. Establishing data privacy and security measures; and
- 5. Exercise of data breach protocols

Solaire has updated its website to feature our Privacy Statement and Policy. The update conveys a clear and concise declaration of the company's commitment to upholding data privacy rights, keeping personal data confidential, and ensuring guests understand how their data is collected, used, disclosed, and stored.

The Privacy Management Program is reviewed at least once every two years. The latest version was released in March 2022 and introduced:

- increase in the coverage of mandatory data privacy training:
- improvements to Solaire's data breach management procedures; and
- the mandate to appoint Compliance Officers for Privacy (COP) who serve as data protection champions for their respective departments.

Solaire believes widespread awareness of privacy measures is crucial in resolving data protection issues. Thus, it provides data protection briefings during the onboarding of new Team Members. Annual refresher training and data breach tabletop exercises were also conducted to (1) assess preparedness and Team Members' knowledge of personal data breach

management procedures, (2) explore areas of improvement and integration with other processes, and (3) evaluate and establish the need for other breach mitigation and complaint resolution resources.

Solaire likewise hosted Privacy Awareness Week activities, including a Privacy Awareness Forum, offline and online data privacy-focused game shows, and information drives about data classification, reinforcing our team members' understanding and knowledge of Solaire's Data Privacy Manual, data privacy, and data protection policies and procedures.

Solaire's Data Privacy Manual prescribes detailed procedures for handling complaints and data breaches. These include, among others, specific timelines for addressing issues, detailed forms for documenting incidents and actions taken, and an accountability matrix that specifies who is responsible for each step of the breach response protocol.

In addition, our Data Protection Office facilitated Breach Proof 2022, a data breach tabletop exercise aimed at identifying potential emergency data breach scenarios while increasing key personnel's familiarity with data breach response procedures.

As Solaire innovates and introduces applications and services which take advantage of online technologies, the increase in cyber-enabled criminal activity and participation of malicious insiders have been identified as primary threats which increase the risk of data protection breaches. Solaire maintains internal and external response teams which could provide technical assistance in handling complaints and data breaches.

In 2021, Solaire introduced online programs to make gaming more accessible and safer for its patrons during the pandemic. These initiatives continue well into 2022 and are still developed using a Privacy-by-Design approach, with Solaire's Data Protection Office guiding the development and deployment process through PIAs, process checking, and close coordination with internal and external stakeholders. In other words, we ensure that security safeguards are already integrated into our gaming space even before deployment.

#### IT Security

IT Security is the backbone of our efforts in safeguarding our quests' data. In 2022, much like in 2021, we used class-leading data protection as a service package called DPOinBox. This service allows Solaire to track, measure. and implement end-to-end data protection measures across the company database. Through DPOinBox, Solaire conducts Privacy Impact Assessments (PIAs) for every new process, procedure, measure, system, and technology. Solaire still successfully carried out its mandate, reporting no substantiated complaints from outside parties or regulatory bodies on identified leaks, thefts, or losses of customer data. Likewise, there were no reported cases of customers, users, and account holders' information being used outside the company's immediate

# Privacy Policy on Camera Surveillance

Solaire operates a closed-circuit television (CCTV) surveillance system as part of its security measures.

To protect guests' privacy, Solaire applies data privacy principles to the operation of CCTV. The public shall be notified of CCTV surveillance operations through signages installed at various entry points. Likewise, the placement of CCTV equipment shall not unreasonably intrude on the privacy of individuals. CCTV cameras shall not be placed in private areas, bathrooms, or pantries; CCTV footage shall only be viewed by authorized personnel and restricted for official purposes.

Other relevant information about Solaire's privacy policy on camera surveillance is accessible via the company's website.



# ENTHUSIASTIC WORKFORCE



#### Moving Forward as One

We recognize the business imperative of a motivated and productive workforce. Since its establishment, Solaire has consistently endeavored to empower employees by providing a nurturing environment where everyone's welfare is valued, and growth opportunities are not only available but also easily accessible.

As the company expands into new growth areas, the health and well-being of our people remain a vital pillar supporting Solaire's business and sustainability targets. Solaire continued safeguarding employee health and implemented fair and equitable labor practices while providing channels for continuous learning and boosting employee engagement.

#### Diverse Workforce

A diverse workforce is valuable for improving productivity, sparking creativity, and discouraging complacency. We know that our company will ultimately thrive by being supported by employees with varying backgrounds, skills, and abilities. As such, we strengthen the world-class capacities of our teams by capitalizing on the complementary strengths of people from different backgrounds.

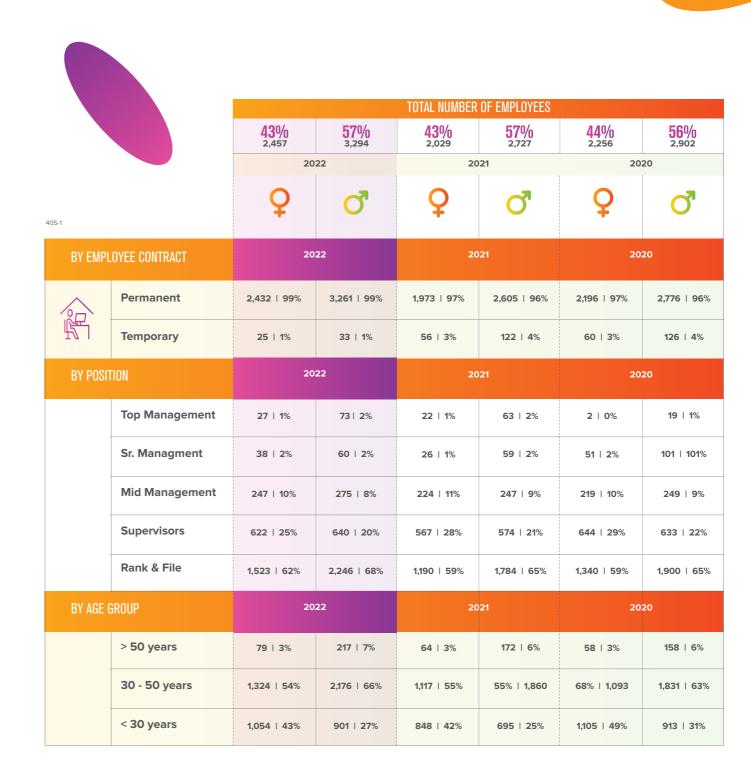
To ensure workforce diversity, Solaire implements a hiring process that is wholly based on skill set. As an Equal Opportunity Employer, Solaire does not discriminate against gender, religious faith, or physical disability. Recognizing that discrimination imposes unnecessary burdens and clouds fair employee assessment, Solaire firmly adheres to human resource practices that safeguard freedom from bias and discrimination.

As a Filipino-owned integrated resort, we ensure local talent and values are integral to our workforce. In 2022, around 99% of our senior management were competent Filipino professionals who know and protect the needs of our Filipino staff.



#### Team Member Headcount 4011, SV-HL-310a1, FB-RN-310a1

		2022	2021	2020	
TOTAL NUMB	ER OF EMPLOYEES	5,751   100%	4,756   100%	5,158   100%	
BY EMPLOYE	E CONTRACT	2022	2021	2020	
	Permanent	5,693   99%	4,578   96%	4,972   96%	
	Temporary	58   1%	58   1% 178   4%		
BY GENDER	•				
	2022	202	1	2020	
Femo	ale Male	Female	Male	Female Male	
<b>43</b> 0, 2,45		<b>43</b> % 2,029	<b>57</b> % 2,727	<b>44</b> % <b>56</b> % 2,256 2,902	
BY POSITION		2022	2021	2020	
	Top Management	100   2%	85   2%	21   0%	
e Ca	Sr. Managment	98   2%	85   2%	151   3%	
	Mid Management	522   9%	471   10%	468   9%	
	Supervisors	1,262   22%	1,141   24%	1,280   25%	
	Rank & File	3,769   65%	2,974   63%	3,238   63%	
BY AGE GROU	JP				
2022		2021	2020		
>50 years 50/0 296	30-50 yrs <30 years 61% 34% 3,500 1,955	>50 years 30-50 yrs 5% 63% 236 2977	<b>32</b> % <b>4</b> <sup>0</sup>	years 30-50 yrs <30 years 39% 39% 2,923 2,018	



#### NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER

01-1. SV-HL-310a.1. FB-RN-310a.1

NEW EMPLOYEE HIRES	2022		2021		2020	
NEW LIVITEUTEE HINES	Female	Male	Female	Male	Female	Male
< 30 years old	640	585	134	138	148	185
30-50 years old	270	487	39	109	40	94
> 50 years old	2	17	0	9	0	17
Sub-total	912	1,089	173	256	188	269
Total Hires	2,001		428		484	
New Hire Rate (New Hires/ Total Number of Employees)*100	34.7	79%	8.97%		9.38%	

EMPLOYEE TURNOVER	2022		2021		2020	
LIVII LOTEL TONIVOVER	Female	Male	Female	Male	Female	Male
< 30 years old	293	219	197	164	413	426
30-50 years old	198	304	176	220	168	342
> 50 years old	3	12	8	26	4	28
Sub-total	494	535	381	410	585	796
Total Separations	1,029		781		1,381	
Turnover Rate (Separations/ Total Number of Employees)*100	17.8	39%	16.55%		26.77%	

# Investing in our People

At Solaire, we believe that people who contribute to the company's success deserve to reap the fruits of their labor. Valuing people as our greatest asset means ensuring our team members stay motivated. We, therefore, strive to provide compensation, benefits, and professional opportunities at par or even better than industry averages.

## Fair Compensation and Benefits

2-30, 401-2, 401-3 201-3, 405-2

Solaire guarantees fair compensation. We ensure wage levels above the statutory minimum wage, even for entry-level positions. We likewise ensure that no team member, regardless of position, is discriminated against in terms of compensation and benefits based on gender.



Ratio of basic salary and remuneration of women to men

Benefits available for all of Solaire's full-time employees:	% of women who availed	% of men who availed
	16.84%	9.70%
PhilHealth	5.31%	0.12%
✔ Pag-IBIG	19.26%	23.37%
Parental leave	8.2%	100.00%
✓ Vacation Leave	82.34%	84.67%
Sick Leave	52.58%	40.59%
● Medical benefits (aside from Philhealth)	98.86%	97.29%

Ratio of standard entry-level wage by gender compared to local minimum wage 202-1, SV-HL-310a.3., FB-RN-310a.2.



256

Average hourly wage
(Total wage/total regular





Number

wage

Number of minimum wage earners



1:1.01
Ratio of local
minimum wage to
standard entry level

All regular employees are entitled to parental leaves per Philippine laws for mothers, fathers, and solo parents. All eligible parents in 2022 availed of their leave entitlements. Return-to-work and retention rates are not measured at the moment.

#### Total number of employees who were entitled to parental leave



#### Total number of employees who took parental leave



Aside from SSS, Solaire also has a Solaire has a defined benefit plan, which is the company's sponsored retirement plan. It is an unfunded and non-contributory fund that covers regular employees. The cost of employee benefits under this defined benefit plan is determined using the projected unit credit method.



## **Upgrading Skills and Competencies**

Sharpening the skills and competencies of our people is essential to providing consistently excellent service that Solaire is known for. We are therefore committed to ensuring employee growth by extending professional development opportunities through internal and external training. Solaire provides training programs for all employees throughout their careers. We also ensure zero discrimination when it comes to professional development and opportunities for growth.

At the onset of the pandemic, we used Solaire's Learning Management System to launch training programs that allow employees to pursue professional development while ensuring their safety. Solaire's online modules effectively increased employee knowledge and expanded their capacity for learning anytime, anywhere.

In 2022, we resumed face-to-face employee training while continuing online modules for internal training. Because operations have fully resumed, there was no increase in the training hours of team members to enable them to readjust to their busier workload.

Solaire employees undergo regular performance and career development reviews to supplement their training. The recommendations of our trainers aim to inspire employees to pursue professional growth continuously.



104-1

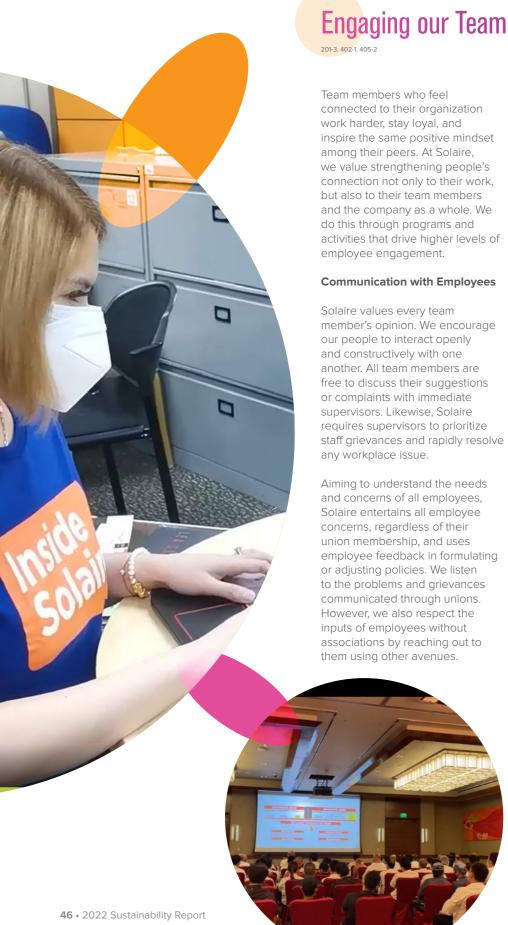
ALL EMPLOYEES	2022	2021	2020
Total Training Hours (Numbers recorded were total ACTUAL training hours as recorded in our Learning Management System and attendance records)	147,580	217,112	55,607
Employee Headcount	5,751	4,780	5,158
Average hours of training per employee	25.66	45.42	10.78

EMPLOYEES	TOTAL FOR ALL EMPLOYEES	Executive (Top Management)	Managers (Senior and Middle Management)	Supervisors	Rank & File
Total Training Hours*	147,580	1,132.00	19,035.00	34,367.00	93,046.00
Employee Headcount	5,751	1000	620	1,262	3,769
Average hours of training	25.66	11.32	30.70	27.23	24.69

MALE EMPLOYEES	TOTAL FOR ALL EMPLOYEES	Executive (Top Management)	Managers (Senior and Middle Management)	Supervisors	Rank & File
Total Training Hours*	85,764.30	804.30	11,476.00	17,439.00	56,045.00
Employee Headcount	3,294	73	335	640	2,246
Average hours of training	26.04	11.02	34.26	27.25	24.95

FEMALE EMPLOYEES	TOTAL FOR ALL EMPLOYEES	Executive (Top Management)	Managers (Senior and Middle Management)	Supervisors	Rank & File
Total Training Hours*	61,815.70	327.70	7,559.00	16,928.00	37,001.00
Employee Headcount	2,457	27	285	622	1,523
Average hours of training	25.16	12.14	26.52	27.22	24.29

Programs for upgrading employee skills and transition assistance programs						
How many employees received a regular performance and/or a	Top Management	Senior Management	Middle Management	Supervisors	Rank & File	
career development review?	MALE FEMALE 53 25	MALE FEMALE 39 29	MALE FEMALE 250 226	MALE FEMALE 609 576	MALE FEMALE 2,048 1,351	



To further encourage all team members to share their thoughts, Solaire provides various avenues for employee communications, including group discussions, e-mail, SMS blasts, posters, and digital channels.



Through our Tell HR program, our Human Resources department receives various suggestions and concerns from team members who don't have a formal avenue to do so. The HR department groups suggestions and issues into five categories: Suggestions on current TM Programs, Benefit Inquiry, Company Process Inquiry, Investigation or Incident Report, and Request/Accommodation.

Tell HR Actions and Responses also vary, but most of the responses are categorized below:

- Referred to proper department for appropriate action
- 2. Noted for TM program improvement
- Referred to LR Manager and manager or human resource business partners for appropriate action

#### Freedom of Association

Solaire recognizes freedom of association and collective bargaining as fundamental rights in the workplace. Solaire supports employees' rights to form, join or opt out of unions or other employee associations. By supporting people's rights to organize and take collective action, the company provides another channel for fostering harmony and collaboration with its team members

In 2019, Solaire signed a Collective Bargaining Agreement (CBA), which continues to be in force. This CBA, covering team members under the Table Games department or approximately 27% of Solaire's total employees, contains provisions regarding work hours, compensation and benefits, grievance machinery, and rights and responsibilities of involved parties. There is also a provision for a quarterly Labor Management Council meeting to ensure that all pressing and salient issues are addressed.

The leadership of the labor union is determined through an election decided by members. Solaire's management endeavors to maintain a harmonious relationship with union representatives and has complied with the union's various stipulations.

Consultations with the labor union are likewise conducted on a day-to-day basis. The company gives employees and their representatives a 30-day notice before implementing significant operational changes that can substantially affect them.

The management maintains an open line of communication with the union through the Labor Union representatives to arrive at judicious resolutions for all stakeholders. This is done by coordinating with them and discussing the various concerns of the employees. Furthermore, the company maintains a receptive attitude to the issues that could be present in the future. Solaire's management also intends to conduct joint training activities and workshops with the union to educate and further strengthen the relationship.

including the salary increase of the unionized employees. As a result, the negative financial impact of the global pandemic on the employees was lessened.

Since signing the Collective Bargaining Agreement, the company has adhered to its various stipulations, such as grievance machinery and the right to information.

For the unorganized departments or divisions, there are initiatives to understand their concerns, address them, and assist the company in formulating or adjusting policies accordingly.



#### **Employee Programs**

403-3, 403-6

To maintain high levels of employee enthusiasm, Solaire continuously strengthens its lineup of programs and activities that enrich employee morale and camaraderie. Solaire puts a premium on ensuring that all team members feel safe, valued, supported, and included so they remain motivated in carrying out their work responsibilities. During this reporting period, Solaire carried out the following employee programs:





#### **TMTV**

We continued to air TMTV, an internal TV show for team members. The show featured a variety of valuable and relatable segments that provide learning and motivation to employees. Through TMTV segments like "Inside Solaire" and "What's Happening?," Solaire provided information and updates about the company that are meaningful to institutional pride and the sense of belonging of team members. Meanwhile, regular features such as the Executive Profile, Department Highlight, TM Profile, and TM Talent introduced new hires and team members to one another in a more personal way. Team members also gained different learnings from TV segments like "Learn it in a Minute," "TM Wellness," and the "Anchor's Advice." The newest addition to the show, a segment called "Ahhaaa!," pursued a unique, entertaining approach to call out workplace actions and behaviors that need refinement.

#### **Love Month Celebration**

In 2022, Solaire held special activities for employees to celebrate Love Month. The company produced "Heart Speaks," a series of interviews featuring selected team members talking about their Love for the Community, Love Amid Diversity, Love for Life, Love for Family, and Love for Self. Solaire also conducted a series of games called Cupid Search and provided a Virtual Love Wall to encourage team members to express their messages of love.

#### **Holiday Activities**

We prepared a lineup of exciting events and activities during the holidays to boost employee engagement and company-wide morale. Team members bonded together during holiday shopping at Solaire's online bazaar. Team members also participated in activities such as the Christmas Feels in Reels contest, Santa's Hunt activity, and the Christmas Raffle Program, which gave away a total of 433 prizes which included 9 Yamaha Mio 125 Motorcycle.



#### Solaire at 9

Solaire held a nine-day event to celebrate its ninth anniversary, allowing team members to unwind, bond with each other, and showcase their talents and creativity. Team members participated in fun-filled games such as Hunt for 9, Crossword Puzzles, 4 pics 1 word, and Fact or Bluff. They also joined postermaking and jingle-making contests with the theme "One Solaire Team, Shining Together Through the Years."

#### Mental and Physical Health Programs

Solaire conducted the Virtual Happy Hour Roadshow for employees. This program aims to foster mental health wellness through fun and exciting games and activities online. Solaire likewise provided Virtual Fit Class videos and conducted Health and Wellness Virtual Lectures with expert guest speakers to remind employees to take care of their physical health and discuss health topics that are relevant to team members



#### **Employee Awards**

Solaire held the Solaire's Inspiring Key Achieving Team Member (SIKAT) Awards ceremony virtually to recognize team members who go above and beyond the call of duty. Outstanding team members were honored not just for their remarkable performance but also for their consistent practice of Solaire's core values. Nine outstanding Team Members were given due recognition for their exemplary work performance and commendable demonstration of Solaire Core Values, FIRST (Focused, Integrity, Respect, Steadfast, and Teamwork).

We also recognized team members for their loyalty and dedication to Solaire. The Service Awards 2022 recognized team members in their fifth year of service. Each awardee received a certificate and commemorative gift items exclusively made for them. Solaire also recognized the loyalty of employees who have been with the organization for 10 years. Decennium, Solaire's 10-year service awards event, celebrated the highlights of the awardees' first decade as Solaire team members. All the awardees received a specially curated gift package and service incentives.





## Protecting our People

403-3, 403-6

A healthy workplace is essential for sustaining the productivity of our business. For our people to consistently deliver remarkable customer results, they must be, first and foremost, safe and healthy. Aiming to protect our team members' overall health and well-being, we ensure that health and safety policies and protocols are always in check. We also carry out a comprehensive health and well-being program to encourage our team members to make hearty lifestyle choices and develop healthy habits.







WORLD DAY FOR SAFETY AND HEALTH AT WORK

28 APRIL 2022

#### COVID-19 Safety Program and Protocols

As pandemic quarantine rules eased, Solaire gradually resumed onsite work. The transition from remote work to office work is beneficial not only for business operations but also for the mental wellness of our team members. Allowing them to reconnect with peers and gradually return to their work routine can boost their morale and rekindle their zest at work. To keep them safe and healthy in the workplace, we continued implementing the "Solaire Is Safe for You" program, which encouraged team members to consistently follow COVID-19 health and safety protocols. Part of this COVID-19 safety drive was regular swab tests of team members and the strict implementation of the government's mask mandate and social distancing rules.

> To minimize the exposure of team members to COVID-19, Solaire still implemented flexible work arrangements that limited face-toface interactions without sacrificing work productivity. Some work meetings, training sessions, and leisure activities for employees were still held via teleconferencing and videoconferencing.

#### Vaccination for Employees A JAB For you Program

As much as we give importance to our customers' health and safety, we are equally concerned for the health and safety of our team members. The first step to empowering our workforce is to protect their safety, security, and health as the company navigates emerging work challenges in the current business environment.

A vital part of Solaire's master plan for recovery and growth is its vaccination program for all Solaire team members. Through a campaign named "A Jab for you!" Solaire procured Moderna vaccines for its employees and their dependents free of charge. The vaccination program rolled out in June 2021 and fully vaccinated 4,447 Solaire team members, 4,104 adult dependents, and 503 minor dependents during the first year of the rollout. In addition, Solaire continued to roll out booster doses to team members and dependents. .As of December 2022, Solaire had administered 25,712 doses to team members and dependents.

While supporting the Philippine government's nationwide vaccination program, we ensured that our team members were among the first Filipinos who received protection against COVID-19 through doses of the Moderna vaccine.

In partnership with the International Container Terminal Services, Inc., the Nayong Pilipino Foundation (NPF), and various local government units, we created a Mega Vaccination Center located at an NPF property in Parañaque City. We then reorganized some of our facilities to serve as inoculation sites for our employees, their dependents, and other beneficiaries of privately-procured vaccines under the Moderna Vaccine Buyers' Group.

Occupational and Health Safety

403-1, 403-2, 403-3, 403-4, 403-5, 403-6

At Solaire, we take a proactive approach to managing workplace safety and health. To prevent workplace injuries, illnesses, and fatalities, we strictly implemented our Occupational Safety and Health (OHS) policy and adhered to recommended workplace safety practices. Our Health, Safety, and Environment (HSE) Committee also continues to formulate and enforce OHS programs that protect our employees from workplace hazards.



#### **OSH Policy**

As a commitment to ensuring health and safety in the workplace, Solaire strictly follows the OSH Policy, which indicates that Solaire must always comply with all applicable OSH laws, rules, and regulations. The company implements strict compliance with all applicable OSH Laws and other requirements.

The OHS Policy is in accordance with the requirements of ISO 45001:2018 standard and DO 198-18 (Chapter IV, Section 12). The Policy Statement is posted in conspicuous back-of-house employee areas as required by the ISO 45001 standard to ensure that team members are informed of OHS rules and regulations.

Solaire also maintains a Health, Safety, and Environment (HSE) Committee responsible for identifying, controlling, and monitoring OSH risks on our property. By proactively identifying risks, the committee can formulate, implement and continually improve relevant programs that improve the company's OSH programs and the OSH Management System.

#### **OSH Management System**

403-1, 403-8

Solaire complies with all applicable OSH laws and regulations, including the following:

- Labor Code of the Philippines
- Occupational Safety and Health Standards of the Philippines
- Republic Act No. 11058 An Act strengthening compliance with Occupational Safety and Health standards
- DOLE Department Order 198 -2018 Implementing Rules and Regulations of RA 11058
- DOLE-DTI Interim guidelines on Workplace prevention and control of COVID-19 6
- DOLE-DTI JMC No. 20-04-A Supplemental Guidelines on Workplace Prevention and Control of COVID-19

The OSH Management System likewise follows the requirements of the ISO 45001:2018 and ILO-OSH 2001 Guidelines.

Solaire employed seven accredited safety practitioners responsible for establishing, maintaining, and improving the Occupational Safety and Health Management System of Solaire to ensure the system is relevant and effective.

Based on legal requirements, recognized standards, or guidelines, the OHS Management System, which is internally and externally audited, covers all Solaire employees and all interested parties in Solaire operations, including contractors, tenants, event partners, guests, interns, and team members. In addition, safety representatives of contractors and tenants must attend the monthly Contractors' and Tenants' General Assembly facilitated by the OSH Committee to discuss their safety compliances and attainment of Solaire's prescribed safety key performance indicators.

Other OSH initiatives in 2022 were the conduct of safety audits for departments with the most number of accident cases, monthly tracking of individual key performance indicators of all in-house contractors and retail partners, and the presentation of the SAFE 24/7 Award to top year-end performers among contractors and retail partners.

#### Hazard Identification, Risk Assessment, and Control Procedure

Solaire follows the Hazard Identification, Risk Assessment and Control (HIRAC) procedure to ensure that the company appropriately and adequately manages all probable untoward incidents. This procedure provides the requirements to identify hazards and risks in our processes, facilities, equipment, and substances relevant to Solaire's operation. HIRAC also ensures proper control measures are applied to manage any threats effectively. The procedure applies to all activities and processes of Solaire.

To make sure that the HIRAC procedure is implemented correctly, Solaire designated a HIRAC Champion for every section of Solaire. Each HIRAC Champion underwent training on how to conduct the HIRAC activity. Moreover, the entire operation per

section went through an on-site risk assessment participated by the section's HIRAC Champion, an OSH representative (subject matter expert for safety), the company physician (subject matter expert for health), a process owner (manager or supervisor), and a process worker (the one performing the activity).

The HIRAC activity identifies and assesses hazards related to all applicable on-site activities. All identified hazards are provided with control measures designed to eliminate or minimize the risk of workers developing injury or ill health. A generated HIRAC register from the assessment shall be used as a reference in providing controls for similar operations. Any modifications in services, processes, projects, and equipment shall undergo the HIRAC process.

Safety procedures, policies, signages, safety training, and inspections are then developed and implemented to ensure the safety of all workers. Likewise, personal protective equipment is provided based on the identified hazards of the employees' activities and work area. Additionally, employees, contractors, and visitors are encouraged to report observed hazards and nearmissed encounters through online reporting and direct calls.

In 2022, Solaire recorded no fatality cases and 59 work-related injuries. Work-related accidents were investigated following Solaire's Accident-Incident Reporting and Investigation Procedure (BPNP-ENG-OSH-PRO-002-V1)

403-9, 403-10	2022	2021	2020
Total Working Hours	10,686,281.00	10,552,416.00	No data
Total Safe Man Hours	942,270.00	105,022.58	4,898,130.00
Number of Fatality Cases	0	0	0
Fatality Rate	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	59	47	6
Incident Rate Rate of recordable work-related injuries	3.65	4.45	0.87
Main types of work-related injury	Sprains and Strains	Sprains and Strains, Burns and other wounds	Falls of person on the same level

Type of incident  Falls of person from same level  Struck by falling objects  Struck by falling objects (not elsewhere classified)  Striking against stationary objects  Striking against moving objects  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  Exposure to heat (atmosphere or environment)  24  24  24  24  24  25  15  17  17  26  27  20  21  20  21  20  21  20  21  20  21  21
Type of incident  Falls of person from same level  Struck by falling objects  Struck by falling objects (not elsewhere classified)  Striking against stationary objects  Striking against moving objects  1 3  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  4 1
Falls of person from same level  Struck by falling objects  Struck by falling objects (not elsewhere classified)  Striking against stationary objects  Striking against moving objects  1 3  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  4 1
Struck by falling objects (not elsewhere classified)  Striking against stationary objects  Striking against moving objects  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  13  5  17  17  24  3  Caught between a stationary object and a moving object  Overexertion in lifting objects  4  1
Struck by falling objects (not elsewhere classified)  Striking against stationary objects  Striking against moving objects  1 3  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  1 6  Overexertion in lifting objects
Striking against stationary objects  Striking against moving objects  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  1 3  24 3  18  Caught between a stationary object and a moving object  Overexertion in lifting objects
Striking against moving objects  Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  1 3  24 3  18  Caught between a stationary object and a moving object  4 1
Struck by moving objects (including flying fragments and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  24  3  18  Cought between a stationary object and a moving object  4  1
and excluding falling objects particles  Caught in an object  Caught between a stationary object and a moving object  Overexertion in lifting objects  24  3  18  Caught between a stationary object and a moving object  4  1
Caught between a stationary object and a moving object  Overexertion in lifting objects  11 6 01 11 11 11 11 11 11 11 11 11 11 11 11
Overexertion in lifting objects 4 1
Overexertion in inting objects
Exposure to heat (atmosphere or environment) 1 1
Contact with hot substances or objects 16 19
Falls of person from heights 2 2
Contact by inhalation, ingestion or absorption of harmful substances  8 1
Other types of accident, not elsewhere classified 6 13
Strenuous movements 2 1
Overexertion in pushing or pulling objects 1 0
Exposure to or contact with electric current 1 0
Exposure to radiations other than ionizing radiations 1 0
Occupational Illness 1 0

#### Joint Health, Safety, and Environment Committee

In compliance with the Philippines Occupational Safety and Health Standards, Solaire formed the join Health, Safety, and Environment (HSE) Committee. This committee is a planning and policy-making group in charge of all matters



The principal duties of the HSE Committee are:

- Planning and developing accident prevention programs for the establishment.
- Directing the accident prevention efforts of the establishment following the safety program's safety performance and government regulations to prevent accidents from occurring in the workplace.
- Conducting safety meetings at least once a month.
- Reviewing reports of inspection, accident investigations and implementation of the program.
- Submitting reports to the manager on its meetings and activities.
- Providing necessary
  assistance to government
  inspecting authorities in
  the proper conduct of their
  activities, such as enforcing
  the provisions of these
  Standards.
- Initiating and supervising safety training for employees.
- Developing and maintaining a disaster contingency plan and organizing emergency service units as necessary to handle disaster situations according to the emergency preparedness manual for establishments of the Office of Civil Defense.

The HSE Committee comprises the Chairperson, Secretary, Permanent Members, and Nominated and Elected Members. Members are permanent representatives from Facility Engineering, Human Resources, and Security. There are also representatives from the Resort, Gaming, and General Administration division.

Every month, members of the HSE Committee meet to discuss the status of concerns related to the OSH Management System, occupational health, environment, fire safety, and emergency cases. The monthly meeting discusses critical performance data, incident cases, plans, and programs. Consolidated meeting minutes and attendance records are submitted to the Department of Labor and Employment as required by OSH standards.

#### Worker Participation, Communication, and Consultation on OSH

Recognizing team members' contributions to the OSH program's success, Solaire encourages all team members to submit hazard observations and near-missed encounters through various communication channels. Solaire ensures worker participation in proactively conducting the HIRAC procedure to create a safe working environment. Team members should document the exact activity in which they observe hazards and discuss them with OSH representatives. Solaire also included worker representatives in its HSE Committee for adequate worker consultation in creating Solaire's OSH programs.

#### **OHS Training and Education**

As team members play an essential role in promoting workplace health and safety, Solaire provides education programs that aim to boost our employees' knowledge of what they need to do to keep fellow employees safe at work.

One of Solaire's OSH projects in 2022 was the OSH Leadership Training. The program equips managers and supervisors with the knowledge and skills to lead their teams in working safely and avoiding hazards that can place themselves or others at risk. All operation supervisors and managers (SAFE 24/7 champions) underwent training to strengthen their awareness of workplace hazards and learn how to identify, report, and control these threats.

Employees with a vital role in promoting occupational health and safety also completed the 40-hour Basic Occupational Safety and Health (BOSH) Training mandated by the Department of Labor and Employment. Additionally, Solaire required team members

and contractors to undergo OSH training. Through this training, they learned various topics, such as Hazard and Risk Management, Hand Injury Prevention, Electrical Safety, Safe Lifting and Material Handling, Personal Protective Equipment, Chemical Safety, 5S, Accident/Incident Investigation, Fire Safety, and Basic Occupational Safety and Health Course, and Loss Control Management.

Solaire also conducted monthly health and wellness webinars for all employees. The company coordinated with its health insurance provider to deliver informative health lectures on various topics based on the Department of Health's calendar or on timely and relevant issues. In 2022, a total of 828 employees completed Solaire's health and wellness webinars.







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#### **Safety Trainings and Program**

In 2022, Solaire implemented 25 training sessions on workplace health and safety. To empower and strengthen our team members' awareness of their rights, benefits, and privileges, we also provided training on Employees' Compensation Program (ECP) Awareness. Among the topics discussed in this training session were the three major components of the ECP: prevention, compensation and rehabilitation services. Likewise, our team members attended online lectures on various health and wellness topics, such as mental and behavioral health, cardiovascular diseases, allergies, first aid management, gastrointestinal diseases, HIV/AIDS, and common health problems of workers.

We also extended some of our safety training to contractors and tenants. For example, we conducted virtual road safety training for our team members, contractors, and tenants to reduce road-related accidents. We also conducted Food Safety Training and Hazard Identification, Risk Assessment and Control (HIRAC) Training for contractors and tenants. Additionally, we required team members and contractors to undergo face-to-face Genie Lift Operator Training and actual maneuvering assessments.

#### Company Clinic

The company clinic's comprehensive list of health services for the primary care of all team members, guests, and contractors is one of Solaire's ways to ensure workplace health and safety. In compliance with the Department of Labor and Employment, Solaire's clinic operates under the supervision of the Clinic Management Team of Human Resources and in close coordination with the company's Health, Safety, and Environment Committee. This committee handles clinic services, health maintenance organization relations, annual physical examinations, and employee wellness programs.

Licensed doctors and nurses are available 24/7 at the clinic to provide emergency care, consultations, and first aid response. The clinic has a dedicated cardiologist and pulmonologist who can give immediate medication, in-clinic consultation, or teleconsultation. All medical practitioners are engaged through a third-party provider that equips them with appropriate training, licenses, and certifications.

To promote a standard culture of safety during the pandemic, all medical staff of the company clinic undergo routine Polymerase Chain Reaction (PCR) tests every 14 days, wear appropriate personal protective equipment, and follow established clinic operations processes and timelines.

The company clinic provides free medicines, first aid supplies, ambulatory services, and a lactation area for breastfeeding employees. Moreover, the medical team at the company clinic closely coordinates with nearby affiliated hospitals and dental clinics to guarantee that Solaire team members and guests receive proper care in cases of emergency.

#### **Health Insurance**

Solaire provides free health insurance for all its employees and one dependent per employee. This benefit gives employees access to various health maintenance providers' programs, including Virtual Psych Consultation, which allows team members to talk to a psychologist regarding their mental health. The insurance also covers access to various health and wellness webinars.

#### Annual Physical Examination

To check employees' health with the help of the company's designated service provider, Solaire requires all team members to undergo an Annual Physical Examination (APE). Held every first guarter of the year, the APE seeks to pre-emptively address employee health concerns. Part of the APE is the Random Drug Test, which aims to support team member wellness while ensuring a drugfree work environment. Based on the APE results, Solaire creates a year-round wellness program that addresses specific health concerns of employees.

#### Infectious Diseases Protocols

In compliance with the standards set by the Department of Labor and Employment, Solaire established a comprehensive protocol for certain infectious diseases. The company educated its team members on Acquired Immunodeficiency Syndrome (AIDS) Control and Prevention, Hepatitis B Infection Control, Drug-free Workplace Implementation, and Tuberculosis Prevention and Control.

#### Employee Health Data Privacy

As it helps boost employees' physical and mental health, Solaire ensures that employees' right to data privacy is protected. As such, health data privacy procedures are implemented in conjunction with the standards set by the Data Privacy Compliance Team. To ensure that workers' personal and sensitive information is respected, medical forms are correctly and securely stored in the company clinic and are not accessible to non-medical staff. Medical consultations are also done in a closed space to ensure the privacy and confidentiality of information between doctor and patient.





# PROFEGINGTHE ENVIRONMENT

#### Sharing the Call for Environmental Stewardship

As we jump-started operations in the post-pandemic transition, Solaire deepened its commitment to protect and sustain the environment. Environmental stewardship remains a crucial part of Solaire's growth strategy. Aside from complying with the government's environmental regulations, Solaire implemented programs on climate change adaptation, energy and emission management, water management, and waste management. The company also invested in technologies that advance its environmental goals.

The project imparts the value of efficient resource use among team members at every level of the organization. At the same time, it reinforces Solaire's performance in five areas: energy and emissions, water conservation, wastewater management, solid and hazardous waste, and materials

We have been monitoring key environmental metrics since 2019 through data gathering, analysis, and reporting exercises to evaluate the program's effectiveness. The year 2022 showed an increased overall comparison with the year 2021. Through Project SAVE, the company managed to keep the rise in consumption relatively small despite the heavier foot traffic in hotel and casino operations in 2022.

#### **Resource consumption** 2022 vs 2021



Electricitu













Note: Resource consumption data exclude Tenant-BPO operations.

#### **Climate Change Adaptation**

To ensure business continuity and resilience, Solaire actively prepares for and responds to the adverse effects of climate change. The company continues implementing measures that help reduce vulnerability and promote human and environmental resilience against global warming.

Solaire recognizes the need to address climate-related risks. Damage to company assets, business interruptions, and injuries to guests and staff may arise without risk reduction and management.

Knowing its potential impacts on the business and our people, we've integrated physical and transition risks into the company's Risk Management

Solaire prepares for physical risks from extreme weather events and longterm or widespread environmental changes. We are guided by the risk assessment of the Department of Science and Technology's Nationwide Operational Assessment of Hazards (Project NOAH) and our Environmental Impact Assessment (EIA) study to assess our risk exposure and adopt corresponding measures.

Considering our location, major typhoons may cause storm surges, two-to-three-meter flooding, and coastal erosion. In response, we

implement efficient management of drainage facilities and stormwater outfalls. We invested in additional dewatering pumps that can remove excess water from the property in the event of flooding.

We also ensured that the company's sewage treatment plant complied with the requirements of the Clean Water Act. We likewise continued implementing our Building and Equipment Maintenance Program. Mitigation measures like seawall enhancement are also being considered to protect the company's assets from extreme wave heights.

We conducted a Staff Training Program and prepared a Contingency and Crisis Management Plan to empower our people. We also ensured that we effectively communicated emergency service response and evacuation procedures to team members. Our company likewise maintains a fully staffed clinic that can provide primary medical care and emergency response.

Solaire also monitors possible developments in legislation to mitigate transition risks brought by changes in law, policy, technology, and markets in relation to our transition to a lower-carbon energy

#### **Project S.A.V.E.**

At Solaire, our team members are vital in fulfilling the company's commitment to environmental stewardship. Through Project S.A.V.E., they contribute to the company's efforts to protect planet Earth. Project S.A.V.E. is an internal program that translates preservation and conservation principles into practical habits that protect our natural resources, one sustainable action at a time.

hift to paperless transactions



lways conserve energy and other utilities



alue what you eat and drink



conomize on the use of supplies, especially scarce office supplies and paper resources



#### **Sustainable Gardening**

Solaire has been investing in sustainable gardening since 2018. Our company garden has a wide variety of local and international herb varieties maintained by our Solaire's Greeners and Stewarding Team. This urban garden produces some of the freshest ingredients used in Solaire's restaurants, giving guests a farmto-table experience without the associated carbon emissions from transport. To promote waste diversion and nutrient cycling, we also turn organic waste from our operations into compost, fertilizing our sustainable garden.

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#### **Energy** and Emission Management

Electricity, diesel, and liquefied petroleum gas power Solaire's daily operations. In 2022, Solaire implemented several initiatives that helped control our total energy consumption from 472,375.69 to 482,216.98 gigajoules. Despite operations returning to normal, we managed to keep the increase in energy consumption relatively small.

In line with the policies set by the Department of Environment and Natural Resources (DENR) and the Department of Energy (DOE), the company started implementing ISO 50001:2018 Energy Management System's energy-efficiency and conservation framework. Using baseline data from Solaire's past and present consumption, the ISO standard identifies energy efficiency and reduction of greenhouse gas emissions targets.

We identified Energy Performance Indicators (EnPI) to monitor our energy consumption and conservation programs properly. Solaire primarily uses Energy Intensity or the consumption per total property area.

Other EnPls are being established as we continue to reinforce our performance monitoring system, particularly in areas with significant energy use. As our operational pace returns to pre-pandemic levels, Solaire seeks to reliably and accurately track the performance in those areas.

To help manage the energy consumption of our Heating, Ventilation, and Air Conditioning (HVAC) system, Solaire implemented four energy savings initiatives: Time Program Project, Variable Air Volume (VAV) Preventive Maintenance, Cooling Tower Initiative, and installation of motion sensors.

The HVAC system is the highest-consuming electricity operation at Solaire. As such, we targeted reducing its power use by adjusting the operational hours of air handling units without compromising the comfort it provides. As a result, the Time Program Project will generate an approximate savings of 2,964.05 kWh/week and 25,593.82 kWh/week in Fan Coil Units (FCUs) and Air Handlers, respectively.

We also ensured that the HVAC system consistently ran at peak performance by implementing the VAV Preventive Maintenance. Regular HVAC system maintenance improves system efficiency, contributing to the energy-saving efforts of the company.

Through the Cooling Tower Initiative, we increased the return temperature by a minimal degree. This action generated 12.1% savings in the overall Cooling System Assembly electricity consumption or 4.98% savings in the main meter daily consumption.

Additionally, we have installed motion sensor units in the electrical rooms. A motion sensor helps conserve electricity by turning on the light when it senses movement within the room and automatically turns it off when it senses that the space is not in use.

302-1, 302-2, 302-3, 302-4

Energy Cons	Gain ▲ or Reduction ▼		
^ =	2022	66,109.99	
Diesel	2021	61,786.71	4,323.28
	2020	61,248.01	
5.	2022	5,048.83	
Gasoline	2021	3,318.16	<b>1,730.67</b>
	2020	2,387.88	
Д	2022	12.85	
<u></u>	2021	9.91	▲ 2.94
	2020	9.31	
	2022	412,045.31	
(4) Electricity	2021	407,260.	<b>4</b> ,784.39
	2020	398,890.80	
	2022	483,216.98	
Total	2021	472,375.69	<b>1</b> 0,841.29
	2020	462,535.99	
	2022	1.03	
Emissions Intensity	2021	1.01	0.24
(GJ/sqm)	2020	0.99	1

Note:

GJ/sqm - Gigajuoles per square meter

sqm - square meter

305-1, 305-2, 305-3, 305-4, 305-5

Emis	Gain ▲ or Reduction ▼		
	2022	7,409.49	
Scope 1	2021	6,434.46	<b>4</b> 975.03
	2020	6,219.37	
	2022	81,516.30	
Scope 2	2021	80,634.24	<b>▲</b> 882.06
	2020	78,913.90	
	2022	88,925.79	
Total Emissions	2021	87,068.70	<b>1</b> ,857.09
	2020	85,133.27	
<b>.</b>	2022	0.19	
Emissions Intensity (tonnes CO <sub>2</sub> e/sqm)	2021	0.186	▲ 0.004
, 2 ,	2020	0.182	

Note

CO<sub>2</sub>e - carbon dioxide equivalent

sqm - square meter

Purchased Electricity Consumption					
	Year Total (kwh)				
2022		114,457,030.00			
	Total (MWh)	Emission Factor Emissions (tCO			
2022	114,457.03	0.7122	78,913.90		
2021	113,218.49	0.7122	80,634.21		
2020	110,803.00	0.7122	81,516.30		

Note

 ${\rm tCO_2}{\rm e}$  - tonnes carbon dioxide equivalent

MWh - megawatt-hour



Fuel Consumption(L)					
Fuel Type	Activity/Remarks	2022	2021	2020	
Gasoline	Vehicles	151,123.86	99,320.51	71,474.96	
LPG	Kitchen Operations	1,501,621.90	1,157,773.85	1,087,409.30	
Diesel	Generator Sets	12,022.20	39,423.96	68,424.80	
Diesel	Boiler Operations	1,585,115.56	1,486,804.42	1,424,181.59	
Diesel	Vehicles	129,204.96	87,275.99	106,796.16	
	TOTAL	3,379,088.48	2,870,598.73	2,758,286.80	

Energy	Consumption	(GJ)

Fuel Type	Activity/Remarks	Conversion Factor	2022	2021	2020
Gasoline	Vehicles	0.03	2,444.44	3,396.76	5,168.44
LPG	Kitchen Operations	0.10	108,740.93	115,777.38	150,162.19
Diesel	Generator Sets	0.15	10,058.45	5,795.32	7,346.94
Diesel	Boiler Operations	0.15	209,354.69	218,560.25	917,825.17
Diesel	Vehicles	0.15	15,699.04	12,829.57	81,205.65
		TOTAL	346,297.55	356,359.29	1,161,708.38

	Total GHG Emissions (Tonnes CO <sub>2</sub> e)					
Fuel Type	Activity/Remark	s Conversion Fact	tor 2022	2021	2020	
Gasoline	Vehicles	0.0023	162.36	225.61	343.28	
LPG	Kitchen Op	perations 0.0016	1,752.72	1,866.13	2,420.36	
Diesel	Generator Generator	Sets 0.0027	184.22	106.14	32.37	
Diesel	Boiler Ope	rations 0.0027	3,834.39	4,003.00	4,267.68	
Diesel	Vehicles	0.0027	285.82	233.58	345.79	
		тота	L 6219.52	6,434.46	7409.49	

305-6, 305-7

Air Emissions					
			2022	2021	2020
NOx		mg/Ncm	95.67	96.33	72.67
СО	Boiler Operation	mg/Ncm	2.93	2.03	14.47
PM		mg/Ncm	3.33	2.67	1.67
NOx		mg/Ncm	314.73	282.13	231.68
СО	Standby Generator Set	mg/Ncm	37.20	103.14	105.46

#### Water Consumption and Wastewater Management

303-

Water is a natural resource vital to the business of Solaire. Many aspects of our operations depend on water, from HVAC systems to food preparations in our hotel and casino. To guarantee a consistently good customer experience, we must ensure an uninterruptible water supply for all our guests and service requirements.

Solaire's hotel, restaurant, and laundry operations are the primary water consumers on the Solaire property. Aside from these areas, water is also utilized in our Cooling Tower to extract waste heat and release it into the atmosphere through evaporation. Additionally, tenants from the BPO sector, forming a stand-alone entity in the property, consume water for domestic and kitchen use.

Recognizing the amount of water utilized in our daily operations, we adhere to best practices to contribute to the conservation of this invaluable natural resource. Solaire prioritizes water consumption and wastewater management to mitigate the adverse impacts of our day-to-day water use. We record and monitor daily water consumption and effluent flow to evaluate the effectiveness of our collective water and wastewater management and continuously identify opportunities for improvement.

303-2, 303-3, 303-4, 303-5, SV-HL-140a.1

WATER CONSUMPTION AND WASTEWATER MANAGEMENT (in cubic meters)

\*Corrected data for comparability
\*\*Based on 50 m³/day estimated daily average

	2022	2021	2020
Water Withdrawal (third-party sourced)	1,225,040	1,404,597	1,432,681
Water Discharge	835,931	920,559	960,948
Water Consumption*	389,109	484,038	471,733
Water Recycled and Reuse**	18,250	18,250	18,300

#### **Water Consumption**

Solaire campaigns for responsible water consumption in everyday operations to better manage our water consumption. Through engaging digital campaigns, we call on all team members to do their part in reducing the company's overall water use. In addition, our team members observe water conservation practices and conscientiously track their progress.

Our team actively conducts monitoring and maintenance initiatives on our water systems to manage water consumption. These activities help us create programs and systems improvements to eliminate water waste and further improve the efficiency of our water usage.

As part of our system improvements, Solaire established the baseload in the laundry operations and refined the monitoring system for the hotel and food and beverage services. Upon looking into the pipe system of the chiller plants, we optimized our HVAC's water consumption by adjusting the chilled water supply setting.

We also achieved significant water loss reduction in our dancing fountain and pools. Improvements entailed adjusting pipes to address continuous overflow, ensuring the tightness of drain valves, and making water leak rectifications for the pools, among other technical corrections.

#### Wastewater Management`

Solaire complies with the DENR Wastewater Effluent Quality Standards that identify parameters for specific water bodies. These standards are detailed in the DENR Administrative Orders 2016-08 and Memorandum Circular 2021-19.

After stakeholder consultation, the DENR amended the standard limit of Ammonia and Phosphate based on the effluents' perceived impact on the activities in the area and the environment. In compliance with the amended standard, Solaire installed an additional chemical dosing system in our Sewage Treatment Plants.

#### **Wastewater Treatment Process**

Solaire is committed to protecting people and the ecosystem from harmful elements found in wastewater. We, therefore, employ a rigorous water treatment process consisting of pretreatment, secondary treatment, and tertiary treatment. Solaire uses the Sequence Batch Reactor (SBR), a Fill-React-Settle-Decant process for wastewater treatment, to protect the ecosystem and our communities from toxic elements found in the wastewater.

Before entering the operating basins, wastewater undergoes primary treatment or pre-treatment, wherein large solids are filtered. Sewage is then transferred to the Equalization Tank, equipped with coarse bubble diffusers that balance incoming flow and load to the Sewage Treatment Plant. In addition, Solaire uses coagulants that serve as initial treatment for Phosphate.

In the secondary treatment, substances and materials left in the water are removed, dissolved, or suspended. The wastewater then undergoes the main biological process under the cyclic sequential operation of Fill-Aerate-Settle-Decant.

Before discharge, wastewater goes through the last part of the treatment process—the disinfection of treated wastewater. During this tertiary treatment, ultraviolet and chlorine disinfection are implemented to meet the fecal coliform standard.

Aside from implementing a rigorous water treatment process, we ensure that our Sewerage Treatment Plants are well maintained. We engage a third-party contractor's services to manage the operation and maintenance of the Sewerage Treatment Plants. Our contractor provides regular preventive maintenance service on top of the daily check-up of equipment and reports the daily operation status of the treatment plants to our Engineering Department. To verify the effectiveness of our wastewater treatment process, the contractor conducts Wastewater Analysis through an accredited laboratory.

#### Water Recycling

Solaire recycles wastewater to irrigate the landscape gardens and plants on the perimeter of our property. We likewise offer this water recycling initiative to other properties in the Entertainment City that need an additional water supply for flushing and road cleaning.

#### **Seawater Reverse Osmosis Plant**

Recognizing the importance of water and exhibiting our efforts in finding alternative water sources, Solaire is integrating a Sea Water Reverse Osmosis (SWRO) plant in its water management system to complement and possibly supplant the Maynilad water supply

Experts confirmed that the plant is unlikely to cause adverse effects to Manila Bay and the nearest wetland. Regardless, our team shall be on top of continuous monitoring to catch all possible and actual impacts and implement prevention and mitigation measures to address them.

The SWRO plant has an initial design capacity of 3,000 cubic meters per day and an ultimate capacity of 4,500 cubic meters per day. The volume of the product tank will be limited to 400 cubic meters. It is designed to draw seawater at 3,520 cubic meters per day per well and is expected to operate and consume only 3.5 kWh per cubic meter of electric power.

The Bay Tower and Sky Tower water tanks shall be sourced from the SWRO. In the event of SWRO plant downtime, the Maynilad water supply will still serve as the backup.

Solaire is continuously testing the SWRO plant with experts from Mactan Rock, our water management solutions provider, and a Geotechnical Engineering expert. We envision the plant to operate an uninterrupted supply of clean water for the whole property while lessening stress on our freshwater resources.



#### Solid and Hazardous Waste Management

301-1, 301-2, 306-1, 306-2, 306-3, 306-4, 306-

As a steward of the environment and the community, Solaire commits to effective solid and hazardous waste management. Recognizing the importance of waste management to the protection of public health, safety, and environmental quality, the company strictly and consistently complies with the Ecological Solid Waste Management Act of 2000 (RA 9003) and the Toxic Substances and Hazardous and Nuclear Waste Control Act of 2004 (RA 6969).

Solaire ensures that hazardous and non-hazardous wastes generated from various activities in our daily operations are identified correctly and disposed of based on DENR and local government guidelines. Solaire also has a designated Pollution Control Officer (PCO), who performs periodic compliance audits with the Purchasing and Stewarding department to ensure that our third-party waste transporter and treatment facilities comply with regulatory standards.

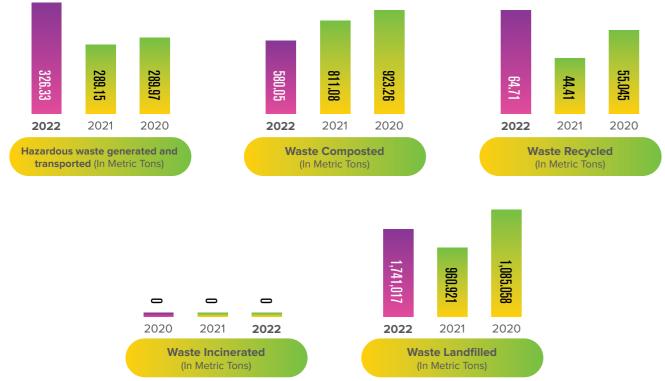
306-3, 306-4, 306-5 FB-RN-140a.1

Wastes collected are diverted or disposed of following regulatory standards. Solaire directly disposes residual wastes to a sanitary landfill; these types of wastes have no further value and are safe for immediate disposal. However, Solaire's hazardous and recyclable wastes need treatment or further segregation.

The hazardous wastes produced in Solaire's operations were identified correctly and disposed of based on DENR and local government guidelines. Used Lead Acid Batteries (ULABs) undergo a recycling process to recover the Pure Lead and Lead Alloys. The plastic pellets from the ULABs also undergo a separate recycling process through another recycling facility. Meanwhile, Grease Trap Wastes, Sewerage Treatment Plant Screened Wastes, and Sewerage Treatment Plant Sludge are composted in a Treatment, Storage, and Disposal (TSD) Facility, which undergoes audit at least twice a year. Moreover, used oil undergoes reclamation

methods as a treatment process. The oil is cleaned, dried, and absorbed to save it from degradation. Water, acids, sludge, and other contaminants in the oil are removed during the process. Likewise, waste electrical and electronic equipment are dismantled and segregated before being transferred to a recycling or smelting plant. Infectious or medical wastes also undergo Thermolysis/ Thermal Decomposition using extreme heat to kill pathogens, while residual wastes, which cannot be recovered or recycled, are sent to a sanitary landfill.

Non-hazardous solid wastes were also identified. These wastes include paper-based products, plant-based oil, and food wastes.





In the Solaire property, food waste comes from kitchen trimmings and plate waste of both guests and team members.

On the kitchen side, our Culinary team conducts a monthly review of these wastes to study best practices for minimizing and diverting food waste. To involve our team members, we also run IEC campaigns to raise awareness about food waste and encourage mindful food consumption.

We are currently exploring solutions with a partner organization to use food waste as compost for our greenhouse or as donation to farmers.

#### Plastic-Reduction Initiative

Driven by the global goal of tackling plastic pollution and improving packaging sustainability, Solaire adopted the Plastic-Reduction initiative. In this program, we switched to biodegradable containers as an alternative to single-use plastic packaging.

Biodegradable containers
Biodegradable containers used
in Solaire include sugarcane
straws, wheat fiber trays and
food containers, and cornstarch
utensils, paper bags, and ice cream
containers. Reusable microwavable
containers are likewise used for
soups and liquids in some outlets.

Using naturally decomposing and reusable containers reduces our reliance on disposable plastics that pollute our lands, water, and atmosphere.

In 2022, we used a total of 2,288,102 pieces of biodegradable packaging and containers. This represents an estimated 31% increase compared to the number of biodegradable packaging in 2021. Solaire has limited its use of plastic as primary packaging to select products, such as pastry items.



#### **Envi**ronmental Compliance

Solaire has complied with all environmental laws and had no violations in 2022. The company strictly followed laws and policies set by the government, including RA 8749 Clean Air Act, RA 9275 Clean Water Act, RA 6969 Toxic Substances and Hazardous and Nuclear Wastes Control Act, DENR Administrative Order 2016-08: Water Quality Guidelines and General Effluent Standards (GES), and RA11285 Energy Efficiency & Conservation Law.

Solaire endeavors to fully comply with all matters dealing with government environmental regulations, statutes, and ordinances. We do this not only to avoid fines and sanctions. Our more significant aim is to achieve our Mission Zero Goal of No Disruptions in Operations. As any form of non-compliance can cause interruption to the flow of our services, we aim to achieve zero cases of non-compliance to maintain Solaire's high levels of customer satisfaction.

Our Compliance Committee maintains a compliance calendar tracker to monitor annual documentary requirements thoroughly and prevent delays in renewing permits. This framework monitors the status of compliance requirements every month and has led to the achievement of ZERO observation in the Environmental Compliance Audit conducted by the Internal Audit Team.



#### **Economic Performance**

Solaire continued to implement effective financial risks and resources management while adhering to regulations to sustain its positive impact on stakeholders. In 2022, the company facilitated equitable economic value distribution in line with business objectives, organizational plans, and corporate values.

Solaire registered a consolidated net revenue of ₱53.1 billion, representing a 82% increase against the previous year's revenue of P29.2 billion. Our economic achievement supports local and national economies as we contributed ₱10.8 billion to the government in the form of taxes. We also spent ₱509 million to support the development of various communities in the country. Our business activities have also provided gainful employment, boosted the growth of local businesses, and helped the country's tourism regain its foothold after prolonged pandemic closures.



201-1	2022	2021	2020
	In Thousand Pesos	In Thousand Pesos	In Thousand Pesos
Direct economic value generated pertains to total of Gross gaming revenue after PFRS 15 allocation and Non-gaming and other revenue	₱53,048,330	<b>₽</b> 29,189,408	₱24,477,101
Direct economic value distributed	₱44,176,914	<b>₱</b> 27,858,002	₱30,821,107
Operating costs and payments to suppliers refers to promotional allowance presented as contra revenue and cash operating expenses, namely advertising and promotions, office expenses, outside services and charges, utilities, cost of sales, rent, repairs and maintenance, communication and transportation and others. This also includes other operating costs related to payments made to suppliers, in- cluding foreign exchange losses (gains) associated with these payments.	₱23,498,036	<b>₽</b> 12,890,581	<b>₽</b> 13,861,478
Employee wages and benefits refers to salaries and benefits presented under operating costs and expenses	₱3,554,691	₱3,282,644	₱3,615,196
Dividends given to stockholders and Interest payments to loan providers pertains to the total dividends declared and interest expense for the year	₱5,781,939	<b>₽</b> 5,342,380	₱8,142,176
Government Taxes  pertains to remittances to PAGCOR, BIR and other government agencies; reported as taxes and licenses under operating costs and expenses and as provision for current income tax	₱10,833,451	₱6,014,730	₱4,964,320
Community Investments pertains to total of Gross gaming revenue after PFRS 15 allocation and Non-gaming and other revenue	₱508,797	<b>₽</b> 327,667	₱237,937
Direct economic value retained pertains to donations to Bloomberry Cultural Foundation, Inc. that are funded in accordance with license agreement with PAGCOR	₱8,871,416	₱1,331,406	₱6,344,006

Amounts are based on Audited Financial Statements as reported in SEC Form 17A

#### **Tax Management**

207-1, 207-2, 207-

Disclosure	2022 Values	2021 Values		
Consolidated Revenue	₱38,807,658,315	₱21,971,173,764		
Income/(Loss) before Income Tax	₱5,141,026,253	₱4,248,001,382		
Consolidated Total Assets	₱141,125,598,845	₱115,252,023,867		
Consolidated Income Taxes paid	₱9,643,876	₱1,860,731		
Consolidated Income Tax payable	₱2,329,859	₱599,775		
*Based on Consolidated Financial Statements for the year ending December 31, 2022				

As a locally registered business and publicly-listed company in the Philippine Stock Exchange (PSE), Bloomberry and its subsidiaries are committed to proper payment of taxes, a fundamental resource that supports the country's achievement of developmental goals.

Accordingly, taxes paid by Solaire through the companies are governed by the National Internal Revenue Code based on their respective tax jurisdictions, regulations of the Bureau of Internal Revenue, Entertainment City PEZA Registration Agreement of SPI, and the Philippine Amusement and Gaming Corporation (PAGCOR) license agreement of BRHI.

Solaire contributes to the socioeconomic development of the Philippines primarily through the conscientious payment of taxes and other regulatory fees. BRHI's remittances to PAGCOR and the establishment of Bloomberry Cultural Foundation Inc. (BCFI) likewise support various strategic developmental and national sociocivic programs approved by the government through PAGCOR.

Solaire's finance and tax team is responsible for ensuring compliance with tax requirements and documentation. With the approval of the Chief Executive Officer and the Board of Directors, they regularly approve the tax strategy. In addition, the Board-level Audit Committee reviews the company's quarterly, half-year, and annual financial statements before submission to the Board.





#### **Community Relations**

3-1, 3-2, 3-3, 203-1, 203-2. 413-1 413-2

We at Solaire believe that our relationships with communities are critical to a sustainable future. As such, the growth and success of our business must have a positive impact on society. As one of the premiere destinations in Entertainment City, we remain committed to positively influencing and cultivating good relations with the local communities we impact.

From carrying out community development efforts to extending support to developmental institutions, Solaire endeavors to make a long-term positive impact on society through various strategic CSR initiatives.



#### Bloomberry Cultural Foundation, Inc.

Bloomberry manages strategic social development interventions through BCFI, adhering to PAGCOR's charter to allocate 2% of BRHI's GGR from non-junket tables into strategic developmental and national socio-civic programs approved by PAGCOR.

In addition, our projects are part of various government programs in health, environment, educational and cultural heritage. BCFI's projects promote the restoration of cultural heritage, preserve and enhance Philippine art and culture, strengthen community development and livelihood, and foster the advancement of education. These programs include livelihood projects in urban and rural communities, the establishment and maintenance of museums, support for local artists and artisans, scholarships, and educator training.

Over the past years, BCFl's projects have positively impacted the general public with a particular focus on indigenous peoples, overseas Filipino workers, typhoon victims, and COVID-19 patients. The foundation also implemented projects addressing specific concerns where the government needs additional resources.

Before implementation and funding, each CSR project is subject to the audit and approval of PAGCOR.



#### Solaire Cares

Solaire Cares is an avenue for team members to volunteer and come together to share their knowledge, experience, and time to participate in outreach programs initiated by team members or BCFI's programs in strategic areas. With teamwork as a core value at Bloomberry, the volunteers form a united front to support the group's corporate social responsibility programs.

Through this program, team members keep the spirit of volunteerism alive at Solaire. Together, we help rebuild communities, contribute to the environment, assist in youth value formation, inspire life and hope for the elderly, and support developmental institutions that work for the welfare of local communities.



#### Martin Nievera: Live Again Charity Concert

Through the successful concert of Filipino Concert King Martin Nievera, Solaire raised P3.7 million for the Rotary Club of Makati West's Gift of Life program. The charity program manages free life-saving operations for disadvantaged children with congenital heart disease. The benefit concert was an excellent way to reopen the Theatre at Solaire after two years of closure due to COVID-19.

#### **OFW Hospital**

The country's first hospital exclusively for overseas Filipino workers and their dependents is now in operation. Located in San Fernando City, Pampanga, the Overseas Filipino Workers Hospital and Diagnostic Center has provided hundreds of OFWs free medical services since it opened in May 2022. BCFI contributed P500 million as a start-up fund for designing and building the OFW Hospital located on a two-hectare property donated by the Pampanga provincial government.

#### Family Care Centers for Aeta Community

One of the groups supported by BCFI is the Aeta community in Pampanga. To help enhance the overall well-being of Aeta families in the Sacobia mountains, BCFI constructed five units of 500 sqm Family Care Centers in Aeta villages surrounding the Clark Freeport Area. The Family Care Center is a one-stop center that provides Aeta families access to social services, such as daycare education, health services, livelihood seminars, and capacitybuilding programs for community leaders. The Family Care Center is also a venue where Aeta families receive support in maintaining their cultural heritage.

Three units of the Family Care Center are set for completion in 2022, while two units were completed in 2021. The Family Care Center is a collaborative project of BCFI, BRHI, Clark Development Corporation, OB Montessori, and the local government units of Mabalacat, Pampanga, and Bamban, Tarlac.

#### San Andres Hospital

Another BCFI-sponsored hospital was completed and ready for operation in the last quarter of 2022. The 25-bed-capacity San Andres Hospital in San Andres, Quezon, has isolation rooms, semi-private rooms, six-bed wards, Neonatal Intensive Care Unit, emergency rooms, operating or delivery rooms, and consultation rooms.

BCFI collaborated with PAGCOR and the San Andres local government to fund the construction of the very first hospital in San Andres town. The medical facility is one of the public-private-partnership projects of BCFI and PAGCOR.



the Philippine government's efforts to prevent the spread of COVID-19, Solaire worked with the Department of Health and the Inter-Agency Task Force for the Management of Emerging Infectious Diseases to vaccinate as many Filipinos as possible through the Solaire-ICTSI Vaccination Centers (SIVCs).

Solaire provided the medical personnel for the SIVC-Nayong Pilipino Foundation property in Parañaque. We also accommodated more vaccinations in the SIVC-Solaire by reorganizing the facilities in our property. Through this program, both SIVCs welcomed drive-through and walk-through vaccinations and administered 663,685 COVID-19 vaccines to residents of the National Capital Region and nearby provinces since 2021.

Solaire likewise provided COVID-19 testing service to 164,940 individuals in partnership with the local government unit of Dasmariñas, Cavite.

#### Typhoon Odette Relief Operations

Solaire continued to support the recovery of communities affected by Typhoon Odette, which struck the country in 2021. Through BCFI, Solaire organized the Typhoon Odette Relief Efforts in six typhoonaffected areas of Visayas and Mindanao. BCFI partnered with International Container Terminal Services, Inc. (ICTSI) and ICTSI Foundation for staffing support in preparing 30,000 relief packs. The foundation also coordinated with local shipping lines and barge owners to avail of free freight service that delivered the relief goods to the affected communities. In addition, BCFI deployed a 25-person team in Siargao to distribute relief goods. It also coordinated with the Armed Forces of the Philippines to deploy military trucks and personnel in the areas to help distribute relief goods.







#### Paranaque LGU Support

Solaire also extends its positive impact to other constituents of Parañaque City LGU. Through engagements with PAGCOR and the LGU, we keep open channels to cultivate a relationship with the residents nearest to Entertainment City.

Solaire supported the health projects of the Parañaque LGU through annual fund provisions. Additionally, Solaire, through BCFI, allocated a cash donation of P12 million to purchase medications and medical supplies, and equipment for government-maintained and supported

hospitals, clinics, and health centers in the LGU. These funds provided various health services for hundreds of Parañaque residents.

Moving forward, we plan to expand these fund provisions to sponsor Parañaque's education, environment, and cultural heritage projects. We are also conceptualizing future projects on nutrition and education in partnership with the local government. We likewise responded to the feedback and messages from the local community in coordination with Entertainment City and involved LGUs.

BCFI Project Expenses for 2022	
OFW Hospital Project	P248.5M
San Andres Hospital Project	P17.9M
Family Care Center	P21.6M
HEALTH (COVID-19 Response: medicines, testing kits and medical supply, for Paranaque Government, Donations for medicines, medical supplies and equipment)	P37.8M
UP-PGH renovation	P66.5M
Typhoon Odette Relief Operation	P0.6M

\*Based on Unaudited amount for the year ending December 31, 2022



Good corporate governance is the bedrock of Bloomberry's ability to protect shareholder value and create paths for a sustainable future. At the helm of Solaire's stewardship is Bloomberry's Board of Directors, who are ultimately responsible for Solaire's sustainability and long-term

Two years of overcoming pandemic obstacles have pushed many businesses to change their value-creation and operational strategies. Bloomberry evolved in various aspects as well, but our firm commitment to upholding ethical values and legal standards in the interest of all our stakeholders remains.

Bloomberry Resorts Corporation

2022 Annual Stockholders' Meeting



#### Governance Structure

2-9, 2-10, 2-11

We depend on highly competent leaders to navigate our way toward a more sustainable future. Our Board of Directors, the highest governing body, is composed of seven accomplished business leaders with diverse and complementary backgrounds who oversee Solaire's strategic direction toward long-term success. They are elected annually and serve for a term of one year.

#### Enrique K. Razon Jr.

CHAIRMAN OF THE BOARD AND CHIEF EXECUTIVE OFFICER

#### Jose Eduardo J. Alarilla

VICE CHAIRMAN

#### Donato C. Almeda

VICE CHAIRMAN FOR CONSTRUCTION AND REGULATORY AFFAIRS

#### Thomas Arasi

PRESIDENT AND CHIEF OPERATING OFFICER

#### Christian R. Gonzalez

DIRECTO

#### Octavio Victor R. Espiritu

INDEPENDENT DIRECTO

#### Diosdado M. Peralta

INDEPENDENT DIRECTOR

#### Atty. Silverio Benny J. Tan

CORPORATE SECRETARY AND COMPLIANCE OFFICER

Bloomberry empowers its Board to foster a culture of lawfulness. transparency, and accountability across our enterprise. Guided by the Code of Corporate Governance for Publicly-Listed Companies and the company's Manual for Good Corporate Governance, the Board spearheads the protection of both shareholder interests and stakeholder welfare by ensuring that sound policies are in place. The Board provides a solid system of checks and balances; maintains an effective investor relations program; and ensures Solaire's faithful compliance with laws, regulations, and best business practices. Likewise, it guides Solaire's management in ensuring that corporate values translate into enabling policies and programs that propel Solaire to achieve its objectives.

As Solaire expands its operations and reach, we rely on the collective expertise of our Board and Management to sustain our forward trajectory, especially given the complex challenges of today's post-pandemic economy. The directors are elected annually to ensure experience and synergy within the Board.

#### **Board Nomination and Selection**

To ensure competence and independent judgment in formulating corporate strategies and policies, Bloomberry encourages the nomination and selection of a mix of competent directors. Board members are nominated and selected in accordance with the Manual on Corporate Governance. Nominations for directors are submitted in writing and addressed to the Corporate Secretary at the Executive Offices of Solaire. The nominee shall sign the nomination to signify his acceptance of the nomination. The Board shall then assess and evaluate the effectiveness of this nomination process and process for the replacement of a director.

According to the Manual on Corporate Governance, a director must have at least one share of stock of the Corporate in his name in the books of the Corporate. A director who ceases to be the owner of at least one share of the capital stock of the Corporate shall cease to be a director. Likewise, the Manual states that the majority of the directors shall be citizens and residents of the Philippines. In addition to the qualifications for membership in the Board provided for in the Corporation Code, Securities Regulation Code and other relevant laws, the Board may consider any of the following qualifications as may be applicable:

- College education or equivalent academic degree;
- II. Practical understanding of the business of the corporation;
- III. Membership in good standing in relevant industry, business or professional organizations;
- IV. Previous professional or business experience;
- V. Record of integrity and good repute;
- VI. Sufficient time to carry out the responsibilities as a director;
- VII. and Ability to promote smooth interaction among directors.

Enrique K. Razon, Jr. currently serves as both the chairman and the chief executive officer (CEO). He is the visionary behind Bloomberry and Solaire. It is his vision and leadership that guides the Company now and in the foreseeable future.

Conflicts of interest are prevented and mitigated by requiring Directors to disclose their interests in transactions, or any other conflict of interest before it is presented to the Board for discussion and approval.

Related Party Transactions are disclosed in the Audited Annual Financial Statements of the Company.

Critical concerns are communicated with the Board of Directors, formally through various Board Committee Meetings, or informally through updates and discussions. Critical concerns include financial performance, progress reporting and compliance reporting.

#### COMMITTEES AND THEIR RESPONSIBILITIES

#### The Audit Committee is

composed of three non-executive directors, with an independent director as Chairperson. The Committee's primary function is to assist the Board in its oversight responsibility for the company's financial reporting, internal control system, internal and external audit processes, and compliance with applicable laws and regulations.

Enterprise Risk Management (ERM) Committee consists of three directors, the majority of whom are non-executive. The Committee's core role is to assist the Board in reviewing all material Related Party Transactions of the Corporation.

Related Party Transaction (RPT) Committee consists of three directors, the majority of whom are non-executive. The Committee's core role is to assist the Board in reviewing all material Related Party Transactions of the Corporation.

The Nomination Committee is composed of three members, responsible for reviewing and evaluating the qualifications of all persons nominated to the Board and other appointments that require Board approval.

The Nomination Committee also

evaluates the effectiveness of the Board's processes and procedures in the election or replacement of directors.

#### The Compensation and Remuneration Committee

has three members tasked with establishing a formal and transparent procedure for developing a policy on the remuneration of directors and officers. The Committee also ensures that allocated compensation is consistent with the Company's culture, strategy, and the business environment where it operates.

2-12. 2-13. 2-14. 2-17. 2-18

#### Environmental, Social and Governance (ESG) Committee is composed of at least three

is composed of at least three members, one of whom will be appointed as the Chairperson. The committee is responsible for assisting the Board in discharging its oversight responsibility related to ESG matters that are relevant and material to the Company, providing guidance to the Board on the aforementioned matters, and performing an oversight role in shaping the Company's ESG strategy.

Bloomberry recognizes the importance of a coherent sustainability agenda in maintaining the viability of our business interests and prospects. As a result, the company created a new committee focusing on the environment, society, and governance. The Environmental, Social, and Governance Committee is tasked with integrating sustainability principles related to these three areas. The Board shall appoint the committee members and chairperson at its annual organizational meeting. Each member shall then serve until the next Board meeting unless

replaced or removed earlier by the directors. The Members of the Committee must have a collective working knowledge, experience, or expertise in environment, society, and governance to assist management effectively in performing its ESG responsibilities.

The Board of Directors and Senior Executives of Solaire have also committed to sustainable development by attending a corporate governance seminar at least once a year. Topics vary depending on the needs of the industry and the current state of the environment. The Board of Directors also develop, approve, and update the organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development.

#### Risk Management

Bloomberry employs an integrated risk management framework to further improve our decision-making processes and operational performance. In this light, Bloomberry is guided by its Enterprise Risk Management policy in creating structured responses to probable threats, both present and future.

Solaire has identified risks that may have a potentially significant impact on our enterprise. Of these, climate-related risks arising from continued global warming are among the most critical. Physical risk and transition risk also fall under the category of climaterelated risk. Physical risk refers to physical damage to the company's assets caused by adverse weather events and long-term or widespread environmental changes. Transition risk, on the other hand, involves changes in law, policy, technology, and markets in relation to the transition to a lower-carbon economy.

#### **Risk Management Process**

Solaire's risk management structure and process are as follows:

# BLOOMBERRY RISK OFFICER Corporate Implement and coordinate a comprehensive risk management system and policies.

- Recommend an ERM system for approval.
- Align risk policies and strategies with the overall company business plan.

#### RISK OWNERS

#### Division/Dept Managers (Business Units)

- Identify, measure, and prioritize risks.
- Develop and implement risk strategies.
- Exploit opportunities

  Monitor
- implementation of action plans.
- Continuously improve management capabilities

#### BOARD OF DIRECTORS

#### **Audit Committee**

- Oversight
- Ensure the existence of an effective risk management system.
- Ensure that risk management strategies align with the strategy of the company.

#### **OPERATING UNIT**

#### Risk Officer

- Develop an ERM system.
- Coordinate implementation of the risk management process, tools & methodologies.
   Monitor risk management committee.
- Communicate risk
   management philosophy and
   risk-based information

#### INTERNAL AUDITORS

- Audit and review compliance and effectiveness of the ERM system.
- Evaluate the ERM system's relevance and responsiveness to the current business environment.
- Submit a report to the Board.



# Ethical and Lawful Practices

2-27

Integrity is a core value at Bloomberry — we enact what is right even when no one is looking. We always consider the need to balance economic ambition with moral fortitude. Guided by our parent company's ideals, we are compelled to structure our practices around the rights of our stakeholders, team members, company, and society. At Solaire, we strictly observe the provisions of the Securities Regulation Code and comply with all relevant policies, laws, regulations, and best business practices concerning corruption, human rights, and labor.

In 2022, Solaire incurred no significant sanctions for non-compliance with laws and regulations, whether monetary or non-monetary.

#### **Anti-corruption**

3-3, 205-1, 205-2, 205-3

Like other businesses in the industry, Solaire is at risk of regulatory challenges such as bribery and corruption. However, by maintaining policies that prevent personnel from engaging in fraudulent activities, we continuously uphold the intrinsic value of good governance. Our Manual of Good Governance, Declaration of Affiliation, and Procurement Manual are the cornerstones of our anti-corruption policies

In addition to these policies, every Solaire employee is reminded of the provisions cited in our Team Member Code of Good Behavior (TMCGB). The code outlines clear procedures for preventing, addressing, and processing incidents of fraudulence. We also update an extensive list of conflictof-interest violations to guard our company and stakeholders' interests. Moreover, we ensure that our suppliers are educated on the ethical standards indicated in our Procurement Manual and have passed our pre-qualification and accreditation processes.

#### **Anti-money Laundering**

The swift and fair assessment of corruption accusations within Solaire is of great concern to the company. Following the Manual of Good Governance and Code of Good Behavior, incidents of corruption are internally resolved after cases go through a stringent fact-checking process.

Solaire maintains its adherence to Republic Act No. 10927, which designates casinos as covered persons under the Anti-Money Laundering Act. To ensure strict compliance with this law, Solaire conducted its first institutional money laundering and terrorist financing (ML/TF) risk assessment in December 2017 and adopted its Money Laundering and Terrorist Financing Prevention Program (MLTFPP) on February 1, 2018. These established the Anti-Money Laundering/ Combating the Financing of Terrorism (AML/CFT) processes: (a) customer identification and due diligence(CDD)/Know-Your-Customer (KYC); (b) covered and suspicious transaction monitoring and reporting; (c) record-keeping; (d) employee training; (e) periodic risk assessment; and (f) internal audit

In 2018, Solaire hosted the first ML/TF Risk Assessment Methodology Seminar facilitated by the Australian Transaction Reports and Analysis Center (AUSTRAC), Australia's Financial Intelligence Unit (FIU), and the Philippines Anti-Money Laundering Council Secretariat (AMLCS). In the same year, the Anti-Money Laundering Council's (AMLC) Compliance and Investigation Group performed its first on-site compliance audit on Solaire's

AML/CFT compliance operations. The findings from said audit and data obtained by Solaire's AML Compliance Team during the nine-month implementation of the MLPP showed risks, threats, and vulnerabilities that must be addressed.

In January 2019, Solaire completed its 2nd Institutional Risk Assessment (2nd IRA). which identified factors that affect its exposure to ML/TF and the effects of the application of mitigating measures. The study rates Solaire's overall ML/TF to moderate (6.1 on a scale of 1-10 where 10 is the highest). In May 2019, Solaire revised its MLTFPP to address the risks and action items identified in the 2nd IRA, and compliance audits, establishing better ML/TF controls through risk assessment, senior management oversight, transaction monitoring and reporting, record keeping and retention, and training.

Solaire also completed its 3rd Institutional Risk Assessment in December 2021 (3rd IRA), which improved the company's overall ML/TF risk rating from 6.1 to 6. The 3rd IRA also identified recent regulatory changes and ML/TF risks that must be addressed.

In June 2022, the Philippine Gaming Corporation (PAGCOR) concluded its Compliance Checking of Solaire's Anti-Money Laundering (AML) compliance operations and rated its AML/ CFT Compliance Program as "Adequately Sound."

Over

**97**%

of Solaire Rewards Club Members'
Due Diligence have been completed

MLTFPP is still being reviewed and updated at least once every two years or whenever necessary to reflect changes in AML/CFT obligations, ML and TF trends, detection techniques, and typologies. On the other hand, Solaire's CDD/KYC program is compliant with PAGCOR's Customer Due Diligence Guide for Land-Based Casinos and the Casino Implementing Rules and Regulations. The KYC/CDD program includes: (a) a detailed description of CDD/KYC measures, (b) criteria for the application of Simplified, Normal and Enhanced Due Diligence, (c) thresholds and triggers for CDD/KYC, (d) CDD/ KYC procedures for patrons, junket operators, and foreign patrons, (e) parameters governing on-going monitoring of patron's information, accounts and transaction, and (f) watchlist and sanctions screening.

Solaire also fully complied with the AMLC's Guidelines on the Digitization of Customer Records and submitted its compliance report in October 2021. At the time of reporting, relevant records are maintained in an organized and confidential manner. Records that are required to be in their original or digital form are retained and stored in their prescribed formats.

Every aspect of Solaire's AML/ CFT Compliance Program is subject to continuous development and refinement. Changes in the programs are often a joint effort across several departments. Notably, the following strategies and action plans are being considered, some of which are already being implemented:

#### KYC/CDD

- Leveraging the use of technology for digital identity verification;
- Ongoing refinement of CDD/KYC risk scoring, watchlist screening and account approval/termination processes of the current AML monitoring system.
- Additional mechanisms to obtain ultimate beneficial owner information.

#### **Transaction monitoring**

- Tighter integration of the current AML monitoring system with existing casino systems and other systems being developed:
- Ongoing refinement and review of typologies and algorithms;
- Development of fixes to deployment errors specifically on:
  - Duplicate alerts;
  - Approval routing;
  - Audit history; andReport generation.

#### Trainina

- Additional training and certifications for Compliance personnel;
- Specialized training courses for Team Members.

#### Risk assessment

 Ongoing revision of risk assessment model and methodology.

After five years of AML coverage, Solaire remains committed to its main objectives:

(a) to comply with the RA 10927, the AMLA Casino Implementing Rules and Regulations, and other issuances; and

(b) to prevent Solaire from being used in any money laundering or terrorist financing



#### **Antitrust and Competition**

3-3, 206-1

Solaire is part of a highly competitive and highly regulated industry. We take pride in continuing to uphold our core values as neither Sureste nor BRHI was involved in a case involving Republic Act No. 10667 or the "Philippine Competition Act" in 2022. We adhered to ethical business practices covered by this law which prohibits and penalizes anti-competitive agreements, abuse of dominant position, and anti-competitive mergers and acquisitions. In addition, there were no significant fines or non-monetary sanctions for non-compliance with any laws and regulations related to anti-competitive behavior, anti-trust, or monopoly practices this year.



#### Human Rights Protection

2-25, 2-26, 3-3, 406-1, 408-1, 409-1, 411-1, SV-HL-310a

As a large company dealing with thousands of stakeholders daily, we ensure that the protection of human rights remains an essential aspect of our sustainability agenda. At Solaire, we respect every person's dignity and adhere to policies that promote human rights throughout our value chain. Within this reporting period, there were:

- no complaints filed against Solaire based on gender, race, ethnicity, harassment, or discrimination,
- 2. no legal actions or employee grievances involving human rights violations, child labor, and forced labor, and
- 3. no incidents of a violation involving the rights of indigenous people

Continuing our path to compliance with laws and regulations on discrimination and harassment, we guarantee that every level of our operations is reinforced with relevant policies. Solaire implements our Team Member Code of Good Behavior. Violators who have been found guilty of harassing any member of the company in any form as a result of work-related disagreements are gravely penalized.

Apart from the Team Member Code of Good Behavior, Solaire has an Anti-Sexual Harassment in the Workplace Policy, which establishes the process of reporting, investigating, and responding to sexual harassment complaints. The policy aims to deter potential violence against our workforce while providing a solid structure for a due legal process. In 2022, top-level management found no gaps in the policy and thus introduced no amendments.

On the other hand, our Whistleblower Policy further strengthens Solaire's commitment to transparency and good governance. We recognize the high risk of fraudulent activity in our gaming operations. Should anything slip past the watchful eye of our teams, this policy encourages all our stakeholders to report possible illegal or deceptive actions through the proper channels without fear of retaliation.

In 2022, the Company adopted a Whistleblower Policy to enable and encourage all stakeholders to provide information on any unlawful or unethical act by the company's employees, suppliers, business partners, and other stakeholders. The policy enables whistleblowers to testify or report anonymously. It also provides whistleblowing guidelines and prescribes the procedures for handling whistleblower reports, including filing, evaluating, investigating, and taking action on the information presented.



# Excellence in Corporate Governance

Our management's efforts to maintain the highest levels of governance have led to many awards during this reporting cycle.

Enrique K. Razon, Bloomberry's Chairman and CEO, was recognized as the 6th Most Influential Person in the Asian Gaming Power 50 list for 2022 by Inside Asian Gaming, Asia's leading B2B Digital and Print Media brand for the gaming, resort, and entertainment industry. Thomas Arasi, Bloomberry President and COO, also ranked in the publication's Power 50, placing 38th. In addition. Mr. Razon was also recognized by the Global Gaming Awards Asia, another prestigious award body, as the Executive of the Year for his impactful leadership within the growing Philippine gaming industry.

Bloomberry itself won three major awards from Global Gaming Awards Asia. First is Casino Operator of the Year and Integrated Resort of the Year for our flagship Solaire property in Parañaque. The company was also recognized as the Most Outstanding Company in the Philippines within the casinos and gaming sector in the 2022 Asia's Outstanding Companies Poll by Asiamoney.



At the 12th Asian Excellence Awards by Corporate Governance Asia, Bloomberry was recognized in various categories. The company was recognized as Asia's Best CSR and Best Investor Relations Company. Moreover, Bloomberry Executive Vice President, Chief Financial Officer and Treasurer Estella Tuason-Occeña was named Asia's Best CFO, while Bloomberry Director for Investor Relations Jonas Isaac R. Ramos, CFA, and Bloomberry Investor Relations Manager Robin-Jason S. Venturina both received the award for Best Investor Relations Professional. These awards affirm Bloomberry's commitment to creating value for society through good governance.

#### **Procurement**

3-1, 3-2, 3-3, 414-1, 414-2

We regard our suppliers as an extension of our teams, making them essential players in advancing our sustainability agenda. In addition, we view every aspect of our procurement process as an opportunity to improve efficiency, transparency, and sustainability.

#### **Vendor Management**

Solaire identifies and recognizes the company's material needs, selects the right vendors, and formulates an apt purchasing strategy that balances quality, cost, and timeliness.

On the other hand, Solaire's supply chain management coordinates closely with vendors and end users to facilitate the transparent flow of data, information, resources, and materials to deliver top-quality products to our valued guests. The office's primary concern is converting raw materials into salable products and providing them to hotel patrons.

In 2022, we remained on track to further strengthen our professional relationship with our suppliers. Solaire created a contract management system and documentation hub to catalog and maintain contracts. This centralized system allows relevant departments to easily find, access, and retrieve contracts and other documentation in relation to the procurement process. In addition, we implement a multi-sourcing strategy involving several suppliers in the pipeline to minimize the risk of delays and bottlenecks. This strategy protects the business from the possible consequences of a single supplier's failure to deliver the required products and services.

Aiming to expedite the Purchase Requisition and Order process, Solaire uses an automated system named Ariba, which eliminates the need for manual processing. This software automates repetitive tasks such as data entry, record updates, approvals, and document hand-offs to speed up processing, boost cost savings, and reduce errors.

#### **Procurement Practice**

204-1

In 2022, Solaire dealt with 758 vendors, 681 or 91% of which were locally based, and the remaining 67 or 9% were based abroad. We have established a pre-qualification process through our third-party accreditor, Dun and Bradstreet (D&B), to conduct due diligence

and ensure our vendor's legitimacy and performance capabilities. D&B also ensures that our vendors meet our high standards in food safety, supplier code of conduct, workplace and facility standards, human rights, and the environment.

,,			
	2022	2021	2020
Total number of suppliers	758	880	926
Number of local vendors	691	744	839
Percentage of spending on local suppliers based on purchase orders	84%	84%	70%

#### Vendor Assessment

308-1, 308-2, FB-RN-430a.1., FB-RN-430a.

We meet with our vendors annually to discuss Solaire's quality control parameters, including environmental and social compliance, as a requirement for their accreditation. Solaire adheres to the stipulations of the concerned government and regulatory agencies in all aspects of our procurement process. All vendors must submit a copy of the Department of Labor and Employment Certificate as a Vendor Accreditation and Tender Awarding criterion. They were also required to have International Organization for Standardization (ISO) certification for Good Manufacturing Practice (GMP).

We recognize our limited capability to assess applicant vendors. As such, we partner with external professional services that provide independent supplier assessments, accreditation, and background checks.

Solaire maintains that 100% of the foods purchased for our restaurants meet sourcing standards and receive third-party environmental standard certifications. These include ISO-2200 standards and guidelines, Food Safety Audit, Hazard Analysis Critical Control Point (HACCP) training, Occupational Health and Safety training, and Dun and Bradstreet accreditation.

All our suppliers with environmental aspects to their operations underwent an accreditation process for all pertinent procurement criteria, as stipulated by all concerned government and regulatory agencies.

	2022	2021	2020
Total Number of New Suppliers	161	36	26
Percentage of New Suppliers Assessed	100%	100%	100%

#### **Food Sourcing**

We acknowledge that there are geographic and environmental risks in sourcing food products. Natural disasters and weather changes may cause disruptions in our supply chain. During these times, prices may fluctuate according to the market's supply and demand. To mitigate these risks, Solaire implemented a price lock-in with our partner vendors while further developing relationships with alternative suppliers. In addition, there are also social risks in sourcing food, such as pork and poultry products, because of the recent African Swine Flu and Bird Flu outbreaks. Lastly, we acknowledge the plethora of economic risks, including currency and inflation fluctuations, lockdown restrictions, and international border closures in relation to foodstuff procurement.





Solaire implemented several strategies to manage the identified risks, such as securing National Meat Inspection Services (NMIS) certification and additional documentary requirements (letter of guarantee to certify product safety) and managing food distribution for consumption of team members. Solaire also regularly coordinates with government agencies on bans or lifting of bans to know which supplies can go in and starts tapping sustainable sources.

In 2022, no incidents or complaints related to our suppliers' environmental and social impacts were reported.



Particular	Unit of Measure	Total Annual Purchased (A)	Certified Sustainable Source (C)
Live, Fresh & Frozen Fish and Seafoods	kilo	390,448.59	134,623.64
Live & Fresh Fish and Seafoods	piece	66,924.00	19,395.00
Total		457,372.59	154,018.64

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GRI 207: Tax 2019	207-3 Stakeholder engagement and management of concerns related to tax		Confidentiality constraints	Company actively communicates with tax authorities relating to compliance with tax matters but would not want to compromise results of ongoing tax assessments.
	207-4 Country-by-country reporting	70		
Materials				
GRI 3: Material Topics 2021	3-3 Management of material topics	66-67		
GRI 301: Materials	301-1 Materials used by weight or volume	66-67		
2016	301-2 Recycled input materials used	66-67		
	301-3 Reclaimed products and their packaging materials	67		
GRI 3: Material Topics 2021	3-3 Management of material topics	60		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	60		
	302-2 Energy consumption outside of the organization	60		
	302-3 Energy intensity	60		
	302-4 Reduction of energy consumption	60		
	302-5 Reductions in energy requirements of products and services	60-63		
GRI 3: Material Topics 2021	3-3 Management of material topics	64-65		
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	64-65		
	303-2 Management of water discharge-related impacts	64		
	303-3 Water withdrawal	64		
	303-4 Water discharge	64		
	303-5 Water consumption	64		
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GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	61		
2016	305-2 Energy indirect (Scope 2) GHG emissions	61		
	305-3 Energy indirect (Scope 3) GHG emissions	61		
	305-4 GHG emissions intensity	61		
	305-5 Reduction of GHG emissions	61		
	305-6 Emissions of ozone-depleting substances (ODS)	63		
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	63		

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GRI 306: Waste 2020	306-1 Waste generation and significant wasterelated impacts	66		
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	66		
	306-3 Waste generated	66		
	306-4 Waste diverted from disposal	66		
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Supplier environmer	•			
GRI 3: Material Topics 2021	3-3 Management of material topics	82-83		
GRI 308: Supplier Environmental	308-1 New suppliers that were screened using environmental criteria	82-83		
Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	82-83		
GRI 3: Material Topics 2021	3-3 Management of material topics	40-42		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	40-42		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	42-43		
	401-3 Parental leave	42-43		
Labor/management	relations			
GRI 3: Material Topics 2021	3-3 Management of material topics	46		
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	46		
Occupational health	and safety			
		F1 F7		
GRI 3: Material Topics 2021	3-3 Management of material topics	51-57		
GRI 403: Occupational	403-1 Occupational health and safety management system	51-57		
Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	51-57		
	403-3 Occupational health services	48-49, 50-57		
	403-4 Worker participation, consultation, and communication on occupational health and safety	51-57		
	403-5 Worker training on occupational health and safety	51-57		
	403-6 Promotion of worker health	48-49, 50		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	29-31		
	403-8 Workers covered by an occupational health and safety management system	51		
	403-9 Work-related injuries	52		
	403-10 Work-related ill health	52	2022	Sustainability Report •

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GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	44-45		
	404-2 Programs for upgrading employee skills and transition assistance programs	44-45		
	404-3 Percentage of employees receiving regular performance and career development reviews	44-45		
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GRI 3: Material Topics 2021	3-3 Management of material topics	39		
GRI 405: Diversity and Equal	405-1 Diversity of governance bodies and employees	39-41		
Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	42-43, 46		
Non-discrimination				
GRI 3: Material Topics 2021	3-3 Management of material topics	80		
GRI 406: Non- discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	80		
Freedom of associati	on and collective bargaining			
GRI 3: Material Topics 2021	3-3 Management of material topics	47		
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	47		
GRI 3: Material Topics 2021	3-3 Management of material topics	80		
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	80		
GRI 3: Material Topics 2021	3-3 Management of material topics	80		
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	80		
GRI 3: Material Topics 2021	3-3 Management of material topics	34-35		
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	34-35		
GRI 3: Material Topics 2021	3-3 Management of material topics	80		
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	80		

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GRI 3: Material Topics 2021	3-3 Management of material topics	71-73			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	71-73			
	413-2 Operations with significant actual and potential negative impacts on local communities	71-73			
GRI 3: Material Topics 2021	3-3 Management of material topics	82-83			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	82-83			
2010	414-2 Negative social impacts in the supply chain and actions taken	82-83			
GRI 3: Material Topics 2021	3-3 Management of material topics	-	Not applicable	Company has not participated in public	
GRI 415: Public Policy 2016	415-1 Political contributions	-	Not applicable	policy development an lobbying	
GRI 3: Material Topics 2021	3-3 Management of material topics	29-31			
GRI 416: Customer	3-3 Management of material topics	29-31			
Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	29-31			
GRI 3: Material Topics 2021	3-3 Management of material topics	26-27			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	26-27			
	417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents were reported in 2022			
	417-3 Incidents of non-compliance concerning marketing communications	No incidents were reported in 2022			

#### SASB Content Index

DISCLOSURE	STANDARD	ТОРІС	PAGE NUMBER AND/ OR DIRECT ANSWER
Profile	SV-HL-000.A	Number of available room-nights	27
	SV-HL-000.B	Average occupancy rate	27
	SV-HL-000.C	Total area of lodging facilities	11-13
	SV-HL-000.D	Number of lodging facilities and the percentage that are: (1) managed, (2) owned and leased, (3) franchised	11-13
Energy	SV-HL-130a.1	(1) Total energy consumed	60-63
Management		(2) percentage grid electricity	100%
		(3) percentage renewable	0%
Water	SV-HL-140a.1	(1) Total water withdrawn	64
Management		(2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	64
Ecological Impacts	SV-HL-160a.1	Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat	There are no lodging facilities within areas with potential ecological impacts.
	SV-HL-160a.2	Description of environmental management policies and practices to preserve ecosystem services	Project S.A.V.E.
Labor Practices	SV-HL-310a.1	(1) Voluntary and (2) involuntary turnover rate for lodging facility employees	15.11 % voluntary and 2.78% involuntary turnover rate
	SV-HL-310a.2	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	80-81
	SV-HL-310a.3	(1) Average hourly wage and	43
		(2) percentage of lodging facility employees earning minimum wage, by region	-
	SV-HL-310a.4	Description of policies and programs to	80
		prevent worker harassment"	
Climate Change Adaptation	SV-HL-450a.1	Number of lodging facilities located in 100-year flood zones	There are no lodging facilities located in the 100-year flood zones







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