



Experience  
Luxury.  
Experience  
Sustainability.



# ABOUT THE REPORT

102-1, 102-2, 102-7, 102-46, 102-50, 102-51, 102-52, 102-53, 102-54

This is the 2019 Sustainability Report of Solaire Resort and Casino, owned and operated by Sureste Properties Inc. (Sureste), and Bloomberry Resorts and Hotels Inc. (BRHI) - subsidiaries of Bloomberry Resorts Corporation (Bloomberry). This inaugural economic, environmental, social and governance (EESG) report — to be published yearly henceforth — provides a summary of Solaire's triple bottom line performance for the year ending December 31, 2019. It accounts for Solaire's operations in the Philippines — from the company's gaming and resort operations to its retail and performing arts platforms.

Through this report, Solaire seeks to demonstrate how the company balances its business and profit interests with its responsibilities to its customers and employees in particular, and to society and the environment at large. The company's efforts toward ethical business practices in its value chain, as well as programs in responsible gaming, are similarly presented throughout this publication.

The reporting framework prescribed in the Global Reporting Initiative (GRI) Standards: Core option is applied throughout this publication. The report also aspires to address some of the developmental ambitions of the U.N. Sustainable Development Goals (SDGs), particularly those that fall within the ambit of Solaire's operations.

The complete list of GRI material topics and its boundaries are presented in pages 70-73. These disclosure levels are detailed in the GRI Index at the end of this report (page 70). The company encourages its stakeholders to send their feedback and queries through the Investor Relations Office, Jonas Ramos, CFA via [jonasramos@solaireresort.com](mailto:jonasramos@solaireresort.com).

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### GRI CONTENT INDEX

# LETTER FROM THE CHAIRMAN

102-14

## Dear Fellow Stakeholders,

I present to you the 2019 Sustainability Report of Solaire Resort and Casino (Solaire), as owned and operated by Sureste Properties, Inc. (Sureste) and Bloomberry Resorts and Hotels, Inc. (BRHI) subsidiaries of Bloomberry Resorts Corporation (Bloomberry). This report chronicles our impact and initiatives as a socially responsible, ethical, and environmentally responsive organization. This first report will review what we have already done in the areas of community investment, good governance, social development, and environmental stewardship. This will also set benchmarks against which we will assess our progress in subsequent reports.

Solaire is no stranger to the principles of sustainability; especially on the social front, and in the areas of customer satisfaction, occupational health and safety, and strategic community investments. In fact, we have received various awards that highlight our strengths in these areas, including the Forbes Travel Guide 5-Star Award for the Sky Tower at Solaire, Asia G2E Awards Best Regional Asian Integrated Resort, Best Investor Relations Company awarded by Corporate Governance Asia, and the Industrial Safety Award of Excellence from the Safety Organization of the Philippines, Inc., among others. However, as a responsible corporate entity, we feel the need to provide our stakeholders with a more comprehensive report on our business investments and their corresponding risks as they relate from a sustainability perspective.

Since we opened our doors to the public in 2013, our commercial mission has always included inherent social goods— delivering exceptional experiences as well as creating valuable investments and career opportunities. As the country's leading integrated resort developer and operator, we are always fully aligned with the government's mandate to grow an entertainment and luxury tourism industry that contributes to the country's welfare — particularly relating to socio-civic and national development programs. Despite our strong focus on generating economic profits for our stakeholders, we have always considered ourselves as part of a larger ecosystem and that our actions may have environmental implications.

Every year, we strive to create value for society by contributing to the budgets of both national and local governments, not only in the form of PAGCOR license fees and taxes, but also through various charges, fees, and mandatory contributions to public-service programs that fall within our strategic spheres of interest. Since opening in 2013, Solaire has remitted almost P56 billion to the government and PAGCOR. In 2019 alone, remittances reached P12.4 billion— approximately 19% of our revenues— an amount that is almost quadruple the payments made in 2013. For the year, we have also given P4.1 billion to our employees in the form of salaries and benefits— 82% of which were paid to managerial and rank and file employees.

Value cannot be created efficiently, unless we operate in a financially and economically viable environment. Our Data Protection and Privacy Policy, Responsible Gaming Program, and Money Laundering and Terrorist Financing Prevention Program— all based on industry best practices— ensure our compliance with government regulations and protect the rights and well-being of our current and potential customer base on which we depend on for sustainable long-term growth.

Beyond compliance, we have made meaningful and strategic social interventions through Solaire's own "Solaire Cares" program, and the BRHI-funded Bloomberry Cultural Foundation, Inc. ("BCFI", "the Foundation"). These have already paved the way for our understanding of what it means to do good — outside what is required by regulators— and even as we pursue our inherent profit motive. Through the program and the Foundation, we have learned that operating a business grounded in high ethical standards ultimately makes us a better company. By focusing on the welfare of our employees and immediate communities, we have also learned that giving back and investing in people's success is also an enriching way to ensure our own success. The upward year-on-year trend of our community investments is proof that we are on the right path toward integrating sustainability into our everyday operations. Some of the notable projects completed by the Foundation in 2019 were the P335 million 5-storey Philippine Military Academy (PMA) cadet barracks turned over to the PMA in June 2019, a P124 million donation to the Philippine Red Cross, the allocation of P6 million for the electrification of homes in 11



Aeta sitios in Capas, Tarlac, and the annually recurring P12 million donation to Parañaque City to support its medical programs. In 2019, the Foundation, along with the Provincial Government of Pampanga, Department of Labor and Employment (DOLE), Department of Health (DOH), and the Overseas Workers Welfare Administration (OWWA), broke ground for the construction of the country's first Overseas Filipino Workers (OFW) Hospital in San Fernando, Pampanga. BCFI has pledged P500 million for this project, and will be detailed in a Memorandum of Understanding to be signed by the parties in February 2020. Separately, the Solaire Cares program hosted 12 donation drives and outreach programs in 2019; all focused on local orphanages, educational foundations, homes for the elderly and other socio-civic groups.

We strive for full environmental compliance. We fully comply with all pertinent statutes and regulations covering effluents and wastewater discharges, and disposal and recycling processes for all hazardous and non-hazardous solid waste. In addition, we make sure that our suppliers undergo an accreditation process that considers all pertinent environmental criteria, as stipulated by all concerned government and regulatory agencies.

We believe that in today's world, the creation of long-term value for society is an element integral to the creation of value for our financial stakeholders. We aim to further integrate these two interests as we progress through our sustainability journey in the years to come.

The best way to show our commitment is to outline the sustainability challenges we face, establish clear and accurate baseline data early on, and simultaneously pledge to improve our performance based on empirical metrics. It is in this spirit of transparency and unity with our stakeholders that we publish this sustainability review.

Thank you.

**Enrique K. Razon, Jr.**  
Chairman of the Board and  
Chief Executive Officer



**SOLAIRE**

**COMPANY  
OVERVIEW**



Bloomberry Resorts Corporation

102-1, 102-2, 102-7, 102-46, 102-50, 102-51, 102-52, 102-53, 102-54

Bloomberry Resorts Corporation (“Bloomberry”) is a publicly-listed holding company registered with the Philippine Securities and Exchange Commission (SEC) on May 3, 1999.

Its flagship property is Solaire Resort & Casino, owned and operated through Sureste Properties, Inc. (Sureste) and Bloomberry Resort and Hotel Inc. (BRHI). Bloomberry was formerly known as Active Alliance, Incorporated, a company that was engaged in the manufacture and distribution of consumer communication and electronic equipment until 2003. On February 27, 2012, the SEC approved the company's updated primary purpose to that of a holding company with the new corporate name of Bloomberry Resorts Corporation. The SEC likewise approved the company's increase in authorized capital stock to Php 15 billion. The company's current corporate address is at the Executive Offices of Solaire Resort & Casino in Parañaque City.

Bloomberry is a holding company. It holds shares of stocks in other corporations including those engaged in hotel, gaming and entertainment business. Bloomberry is a publicly listed company with shares of stock traded in the Philippine Stock Exchange (PSE) under the trading name BLOOM.

As of December 31, 2019, Bloomberry's subsidiaries include Sureste, BRHI, Bloomberry Cruise Terminal, Inc., Bloomberry Resorts Japan, Inc., Solaire Korea Co., Ltd, Golden & Luxury Co., Ltd and Muui Agricultural Corporation. The company has a marketing presence in Hong Kong, Indonesia, Japan, Korea, Macau, Malaysia, Singapore, Taiwan, and Thailand.



Bloomberry's subsidiaries, Sureste and BRHI, own and operate Solaire Resort & Casino (“Solaire”) - a market leading gaming, resort and tourism destination in the Philippines. Solaire features premium accommodations, world-class gaming and entertainment facilities, and award-winning restaurants, among other luxury holiday options.

Solaire is nestled in an 8.3-hectare estate along Asean Avenue in Entertainment City, Parañaque City. The property opened in 2013, and was the first integrated resort to commence operations in Entertainment City — a special economic development zone sponsored by the Philippine Amusement and Gaming Corporation (PAGCOR).

In parallel with its leading position in gaming, it has become the venue of choice for discerning tourists with its premier resort towers, suites, bayside villas, extensive dining options, world-class retail mix, and state-of-the-art performing arts theater.

# VALUES AT WORK 102-16

Solaire operates under strongly held values. Its shared goals, principles, and sense of business ethics and responsibility to society are embodied in its vision-mission statement and core values.

## CORE VALUES



### FOCUSED

We are passionate in perfecting our craft to consistently provide superior guest experiences.



### INTEGRITY

Even when no one is looking, we always do what is right.



### RESPECT

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



### STEADFAST

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



### TEAMWORK

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 Filipino-owned luxury brand in the integrated resort industry to be the most preferred globally.



102-2

## INTEGRATED RESORT

- Solaire Resort and Casino
- Sky Tower
- Sky Studio, Prestige Suite Sky, Signature Suite, Sky Suite, Presidential Suite, Chairman's Suite
- Bay Tower
- Deluxe Room, Grand Deluxe, Bay Club Room, Premiere Suite, Prestige Suite Bay, Grand Suite
- Casino
- Mass Table Games, Slot Machines, Electronic Table Games, VIP/ Premium Players

## CASUAL DINING

- Waterside
- Latin Inspired Cuisine
- Lucky Noodles
- Asian
- Fresh
- International Buffet
- Solaire Foodcourt
- Food Court
- Oasis Garden Café
- Various Snacks
- Solaire Pool Bar and Grill
- Bar and Kiosk
- The Patisserie
- French Bakery and Pastries

## FINE DINING

- Finestra Italian Steakhouse
- Steak Experience
- Yakumi
- Japanese Cuisine
- Red Lantern
- Chinese Cuisine
- Kiwa\*
- Korean Cuisine

## BARS

- Dragon Bar
- Baccarat Room and Bar

## VENUES

- Poolside
- The Theatre @ Solaire
- The Forums
- The Tent at Solaire

## VIP EXCLUSIVE

- House of Zhou
- The Macallan Whisky Bar
- The Sky Range

\*A major restaurant concessionaire at Solaire.

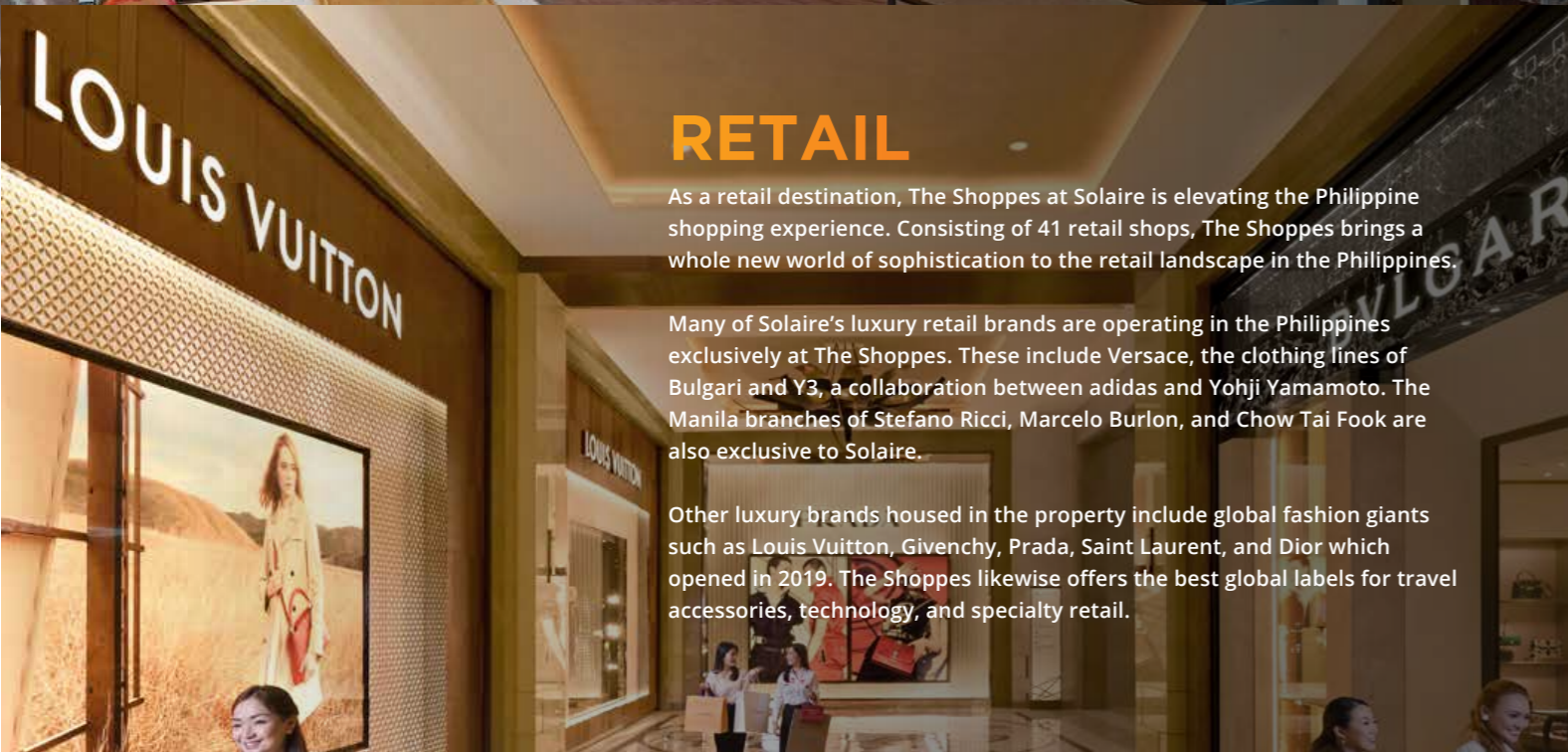


102-2

## HOSPITALITY

Solaire offers an exceptional brand of service, accentuated by topnotch Filipino hospitality that celebrates the Philippines' unique and rich heritage. Solaire has a wide variety of deluxe rooms, suites, and villas — each with the latest in-room features and amenities.

Solaire is a dining destination that is at par with the world's best, with many of its restaurants being cited as some of the best in their respective categories. The property offers a world of exceptional flavors with its 15 dining options, specialty restaurants and F&B outlets. The list includes a 322-seat International Buffet and A La Carte menu, 180-seat Chinese restaurant, a 150-seat Japanese restaurant, and a 120-seat Italian restaurant, among others.



## RETAIL

As a retail destination, The Shoppes at Solaire is elevating the Philippine shopping experience. Consisting of 41 retail shops, The Shoppes brings a whole new world of sophistication to the retail landscape in the Philippines.

Many of Solaire's luxury retail brands are operating in the Philippines exclusively at The Shoppes. These include Versace, the clothing lines of Bulgari and Y3, a collaboration between adidas and Yohji Yamamoto. The Manila branches of Stefano Ricci, Marcelo Burlon, and Chow Tai Fook are also exclusive to Solaire.

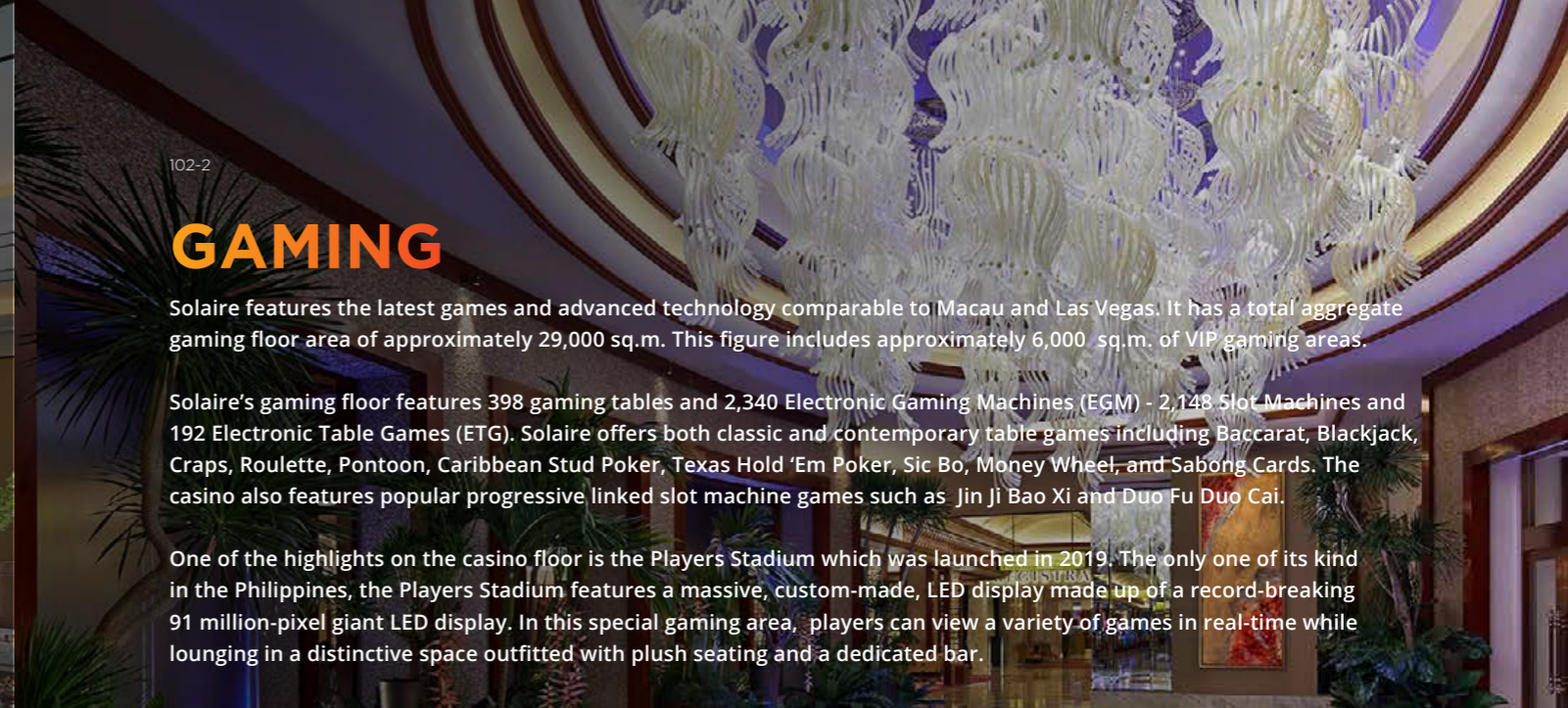
Other luxury brands housed in the property include global fashion giants such as Louis Vuitton, Givenchy, Prada, Saint Laurent, and Dior which opened in 2019. The Shoppes likewise offers the best global labels for travel accessories, technology, and specialty retail.



## MEETINGS AND EVENTS

Solaire has spacious venues that are meant to turn your average conference, seminar or business meeting into a dynamic and enjoyable event. Solaire offers two boardrooms and eight meeting rooms, and the Tent, complete with state-of-the-art equipment and full banquet and catering facilities.

For events that require an extra touch of pageantry and creativity, Solaire offers a wealth of possibilities at the Poolside. This elegant outdoor venue can accommodate up to 420 guests and is capable of surprising even the most meticulous host or event planner with its wide spaces, luxurious ambience, stunning venue designs, and dynamic lighting displays.



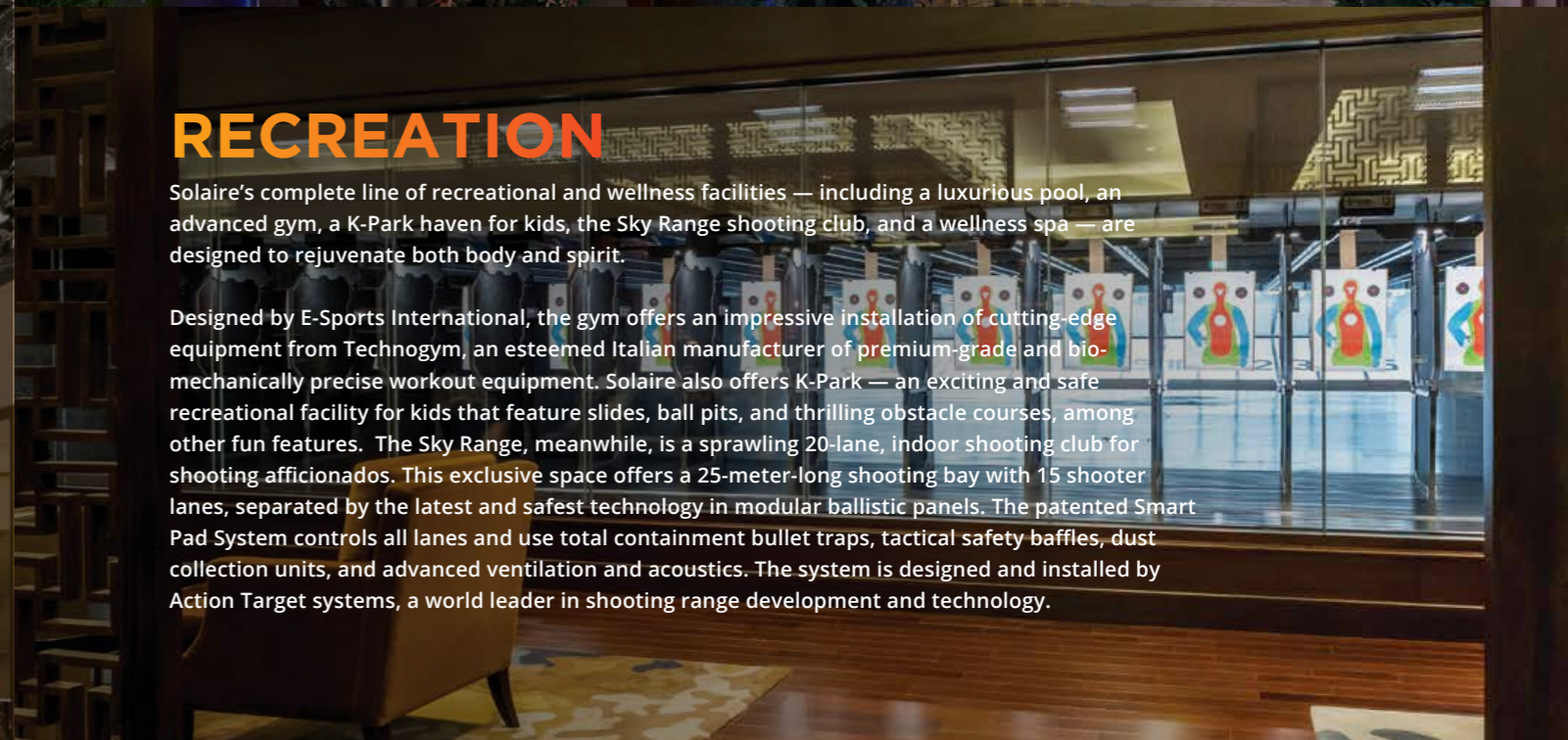
102-2

## GAMING

Solaire features the latest games and advanced technology comparable to Macau and Las Vegas. It has a total aggregate gaming floor area of approximately 29,000 sq.m. This figure includes approximately 6,000 sq.m. of VIP gaming areas.

Solaire's gaming floor features 398 gaming tables and 2,340 Electronic Gaming Machines (EGM) - 2,148 Slot Machines and 192 Electronic Table Games (ETG). Solaire offers both classic and contemporary table games including Baccarat, Blackjack, Craps, Roulette, Pontoon, Caribbean Stud Poker, Texas Hold 'Em Poker, Sic Bo, Money Wheel, and Sabong Cards. The casino also features popular progressive linked slot machine games such as Jin Ji Bao Xi and Duo Fu Duo Cai.

One of the highlights on the casino floor is the Players Stadium which was launched in 2019. The only one of its kind in the Philippines, the Players Stadium features a massive, custom-made, LED display made up of a record-breaking 91 million-pixel giant LED display. In this special gaming area, players can view a variety of games in real-time while lounging in a distinctive space outfitted with plush seating and a dedicated bar.



## RECREATION

Solaire's complete line of recreational and wellness facilities — including a luxurious pool, an advanced gym, a K-Park haven for kids, the Sky Range shooting club, and a wellness spa — are designed to rejuvenate both body and spirit.

Designed by E-Sports International, the gym offers an impressive installation of cutting-edge equipment from Technogym, an esteemed Italian manufacturer of premium-grade and bio-mechanically precise workout equipment. Solaire also offers K-Park — an exciting and safe recreational facility for kids that feature slides, ball pits, and thrilling obstacle courses, among other fun features. The Sky Range, meanwhile, is a sprawling 20-lane, indoor shooting club for shooting aficionados. This exclusive space offers a 25-meter-long shooting bay with 15 shooter lanes, separated by the latest and safest technology in modular ballistic panels. The patented Smart Pad System controls all lanes and use total containment bullet traps, tactical safety baffles, dust collection units, and advanced ventilation and acoustics. The system is designed and installed by Action Target systems, a world leader in shooting range development and technology.



## ENTERTAINMENT

The theatrical and performing arts have found its true home in the Philippines at The Theater at Solaire. The 1,740-seater grand auditorium called The Theater is, equipped with a state-of-the-art Constellation Acoustic System. It has elevated theater arts in the country, by staging many of the best musicals, shows, and performing acts to grace the contemporary Philippine stage. Solaire is a staunch supporter of the country's cultural heritage, including intangible heritage forms like music and the performing arts. Through The Theatre, Solaire seeks to promote Philippine artistry on a wider and grander scale.



# SUSTAINABILITY FOR SOLAIRE



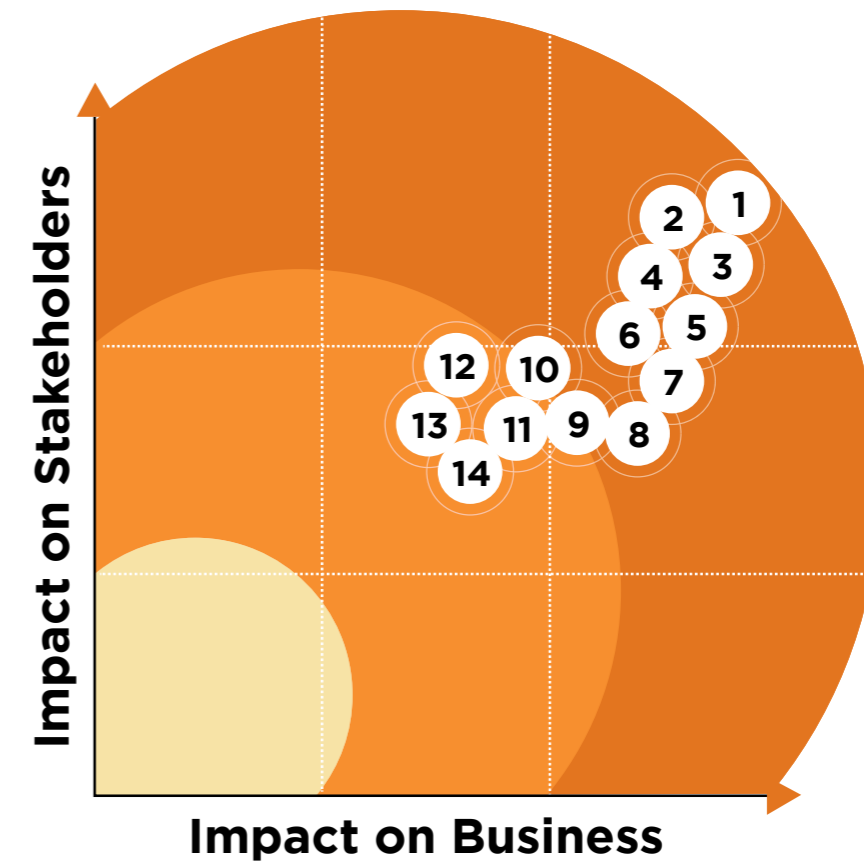
Bloomerry views sustainability as any business process that enhances the ability of Solaire and all of our companies to create value over the long term — both for our shareholders and society. Given this construct, we define the term “stakeholders” beyond our investors, funders, and customers. Our employees, our suppliers, our regulators, and our neighboring communities — all these groups are considered equally important to the sustainability and success of our business.

## MATERIALITY ASSESSMENT 102-46, 102-47

The first step of the sustainability reporting process is to define the report content. For this purpose, Solaire’s senior management team convened in a materiality assessment plenary.

Management selected participants based on expertise, industry experience and ability to represent different stakeholders (customers, employees, suppliers or service providers, regulators, investors, competitors, shareholders), and their expectations and interests. The assembly identified key sustainability areas that are materially relevant or most important for Solaire to achieve long-term sustainable operations. The company followed the guidelines of the Global Reporting Initiative (GRI)—as well as the Casinos and Gaming, and Hotels and Lodging Standards of the Sustainability Accounting Standards Board (SASB)—in defining the salient aspects of the business that possess or potentially have the most impact to our financial, social, and environmental performances. The resulting list of material topics are those that significantly influence the actions and decisions of our stakeholders, or affect the way we deliver value to them in turn. The process revealed that at present, Solaire’s sustainability framework, through good governance and sound management, should focus on shared-value creation (society), operational excellence (customers), people welfare (employees), and resource and waste management (environment).

## MATERIALITY MAP



- |                                       |                                         |
|---------------------------------------|-----------------------------------------|
| 1 Guest Experience & Satisfaction     | 8 Employee Skills & Competency          |
| 2 Leadership & Governance             | 9 Community Relations                   |
| 3 Regulatory Compliance               | 10 Corporate Social Responsibility      |
| 4 Food Safety                         | 11 Water & Wastewater Management        |
| 5 Security                            | 12 Energy, Emissions, and Air Pollution |
| 6 Customer & Data Privacy             | 13 Waste Management                     |
| 7 Labor Conditions & Employee Welfare | 14 Procurement Practices                |

# STAKEHOLDER ENGAGEMENT 102-40, 102-42, 102-43, 102-44

With our sustainability framework as starting reference, we brought together all our key officers and employees in a stakeholder identification workshop session. This activity enabled the company to define the main categories of Solaire's stakeholders, as well as their areas of concern, available engagement methods, and Solaire's key actions, relative to our four strategic areas of concern.

In the coming years, we intend to strengthen our stakeholder engagement platform, as we progress in our sustainability program. We will do so by introducing a constructive and transparent process, through which all the interests and needs of our stakeholders are regularly ascertained, assessed, and addressed. As of the end of 2019, our stakeholder engagement matrix is summarized in the table below.

## STAKEHOLDER ENGAGEMENT MATRIX

STAKEHOLDERS	MODE OF ENGAGEMENT	FREQUENCY	CONCERN/ EXPECTATIONS	SOLAIRE'S RESPONSE
 <b>Employees</b>	Regular meetings and Focus Group Discussions (FGDs) Participation in management meeting Surveys and feedback forms	24/7	Benefits Work-life balance Labor-management relations Health and safety Security Continuing Education	Creation of Employee Committees Hearings and conferences for CBAs Lifelong learning programs
 <b>Customers</b> (hotel guests, casino players, 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
 <b>Industry Associations</b> (Hotel and Restaurant Association of the Philippines, Philippine Hotel Owners Association)	Membership meetings	Regular, as scheduled and as necessary	Sharing of industry trends, standards, challenges	Active participation to gain best practices
 <b>Local Communities/ Local Government Unit</b>	Meetings FGDs Correspondence Surveys	Periodic, as necessary	Sponsorship Fundraising Security Mandatory contributions	Strategic CSR programs Philanthropic channels
 <b>Regulators</b>	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
 <b>Shareholders/ Investors</b>	Annual meetings Investor briefings, conferences, calls Website	Periodic, as scheduled	Financial returns Minimum risks Sustainability Business Continuity	Stable dividends Regular and accurate disclosures and business updates via briefings, conferences and calls
 <b>Suppliers</b>	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

# ONE WITH THE



Solaire adopts all relevant standards of responsible business conduct, in keeping with our leading position in the integrated resort development in the country.

We thus stand behind the universal call for the private sector to support the U.N. Sustainable Development Goals (SDGs), which clearly represent the most comprehensive vision of sustainable global development today.

Outlined below are our key products and services; the specific SDGs that correspond to these business interests; and our corresponding contributions and responses to these particular Goals.



Through our Foundation, we allocate millions of pesos yearly to notable public health and well-being programs that reach large numbers of Filipinos. In 2019, we donated Php 124 million to the Philippine Red Cross, allocated Php 6 million for the electrification of homes in 11 indigenous peoples communities, and donated Php 12 million to the local city government of Parañaque City to support its medical programs. We have also pledged Php 500 million for the construction of a hospital for Filipino migrant workers and their families. We also completed the Php 335 million 5-storey Philippine Military Academy (PMA) cadet barracks in 2019, and turned it over to the PMA.



Solaire recycles water from our sewage treatment plant (STP) and reuse about 50 cubic meters per day for watering the plants and landscaping around the property. We also share recycled water with our neighboring properties.



Solaire generates large-scale investments and world-class career opportunities that inspire greater economic activity in the Philippines. About 19% of our total revenues go into national public funds. In 2019 alone, we remitted about Php 12.4 billion to the government, paid Php 4.1 billion to our employees in the form of salaries and benefits — around 82% of which are paid to managerial and rank and file employees — and paid about Php 722 million directly to our suppliers.

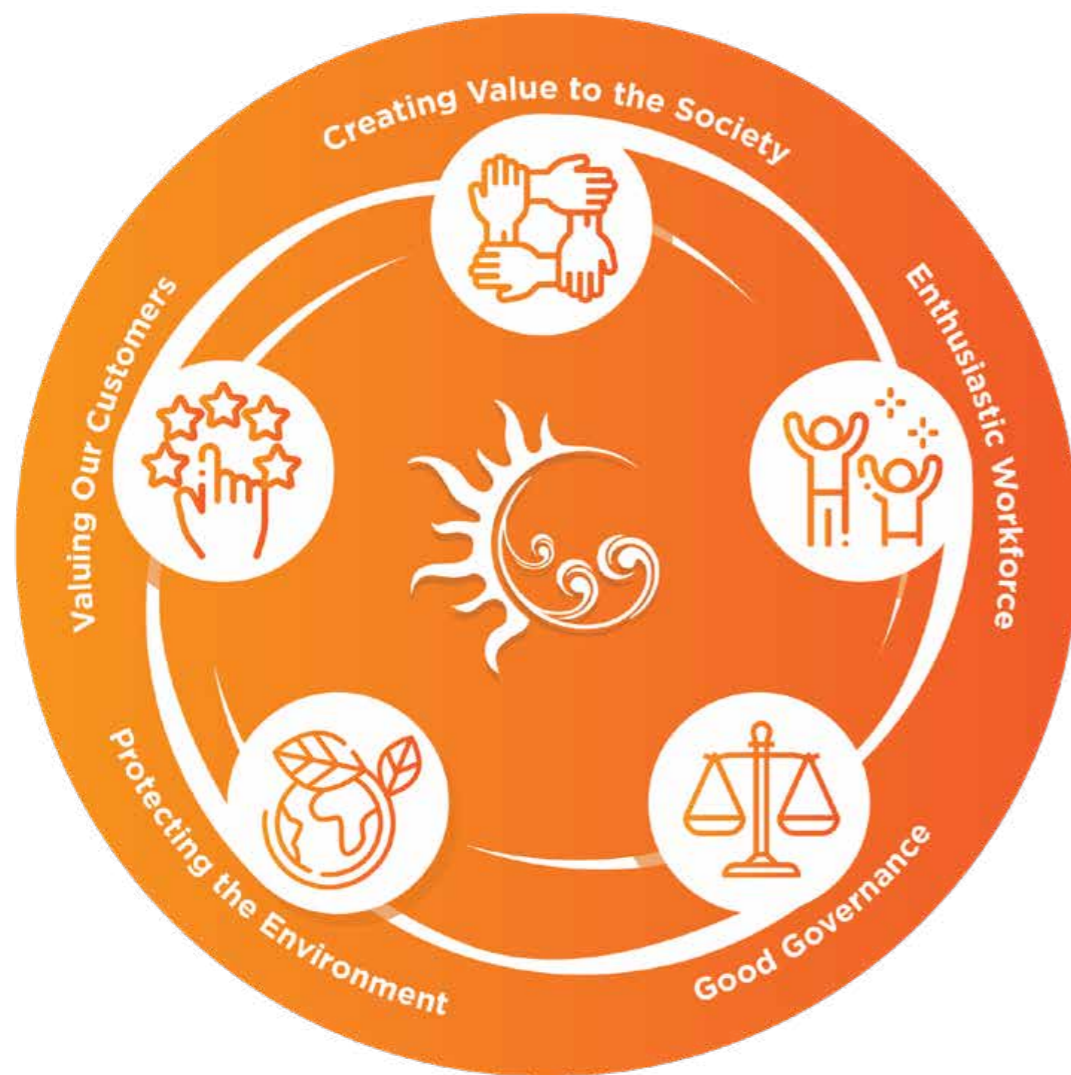


Our Hotel, Food & Beverage operations exercise responsible consumption of materials. Solaire ensures strict compliance with local and international food safety standards, and that the best quality of supplies come in everyday for our bars and restaurants. We are the only hotel and resort to receive three Hazard Analysis Critical Control Point (HACCP) accreditations for food and safety.

# SUSTAINABILITY FRAMEWORK

To provide our teams with a concrete reference, from which we can pick-up and formalize our sustainability journey, Bloomberry's management developed our first sustainability framework.

This matrix embodies our sustainability vision and strategy, and affirms our commitment to sustainable development. This framework details the five strategic and interrelated areas that define how Bloomberry will integrate sustainability into its operations. With Creating Value for Society at the top, the framework serves to guide the company's ethos toward actively contributing to sustainable growth within a framework of economic, environmental, social, and governance (EESG) shared values. The framework shows how, with responsible business at our core, Solaire can simultaneously focus on our customers, employees, the environment, and society through an interrelated and integrated manner.



## Creating Value for the Society

Strengthening the country's tourism drive and to grow alongside Solaire's growth

Community Relations  
Corporate Social Responsibility  
Economic Performance



## Valuing Our Customers

Customers at the heart and core of Solaire's business and sustainability agendas

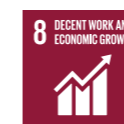
Guest Experience & Satisfaction  
Food Safety  
Customer & Data Privacy  
Security



## Good Governance

Enhancing the public's trust in the ability of Solaire to operate ethically and responsibly

Leadership & Governance  
Regulatory Compliance  
Procurement Practices  
Business Ethics and Conduct



## Protecting the Environment

Contributing to Solaire's collective efforts to halt the destructive effects of climate change

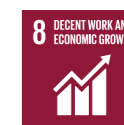
Energy, Emissions, and Air Pollution  
Water & Wastewater Management  
Waste Management



## Enthusiastic Workforce

Developing an inspired and productive workforce while nurturing a culture of teamwork and collaboration

Labor Conditions & Employee Welfare  
Employee Skills & Competency  
Occupational Healthy & Safety  
Team Member Diversity





**VALUING OUR  
CUSTOMERS**



Our customers are at the heart of both our business and sustainability agendas. As drivers of our company's growth, our customers have the most impact on our long-term economic prospects and competitive advantage. Our customers also drive other aspects of our sustainability strategy. Their welfare and security within our premises; their consumer rights including their rights to privacy, their satisfaction with our services, even the social values they uphold — all these parameters are considered and evaluated as part of our key sustainability impacts, risks and opportunities.

## THE SOLAIRE CUSTOMER 102-44

Solaire's distinctive brand of comfort, elegance and luxury 5-star experience is open for all groups, regardless of social rank or status.

We are renowned for openly and warmly sharing our unparalleled brand of Filipino hospitality with all of our customers. This ideal is integrated and embodied in our very mission — "to deliver exceptional experiences where everyone feels at home."

In 2019, Solaire welcomed hundreds of thousands of hotel guests. About 66% of our guests for the year were foreign visitors. Our local customer base, which includes various groups from all walks of life, has been growing year on year since we opened in 2013. They are an important audience at Solaire, as we seek to elevate and enrich the local retail and tourism base and their standards. Viewed through the customer lens, our key areas of concern in the context of sustainable operations are: Customer Satisfaction, Food Safety, and Data Privacy.



**268,440**  
ROOM NIGHTS



**66%**  
FOREIGN VISITORS  
**34%**  
LOCAL VISITORS

## GUEST EXPERIENCE AND SATISFACTION STRATEGIES 102-44, 417-1

Our commitment to providing a world-class gaming and resort experience is apparent in Solaire's extensive and continuous customer service improvement programs.

We make use of every opportunity to increase customer satisfaction levels, by constantly improving our Hotel, Food and Beverage (F&B) and Casino operations. Solaire implements strict security, health and safety, and other related policies and various programs, that ensure deep levels of customer satisfaction. Solaire's safety and security personnel, in terms of physical security and cybersecurity, ensure that peace and order is maintained in the casino resort complexes. Regular maintenance checks are conducted by our engineering teams to ensure smooth operation of all machinery, appliances, lighting, and other important components inside our premises. We regularly update and refine our already extensive dining offerings. We likewise continue to develop vibrant promotions and rewards programs for Solaire Rewards members. Our hotel guests, too, now enjoy amenity turndown and an easier check-in and check-out experience.

We quickly address customer complaints. We analyze all types of customer feedback using various customer engagement and survey channels. These include social media platforms, such as Facebook, Twitter, Instagram, TripAdvisor and WeChat. After a thorough review of all customer comments and responses, we then

develop clear-cut workforce programs and trainings that address customer concerns. These regular staff trainings are held throughout the year to ensure topnotch service efficiency and quality. In addition, we use the customer satisfaction feedback system of Unifocus to measure vital aspects of guest experience. This guest satisfaction software obtains customer feedback as they relate to specific categories of service at Solaire (e.g. casino, hotel, F&B and culinary services). The tool delivers real-time feedback from guests, including an assessment of their attitudes and needs, and their intent to return or recommend our services to other guests. The Forbes Classification criteria are also integrated into staff briefings. F&B Competency Trainings, Beverage Masterclasses, Magnum Butler and Barista Trainings, among other strategic programs, are also being held to improve the customer experience at Solaire.



**84.11%**



CUSTOMER SATISFACTION RATING\*

\*Based on Operational Excellence Index (OEI) combining Unifocus and Peer Review Ratings



## CHEERS FOR CUSTOMER CARE

Solaire has garnered relevant sector-specific awards in 2019 for going beyond customer expectations.



Forbes 5-star Travel Guide Award 2019



Best Regional Asian Integrated Resort - Asia G2E Awards



Asiamoney Awards Most Outstanding Company in the Philippines - Casinos & Gaming Sector



Trip Advisor 2019 Traveller's Choice Award for Luxury - Philippines

## FOOD SAFETY 102-44, 417-1

As one of the best dining destinations in the country, Solaire guarantees the highest standards in food handling and safety. We have an integrated Food Safety System in compliance with the Food Safety Act of 2013.

Our dining outlets' products are strictly inspected every month by the government and a third party auditor, the Standard Global Services (SGS). We strictly follow our food safety standards, and ensure the freshest ingredients are served by our restaurants and bars, through daily shopping lists and quality control checks. Top quality and quick delivery time also trump pricing at all times, so as to guarantee the best supplies.

Since 2013, we have consistently achieved our goal of zero valid food illness complaints. We are the sole resort or hotel establishment to receive three Hazard Analysis Critical Control Point (HACCP) accreditations. This standard was developed by World Health Organization (WHO) to alleviate any food risks. In addition, Solaire is the only integrated resort and hotel in the country with hygienists on duty 24/7 to ensure food safety at all times. This system also ensures strict staff compliance to food standards and guarantees the professional and immediate handling of any guest complaint.

Solaire has also mounted Kaizen events in 2019. We follow Kaizen's belief that there is always room for improvement, no matter how seemingly excellent our performance appears. Our Kaizen events for this year evaluated the status of our customer service, as well as communication between our business units and workforce planning to better understand and streamline processes.



0

\*VALID FOOD ILLNESS COMPLAINTS

\*Validated through laboratory test results, food safety record including onset of symptoms



## THE 3 HACCP ACCREDITATIONS AWARDED TO THE COMPANY

**SGS Global Services HACCP Accreditation for:**  
Hot served, Cold Served, Baked goods, Patisserie, Ready to Eat Meals & Beverage for Hotel Food & Beverage operations; Retail of Food & Beverage items; In-Flight Catering for Private Jets

**Bureau of Quarantine HACCP Accreditation for:**  
In-Flight Catering

**National Meat Inspection Services (NMIS) HACCP Accreditation for:** Butchery Operations

## THE COMPANY ALSO TAKES PRIDE IN LOCAL FOOD SAFETY CERTIFICATIONS

**Paranaque City Health Office of Good Practice Award:**  
Our quality for food safety practices contributed to the implementation of workplace health of the city.

**Veterinary Compliance Certificate for Meat Handling for 2019:**  
Our establishment is the only Integrated Resort or hotel that diligently complied with the Meat Safety Code, as audited and accredited by the Paranaque City Veterinarian's office.

## OTHER QUALIFIED FOOD SAFETY CERTIFICATES AND LICENCES

**Philippine Food and Drug Administration License to Operate as Food Manufacturer**  
Pastry and Bakery, Food Court and The Patisserie (valid until January 2022)

**National Meat Inspection Services (NMIS) License to Operate:** Meat Cutting and Fabrication for Domestic Trade

**The Paranaque City Health Office Sanitary Permit to Operate** for the entire Integrated Resort, to comply with the Paranaque Sanitation Code of 2017

### NUMBER OF SUBSTANTIATED\* COMPLAINTS ON PRODUCT OR SERVICE HEALTH AND SAFETY:

Foreign matter in food  
**59/59**  
RESOLVED

Accidents  
**39/39**  
ADDRESSED

\*Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.



## CUSTOMER PRIVACY AND CYBERSECURITY <sup>418-1</sup>

We keep our customer's best interests in mind when it comes to their privacy, security, and safety.

Our aim is to provide an enjoyable and memorable environment, where our customers feel secure at all times within our premises. We have an internally published privacy policy, which prohibits team members from approaching any resort guest for personal reasons. Picture taking on the gaming floor is strictly prohibited.

We further strengthen customer trust through Solaire's Data Protection program, which keeps our customer's personal data secure and private, at the same time satisfying our reporting obligations under the Anti-Money Laundering Act. Solaire's Data Protection Office spearheads our efforts to protect customer data, and to comply with all privacy regulations. The office implements the Five Pillars of Compliance: (1) appointment of a Data Protection Officer; (2) conduct of ongoing Privacy Impact Assessments (PIA); (3) implementation of a Privacy Management Program; (4) establishing data privacy and security measures; and (5) exercise of data breach protocols.

Our [website](#) also contains our Privacy Notice, which fully explains how we collect, use, disclose, and store personal data. We also provide training to ensure that our data protection policies are well-communicated to our employees. We have likewise deployed a data classification system, which is designed to enhance the confidentiality, integrity and availability of all corporate data.

Meanwhile, our cybersecurity program addresses threats to data security. We are well aware that cyberattacks may result in disruptions in hotel and gaming operations, and theft of either corporate or personal identifiable information. To strengthen our cybersecurity measures, our IT Security and Data Protection Office follows a Cybersecurity Incident Response Playbook for Malware Scenarios and Table Top Simulation for Cybersecurity Scenarios. We have also upgraded our firewall and established a Security Operations Center (SOC).

In 2019 and beyond, the company expects to make substantial headway into incorporating privacy by design, as a key principle in all its programs, projects, procedures, measures, software and technologies.



## CUSTOMER SECURITY AND SAFETY <sup>410-1</sup>

Working along side our privacy programs are safety protocols and regulations that maintain the peaceful and secure conditions within Solaire.

These include increased security personnel and equipment, orderly curfew and attire, and general etiquette for resort and casino customers.

Solaire's physical safety and security programs are manned by in-house security professionals and third party security services providers, which have a strong and proven record of maintaining peace and order in casino resort complexes. Our security teams include an intelligence and investigation unit, and plainclothes security personnel who are former members of the Philippine National Police (PNP). Their services are complemented and enhanced by state-of-the-art equipment, and a continuous learning program for Solaire team members on a wide range of security related skills and topics.

In 2019, Solaire team members gained knowledge and honed their skills in a variety of learning sessions. These include a series of seminars on Anti-Kidnapping Awareness and Civilian Response in Active Shooting, as well as a Marksmanship Course for supervisors and managers, among other security update and orientation programs.



## RESPONSIBLE GAMING <sup>102-44</sup>

Solaire has adopted a responsible gaming program that encourages healthy play for leisure and entertainment.

In coordination with PAGCOR, we address gaming problems among our patrons by implementing a responsible gaming program that prohibits underage persons from playing and helps those who may no longer have control over their playing habits. Customers are informed of this program through the Solaire website, brochures, LED monitors, and other notices around the casino floor.

We encourage those who show signs of problem gaming to voluntarily avail of Solaire's self-exclusion program. We likewise direct such patrons to avail of the professional rehabilitation assistance offered by the Bridges of Hope Foundation. Moreover, we encourage the families of players who are showing signs of compulsive playing to enroll their loved ones in our exclusion program. Applications to this program, whether voluntary or through a relative's initiative, is available through [www.pagcor.ph/pagcorresponsible-gaming.php](http://www.pagcor.ph/pagcorresponsible-gaming.php). Once players have been excluded, their exclusion is irrevocable for a minimum of three months for family-initiated exclusion, and six months for voluntary exclusion.





**ENTHUSIASTIC  
WORKFORCE**



Solaire strives to develop an inspired and productive workforce, while nurturing a culture of teamwork and collaboration. We always seek to create equitable and fair labor platforms, where our people's well-being is protected, their skills and knowledge are refined and updated, and their human rights are upheld.

## OUR EMPLOYEES, OUR STRENGTH

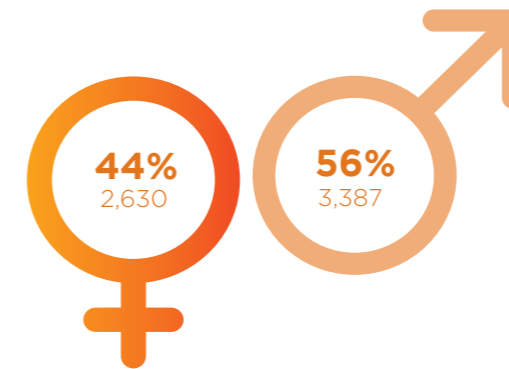
Our team members form the very backbone of Solaire.

102-7, 102-8, 401-1, 405-1

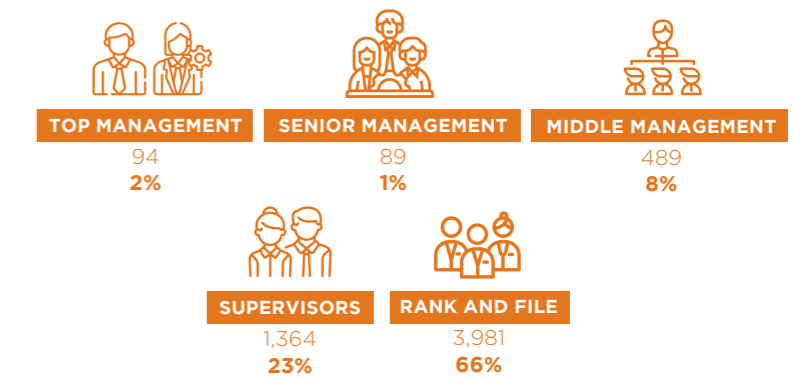
Made up of a diverse group, our workforce has now grown to a total of 5,810 (97%) permanent employees, and 207 temporary personnel (3%), for a total of 6017. We seek to hire many of our people locally to help grow the local economy and inspire more local talents. As of 2019, about a third of our senior managers are Filipinos. Moreover, 91% of our middle managers and 96% of our supervisors are local hires. We abide by the standard entry level minimum wage equally for both male and female employees.

### TEAM MEMBER DIVERSITY

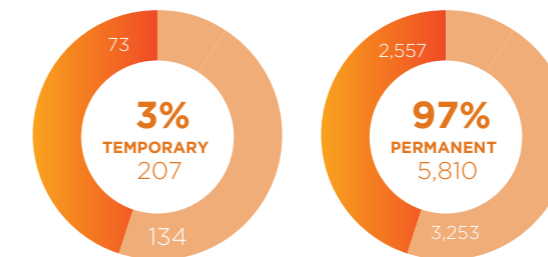
#### BY GENDER



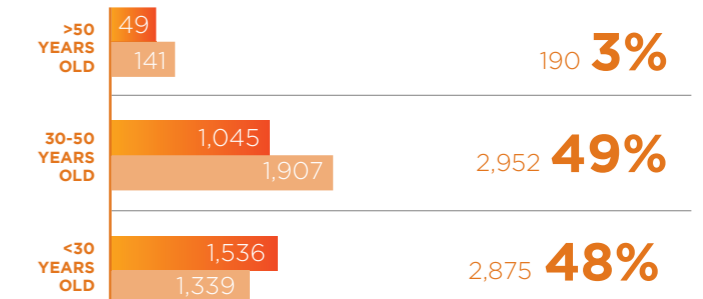
#### HEADCOUNT BY POSITION



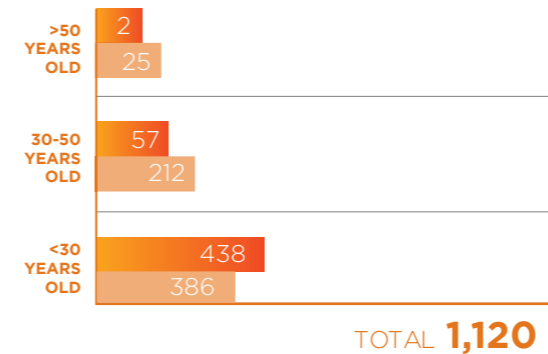
#### BY EMPLOYEE CONTRACT



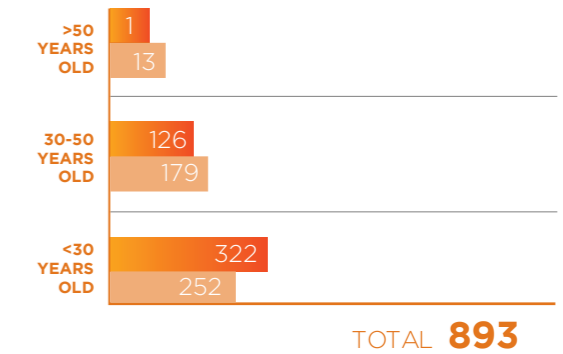
#### BY AGE GROUP



#### NEW EMPLOYEE HIRES BY GENDER AND AGE GROUP



#### EMPLOYEE TURNOVER BY GENDER AND AGE GROUP



ATTRITION RATE **3.8%**

Attrition rate = (no. of new hires - no. of turnover) / total no. of employees as of year end

\* Percentages reported under Team Member Diversity is based on proportion to total team members as of December 31, 2019



## EMPLOYEE ENGAGEMENT 404-2

An inspired and enthusiastic workforce makes for a great company.

We create engagement programs for team members that strengthen employee relations, promote a genuine culture of recognition, and allow platforms for leisure and recreation.

Solaire also seeks to offer alternative learning channels. We carefully design an annual calendar of employee engagement activities by evaluating the demographics and needs of our team members via surveys, feedback forms, focused group discussions, and one-on-one meetings. Consequently, responses are assessed, then translated to responsive programs.

One example of Solaire's team member engagement programs is "Happy at Solaire" — the program that aims to highlight what makes employees happy such as employee privileges, free food, shuttle buses, an in-house Team Member gym, and discounted hotel and dining rates alongside discounted salon services.

We have also institutionalized our recognition initiatives through Solaire's Sikat Awards, Solaire Moment Maker, and other loyalty and performance achievement awards. These periodic awards, for both front and back of house staff, are held usually at the end of each year or of every quarter. They bestow recognition and monetary prizes to team members who have gone beyond what is required to deliver exceptional service to guests.

### THE S GAMES

Since its first edition in 2012, the S Games is Solaire's sportsfest for team members at all levels. This team building activity aims to improve the camaraderie of our team members through sportsmanship.

The 2019 edition started in April and to August 2019, with the theme "Sportsmanship, Strength, Solidarity". Sports such as basketball, volleyball, and cheerleading competition were enjoyed by players and supporters alike.



## LABOR RELATIONS 102-41, 407-1

Solaire's hiring selection process is wholly skills-driven and does not in any way discriminate against gender, religious affiliation, sexual orientation, or disability in any form.

After six consultative meetings between the Labor Union and the Management representatives, an updated Collective Bargaining Agreement (CBA) was signed on October 14, 2019. The CBA was immediately effective and in force for a period of five years. The CBA covers 25.5% of our total employees. Among others, the CBA contains provisions regarding hours of work, compensation and benefits, grievance machinery and rights and responsibilities of the involved parties. There is also a provision for a quarterly Labor Management Council meeting to ensure issues and concerns are discussed and addressed.

Solaire has an unfunded, non-contributory defined benefit plan for all of its employees. The cost of employee benefits under the defined benefit plan is determined using the projected unit credit method. We aim to improve our benefits, year-on-year, and prioritize promoting from within, whenever possible.



Below is the summary of benefits available to team members and percentage of those that availed them: 401-2

BENEFIT/LOCATION	Y/N	% OF WOMEN WHO AVAILED	% OF MEN WHO AVAILED
SSS	Y	27%	26%
PhilHealth <sup>a</sup>	Y	-	-
PAG-IBIG	Y	22%	24%
Parental leave	Y	4%	4%
Vacation Leave	Y	97%	96%
Sick Leave	Y	98%	97%
Medical benefits (aside from Philhealth) <sup>b</sup>	Y	-	-
Housing assistance (aside from Pag-ibig)	N	N/A	N/A
Retirement fund (aside from SSS)	N	N/A	N/A
Further education support	N	N/A	N/A
Company stock options <sup>c</sup>	Y	0.2%	0.8%
Telecommuting	N	N/A	N/A
Flexible working hours <sup>d</sup>	Y	10%	12%
(Others) <sup>e</sup>	Y	1.0%	1.5%

- a. Total percentage of employees who availed during the year: 7% (breakdown per gender is not available)
- b. Total assisted Team Members (TMs) in the clinic during the year: 4,055 (breakdown per gender is not available)
- c. Stock Incentive Plan applicable for those holding positions of Vice Presidents and above
- d. Only for eligible team members
- e. TMs who availed of Emergency Salary Advance (loan)

**PARENTAL LEAVE SUMMARY** 401-3

BENEFIT/LOCATION	MALE	FEMALE
Total number of employees that were entitled to parental leave	1,413	877
Total number of employees that took parental leave	150	101
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	146	92
Retention rate	97%	91%

We implement various employee management programs that aim to motivate our workers, and make sure to retain the right mix of team members, to ensure high-quality service and optimum customer satisfaction. 401-2

As of 2019, our key HR-related improvements that gear toward a more fulfilling workplace environment are as follows:



**Health benefits** are now extended to hospital-based care and consultations.



**Leadership Training** to support succession planning and further motivate high-performing staff



**Competitive compensation** for new team members and annual performance-based salary increments



**Establishment of new leisure programs**, such as Family Day, and continued engagement programs including Solaire's Sports Fest, Halloween and Christmas events.



**Established performance matrix** to gauge every team members' areas of improvement and potential for succession.



**Project GOAL** which stands for **Grab the Opportunity and Learn**, a learning program for all Team Members, training them from Personal Branding and Values, Basic and Enhanced Customer Service, and Basic Leadership.



# OCCUPATIONAL HEALTH AND SAFETY

403-1, 403-2, 403-5, 403-8, 403-9, 403-10

We value the health and safety of our employees.

Solaire has an Occupational Safety and Health (OSH) management system in place to address inherent hazards that pose risks to employees on duty.

We have formed a joint Health, Safety, and Environment Committee, which is Solaire's planning and policymaking body for all matters pertaining to safety and health. The committee develops and directs Solaire's accident prevention programs; conducts safety meetings at least once a month; initiates and supervises safety training for employees; and maintains a disaster contingency plan, among various other tasks.

Meanwhile, Solaire's core OSH team implements and maintains our OSH management system and enacts all Committee directives and policies. The team ensures compliance with all pertinent OSH standards and promotes a safe accident-free environment for all team members, contractors, visitors and guests. The team enforces the provision

and implementation of OSH standards; identifies, controls, and eliminates hazards in the workplace; and provides safeguard PPE and safety devices to ensure employee and property safety.

Our OSH training program for employees covers 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, Loss Control Management, among other topics.

We also have a complete line of occupational health services. Aside from a clinic that operates 24/7, our employees enjoy an HMO benefit; and various proactive or preventive services, including an Annual Physical Examination, Flu Vaccine Administration, and regular Wellness Health Lectures. These lectures include: Stress Management, Family Planning, Mental Health, HIV Awareness, Healthy

Diet, and other salient topics that were formulated based on the Annual Physical Exam results, and Clinic and HMO Utilization Reports. This preventive approach ensures that employees are aware of their health risks and conditions that stand to affect their wellbeing and ability to work.

All team members are covered by Solaire's OSH Management System, including construction personnel. Other contractor and vendor employees are covered by their respective companies or employers. Their safety and security are also ensured through Solaire's supplier and vendor accreditation process, which requires all contractors and locators to follow strict health and safety protocols.

As a result of Solaire's continued focus on OHS, work-related injuries for this reporting period have been kept at a minimum and were limited only to minor injuries remedied by first-aid.

**0**  
OVERALL FATALITIES FOR 2019

0.72% RATE **52**  
RECORDABLE WORK-RELATED INJURIES

**0**  
HIGH-CONSEQUENCE WORK-RELATED INJURIES

**-**  
WORK RELATED ILL-HEALTH<sup>a</sup>

**MAIN TYPE OF WORK-RELATED INJURY**  
HAND INJURY (FIRST AID CASE)

**12,307,217**  
SAFE MAN HOURS<sup>b</sup>

**2**  
SAFETY DRILLS

a. No reported work related ill-health since casualty of any ill-health diagnosis of team member/s to work conditions or practices cannot be directly inferred from available data.  
b. Safe Man-hours accumulated since last lost time accident.

## 24/7 EMERGENCY AND HOSPITAL CARE

Solaire is prepared, round the clock, for any customer and employee emergency. Solaire ensures that all staying guests are immediately accommodated at the hospital for all possible emergency scenarios. In support of this program, Solaire has an ambulance within its premises which is ready 24/7 to respond to any pressing health and safety concern. Response times are strictly monitored. Moreover, the clinic also has an isolation room in anticipation of viral threats.

# CONTINUED SKILLS AND COMPETENCY TRAININGS

404-1

Our workers are our greatest investment as they are at the forefront of all company activities.

It is in our best interest to nurture our people, in a way that allows them to reach their full potential. For 2019, Solaire has invested an average of 12 training hours per employee. The following highlights provide further details about our training count, and disaggregated training figures by position, for this reporting year.

**11**  
Average Training Hours per Employee\*

**43**  
Total no. of Internal Trainings Conducted

**48**  
Total no. of External Trainings Conducted

**6,059**  
Total no. of Attendees Organizational Wide (Internal)

**712**  
Total no. of Training Hours Organizational Wide (External)

\*This is also the average training hours per both male and female.

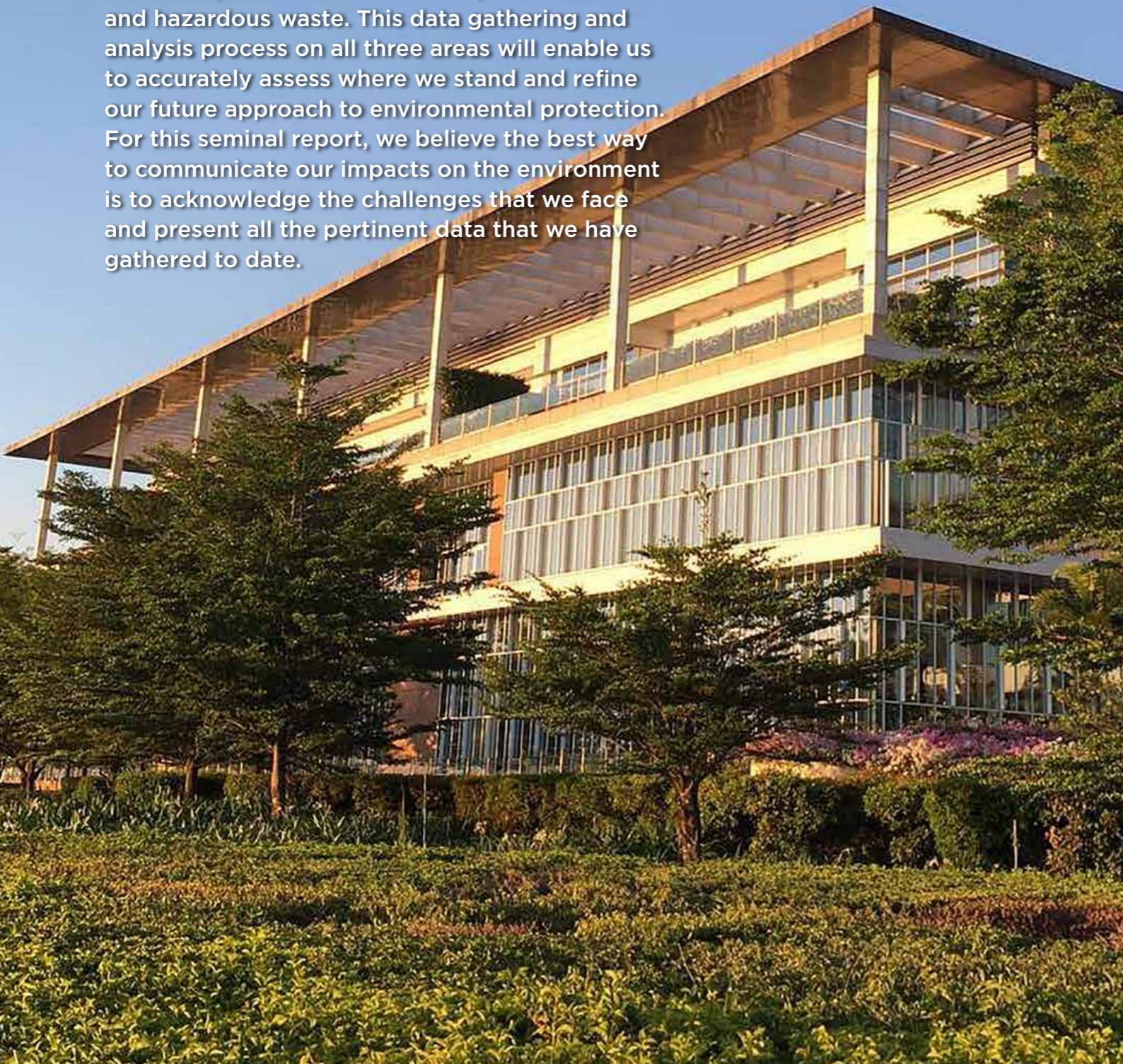




# PROTECTING THE ENVIRONMENT

Solaire has always been compliant with all regulations concerning the environment. Since opening our doors in 2013, the company has not been subjected to any environmental sanctions or fines. Notwithstanding this clean track record, we recognize that we can do more to conserve natural resources and protect biodiversity while contributing to our collective efforts to halt the destructive effects of climate change.

As such, we began actively monitoring our key environmental metrics in 2019 — energy and emissions, water and wastewater, and solid and hazardous waste. This data gathering and analysis process on all three areas will enable us to accurately assess where we stand and refine our future approach to environmental protection. For this seminal report, we believe the best way to communicate our impacts on the environment is to acknowledge the challenges that we face and present all the pertinent data that we have gathered to date.

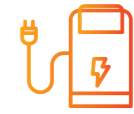


## ENERGY, EMISSIONS, AND AIR POLLUTION 302-1, 305-1, 305-2, 305-4

With many of our facilities open around the clock, we properly monitor our energy consumption and study best practices in conservation.

Energy is consumed through Solaire's primary business operations. Liquefied Petroleum Gas (LPG) is used for stoves, ovens, and other kitchen equipment. Diesel fuel is used in powering boiler operations and generator sets. Electricity is supplied to the whole property, which includes Bay Tower, Sky Tower, Casino Floors, Retail and Dining Outlets, select parking facilities and offices.

### ENERGY



**ELECTRICITY**  
121,178,964 kWh



**LPG**  
61.94 GJ\*



**DIESEL**  
72,368 GJ\*

### EMISSIONS



**GHG INTENSITY\***  
15.19

tonnes CO<sub>2</sub>e<sup>#</sup>/full time employee (FTE)



**SCOPE 1**  
5,083  
tonnes CO<sub>2</sub>e<sup>#</sup>



**SCOPE 2**  
86,304  
tonnes CO<sub>2</sub>e<sup>#</sup>

### AIR POLLUTION



**NITROUS OXIDES**  
131  
mg/Ncm\*



**PARTICULATE MATTER**  
25  
mg/Ncm\*

Energy efficiency and energy availability are top sustainability areas at Solaire — both from a business perspective and as an environmental concern. Energy is, notably, the second highest priority in our list of material topics.

In 2019, we focused on assessing the current operational and management reporting structure against ISO 50001:2018, or the Energy Management System framework. The primary objective is to set Energy Performance Indicators (EnPI) to properly monitor energy consumption and conservation projects/programs.

We also recognize the potential of our operations to increase Particulate Matter (PM), Nitrous Oxide (NOx), and Carbon Dioxide (CO<sub>2</sub>) emissions. As of 2019, Solaire maintains efficient operation of all Air Pollution Source Equipment (APSE). These include the monitoring of our boilers, which are continuously running to enable 24/7 operations. We also constantly monitor our generator sets and smoke stacks, which we use for emergency and contingency supply, and to ensure proper ventilation and ambient air quality.

Solaire monitors regulatory updates and closely coordinates with Environmental and Local regulators in continuous efforts to comply with Environmental & Health related policies such as the Anti-Smoking law and the Clean Air Act to actively improve our indoor and outdoor air quality.

In the next few years, we will step up our energy efficiency initiatives, engage experts to arrive at best practices in emissions reduction, and contribute more actively to national efforts to mitigate the impacts of climate change.

\* GHG Intensity = Total of scope 1 and scope 2 / No. of full time employees (permanent and temporary)  
^ Gj - gigajoules  
# tonnes CO<sub>2</sub>e - tonnes carbon dioxide equivalent  
& mg/Ncm - milligram per normal cubic meter



**1,449,725**  
cubic meters  
**THIRD PARTY  
WATER  
CONSUMED**

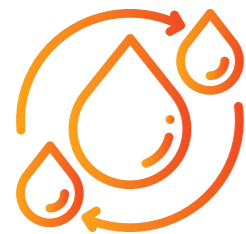
## WATER CONSUMPTION 303-1, 303-5

With water supplies in Metro Manila regularly falling below critical levels, Solaire is now looking into how we can actively manage and work toward reducing our water consumption, while ensuring the sustainability of our 24/7 operations.

All of our water intake comes from a third-party supplier, Maynilad. Our water discharge and wastewater treatment requirements are also being managed by a third-party contractor.

Solaire promotes responsible water consumption among all staff, through multi-media coverages and promotion. In turn, our teams monitor the progress of our water-saving projects and maintain the high efficiency of equipment. An example is our chiller plants, which may result into significant amounts of evaporation or steam when not functioning properly. Our engineering teams also conduct regular checks of the pipe system to ensure that any leaks in both liquid water and steam are addressed and fixed.

We recycle water from our Sewage Treatment Plant (STP) and reuse about 50 cubic meters per day. We reuse the water for landscaping around the property, and even cater to recycled water requests from neighboring properties. In addition, we are planning to install sub-meters in areas with high consumption, to better monitor and manage usage. We are also exploring available technologies, such as reverse osmosis, which could be used in the property to help sustain availability of water at all times.



**18,250** cubic meters  
**WATER REUSED**

Based on average discharge of 50 cubic meters per day

## WASTEWATER MANAGEMENT 303-2

Solaire fully complies with all pertinent statutes and regulations covering effluents and wastewater discharges.

We recycle wastewater for landscaping and gardening purposes, and even assist the managers of Entertainment City in their requests for recycled water for their own initiatives. Given this impact, we are seriously ensuring that our wastewater discharges are within the prescribed DENR standards and exploring further opportunities for wastewater re-use.

## SOLID AND HAZARDOUS WASTE 306-1, 306-2, 306-3, 306-4, 306-5

Solaire implements a strict disposal and recycling process for all solid waste, especially those that may harm human health and disturb environmental balances.

All our hazardous wastes are properly identified, transported, and recycled through an accredited third-party supplier.

Our non-hazardous solid wastes, meanwhile, are classified into renewable or non-renewable. Renewable materials in our operations are paper products, plant-based oil, and food wastes such as carton, newspaper, vegetable oil and food waste. Our non-renewable materials are items with synthetic, plastic and metal components, such as plastic bottles, cans, electronic wastes, generator oil, busted lamps, inks, dyes, paint, landfilled wastes and solvent based paints.

Solaire encourages a recycling mindset as a means to cut down on costs, and contribute to a healthier and cleaner operating environment. Whenever feasible, we also compost organic forms of solid waste, for use in our herbal garden and in landscaping our green spaces.

To ensure minimal waste, Solaire lessens waste inputs right from the source, by discouraging and returning all unnecessary packaging that came from our suppliers. In general, deliveries are unpacked at the loading bay, and only essential items enter the property. To reduce the use of non-renewable plastics, Solaire has switched from plastic to paper for straws, cutleries and cups. As of December 2019, a monthly average of 90,680 paper straws and 28,056 sets of cornstarch cutlery in biodegradable paper packaging are used at Solaire. We also are now using brown paper bags for food takeaway. Woven bags are used as laundry bags and as bags for use in our boutiques.

Recyclables are sorted prior to leaving the property, and are collected by contractors accredited by the DENR. Recyclables, such as clear and plastic bottles, cans, papers, metal, and

cartons, are bought by an external contractor and is converted to cash in Solaire's Trash for Cash program. Food Waste and Used Oil are disposed through DENR accredited procedures. All printing ink toners are gathered together and given to third party companies for proper disposal. All our waste contractors are accredited by DENR from the start of the program in April to December 2019.

Solaire has a Pollution Control Officer (PCO), who together with Purchasing and Stewarding, performs periodic compliance audits. These are to ensure that our third-party waste transporter and treatment facilities comply with regulatory standards.



**517,736 KG**  
TOTAL WEIGHT OF HAZARDOUS  
GENERATED AND TRANSPORTED



**1,037,212 KG**  
WASTE COMPOSTED



**1,324 PCS**  
REUSABLE PRINTER TONERS



**279,051 KG**  
RECYCLABLE WASTE  
GENERATED



**250 PCS**  
REUSABLE WOODEN PALLETS



**70,278 KG**  
PAPER AND CARTON  
WASTE RECYCLED



**0 KG**  
OF WASTE INCINERATED



**76,599 KG** PLASTIC  
WASTE RECYCLED



**408,366 KG**  
WASTE LANDFILLED



**132,174 KG**  
TIN SODA CANS AND OTHER  
METAL SCRAPS RECYCLED



**CREATING VALUE  
FOR SOCIETY**



Our primary means of creating value lies in Solaire's ability to provide gainful employment, generate funds for the government, and enable our suppliers and ancillary businesses to grow alongside Solaire. In addition, our world-class retail and dining platforms enrich the country's retail landscape and elevates our local food and dining industry. Overall, we also help in strengthening the country's tourism drive as we bring in more sophisticated tourists from overseas.

## ECONOMIC PERFORMANCE 102-45, 201-1

### DIRECT ECONOMIC VALUE GENERATED

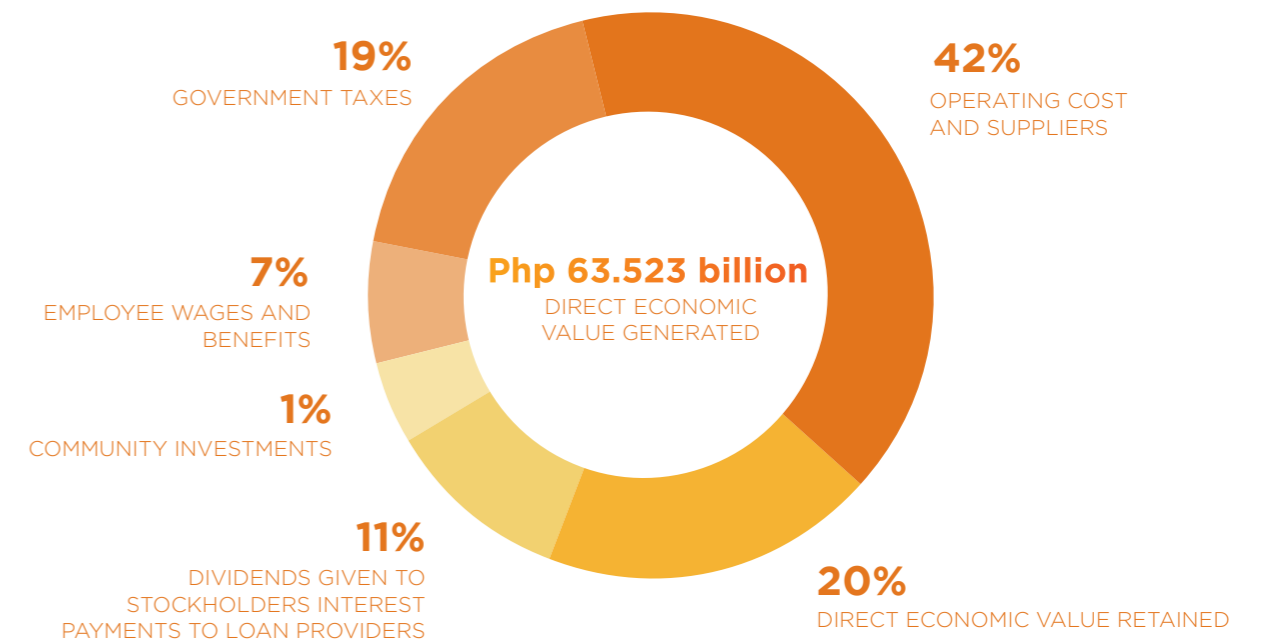
**Php 63.523 billion**

Direct economic value generated pertains to total of Gross gaming revenue after PFRS 15 allocation and Non-gaming and other revenues.

### RETAINED

**Php 12.84 billion**

Out of our revenue generated for 2019 amounting to Php 63.523 billion, the Group retained about 20% or Php 12.84 billion.



### DIRECT ECONOMIC VALUE DISTRIBUTED (IN THOUSAND PHP)

**26,047,527**

**Operating costs** refers to promotional allowances 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, software and hardware maintenance, communication and transportation, and others.

**4,095,309**

**Employee wages and benefits** refers to salaries and benefits presented under operating costs and expenses.

**12,322,557**

**Taxes given to government** pertains to remittances to PAGCOR, BIR and other government agencies; in the form of taxes reported as taxes and licenses reported under operating costs and expenses, and as provision for current income tax.

**538,699**

**Investments to community (e.g. donations, CSR)** are included as part of taxes and licenses in the company's SEC form 17-A; and pertains to donations to Bloomberry Cultural Foundation, Inc. that are funded in accordance with the license agreement with PAGCOR.

**7,203,822**

**Dividends given to stockholders and interest payments to loan providers** pertains to the total of dividends declared and interest expense reported in 2019.

**480,031**

**Other operating costs which relate to payments made to suppliers** including foreign exchange losses (gains) associated with these payments.

\*Detailed information on the Company's financial performance can be found in the Annual Report (SEC Form 17-A), posted on [Bloomberry's website](#).



Every act of kindness and giving counts at Solaire.

Many of our employees voluntarily share their expertise and time to implement programs in strategic areas, which the company can help improve the lives of various groups.

With teamwork as a core value at Solaire, our team members engage with local communities through various outreach activities. The program extends aid to orphanages, countryside schools, educational foundations, homes for the elderly, typhoon victims, and destitute and street children centers. Through partnerships with government agencies and non-government organizations (NGOs) – including DSWD, Caritas Manila, Girl Scouts of the Philippines, Bureau of Corrections, and Hands on Manila Foundation – Solaire Cares keeps the spirit of volunteerism well and alive. The program rebuilds communities, contributes to the environment, assists in youth value formation, inspires life and hope for the elderly, and supports developmental institutions that work for the welfare of local communities.



## CORPORATE SOCIAL RESPONSIBILITY 203-1, 203-2, 413 -1, 413-2

Solaire implements corporate social responsibility programs in strategic areas where the company can help improve the lives of various groups.

These are implemented through Solaire's own "Solaire Cares" program and its social development arm, the BRHI-funded Bloomberg Cultural Foundation, Inc. ("BCFI", the "Foundation").



As part of Solaire's outside economic contributions to community investments, we also engage in community development efforts. These are fulfilled in a spirit of public service and unity with our immediate communities.

These nonprofit programs are being done in support of PAGCOR's charter, to generate revenues and contribute to the country's socio-civic and national development programs.





## SAFEGUARDING MIGRANT WORKER WELFARE

BCFI pledged Php 500 million for the construction of the first-ever Overseas Filipino Workers (OFW) Hospital and Diagnostic Centre in San Fernando City, Pampanga.

This health complex envisions to strategically cater to the healthcare needs of OFWs and their dependents. The Foundation, along with the Provincial Government of Pampanga, Department of Labor and Employment (DOLE), Department of Health (DOH), and PAGCOR, broke ground for the construction of the hospital last December.

In February 2020, BCFI, the Pampanga provincial government, DOLE, DOH, and the Overseas Workers Welfare Administration (OWWA) signed a memorandum of understanding (MOU) to build the OFW Hospital. A usufruct will be constituted by the province of Pampanga over a piece of provincial land along McArthur Highway, in favor of DOLE. PAGCOR, for its part, will be donating Php 200 million worth of hospital equipment to the facility. DOLE will own, manage, and sustain the hospital with the support of DOH.



## TOWARD LASTING PEACE AND SECURITY: CADET BARRACKS FOR THE PMA

Through BCFI, Solaire channeled Php 335 million into the construction of a five-storey building, which now serves as a cadet barracks for around 480 cadets of the PMA.

Officially turned over to the PMA in June 2019, this is the second cadet barracks to be donated by BCFI; following the handover of our first PMA barracks back in 2016.

This new building facilitates better learning and living conditions for the country's future military and defense leaders, and contributes to the country's long-term efforts toward lasting security and peace and order.





## MEDICAL AND HEALTH SUPPORT FOR OUR LOCAL COMMUNITY

The overall health of the community living around our immediate vicinity is also important to the well-being of Solaire's patrons.

To help promote and support good health in Paranaque City, BFCI donated Php 12 million for the medical and health programs of the local government. This is a continuing yearly donation to the city.



## FOR THE PHILIPPINE RED CROSS (PRC): MEDICAL ASSISTANCE FOR THE POOREST FAMILIES

Totalling Php 124 million in 2019, Solaire provided support for the PRC that directly provide medical support for the neediest communities in the country.

This is the largest single donation ever received by the PRC, according to a report of The Manila Standard in September 2019. The fund supported three PRC programs. The first program, which received Php 64 million goes to the PRC's Dialysis Samaritan Program that covers a full kidney treatment plan for the poorest patients suffering from kidney failure. The second program, called Safe Blood for All (Php 50 million), provides blood to marginalized patients who are not protected by social safety nets. The third program (Php 10 million) directly supported the rehabilitation of the PRC Olongapo Chapter, so it may better serve the many indigent families living in the province.



## IMPROVING THE LIVES OF INDIGENOUS GROUPS

To provide some of our neediest indigenous communities with reliable sources of clean energy, BFCI invested in a Php 6 million program to provide Aeta families in the province of Tarlac with their own energy source.

Through this intervention, the homes of a total of 1,725 people or 540 households, in 11 sitios in the town of Capas in Tarlac, were connected to electricity for the first time. The solar energy solution likewise proves that renewable energy sources have the ability to change the lives of some of our poorest communities. Aside from providing energy to households, the program is also lighting up roads and pathways to significantly elevate the lives of entire communities.

 Bloomberg Resorts Corporation

# ANNUAL STOCKHOLDERS' MEETING

April 11, 2019



**GOOD  
GOVERNANCE**



Good corporate governance is a cornerstone of Bloomberg's growth strategy both from an economic and sustainability perspective. We believe that good corporate governance should serve the long-term interests of shareholders while enhancing the public's trust in the ability of Solaire to operate ethically and responsibly.

Toward these ends, Bloomberg strengthens the ability of the Board and management to create a culture of transparency and accountability across the organization. The company strives to enhance Solaire's overall value through: sound, prudent, and effective management; an efficient and effective management information system; effective risk management; reliable financial and operational information; cost effective and profitable business operations; and compliance with laws, rules, regulations and contracts.



## OUR COMMITMENT TO GOVERNANCE

Bloomberg Resort Corporation's Manual on Corporate Governance holds Solaire's Board and senior management accountable for maintaining good governance standards, and ensuring ethical behavior at all times, for the benefit of all of Solaire's stakeholders.

In addition, the Company provides copies of The Manual of Corporate Governance to all Solaire team members, and conducts information campaigns, orientation programs and workshops on governance under this Manual to all directors, officers, and employees.

This unwavering focus on corporate governance, especially through channels that promote accountability and transparency, is an important way for Solaire to balance and reconcile long-term customer satisfaction, shareholder value, and the creation of shared values for society at large.

## CELEBRATING EXCELLENCE IN GOVERNANCE



Asian Excellence Award for Best Investor Relations Company

Asian Excellence Award for Best CFO (Investor Relations)



Executive Leadership Team of the Year - Asia CEO Awards

## GOVERNANCE STRUCTURE 102-18

The Board of Directors of Bloomberry Resorts Corporation is the highest governance body at Solaire. The Board ensures the adequacy of internal control mechanisms for good governance and the proper implementation of the company’s Manual on Corporate Governance.

The Board provides an independent check on Solaire’s management; and ensures that the company’s values are translated into effective policies and programs that enable Solaire to achieve its objectives, in a manner that upholds the best interests of its stakeholders.

The Board is composed of seven highly competent members. Our directors come from diverse backgrounds and have the collective expertise to properly respond to the strategic needs of a growing business with complex needs. The directors are elected annually and serve for a term of one year. 2 out of the 7 members of the board are non-executive and independent directors. The Board spearheads the annual review of Solaire’s

Vision, Mission and values, and revisits its annual corporate strategy and means of implementation. The Board ensures that it conducts itself with honesty and integrity, in the performance of its various duties and functions. These include providing a strong system of checks and balances; maintaining an effective investor relations program; and ensuring Solaire’s faithful compliance to all applicable laws, regulations and applicable best business practices, among other key tasks.

## BOARD OF DIRECTORS AND EXECUTIVE OFFICERS

<b>CHAIRMAN OF THE BOARD AND CHIEF EXECUTIVE OFFICER</b>	<b>ENRIQUE K. RAZON JR.</b> FILIPINO
<b>VICE CHAIRMAN</b>	<b>JOSE EDUARDO J. ALARILLA</b> FILIPINO
<b>VICE CHAIRMAN, CONSTRUCTION AND REGULATORY AFFAIRS</b>	<b>DONATO C. ALMEDA</b> FILIPINO
<b>PRESIDENT AND CHIEF OPERATING OFFICER</b>	<b>THOMAS ARASI</b> AMERICAN
<b>DIRECTOR</b>	<b>CHRISTIAN R. GONZALEZ</b> FILIPINO
<b>INDEPENDENT DIRECTOR</b>	<b>CARLOS C. EJERCITO</b> FILIPINO
<b>INDEPENDENT DIRECTOR</b>	<b>JOSE P. PEREZ</b> FILIPINO
<b>CORPORATE SECRETARY AND COMPLIANCE OFFICER</b>	<b>SILVERIO BENNY J. TAN</b> FILIPINO
<b>ASSISTANT CORPORATE SECRETARY</b>	<b>JONAS S. KHAW</b> FILIPINO

## COMMITTEES AND THEIR RESPONSIBILITIES

### THE AUDIT COMMITTEE

The Audit Committee consists of three non-executive directors, who shall preferably have accounting and/or finance backgrounds. The Committee's main function is to assist the Board in the performance of its oversight responsibility for the financial reporting process. The Committee also oversees compliance with tax, legal and regulatory requirements such as those of PAGCOR.

### THE ENTERPRISE RISK MANAGEMENT (ERM) COMMITTEE

The Enterprise Risk Management (ERM) Committee consists of three directors, majority of whom shall be non-executive. The Committee has the responsibility to assist the Board in ensuring that there is an effective and integrated risk management process in place to arrive at well informed decisions, taking into consideration the risk related to significant business activities, plans, and opportunities.

### THE RELATED PARTY TRANSACTIONS (RPT) COMMITTEE

The Related Party Transactions (RPT) Committee consists of three directors, majority of whom shall be non-executive. The Committee has the responsibility to assist the Board in reviewing all material Related Party Transactions (RPT) of the Corporation.

### NOMINATION COMMITTEE

Composed of at least three members, one of whom should be an independent director. The Committee reviews and evaluates qualifications of all persons nominated to the Board and other appointments that require Board approval; and assesses the effectiveness of the Board's processes and procedures in the election or replacement of directors.

### COMPENSATION OR REMUNERATION COMMITTEE

Composed of at least three members, one of whom should be an independent director. The Committee is tasked to establish a formal and transparent procedure for developing a policy on remuneration of directors and officers, and to ensure that their compensation is consistent with the Company's culture, strategy, and the business environment in which it operates.

## HIGH STANDARDS OF BUSINESS CONDUCT

Aside from Bloomberg's Manual on Corporate Governance, the company has policies that safeguard stakeholder rights and ensure that the company operates in an ethical manner. Solaire strictly observes the provisions of the Securities Regulation Code, particularly its prohibitions on fraud, manipulation, and insider trading. The company likewise follows detailed measures for avoiding conflicts of interest, and in dealing with instances of such conflict.

### ANTI-CORRUPTION 205-1, 205-2, 205-3

Our gaming operations are exposed to serious risks in corruption and money laundering that should be properly addressed at all times. The Team Member Code of Good Behavior (TMCGB) sets out policies and procedures to prevent or address any incidents of corruption, which may disrupt our operations or tarnish our reputation.

Our Anti-corruption policy is contained and explained in our Manual of Good Governance, Declaration of Affiliation, and Procurement Manual. We closely coordinate with PAGCOR and the Anti-Money Laundering Council (AMLC) on anti-corruption measures.

Solaire frequently reminds all employees of the company's provisions on anti-corruption. Our TMCGB, which prohibits

acts of corruption, serves as an important guideline for ethical employee conduct. All team members are provided a copy of this Code. Every incident of corruption undergoes due process in accordance with the provisions of the Code and is evaluated based on the facts of the case. Suppliers are also made aware of the company's Policy on Ethics under the Procurement Manual prior to awarding the contract.

In 2019, all incidents of corruption were internally resolved after going through due process. Cases include asking and/or accepting gifts from our stakeholders, or granting undue favor to the stakeholder, which resulted in suspension or termination.

Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100%
Percentage of directors and management that have received anti-corruption training	100%
Percentage of employees that have received anti-corruption training	100%

### ANTI-MONEY LAUNDERING

We further recognize that we must exert due diligence when it comes to any form of fraud. As such, Solaire adopted its first Money Laundering (ML) and Terrorist Financing (TF) Prevention Program in 2018 with the following objectives: (a) to comply with the amendments to the Anti-Money Laundering Act (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 activity.

Solaire's Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) Compliance Organization was established to take the lead in all money laundering and terrorist financing prevention efforts. The group is guided by senior management, and is tasked with conducting periodic risk assessments, internal audits, and maintaining close coordination with regulators.

## PROCUREMENT PRACTICES AND SUPPLIER ACCREDITATION

102-9, 204-1, 308-1, 414-1

We regard our suppliers as extended members of our own company, and are thus key partners in advancing our sustainability agenda.

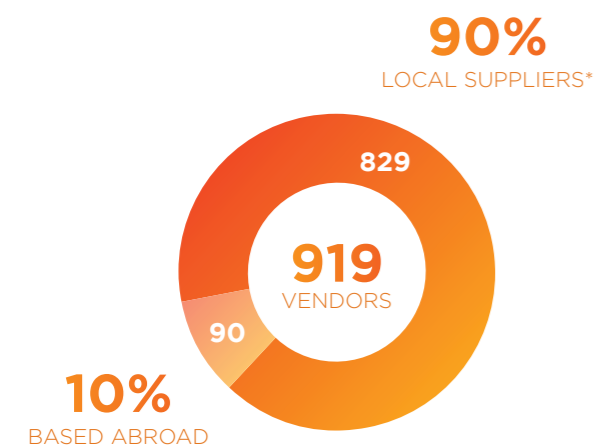
We view every level and aspect of our procurement practices as possible opportunities to improve our triple bottom line (Profit, People, Plant) performance.

We have an annual meeting with all our suppliers for various quality control parameters, including environmental compliance and requirements for accreditation. We likewise tap external professional services for independent supplier assessments, accreditation and background checks.

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

The commitment of funds for the purchase of goods and services is centralized and is solely performed by the Procurement department.

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 they meet our high standards in areas, such as food safety, supplier code of conduct, workplace and facility standards, human rights and the environment.



**18%**  
NUMBER OF NEW SUPPLIERS ASSESSED FOR ENVIRONMENTAL AND SOCIAL CRITERIA



**63%**  
PERCENTAGE OF SPENDING ON LOCAL SUPPLIERS BASED ON PURCHASE ORDERS<sup>^</sup>

\*Local suppliers are defined as vendors and service providers whose companies are registered and incorporated within the Philippines.  
<sup>^</sup>Spend was based on POs issued to vendors January to December 2019

## REGULATORY COMPLIANCE: MISSION ZERO

307-1, 419-1

Changes in government and regulatory rules may negatively impact the way clients view Solaire. 100% compliance, therefore, is our permanent target for all matters dealing with government regulations.

We employ a compliance calendar tracker to guarantee that all departments are updated with all requirements, and are addressing them in a timely and comprehensive manner.

Beyond the avoidance of fines and sanctions, we self-regulate and comply with all statutes and ordinances to achieve our Mission Zero goal of No Disruptions in Operations. We treat any form of non-compliance as an interruption to the smooth flow of our daily operations, which may affect our customer satisfaction goals.

Reflecting our on-going efforts to comply with regulations, our Compliance Committee oversees, updates, and monitors Solaire's compliance calendar for various regulatory categories and concerns. These include compliance to PAGCOR gaming regulations, Anti-Money Laundering laws, Data Privacy directives, and Engineering and Marketing regulations, among others. The strict compliance to all pertinent statutes is ultimately the responsibility of the department affected by the regulation.

# GRI CONTENT INDEX 102-55

This report has been prepared in accordance with the Core option.

DISCLOSURE	TOPIC	PAGE NUMBER AND/OR DIRECT ANSWER
<b>GRI 101: Foundation 2016</b>		
<b>General Disclosures</b>		
<b>GRI 102: General Disclosures 2016</b>		
<b>Organizational Profile</b>		
GRI 102-1	Name of the organization	3, 11
GRI 102-2	Activities, brands, products, and services	3, 11, 13-15
GRI 102-3	Location of headquarters	11
GRI 102-4	Location of operations	11
GRI 102-5	Ownership and legal form	11
GRI 102-6	Markets served	11
GRI 102-7	Scale of the organization	3, 11, 37
GRI 102-8	Information on employees and other workers	37
GRI 102-9	Supply chain	68
GRI 102-10	Significant changes to the organization and its supply chain	11
GRI 102-11	Precautionary Principle or approach	11
GRI 102-12	External initiatives	Not applicable
GRI 102-13	Membership of associations	Hotel and Restaurant Association of the Philippines, Philippine Hotel Owners Association
<b>Strategy</b>		
GRI 102-14	Statement from senior decision-maker	6-7
<b>Ethics and Integrity</b>		
GRI 102-16	Values, principles, standards, and norms of behavior	12
<b>Governance</b>		
GRI 102-18	Governance Structure	64
<b>Stakeholder Engagement</b>		
GRI 102-40	List of stakeholder groups	20
GRI 102-41	Collective bargaining agreements	39
GRI 102-42	Identifying and selecting stakeholders	20
GRI 102-43	Approach to stakeholder engagement	20
GRI 102-44	Key topics and concerns raised	20, 27, 30, 33
<b>Reporting Practice</b>		
GRI 102-45	Entities included in consolidated financial statements	53
GRI 102-46	Defining report content and topic boundaries	3,11,19
GRI 102-47	List of material topics	19
GRI 102-48	Restatements of information	Not applicable
GRI 102-49	Changes in reporting	Not applicable
GRI 102-50	Reporting period	3,11
GRI 102-51	Date of most recent report	3,11
GRI 102-52	Reporting Cycle	11
GRI 102-53	Contact points for questions regarding the report	3,11
GRI 102-54	Claims of reporting in accordance with the GRI standards	3,11
GRI 102-55	GRI content index	70-73

TOPIC	DISCLOSURE	TOPIC	PAGE NUMBER AND/OR DIRECT ANSWER
<b>Economic performance</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	53, 54-59
	GRI 103-2	The management approach and its components	53, 54-59
	GRI 103-3	Evaluation of the Management Approach	53, 54-59
<b>GRI 201: Economic Performance 2016</b>	GRI 201-1	Direct Economic values generated & distributed	53
<b>GRI 203: Indirect Economic Impacts 2016</b>	GRI 203-1	Infrastructure investments and services supported	54-59
	GRI 203-2	Significant indirect economic impacts	54-59
<b>Procurement</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	68
	GRI 103-2	The management approach and its components	68
	GRI 103-3	Evaluation of the Management Approach	68
<b>GRI 204: Procurement Practices 2016</b>	GRI 204-1	Proportion of spending on local suppliers	68
<b>GRI 308: Supplier Environmental Assessment 2016</b>	GRI 308-1	New suppliers that were screened using environmental criteria	68
<b>GRI 414: Supplier Social Assessment 2016</b>	GRI 414-1	New suppliers that were screened using social criteria	68
<b>Compliance</b>			
<b>Anti-corruption Compliance</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	67
	GRI 103-2	The management approach and its components	67
	GRI 103-3	Evaluation of the Management Approach	67
<b>GRI 205: Anti-corruption 2016</b>	GRI 205-1	Operations assessed for risks related to corruption	67
	GRI 205-2	Communication and training about anti-corruption policies and procedures	67
	GRI 205-3	Confirmed incidents of corruption and actions taken	67
<b>Environmental and Socioeconomic Compliance</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	47-49, 69
	GRI 103-2	The management approach and its components	47-49, 69
	GRI 103-3	Evaluation of the Management Approach	47-49, 69
<b>GRI 307: Environmental Compliance 2016</b>	GRI 307-1	Non-compliance with environmental laws and regulations	69
<b>GRI 419: Socioeconomic Compliance 2016</b>	GRI 419-1	Non-compliance with laws and regulations in the social and economic area	69
<b>Energy</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	47
	GRI 103-2	The management approach and its components	47
	GRI 103-3	Evaluation of the Management Approach	47
<b>GRI 302: Energy 2016</b>	GRI 302-1	Energy Consumption Within the organization	47
<b>Emissions</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	47
	GRI 103-2	The management approach and its components	47
	GRI 103-3	Evaluation of the Management Approach	47
<b>GRI 305: Emissions 2016</b>	GRI 305-1	Direct (Scope 1) GHG Emissions	47
	GRI 305-2	Energy indirect (Scope 2) GHG Emissions	47
	GRI 305-4	GHG Emissions Intensity	47

TOPIC	DISCLOSURE	TOPIC	PAGE NUMBER AND/OR DIRECT ANSWER
<b>Water</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	48
	GRI 103-2	The management approach and its components	48
	GRI 103-3	Evaluation of the Management Approach	48
<b>GRI 303: Water and Effluents 2018</b>	GRI 303-1	Interactions with water as a shared resource	48
	GRI 303-2	Management of water discharge-related impacts	48
<b>Waste</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	49
	GRI 103-2	The management approach and its components	49
	GRI 103-3	Evaluation of the Management Approach	49
<b>GRI 306: Waste 2020</b>	GRI 306-1	Waste generation and significant waste-related impacts	49
	GRI 306-2	Management of significant waste-related impacts	49
	GRI 306-3	Waste generated	49
	GRI 306-4	Waste diverted from disposal	49
	GRI 306-5	Waste directed to disposal	49
<b>Labor practices and employee relations</b>			
<b>Employment</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	37-41
	GRI 103-2	The management approach and its components	37-41
	GRI 103-3	Evaluation of the Management Approach	37-41
<b>GRI 401: Employment 2016</b>	GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	40-41
	GRI 401-3	Parental leave	40
<b>Occupational Health and Safety</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	42
	GRI 103-2	The management approach and its components	42
	GRI 103-3	Evaluation of the Management Approach	42
<b>GRI 403: Occupational Health and Safety 2018</b>	GRI 403-1	Workers representation in formal joint management-work health and safety committees	42
	GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	42
	GRI 403-5	Worker training on occupational health and safety	42
	GRI 403-8	Workers covered by an occupational health and safety management system	42
	GRI 403-9	Work-related injuries	42
	GRI 403-10	Work-related ill health	42
<b>Training and Education</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	38-43
	GRI 103-2	The management approach and its components	38-43
	GRI 103-3	Evaluation of the Management Approach	38-43
<b>GRI 404: Training and Education 2016</b>	GRI 404-1	Average hours of training per year per employee by employee	43
	GRI 404-2	Programs for upgrading employee skills and transition assistance program	38

TOPIC	DISCLOSURE	TOPIC	PAGE NUMBER AND/OR DIRECT ANSWER
<b>Diversity and Equal Opportunity</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	37-40
	GRI 103-2	The management approach and its components	37-40
	GRI 103-3	Evaluation of the Management Approach	37-40
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	GRI 405-1	Diversity of governance bodies and employees	37
	GRI 405-2	Ratio of basic salary of women to men	The ratio of salary is based on performance and position and not on gender
<b>GRI 406: Non-discrimination 2016</b>	GRI 406-1	Incidents of discrimination and actions taken	No incidents were reported in 2019
<b>Security Practices</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	33
	GRI 103-2	The management approach and its components	33
	GRI 103-3	Evaluation of the Management Approach	33
<b>GRI 410: Security Practices 2016</b>	GRI 410-1	Security personnel trained in human rights policies or procedures	33
<b>Community Development</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	54-59
	GRI 103-2	The management approach and its components	54-59
	GRI 103-3	Evaluation of the Management Approach	54-59
<b>GRI 413: Local Communities 2016</b>	GRI 413-1	Operations with local community engagement, impact assessments, and development programs	54-59
	GRI 413-2	Operations with significant actual and potential negative impacts on local communities	None identified to have potential negative impacts
<b>Customer Service</b>			
<b>Marketing and Labeling</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	27
	GRI 103-2	The management approach and its components	27
	GRI 103-3	Evaluation of the Management Approach	27
<b>GRI 417: Marketing and Labeling 2016</b>	GRI 417-1	Requirements for product and service information and labeling	27, 30
	GRI 417-2	Incidents of non-compliance concerning product and service information and labelling	No incidents were reported in 2019
	GRI 417-3	Incident of non-compliance concerning marketing communications	No incidents were reported in 2019
<b>Customer Privacy</b>			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its Boundaries	22
	GRI 103-2	The management approach and its components	32
	GRI 103-3	Evaluation of the Management Approach	32
<b>GRI 418: Customer Privacy 2018</b>	GRI 418-1	Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data	32



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