



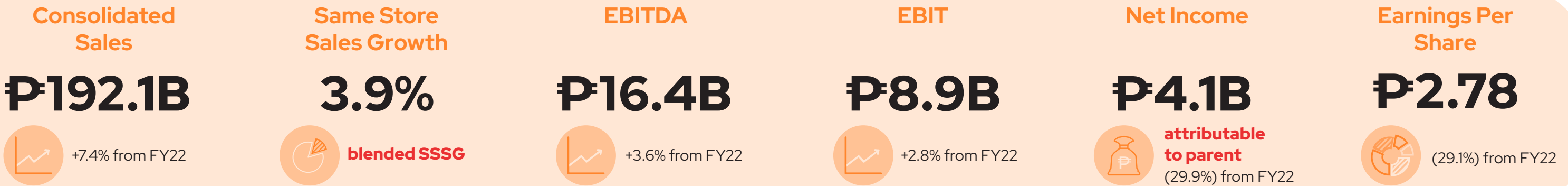
RRHI at a Glance

FY23 highlights

Our Reach



Financials



Sustainability





How We Create Value

Corporate Information

Robinsons Retail Holdings, Inc. is one of the Philippines' largest multiformat retailers. Founded by the late entrepreneur John L. Gokongwei, Jr. with the opening of the first Robinsons Department Store in 1980, we now have a robust network of close to 2,400 stores alongside over 2,100 franchised community drugstores under TGP.

After over forty years of continued service, we have created a varied portfolio of banners tailored to the needs of the Filipino shopper—from supermarkets and convenience stores to drugstores, department stores, DIY stores, and specialty stores covering appliances, toys, mass merchandise, beauty, pet retail, and lifestyle sneakers. Our commitment to expansion remains unwavering. By extending modern retail to underserved regions, we embrace a holistic business ethos prioritizing sustainability amid economic shifts.

Central to our strategy is a culture deeply rooted in customer-centricity, ensuring our products and services resonate responsively with shoppers. Embracing omnichannel retail, we capitalize on synergistic alliances as anchor tenants of premier mall developers like Robinsons Malls while at the same time advancing our digital presence. This dual thrust fortifies our physical footprint while accelerating the digital transition, aligning with evolving consumer preferences.

At Robinsons Retail, we cultivate meaningful relationships with our people, stakeholders, and the communities we serve as we champion a commitment to fostering long-term growth and sustainability.

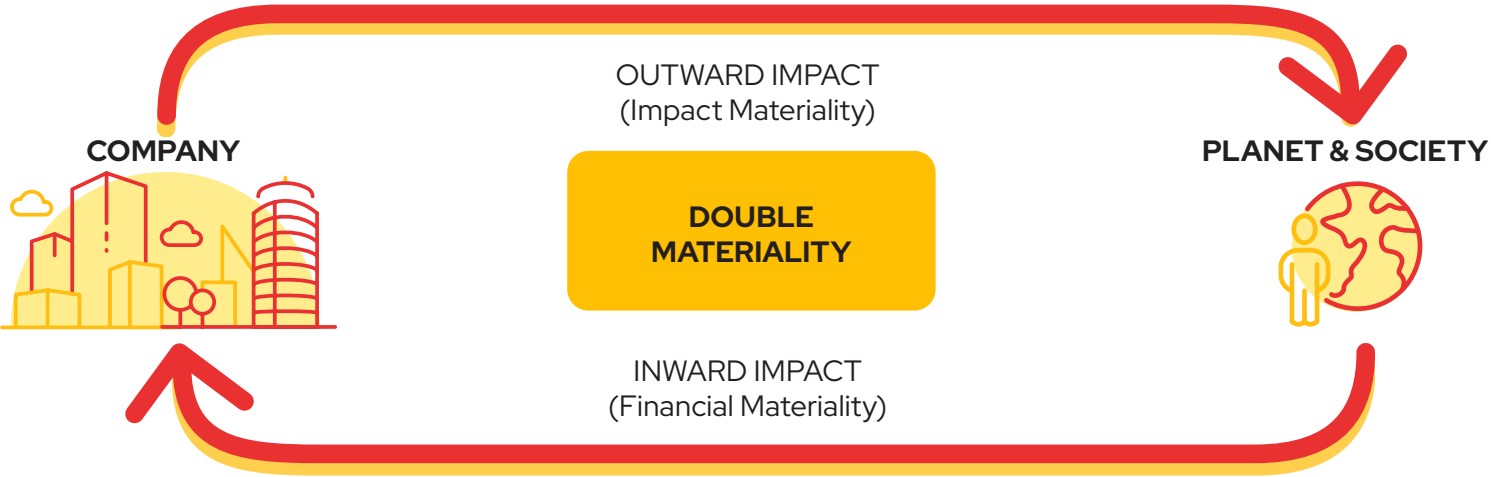
Vision

We enrich the lives of every Filipino with trusted products and solutions that bring them joy.

Mission

We aim to be an innovative lifestyle partner of choice that provides delightful shopping experiences to every Filipino.

Creating Sustainable Value



Double Materiality Dimension	Reference Sustainability Reporting Standard
Impact Materiality of Sustainability Topics	Global Reporting Initiative (GRI)
Financial Materiality of Sustainability Topics	IFRS Sustainability Disclosure Standards Sustainability Accounting Standards Board (SASB)

Recent international developments, together with continuous engagement on ESG topics by the Company’s directors and senior management as well as key stakeholders such as our suppliers, allowed us to further improve and recalibrate our sustainability framework.

We applied the principle of double materiality in this year’s framework revamp, which acknowledges that companies are not only impacted by external environmental and social factors (financial materiality) but also influence these factors through their operations and decisions (impact materiality). This principle corroborates the recent introduction of the first two IFRS Sustainability Disclosure Standards (IFRS S1 and S2), which were developed in collaboration with multiple ESG standard-setting bodies such as the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-related Financial Disclosures (TCFD), and the memorandum of understanding by GRI and IFRS to coordinate their work programs and

standard-setting activities on sustainability reporting. These reporting developments encouraged the Company to use IFRS S1 and S2 and SASB, in addition to using GRI standards in identifying our material topics. GRI standards have been used by the Company since its first sustainability reporting in 2018. We support the harmonization of sustainability reporting standards towards more comprehensive reporting and enhance comparability of ESG data across all industries.

We have identified 14 material topics housed under our new ESG focus areas coined as the 3Rs of Sustainability: Responsible Retailing, Relationship with Our People and Communities, and Robust Environmental Action. These new focus areas are stakeholder-driven and align with our vision and mission to bring trusted products and solutions that bring joy to our stakeholders by promoting responsible retail practices, fostering constant stakeholder collaborations, and managing our overall environmental impacts.







ESG Focus Areas	Responsible Retailing	Relationship with People and Communities	Robust Environmental Action
Primary Stakeholders Involved	Suppliers, Customers	Employees, Communities	Environment, Employees, Communities
Material Topics	<ul style="list-style-type: none">Product Marketing, Labelling, and PackagingProduct Health, Safety, and NutritionProduct SourcingData Privacy	<ul style="list-style-type: none">Diversity and InclusionEmployee Engagement and Labor PracticesOccupational Health and SafetyTraining and DevelopmentLocal Community Development	<ul style="list-style-type: none">Climate StrategyEnergy ManagementWaste ManagementWater ManagementMaterials Consumption

With these enhanced framework and material topics, the Company commits to set its quantitative ESG Targets in 2024.

Stakeholder Engagement

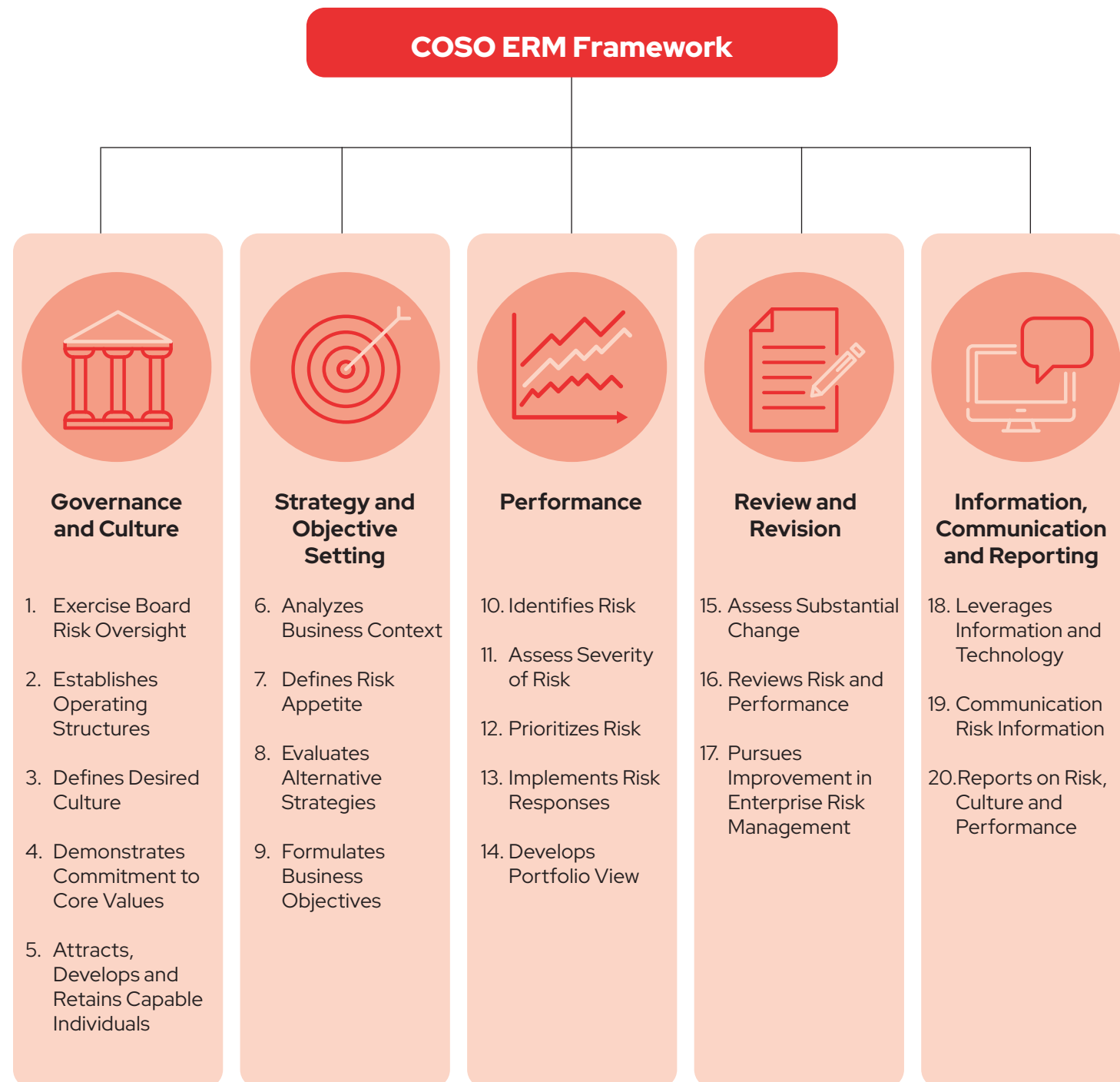
We recognize the importance of engaging with our stakeholders in developing a sustainable and growth-oriented strategy. By promoting dialogue with our key stakeholder groups, which we have identified as our customers, employees, suppliers and franchisees, and investors, we are able to gain valuable insights into their concerns and needs, which in turn help inform our decision-making to remain agile and responsive to changing needs and expectations.

Stakeholder group and why they are important 102-40, 102-42	How they are engaged and frequency of engagement 102-43	Concerns raised 102-44	Company response 102-44
Customers			
 <p>Customer-centricity is a key aspect of the way we do business. We exist for our customers and their concerns, needs, and wants are integral to our operations and evolving business strategy.</p>	<ul style="list-style-type: none"> Regular feedback through social media Engagement with our front-line employees during store hours 	<ul style="list-style-type: none"> Quality of products Price of products Accessibility of stores 	<ul style="list-style-type: none"> We follow strict measures to ensure that all our products pass safety and quality regulations We price reasonably to reach a wider economic spectrum. Through our disciplined expansion strategy, we carefully look into new locations and assess the viability of other in different areas across the country.
Employees			
 <p>Our employees are our most valuable capital. They drive our operations and growth and represent the company in engaging customers.</p>	<ul style="list-style-type: none"> Various engagement activities Employee engagement survey 	<ul style="list-style-type: none"> Wages and benefits Leadership Career development 	<ul style="list-style-type: none"> We benchmark our wages and benefits against the best in the industry. We maintain a work culture that is grounded on our corporate values. We also value leadership that drives growth without compromising employee concerns. We value our employees and ensure that we provide avenues for them to develop their skills. As much as we can, we fill higher-level positions with internal candidates.
Suppliers and Franchisees			
 <p>Our suppliers and franchisees are our partners in delivering value to our customers through the products that they (suppliers) produce or consolidate and the stores that they (franchisees) manage.</p>	<ul style="list-style-type: none"> Engagement through the operations managers and the buyers 	<ul style="list-style-type: none"> Procurement terms Payment schedule Availability of stocks for fast moving SKUs 	<ul style="list-style-type: none"> We value collaboration and ensure that we both leave the negotiating table as winners. We are fair and reasonable in our terms, and we make it a point to engage Treasury for prompt payment of products. We are committed to improving our engagement with our supply chain for warehousing, distribution, and stocking to ease business transactions for all our partners.
Investors			
 <p>As shareholders, our investors have a role in setting our direction based on their financial and non-financial expectations from our performance.</p>	<p>Ad hoc, monthly, and/or quarterly conference calls and in-person meetings with our investor relations team and senior management</p>	<ul style="list-style-type: none"> Communication on plans, actions, and impacts on environmental, social, and governance (ESG) topics and how these affect brand and reputation 	<p>We publish annual and sustainability reports that detail our financial and non-financial performance and other related developments. This year, we have revised our sustainability framework as a starting step to better align our ESG targets and our value creation strategy.</p>

Managing our risks, building the future

Enterprise Risk Management (ERM) Framework

At Robinsons Retail, we take a proactive and comprehensive approach to managing our risks. We have adopted the Committee of Sponsoring Organizations (COSO) ERM Framework to ensure consistent risk management across all facets of our operations.

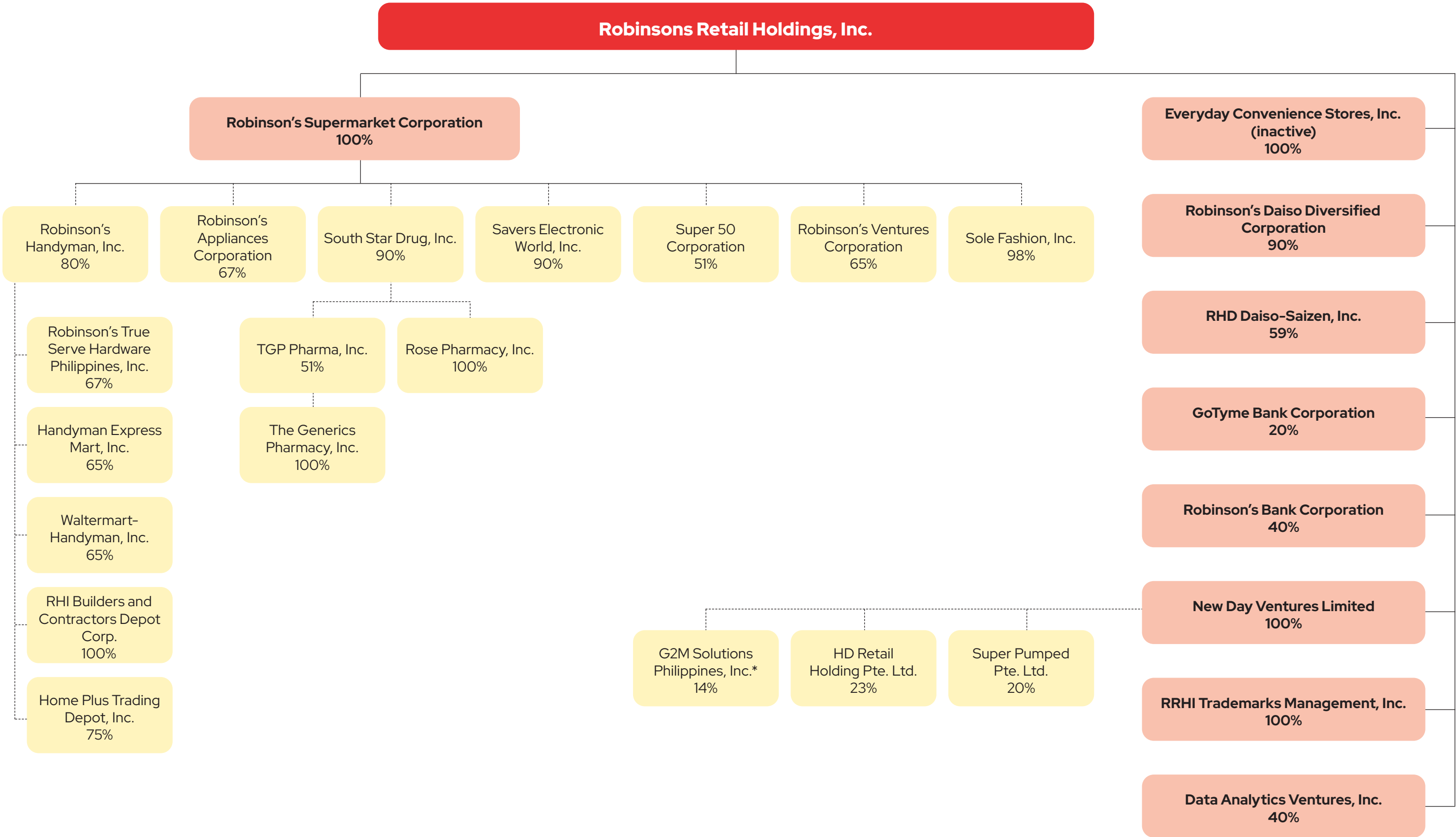


Risk Classifications

Identifying and defining risks is a critical component for effective ERM. We have identified seven (7) primary risks that have the greatest potential to impact Robinsons Retail. By understanding these risks, we are able to inform decision-making and strategy on how to minimize potential impact.



Conglomerate Map



*Represent notes with conversion rights

Brand Portfolio and Acquisitions

1980

- We opened the first Robinsons Department Store.



1985

- We entered food retail with the opening of our first Robinsons Supermarket.



1994

- Our first Handyman store opened.



2000

- We opened our first Robinsons Appliances.
- We brought Ministop to the Philippines (now Uncle John's).



2006

- We became the exclusive licensee of Toys "R" Us Asia.



2007

- Our first major acquisition, we acquired True Value in the Philippines, our second DIY format.



2009

- We brought Daiso Japan to the Philippines as exclusive franchisee.



2012

- We acquired 90% of Southstar Drug, one of the country's largest and oldest drugstore chains.



2018

- We acquired Rustan Supercenters from the Dairy Farm Group. Rustan owned The Marketplace and Shopwise.
- We were appointed exclusive franchisee of Pet Lovers Centre, the biggest pet chain in SG
- We invested in B2B platform Growsari Inc. where we currently have a 14% stake.



2016

- We acquired 51% of TGP, the largest generics drugstore chain in the country with more than 2,000 franchised stores.



2015

- We acquired 90% of Savers Appliances, our second appliances format.



2014

- We launched Robinsons Easymart, our minimart format.
- We entered cosmetics with the acquisition of Beauty Skininnovations, a licensed reseller of Benefit and Shiseido.



2013

- We launched our Loyalty Card Program to better engage with our customers.
- We were listed on the PSE on November 11, 2013.



2019

- We became the exclusive franchisee of Emart of Korea's No Brand.
- We opened our first Super50 store.



2020

- We launched our own e-commerce platforms, including GoRobinsons.ph (renamed to GoCart.ph in 2022).
- We acquired Rose Pharmacy from the Dairy Farm Group.



2021

- We invested in Edamama where we currently have an 11% stake.
- We acquired a 20% interest in GoTyme, one of six digital banks given licenses by the BSP.



2022

- We opened the first flagship store of Clé de Peau Beauté, a luxury beauty brand under Shiseido.
- We acquired the 40% share of Ministop Japan, making us the 100% owner of Ministop Philippines, which we have rebranded to Uncle John's.



2023

- We acquired a 4.4% effective stake in BPI, which is on top of the merger between Robinsons Bank and BPI.
- We acquired the Sole Academy brand, which serves as our entry into the premium lifestyle sneakers format.



2024

- Completion of merger between Robinsons Bank and BPI, enabling us to effectively own 6.5% of BPI and to be entitled to a board seat.





Joint Message from the Chairman and President/CEO

Chairman's and President's Message



Dear Stakeholders,

2023 was another year of continued growth, marked by milestones built upon our commitment to sustainable growth and nurturing shareholder value.

This year, the global economy posed both challenges and opportunities for retailers like us. Heightened inflation exerted considerable pressure on consumer baskets and operating expenses. In addition, the already cutthroat competition in the market intensified further. New and established players continued to accelerate their expansion efforts, eager to capitalize on the prospects of a growing retail market.

Amidst these headwinds, we persevered and managed to generate growth. Our journey has indeed been marked by milestones. In the last ten years, we debuted our minimart format and subsequently entered the premium and hypermarket formats for our supermarkets. We also added banners in drugstores and entered new formats like pet retail. We introduced our own e-commerce platform GoCart and transformed our convenience stores into a truly Filipino brand named after our founder John Gokongwei Jr.

In 2023, our revenues increased by 7.4% to Php192.1 billion, supported by our blended same store sales

growth (SSSG) of 3.9% and our store expansion initiatives. Strong topline growth augmented by gross profit expansion grew our EBITDA by 3.6% to Php16.4 billion and our EBIT by 2.8% to Php8.9 billion. Core net earnings, which exclude non-recurring items, grew by 1.5% to Php5.6 billion despite rising cost pressures. The primary drivers of revenue growth were our core staples businesses, namely Supermarkets and Drugstores, accounting for over 70% of revenues.

Our resilience is directly attributed to an unwavering commitment to become the retailer of choice of Filipinos.

Strategic Growth

First, we have strategically expanded our store network in underserved regions where modern trade retailers are in high demand. In 2023, we opened 84 new outlets with bulk of the store openings happening outside Metro Manila growing our total store network to 2,393 stores. At the end of 2023, our Supermarket Segment was made up of 151 Robinsons Supermarket stores, 38 The Marketplace stores, 16 Shopwise stores, 125 Robinsons Easymart stores, and 19 No Brand stores; Drugstores with 651 Southstar Drug stores, 403 Rose Pharmacy stores, and 2,127 TGP franchise stores; 50 Robinsons Department Stores;

201 Handyman stores and 29 True Value stores in DIY; 408 Uncle John's convenience stores; as well as 84 Robinsons Appliances stores, 35 Savers Appliances stores, 42 Toys R Us stores, 93 Daiso Japan stores, 20 Super 50 stores, 11 beauty stores, 10 Pet Lovers Centre stores, and 2 lifestyle sneakers stores called Sole Academy.

Our 23% stake in O!Save, established in 2021, allows us to participate in the hard discount grocery market. Most of O!Save's stores are currently located in Luzon, particularly in Bulacan, Pampanga, Rizal, and NCR, and they are poised to open more stores across the Philippines currently supported by two distribution centers.

Better Choices

Next, we have further elevated the customer experience by thoughtfully curating a selection of products and services tailored to meet the evolving needs of consumers. To illustrate, we widened our offerings of imported products to cater to consumers seeking greater variety.

Our private label business has also ramped up, now encompassing a broader range of high-quality categories ranging from food to medicines to general merchandise sold at affordable prices. In



collaboration with DFI Retail, we formally launched the Meadows brand in the Philippines. Meadows is DFI Retail's multi-awarded private label brand of high-quality products sourced from all over the world and sold at great value. We also continue to work with exceptional local suppliers, in-line with our aspiration to support local industries and to position our business as a source of sustainable options.

On January 1, 2024, the merger between BPI and Robinsons Bank was finally completed, with the former as surviving entity. We now effectively own 6.5% of BPI and are entitled to a board seat in the bank. With the merger, we hope to empower our suppliers and partners with more solutions to service their individual business needs and aspirations, while keeping service levels up at our stores. We also expect to see more promotional tie-ups with the bank.

Physical + Digital

Third, we have maintained a robust omnichannel presence to retain our top-of-mind status. This has enabled us to capture more customers across the retail spectrum – from those who prefer visiting our physical stores to those who opt for the convenience of shopping online, and everyone in between.



We continue to reinforce our robust supply chain and currently have a nationwide network of 29 strategically located distribution centers covering a total area of 257,900 square meters. As we continue our drive towards becoming a true omnichannel retailer, our e-commerce platform GoCart remains vital to this transformation.

Our 14% stake in Growsari, a tech-enabled platform supporting a network of over 1 million sari-sari stores nationwide, allows us to also help bring omnichannel to MSMEs and support them with products sourced from Robinsons Supermarket. Operating in 23 key cities across the Philippines, it is the largest such platform in Southeast Asia. Growsari also provides tech and logistics contractual support to GoCart, as well as franchise logistics to TGP, which all further synergistic value.

GoTyme continues to accelerate and has become the digital bank of choice for its over 2.8 million customers. One of only six digital banks given licenses to operate in the Philippines by the Bangko Sentral ng Pilipinas, our 20% stake in GoTyme allows us to help bank unbanked or underbanked Filipinos through an easy and convenient yet secure and reliable digital bank. There are currently close to 400 bank kiosks located at our stores, allowing customers to receive a debit card within minutes. Other than free cash-in and cash-out transactions at our stores, GoTyme has also been seamlessly integrated with Go Rewards which allow customers to earn points every time they use their card. This synergy has helped grow our Go Rewards members to over 9 million.

Sustainability at the Heart

We take sustainability seriously at Robinsons Retail. As we further embed sustainability in the way we do business, our sustainability strategy has also evolved, with emphasis on three key areas: Responsible Retailing, Relationship with Our People and Communities, and Robust Environmental Action – Robinsons Retail's 3 Rs of Sustainability.



This year, we engaged over 2,000 MSMEs and over 2,200 small-hold farmers either through our Farm-to-Table Program or our other initiatives that support local and social enterprises. Our network of over 500 TGP franchisees not only makes quality and affordable generic medicines available to everyone, but also helps empower local entrepreneurs in contributing to their local economies.

We reduced over 30% of our direct greenhouse gas emissions intensity since 2021 primarily through the continuous phaseout of refrigerants with higher carbon footprints, upgrade and replacement of refrigeration and air-conditioning units, and the expansion of our use of water-loop refrigeration systems. We have also undertaken an assessment of 83 facilities for exposure to climate hazards like extreme typhoons, extreme heat, flooding, and sea level rise, which we will be using to inform and reinforce our business strategy and continuity plans.

Our combined efforts to achieve plastic neutrality have enabled us to collect over 20,000 kilos of rigid plastics through the expansion of our in-store, community-based, and events-based plastic collection initiatives through Gokongwei Group's Juan Goal for Plastic campaign and our homegrown Easy on the Plastic campaign.

To help battle food waste, we rescued around 23,000 kilos of near expiry but still good quality food, which have been turned over to Scholars of Sustenance and converted to over 95,000 meals for indigent communities.

To ensure accurate and reliable reporting of not only our financial information but our sustainability information, we have undertaken ESG assurance from an independent third party for our sustainability report in 2023, the first in the Gokongwei Group to do so. Through these combined efforts, we hope to help ensure a sustainable future for all by being a sustainable business.

This year, we were able to partner with volunteer groups and nonprofit organizations whose work in creating meaningful impact in society continue to inspire us to do better every day: Ateneo Center for Educational Development, Association of Mouth and Foot Painting Artists Philippines, Cancer Warriors Foundation, Caritas Manila, Childhope Philippines Foundation, Communities Organized for Resource Allocation, Feeding Metro Manila, The Foundation Foundation, Friends of Hope, Leah Borbon Hope of Angels, Lions Club of Marikina Valley, Philippine Foundation for Breast Care, Right Start Community Development, Save Philippine Seas, Scholars of Sustenance, Tahanang Walang Hagdanan, Thrive Foundation, Virlanie Foundation, World Vision Development Foundation, and the UP Men's Basketball Team, among others.



Since 2017, in collaboration with the Gokongwei Brothers Foundation, we have been able to support close to 200 pharmacy students across the country to complete their college education. This year, we are very proud of our 25 scholars who passed the 2023 Pharmacy Licensure Examination and we will continue to support them on their journey to becoming pharmacy professionals.

We marked a significant milestone in 2023 as we celebrated our 10th anniversary as a publicly listed company. We celebrated the occasion with a bell ringing ceremony at the Philippine Stock Exchange in November with the Directors and Officers of the PSE and Robinsons Retail. Our efforts for excellence in corporate governance were also once again recognized by the Institute of Corporate Directors with a Golden Arrow Award as we continue to bolster our corporate governance standards and practices.

Our continuing efforts in doing good for our people were also recognized by the Philippine Daily Inquirer and Statista with our inclusion in the 2024 edition of "The Philippines' Best Employers". From a list of over

2,000 employers and evaluated recommendations from around 16,000 employees, Robinsons Retail was recognized as one of the country's 300 most preferred employers. We will continue to strive to be a top employer of choice by nurturing a workplace that values meritocracy, collaboration, inclusivity, agility, and innovation.

This year, we welcomed DFI Group Chief Executive Scott Price as a member of Robinsons Retail's Board. He joins the 9-seat RRHI Board and succeeds Ian McLeod, who was elected to the Board in 2018. Scott has over 30 years of retail, logistics, and consumer packaged goods sector experience from around the world, with key management roles in UPS, Walmart, DHL Express, and Coca Cola. Scott is also a Non-Executive Director of Coles Group in Australia.

We also appointed Stanley Co as Chief Operating Officer. Stanley has been with Robinsons Retail for over 20 years and was Managing Director of our Supermarket Segment where led the segment to breach the Php100 billion mark for the first time. He also previously headed our DIY, Mass Merchandise, and Pets Segments for 12 years.

Looking Ahead

In all, our various initiatives support our diversified business strategy, which hopefully benefits both consumers and businesses across the Philippines. Encouraged by our financial performance in 2023, we will sustain our positive trajectory in 2024 where we expect all our formats to see continued steady growth. We are looking to accelerate our store rollout program and target to open 100 to 120 net new stores across the Philippines. We will continue to improve store efficiency as well as increase the share of premium and imported products to further underpin margin expansion.

As we look ahead, we are confident in sustaining our growth despite the multitude of external

risks we continue to face. Guided by our time-tested retail blueprint that emphasizes customer-centricity, we intend to remain agile and responsive, ensuring that our products and services constantly evolve in tandem with changing market dynamics.

We also recognize the significance of balancing the needs of our retail customers with the interests of our diverse stakeholders. Therefore, we also commit to conducting our operations sustainably by integrating responsible sourcing, ensuring product and service excellence, fostering employee development, and taking proactive environmental measures into our business practices.

2023 has been a meaningful year for us at Robinsons Retail and we are excited to see how 2024 unfolds. Together, we hope to continue to make a difference to the people and communities we serve as we create a more sustainable future.

Here's to another meaningful year ahead as we bring more moments of love and joy, one shelf at a time.

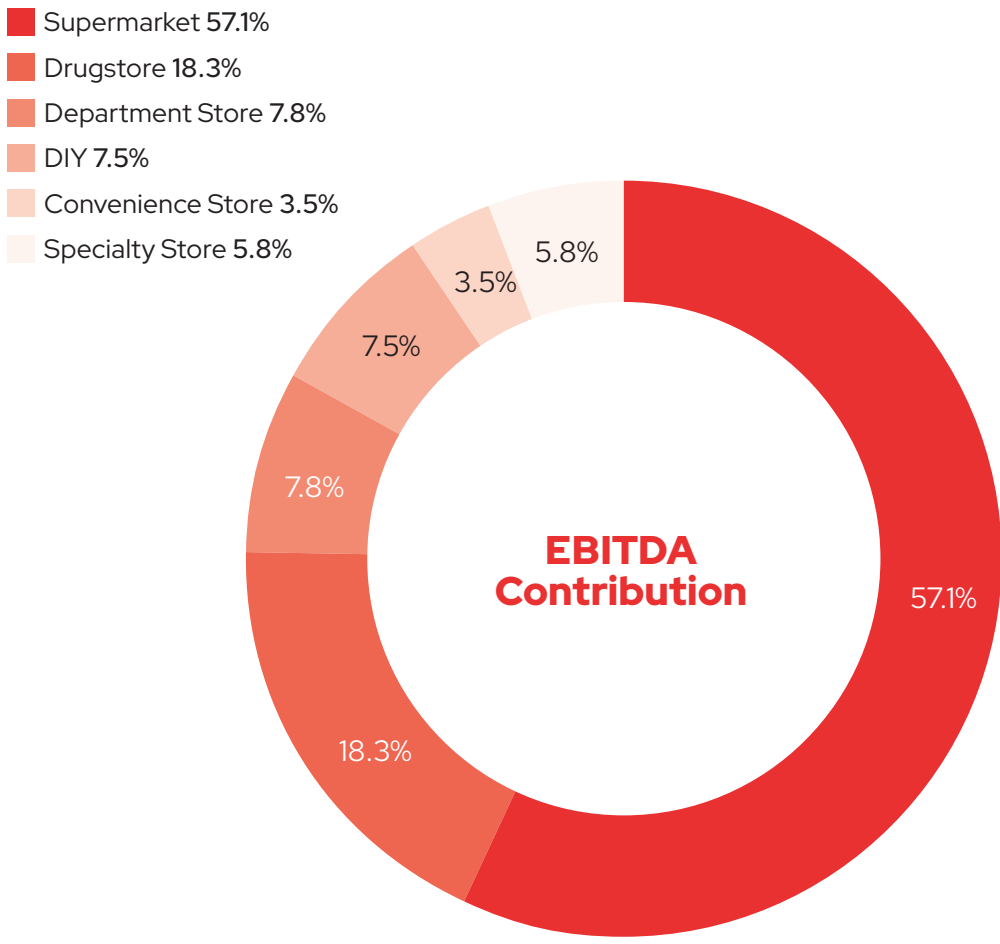
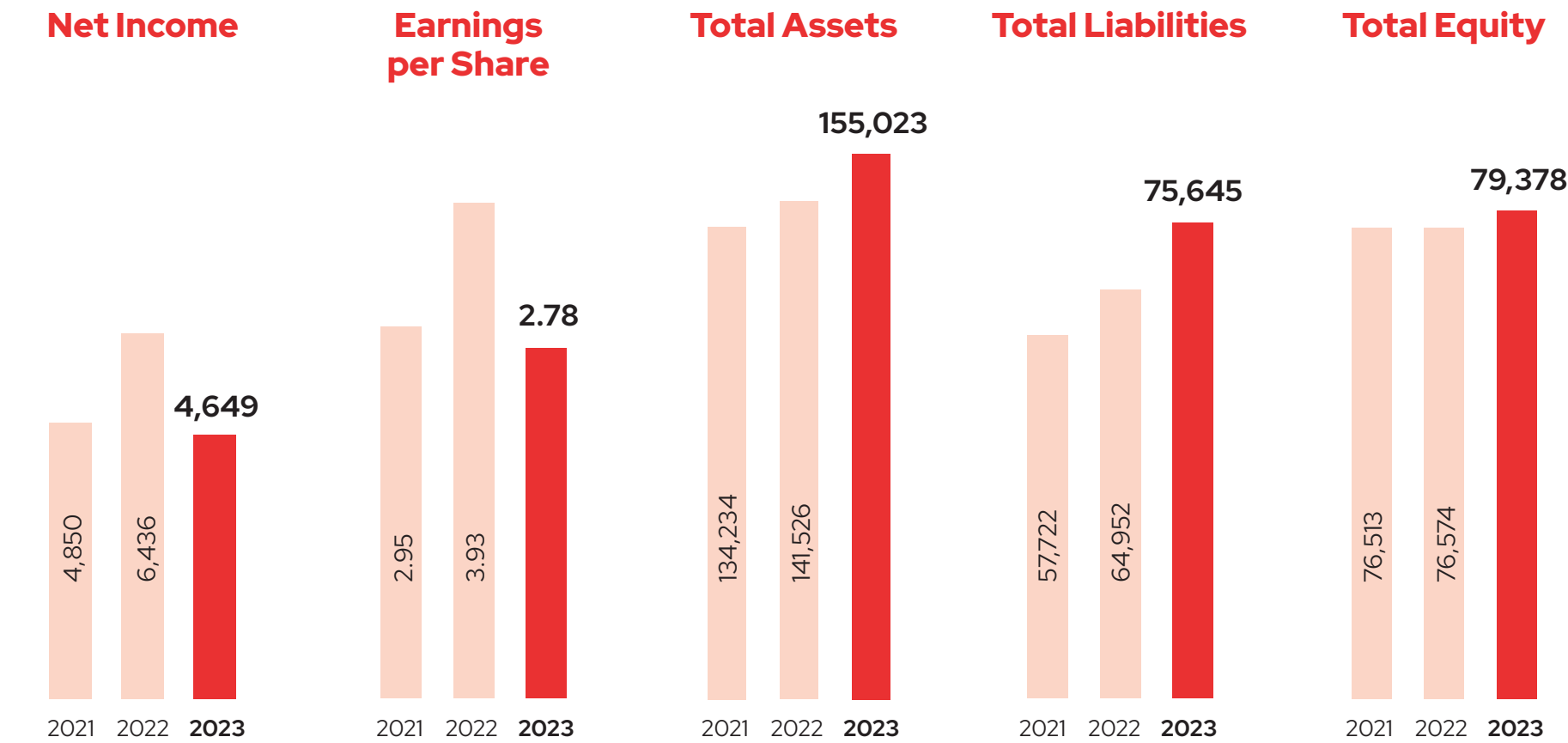
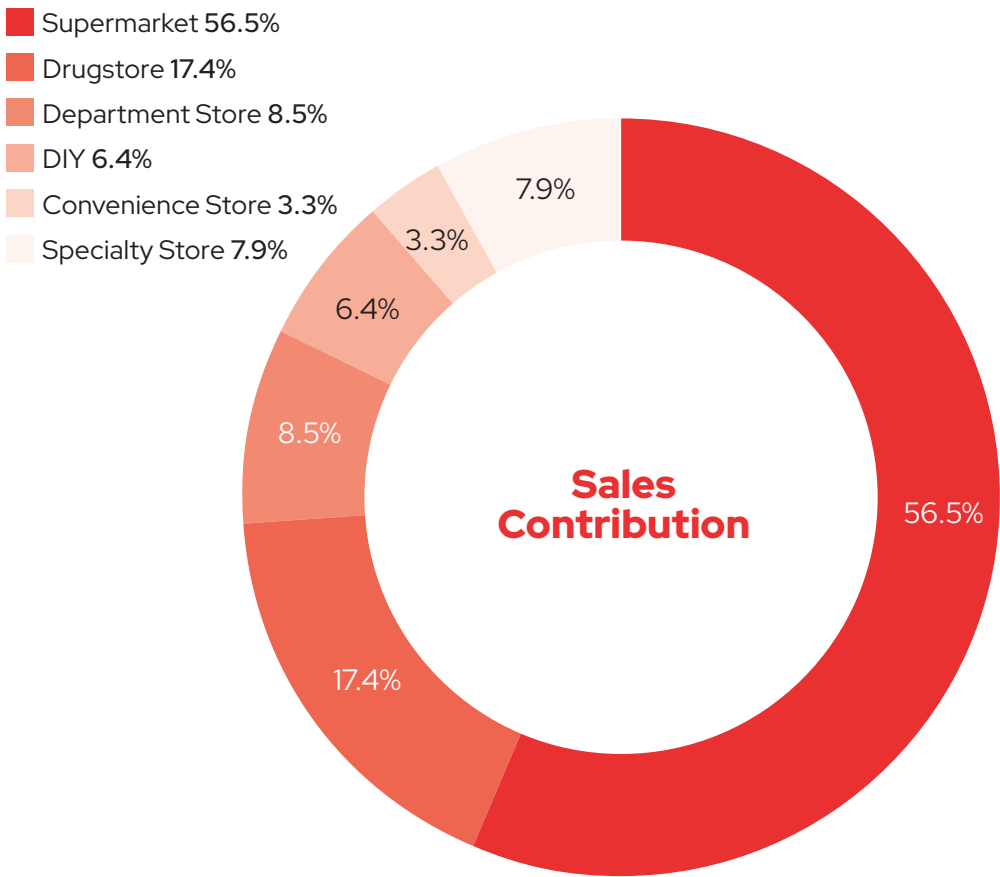
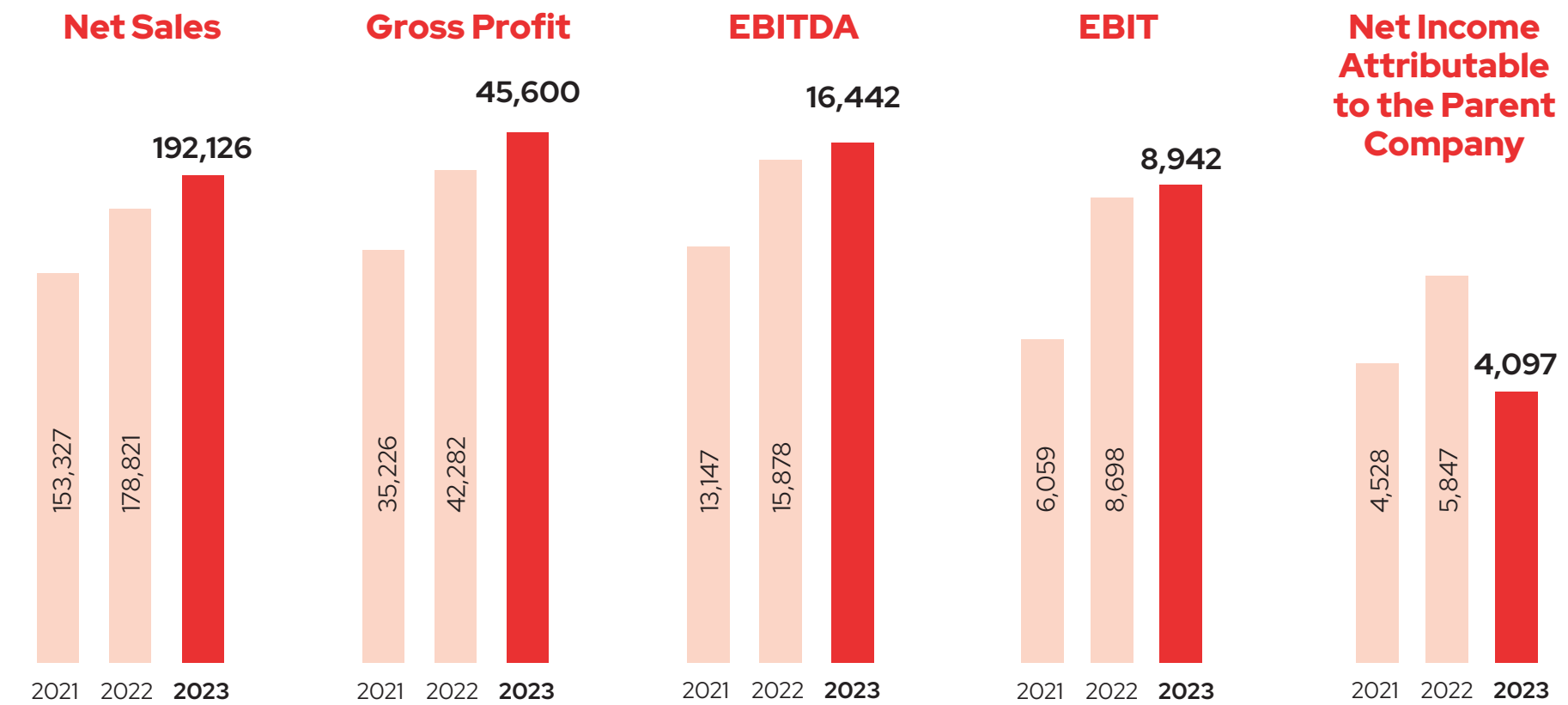
Lance Y. Gokongwei
Chairman

Robina Gokongwei-Pe
President and CEO



Group Financial Highlights

In million pesos





Business Review

Business Review

Robinsons Retail achieved Php192.1 billion in net sales in 2023, a notable increase of 7.4% supported by blended same store sales growth (SSSG) of 3.9% and store expansion initiatives. Despite the impact of inflation on consumption and a challenging base in 2022 which benefitted from economic reopening and election-related spending, the company continued to demonstrate resilience. The primary drivers of revenue growth were the core staples businesses, namely supermarkets and drugstores, which collectively accounted for over 70% of revenues.

Gross profit rose by 7.8% to Php45.6 billion in 2023, outpacing revenue growth. This was propelled by assortment shifts and the sustained penetration of private label brands. Operating income also experienced moderate growth, rising by 2.8% year-on-year to Php8.9 billion.

Net income attributable to equity holders of the parent company however decreased from Php5.8 billion in 2022 to Php4.1 billion in 2023. The decline was due to the reversal of foreign exchange gains in 2022 to a loss in 2023 due to the appreciation of the peso against the US dollar, the derecognition of Robinsons Bank’s net income under equitized earnings following its merger with BPI, and losses from start-up investments. Meanwhile, core net earnings, which exclude foreign exchange gains/losses, interest income from bonds, equity in earnings from

associates, interest expense related to the BPI shares acquisition financing, BPI cash dividends, and other one-time or non-operating items, exhibited marginal growth of 1.5% to Php5.6 billion.

Throughout the year, Robinsons Retail expanded its footprint by adding 84 new stores, predominantly in the Supermarket and Drugstore segments. This brought the total number of stores to 2,393, comprising 349 supermarkets, 1,054 drugstores, 50 department stores, 230 DIY stores, 408 convenience stores, and 302 specialty stores. Additionally, the company operates 2,127 franchised stores of TGP. The assortment of specialty stores includes 119 appliances & electronics stores, 42 toys stores, 118 mass merchandise stores, 11 beauty stores, 10 pet stores, and 2 lifestyle sneakers stores.



Contributing to Shared Growth: Direct Economic Value Generated and Distributed

Economic Performance (in Million Php)			
In million pesos	2021	2022	2023
Direct economic value generated (revenue)	155,013	180,678	193,669
Direct economic value distributed			
Operating costs*	143,484	166,418	179,557
Employee wages and benefits*	5,956	6,185	7,145
Payments to suppliers, other operating costs	already included in the operating cost	already included in the operating cost	already included in the operating cost
Dividends that are given to stockholders	3,306	3,663	4,753
Taxes given to the government	1,744	2,291	2,367
Investments to the community (e.g., donations, CSR)	38	13	28
Direct economic value retained	841	2,688	(200)

* Restated 2021 and 2022 values due to the original inclusion of third-party manpower wages in the employee wages and benefits.

At Robinsons Retail, we aim to create long-term value and shared successes within the communities we operate in. Through our operations and supply chain, we are able to impact local economies by generating employment and nurturing a robust network of partners and suppliers from various entrepreneurial backgrounds.

To ensure a healthy financial standing and sustained resilience, we maintain rigorous business continuity plans to protect our assets and have a dedicated Enterprise Risk Management Team, overseen by our Board of Directors.

We continue to implement our Share Buy Back Program worth Php7.0 billion to increase shareholder

BUSINESS REVIEW

value and optimize returns for our investors. Our annual cash dividend of Php 2.00 per share in 2023 equates to a payout ratio of 50%, above our 40% dividend policy.

Looking forward, we are focused on expanding our presence in underserved areas, strengthening our omnichannel strategy, and pursuing strategic acquisitions to drive growth. Additionally, we are committed to operational efficiency, sustainability, and data-driven decision-making, ensuring that we continue to deliver value to all stakeholders while navigating the evolving business landscape with resilience and foresight.

Thriving in Tandem

On January 1, 2024, the merger between BPI and Robinsons Bank was finalized, with BPI emerging as the surviving entity. Robinsons Retail now effectively owns 6.5% of BPI and is entitled to a board seat in the bank.

Robinsons Bank has played a pivotal role in helping our key suppliers grow through the financial products and services that it has offered, and this is expected to grow even more with the facilities now accessible through BPI, helping them enhance their operational capabilities and service offerings. This ripple effect cascades throughout our supply chain, resulting to improved efficiency, reliability, and ultimately, enhanced customer satisfaction.

Omnichannel is Now

Our digital investments remain vital as we continue to expand our digital footprint to accelerate our omnichannel strategy.

We maintain a 14% stake in Growsari, a technology-driven B2B platform serving over 1 million sari-sari stores across the Philippines, with products sourced from Robinsons Supermarket. Growsari's monthly active store users continue to increase, all serviced via 23 distribution centers.

Now with over 2 million customers in merely 14 months since it began commercial operations, GoTyme continues to make waves in the digital banking space. We currently have a 20% stake the digital bank, which now has close to 400 bank kiosks located at our stores. We continue to be able to onboard more customers on GoTyme, which allows them to receive a debit card within minutes but also conveniently cash-in and cash-out for free across our stores and earn Go Rewards points every time they use their cards. As GoTyme continues to accelerate, has also helped accelerate the growth of our Go Rewards customer base, which now has more than 8 million members.

Our 23% stake in O!Save, a hard discount supermarket chain established in 2021, also continues to yield promising results as it continues to expand across the country. This collaboration enables us to tap into the growing hard discount supermarket segment, while enabling O!Save to tap into the expertise and resources of an established retail player like us.

Finally, GoCart, our in-house e-commerce platform dedicated to our formats, remains essential to realizing our omnichannel push. GoCart continues to allow us to bridge the gap between our physical stores and our online footprint, offering customers convenience and flexibility in their shopping journey.



Our People Diversity Drives Innovation

At Robinsons Retail, diversity is our strength. Each member of our team brings a unique set of skills, perspectives, and experiences to the table, enriching our approach to business and driving innovation forward. We understand that fostering an inclusive workplace is not just the right thing to do – it is essential for our success.

Our hiring and onboarding process are designed to be objective and non-gendered, ensuring that we attract and retain a diverse pool of talent. We are committed to creating environments where everyone, regardless of gender, feels valued and empowered to contribute their best work.

At Robinsons Retail, women are at the helm, steering our Company's success across all facets of

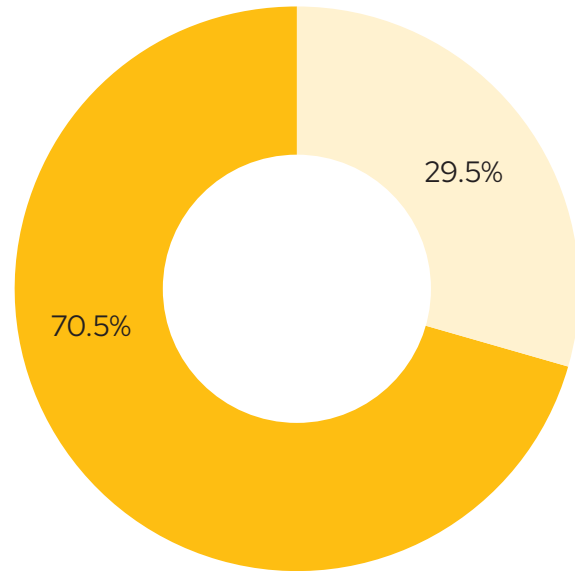
management. Currently, women comprise 70.5% of our workforce, occupying key positions, including our President and CEO, Chief Financial and Chief Risk Officer, Treasurer, Corporate Secretary, and Head of Corporate Planning, Investor Relations, and Sustainability. Additionally, 65.9% and 66.1% of women employees hold managerial and supervisory roles, respectively.

Our efforts in championing our employees resulted in our re-inclusion in the Philippine Daily Inquirer and Statista's list of the Philippines' Best Employers, together with our subsidiaries, Robinsons Supermarket, Robinsons Appliances, Rose Pharmacy, and South Star Drug.

2023 Demographics

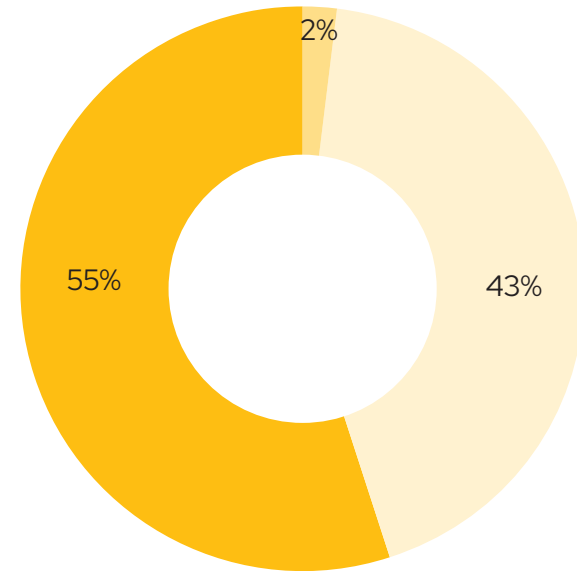
By Gender

Female
Male



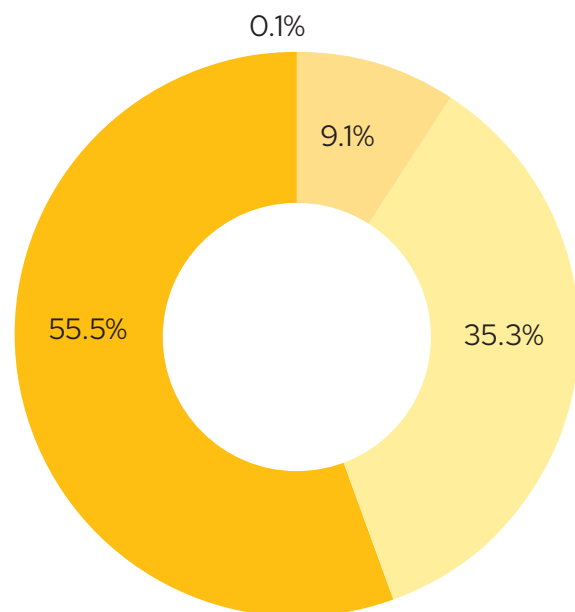
By Age Group

under 30 years old
30 - 50 years old
over 50 years old



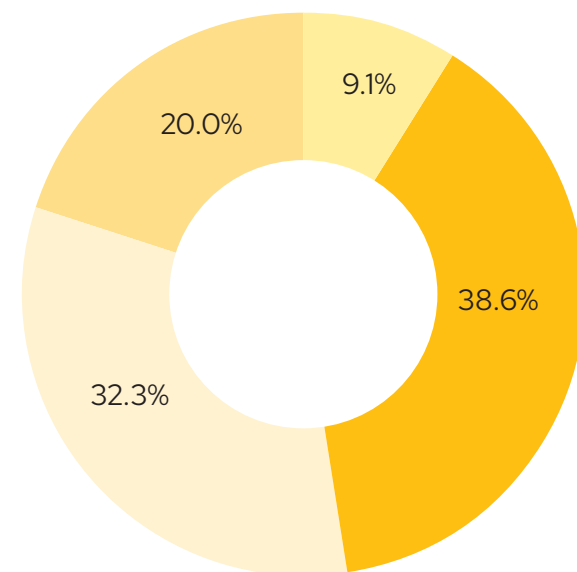
By Rank

Executives
Managers
Supervisors
Rank-and-file



By Residence

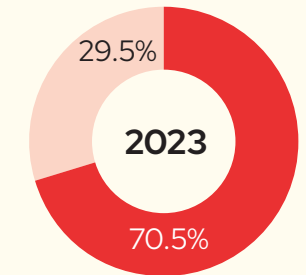
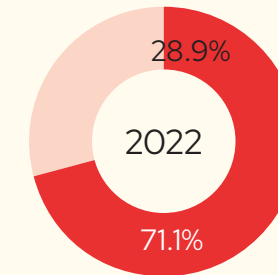
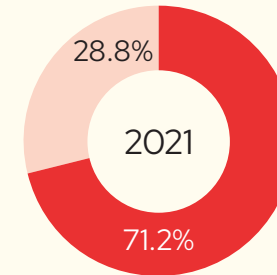
National Capital Region (NCR)
Rest of Luzon (outside of NCR)
Visayas
Mindanao



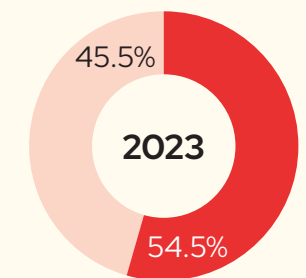
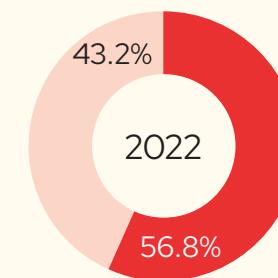
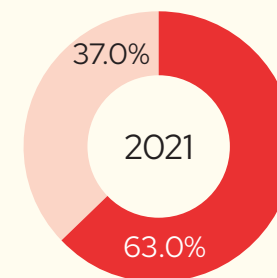
Diversity and Equal Opportunity

Female
Male

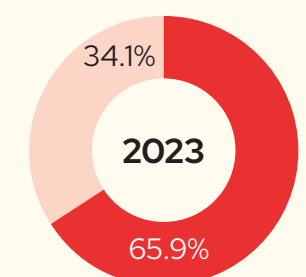
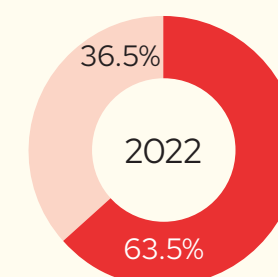
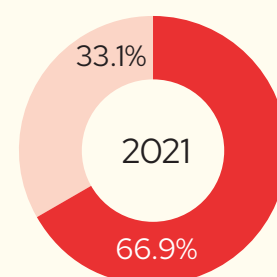
Employees in the Workforce



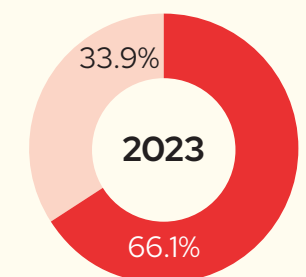
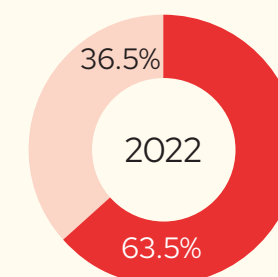
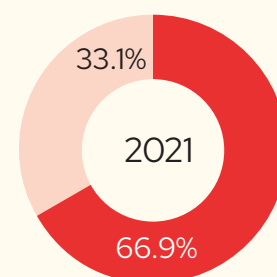
Employees in Executive-Level Positions



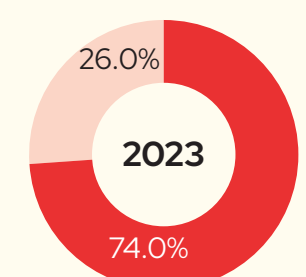
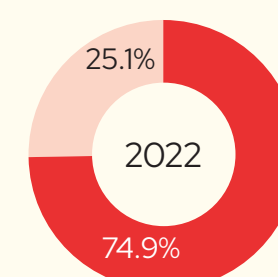
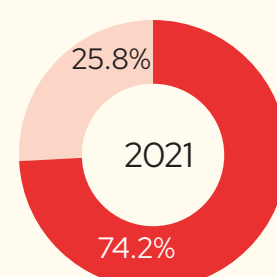
Employees in Managerial Roles



Employees in Supervisory Roles



Employees in Rank-and-File Positions





A Safe Place to Work

Ensuring the occupational health and safety of our employees is paramount to us as it directly impacts overall well-being and productivity. We adhere to stringent safety, health, and welfare standards established by the Department of Labor and Employment to guarantee safe and healthy working conditions for everyone who interacts with our establishments.

In addition to complying with regulatory requirements, we maintain comprehensive Security and Safety Manuals that undergo regular review to ensure their ongoing effectiveness and relevance. These manuals serve as vital resources for our teams, providing clear guidance on best practices and protocols to mitigate risks and respond effectively in emergency situations.

Occupational Health and Safety				
Metric	Unit	2021	2022	2023
Safe Man-Hours	Hours	51,419,640	12,822,656	58,024,228
No. of work-related injuries	Count	0	4	8
No. of work-related fatalities	Count	0	0	0
No. of work-related ill-health	Count	0	0	1
No. of safety drills	Count	0	0	18

To further bolster our preparedness, we have established a Corporate Emergency Response Team (CERT) entrusted with leading crisis management initiatives across our conglomerate. The CERT oversees the periodic review of contingency plans and emergency preparedness procedures to uphold our commitment to effective responses and responsible crisis management.

By prioritizing occupational health and safety and maintaining robust emergency response mechanisms, we strive to create a secure and resilient environment for our employees, customers, and stakeholders alike.



Robinsons Retail Academy

We believe in investing in our people, empowering them to reach their full potential and thrive in their roles. Through comprehensive training programs, personalized development plans, and continuous learning opportunities, we equip our employees with the skills and knowledge they need to excel.

Robinsons Retail Academy Curricula

- NEO

New Employee Orientation
An employee orientation program for new RRHI employees
- DLP

Digital Learning Program
A set of bi-weekly programs focusing on essential skills, knowledge and mindset: the courses focus on Personal Excellence, People Excellence and Operational Excellence.
- REC

Retail Excellence Curriculum
A set of learning roadmaps per level for all regular employees focusing on building retail-based leadership and management competencies.
- MDC

Management Development Curriculum
A set of learning roadmaps for key talents focusing on developing them for their current and future roles aligned to both functional and leadership management competencies
- TP

Thematic Programs
A pool of capability building programs supporting the organization's goals and strategies (e.g. Supply Chain, Customer Experience)

Target Participants

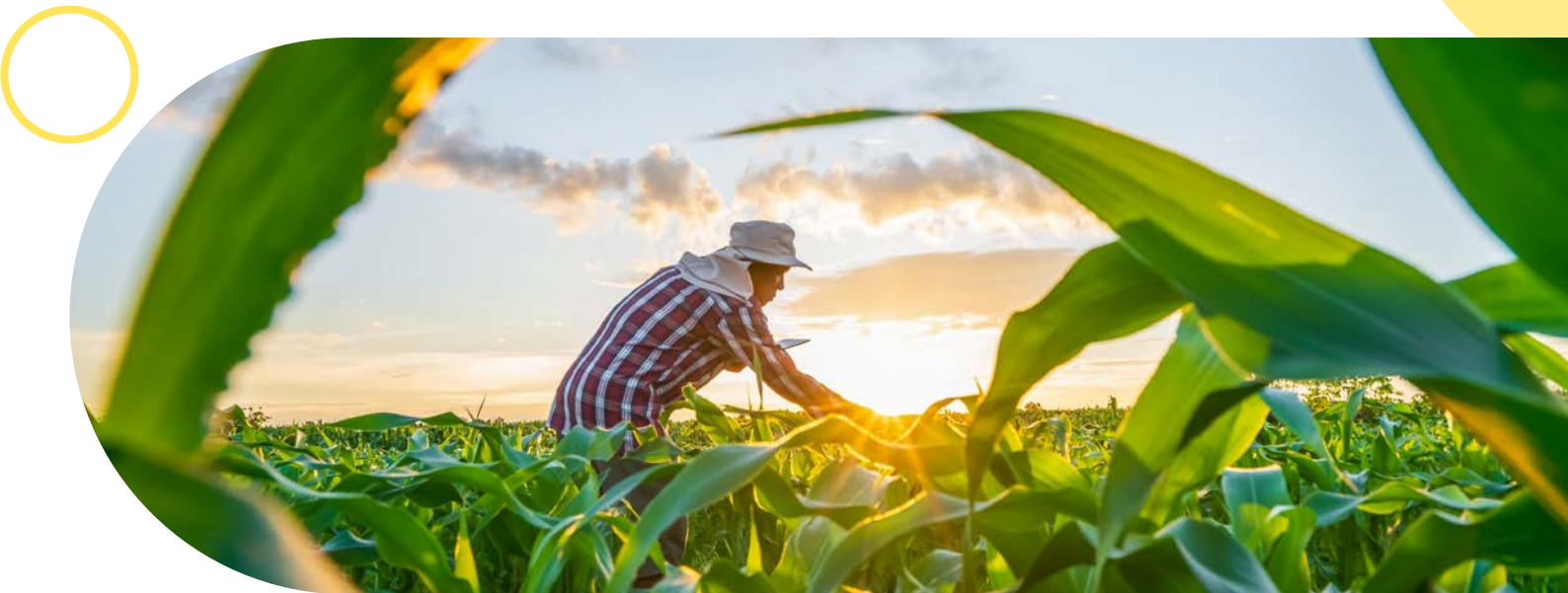
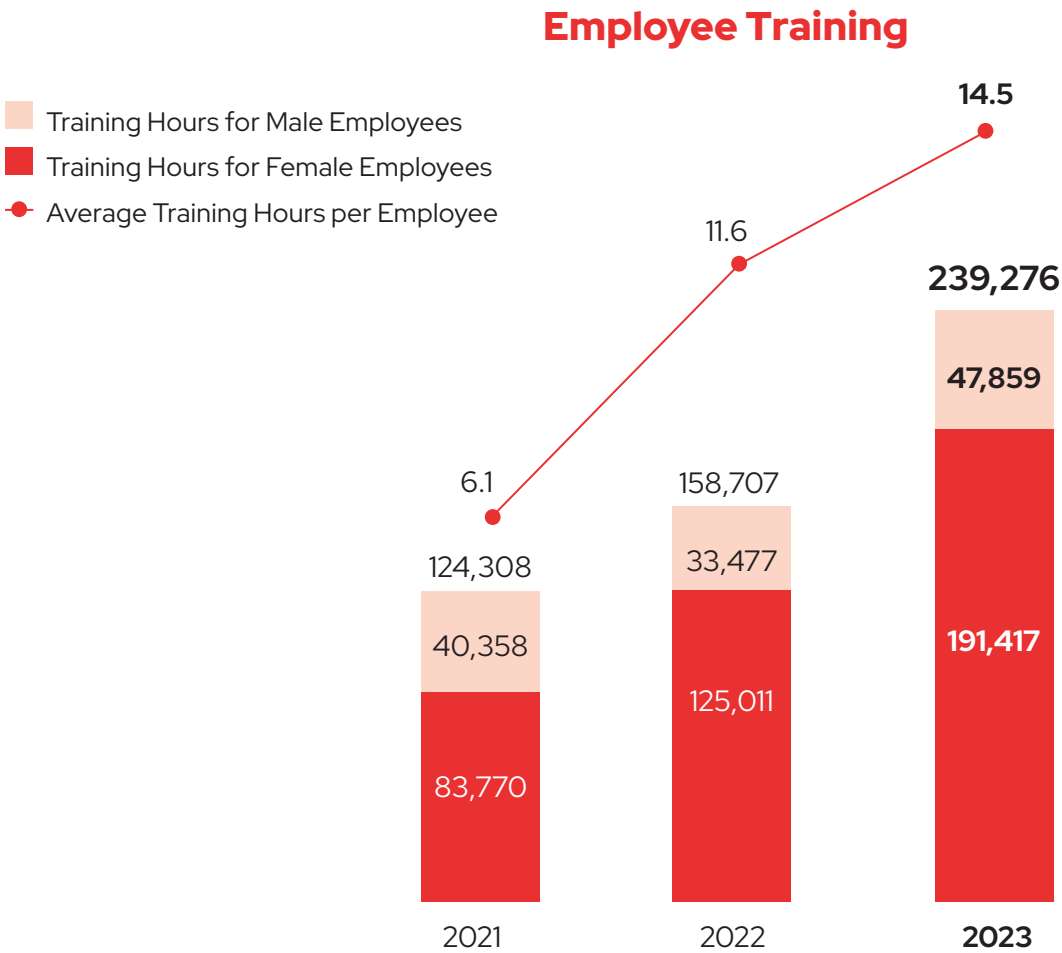


RRHI Core Competencies



The Robinsons Retail Academy (RRA) is a flagship initiative crafted by our Learning & Organizational Development (L&OD) team to provide learning opportunities to its employees. RRA is a beacon of structured employee development, offering a comprehensive array of learning opportunities tailored to enhance skills, deepen knowledge, and cultivate expertise across the Company.

With a focus on aligning training initiatives with our business objectives, RRA serves as a centralized hub for all things learning. The RRA provides a unified platform streaming access to a diverse range of courses, workshops, and seminars.



Sustainability 101

As part of our New Employment Orientation program, new employees also receive a comprehensive overview of sustainability within the context of the Company’s operations against the broader global landscape. Robinsons Retail’s Sustainability Manager provides an overview of our sustainability initiatives, emphasizing our responsibility to minimize our environmental impact, support local communities, and promote ethical practices throughout our supply chain.

Through real-world examples and interactive discussions, employees uncover the tangible ways they can contribute to our sustainability efforts, both within and outside the workplace fostering a sense of stewardship from day one. We empower our new hires to become champions of sustainability within Robinsons Retail and beyond.

Nurturing Partnerships for Shared Value

Our suppliers and trade partners are integral to our creation of shared value as well as supporting

the livelihood of various businesses and providing access to goods for our end-consumers. Currently, over 90% of our vendors are Philippine-based manufacturers and distributors, including those that source products abroad and serve as the official distributors of foreign brands.

To reinforce our commitment to nurturing better relationships with these essential partners, we continue to work towards improving forecasting demand to maintain just-in-time inventory deliveries to increase supply efficiency allowing us to reduce shrinkage or wastage. Through the cross-docking systems at our distribution centers, we are also able to speed up the delivery of products and reduce the unnecessary maintenance of stocks.

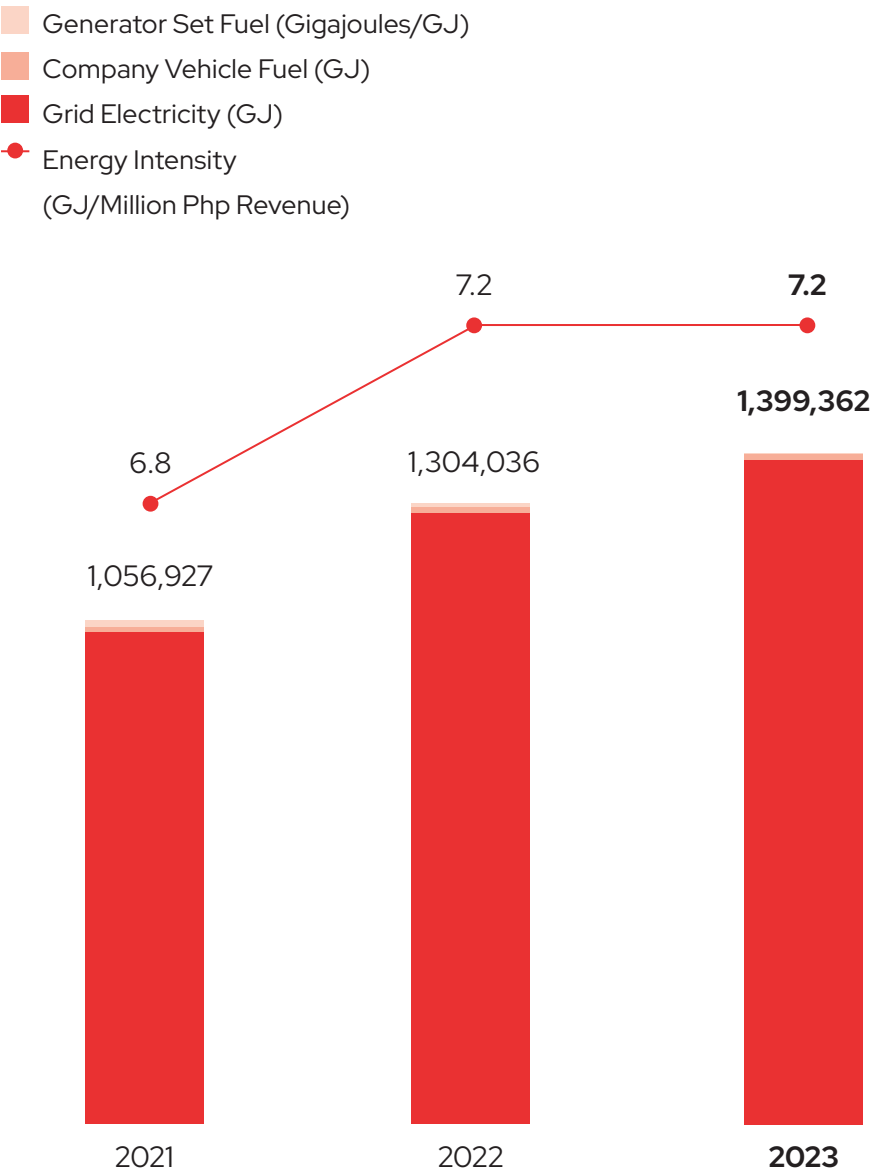
To thank our partners for a successful 2023, we held our annual Trade Partners Nights highlighting the vital contributions of our partners as we continue to create value, drive excellence, and deliver unparalleled service to the customers and communities we serve.



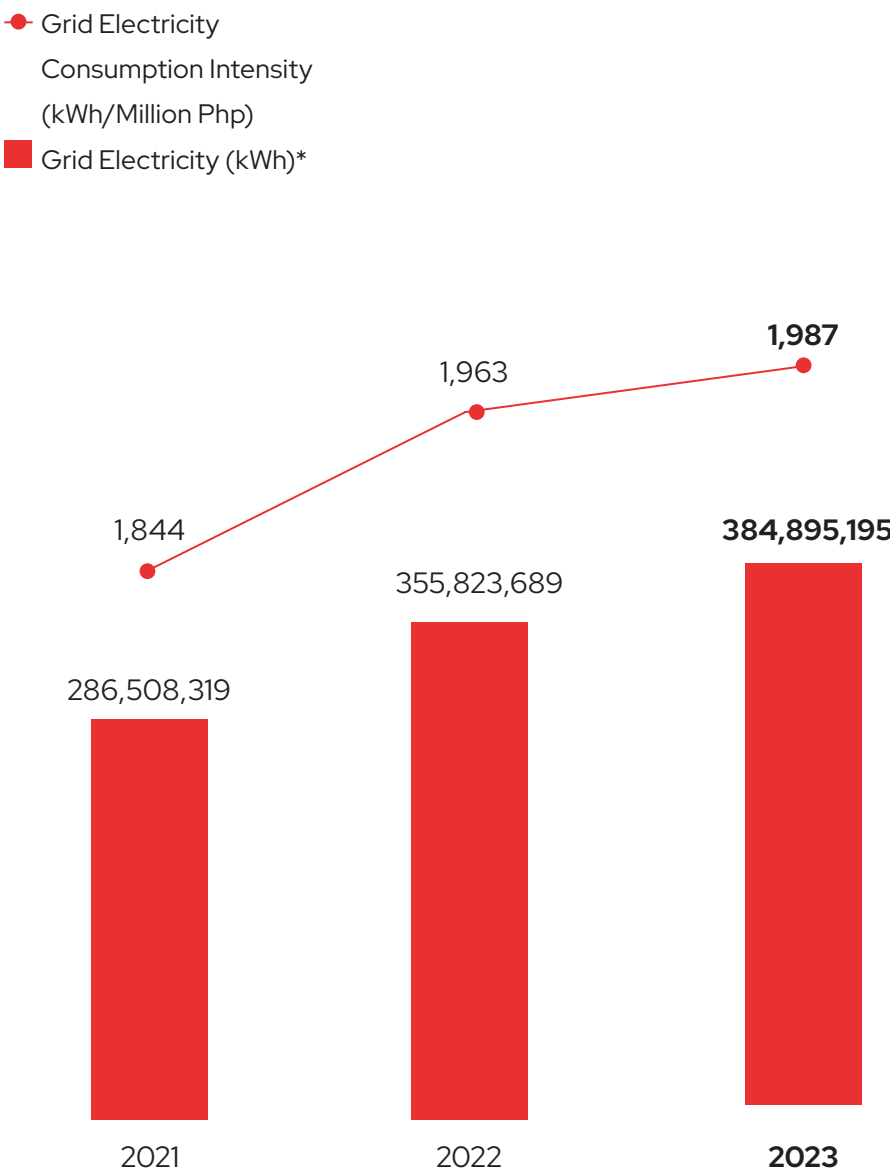
Energy Management and Climate Action

As our store and office operations rely heavily on electricity and fuel, we remain steadfast in our commitment to reducing our carbon footprint. We continue to convert our refrigeration and air-conditioning systems using lower-impact refrigerants and explore energy-efficient technologies. We will start to conduct more rigorous energy and emission reduction studies and explore renewable power purchase partnerships, prioritizing facilities with higher energy consumptions in order to eventually reduce our energy and emission intensity as we continuously expand our store network.

Non-renewable Energy Consumption

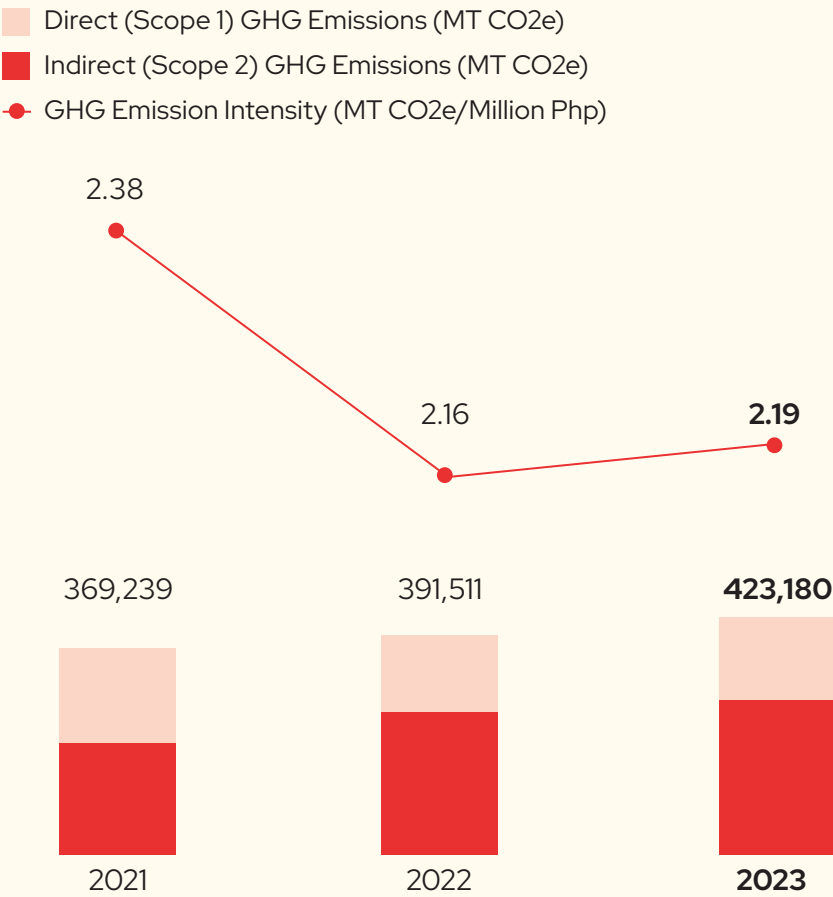


Grid Electricity Consumption



*Electricity consumption for 2021 does not include Uncle John's non-franchise stores

GHG Emissions (Scope 1 and 2)



2023 Other Indirect (Scope 3) GHG Emissions (in MT CO ₂ e)	
Purchased Goods and Services ¹	6,062
Waste Generated in Operations ²	3,775
Business Travel ³	79
End-of-life Treatment of Sold Products ⁴	4,261
Franchisees ⁵	4,115

¹Based on renewable materials (paper bags) and non-renewable materials (plastic bags) consumption

²Based on solid waste generation

³Based on fuel consumption of rented vehicles

⁴Based on plastic footprint of sold house brands

⁵Based on electricity consumption of Uncle John's franchised stores

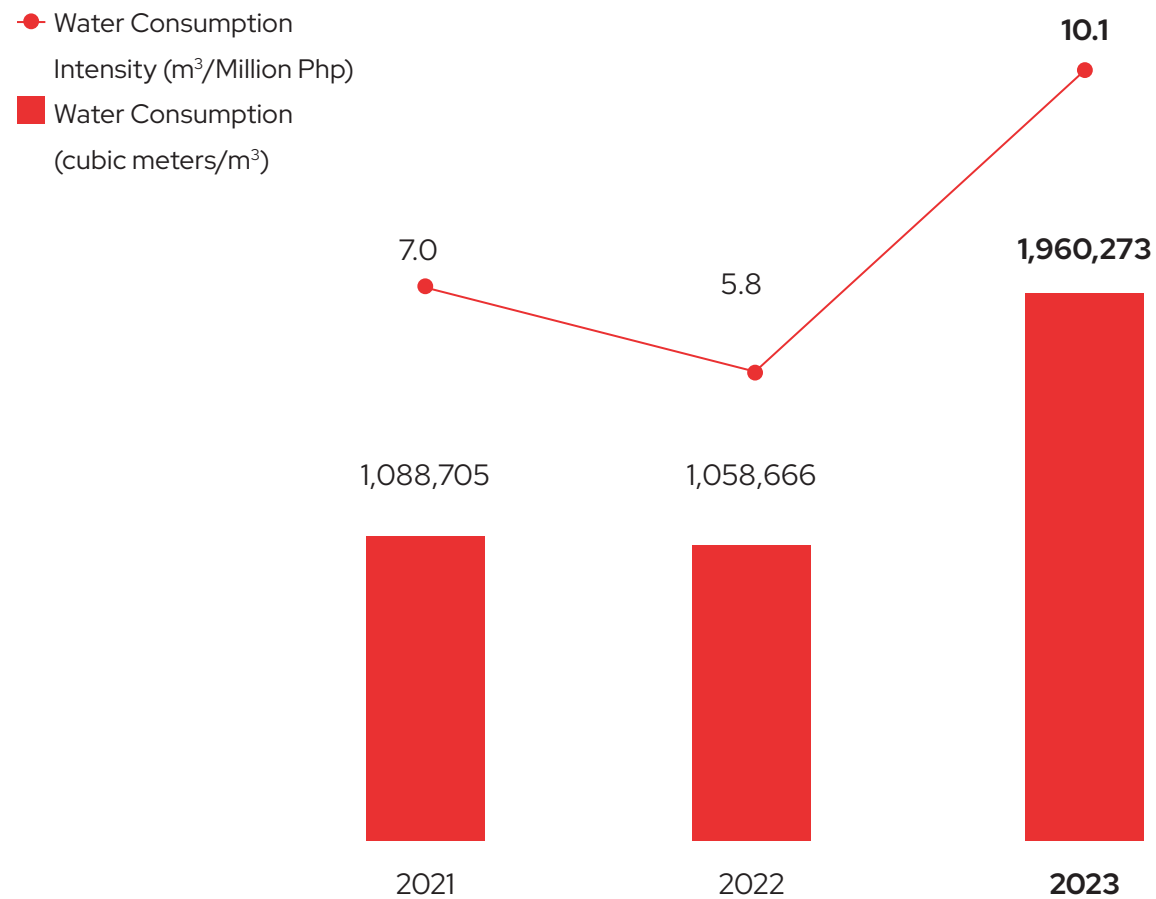


Water Management

While our operations may not demand extensive water usage compared to certain industries, we uphold a vigilant stance on monitoring our water consumption. Sourcing water from local-third party lines, we prioritize efficient and responsible usage practices across our offices and stores.

Our water use mainly stems from office and store lavatory facilities and routine maintenance and cleanliness protocols. To mitigate waste and conserve water, we implement regular monitoring of our plumbing and water systems. By proactively identifying and rectifying issues such as leakages, we minimize the risk of significant water loss and ensure sustainable management of this essential resource. The increase in 2023 water consumption is a result of the data gathering improvements from our stores and warehouses.

Water Consumption



Climate Resilience Project Our Journey towards Climate Action

2019 - 2020

- Publication of yearly Sustainability Reports

2021

- ERM Integration of sustainability risks
- Establishment of Corporate Governance and Sustainability Committee from originally Corporate Governance Committee

2022

- Recalibration of Sustainability Framework
- 1st ESG External Assurance, with reporting recommendations for energy and climate disclosures

2023

- Climate Resilience Project with pilot climate vulnerability assessment in business-critical facility of Supermarket Segment
- Initial Mapping of Other Indirect Greenhouse Gas (GHG) Emissions (Scope 3)

As a business, we continue to do our part for climate action. This journey began in 2019 with the publishing of our inaugural stand-alone Sustainability Report.

In 2021, we embedded sustainability and climate risk considerations into our ERM framework. We also embedded Sustainability into our Corporate Governance committee as we intend to drive more sustainability and climate agenda in board-level discussions. Aspiring to set our climate and sustainability targets in the coming years, we recognized the importance of a credible baseline data for target setting. Thus, we engaged an independent consultant for our first ESG external assurance covering 2022 disclosures, whereby

reporting improvements were recommended for energy and climate disclosures. We also recalibrated our sustainability framework, simplifying them to cover 4 focus areas reflecting the material topics that our retail business must tackle at scale.

Continuing our momentum, we initiated our climate resilience journey as we aim to solidify our climate mitigation and adaptation targets and roadmap. This involved assessing our exposure to physical climate hazards and conducting vulnerability assessment of selected business-critical pilot facility to develop tailored adaptation strategies. These proactive steps position us to adhere to anticipated updates to sustainability reporting guidelines, such as the SEC SR Guidelines and the launch of the

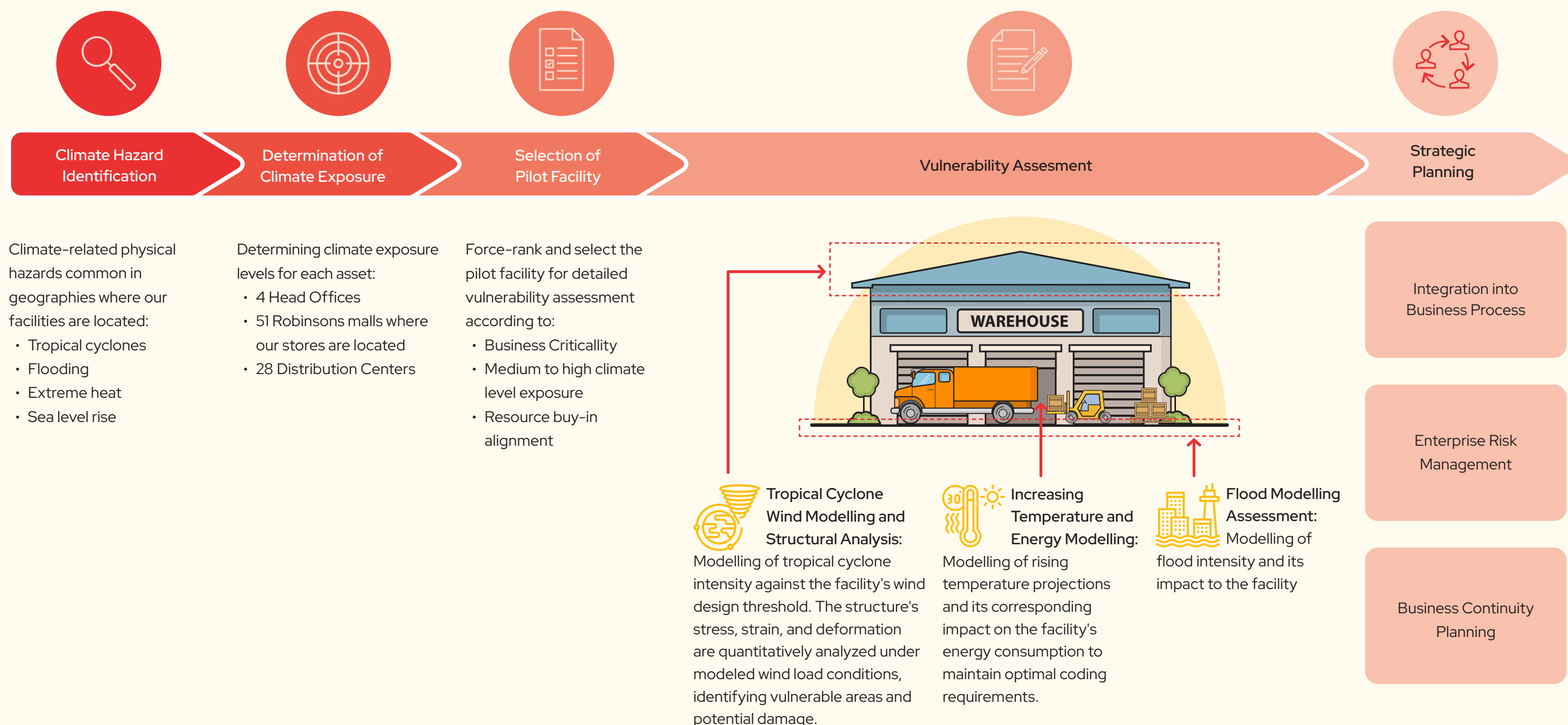
IFRS Sustainability Disclosure Standards. We also started to initially map out and partially disclose our other indirect GHG emissions across our value chain (Scope 3 GHG emissions) as we commit to involve our stakeholders across our value chain to participate in climate action. These milestones lay the groundwork for a strategic shift towards a more sustainable and climate-resilient future, setting the tone for years to come.

Our Approach and Strategy in Climate Resilience

Situated in an archipelagic region prone to tropical cyclones, our businesses face such inherent climate hazards. Intense tropical cyclones, flooding, and rising temperatures could adversely impact our assets, operations, and workforce. As a foundational step in our climate strategy, we have identified and assessed climate-related physical

risks and opportunities at a facility-level, alongside their operational and business impacts. We have evaluated our climate resilience in coping with the various climate scenarios. This process allowed us to gauge the inherent resilience of our assets and develop tailored risk mitigation strategies to enhance operational efficiency and business continuity. This targeted analysis represents the first phase of a broader strategy that we plan to be

replicated across our portfolio of critical operational assets. We are integrating this climate resilience assessment into our business processes, utilizing them to refine strategic planning, and strengthen our Enterprise Risk Management and Business Continuity Planning. This ensures our approach to managing climate risks is robust and actionable at the operating unit level.



Overview of Our Climate Resilience Assessment Process

a. Climate Scenarios

Understanding climate information is crucial for assessing the impact of both physical and transition risks across various future scenarios and making informed decisions for adaptation and mitigation strategies. This is critical as it allows us to assess potential future impacts of both physical hazards and the transition to a low-carbon economy. By considering various climate futures, we can make informed decisions on adaptation strategies to strengthen our operations and mitigation efforts to reduce our environmental footprint, ensuring long-term business resilience.

IPCC's Representative Concentration Pathways (RCP) 8.5 and 4.5 was selected for our analysis. RCP 8.5 represents a high emission scenario, indicating a future where greenhouse gas emissions continue to rise rapidly leading results in greater impacts from physical hazards such as higher global temperature increase, intense extreme weather events and faster sea-level rise as a consequence of inaction on climate change. Conversely, RCP 4.5 represents a scenario where emissions peak around mid-century before declining. By considering both pathways,

we encompass a broad spectrum of potential future emissions trajectories for climate-related physical risks.

Our definitions of short-term (1-5 years), medium-term (6-15 years), and long-term (16 years and beyond) closely mirror the general timeframes used in our strategic decision-making. The 2030-2060 timeframe, which falls under medium-term to long-term, was chosen to match the projected timelines of climate models and the operational lifespan of assets, ensuring the assessments remain relevant. Additionally, in 2025, we plan to evaluate the impacts of the low-carbon transition and climate-related transition risks and opportunities on our business under the RCP 2.6 scenario.

b. Climate Models and Tools

Our physical climate-risk modeling incorporates the current advancements in climate science from peer-reviewed scientific studies and is subject to refinement as our understanding of climate science evolves. For temperature projections, we rely on the high-resolution data from the Coordinated Regional Climate

Downscaling Experiment for Southeast Asia (CORDEX-SEA), ensuring detailed spatial and temporal analysis. The assessment of future tropical cyclone frequency and intensity utilizes data from the IPCC's Coupled Model Intercomparison Project Phase 6 (CMIP6), which incorporates atmospheric, oceanic, land surface, and sea parameters. Additionally, our flood modeling is conducted using hydrological analysis with Hydrologic Engineering Center – Hydrologic Modelling System (HEC-HMS) to generate hydrographs and flood maps, incorporating projected rainfall data from PAG-ASA's Climate Information and Risk Analysis Matrix (CLIRAM), ensuring our models are both current and with high spatial and temporal resolution to capture the specific climatic feature of the region.

c. Mapping and assessment of climate hazard exposure levels across our facilities

As first step in ensuring long-term resilience of our operations, we conducted a comprehensive climate hazard exposure assessment across

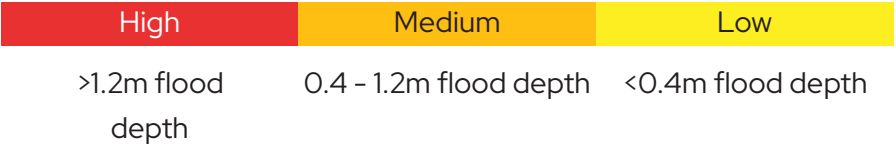
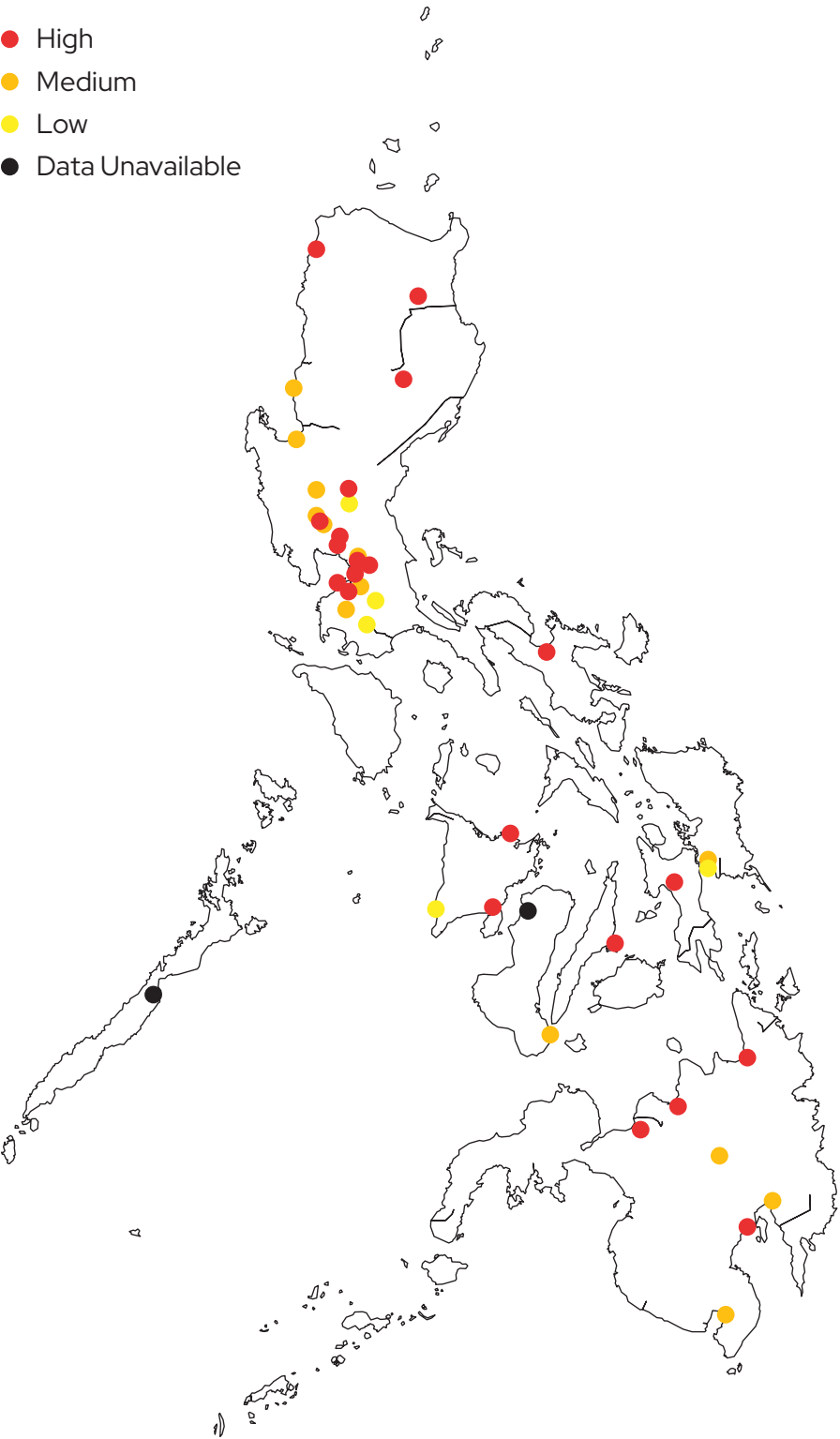
83 facilities, comprising of 4 head offices, 28 distribution centers, and 51 Robinsons malls where a significant number of our stores are located. This assessment focused on four key climate hazards: flooding, sea level rise, extreme heat, and tropical cyclones. We leveraged geospatial mapping to pinpoint the location of each facility in relation to potential climate hazards which allowed us to assess the corresponding level of climate exposure for each facility. This crucial first step has enabled us to prioritize facilities that require a deeper vulnerability analysis.

Key findings reveal that 48% of facilities are at high flood hazard levels, 19% in low-lying coastal areas may face sea level rise impacts, 8% are exposed to high heat hazards, and 8% to high tropical cyclone risks, highlighting distinct vulnerability profiles across locations.





Flooding Hazard Heatmap

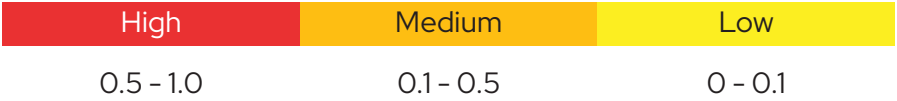
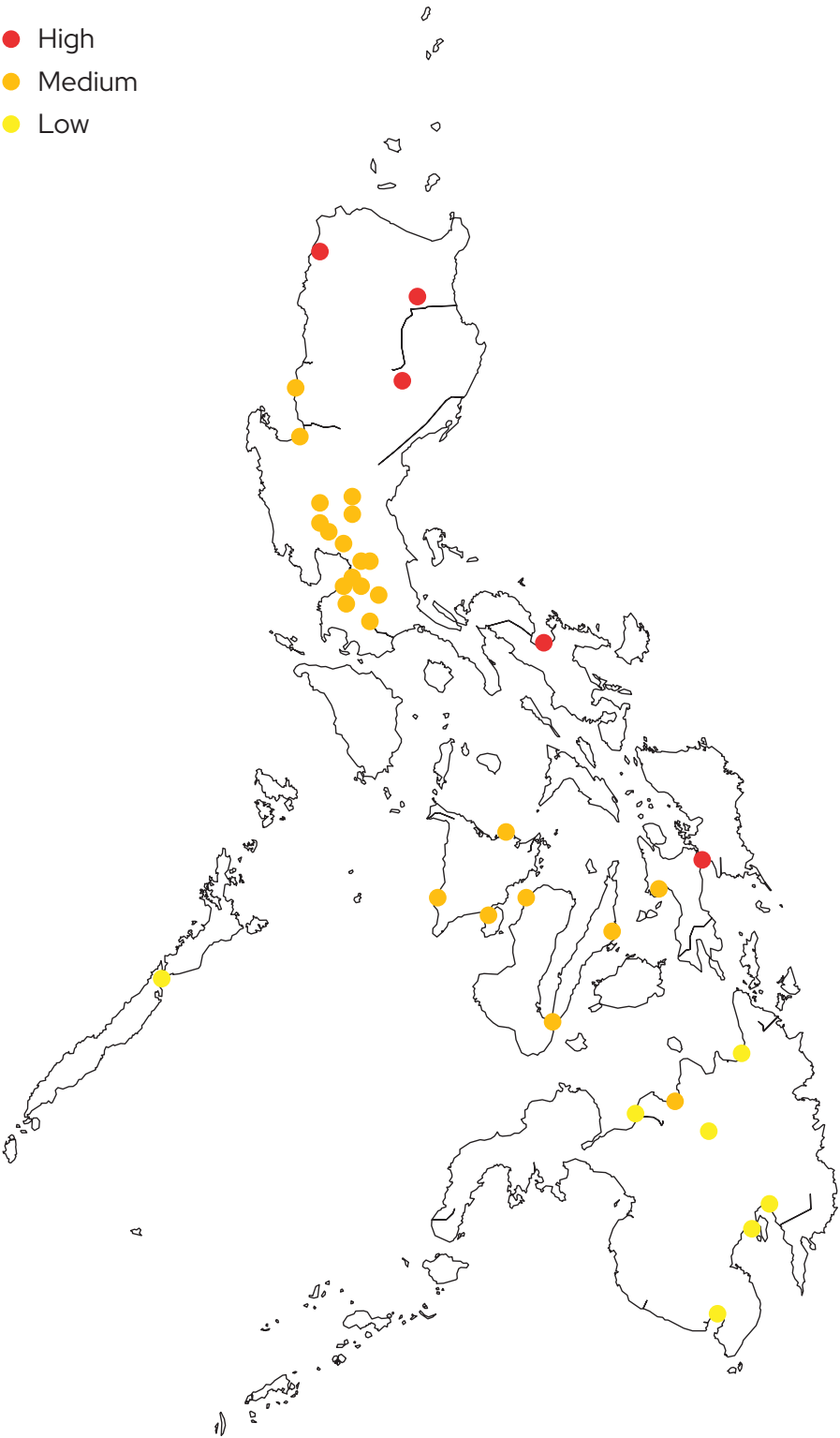


Flooding
48% of facilities are exposed to a high flood hazard level. The primary reason appears to be the dense urban locations of these facilities, where natural water drainage may be hindered by concrete and other infrastructure.

Hazard Level	Facility Count
High	40 (48%)
Medium	34 (41%)
Low	7 (8%)
Unavailable Data	2 (2%)



Tropical Cyclone Hazard Heatmap



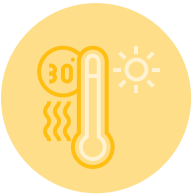
Tropical Cyclones
8% of facilities are exposed to a high tropical cyclone hazard level, mostly located in northern Luzon and eastern regions, while 80% are at medium level exposure. Facilities in Mindanao exhibit low exposure to tropical cyclones. Eastern regions are hardest hit since cyclones tend to weaken after landfall due to friction with terrain.

Hazard Level	Facility Count
High	7 (8%)
Medium	66 (80%)
Low	10 (12%)

The scores are normalized where the minimum value is 0 and maximum value is 1.

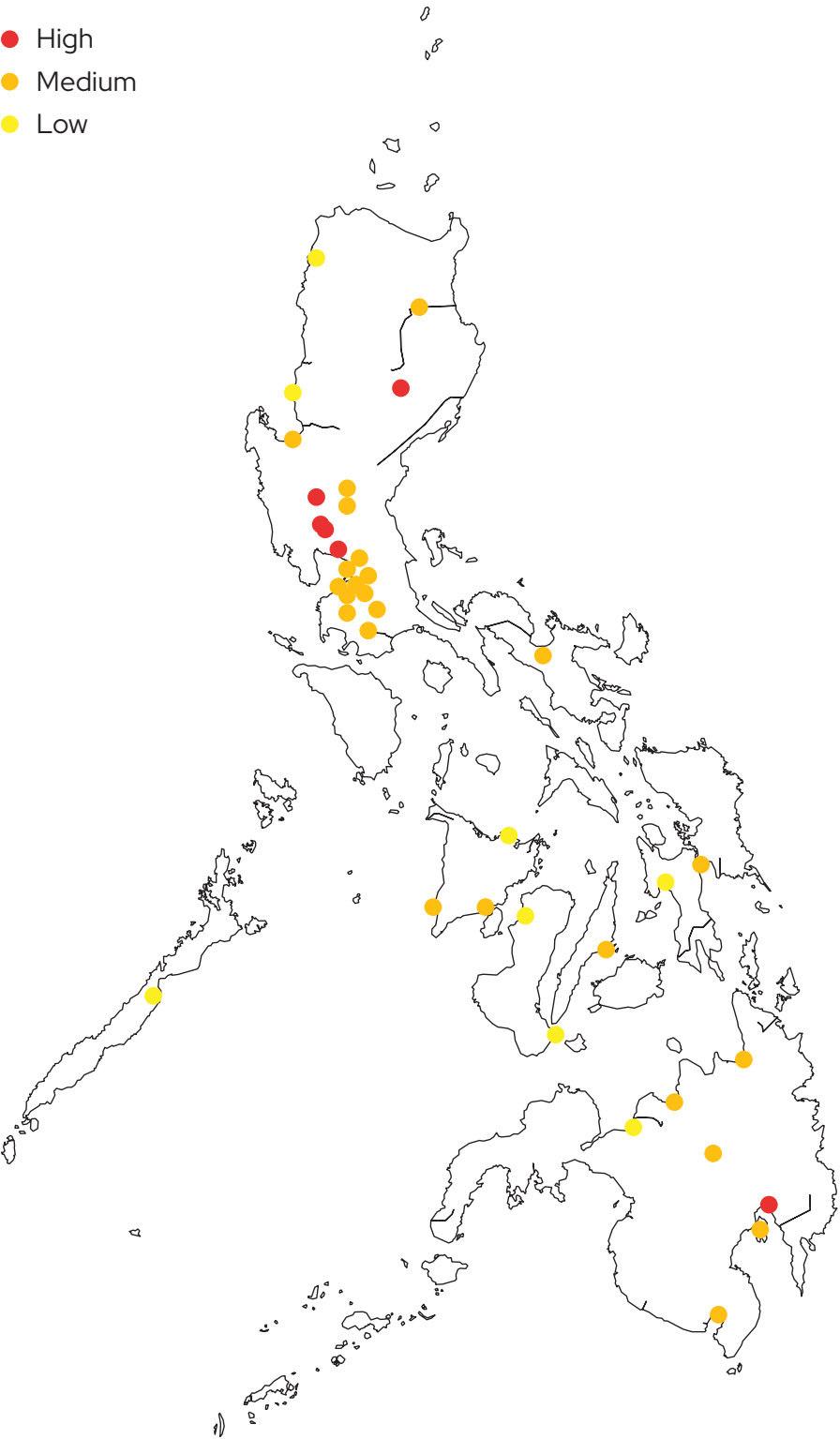
- a. Direct Strike:
 - Ty - 15%
 - STy Count - 20%
 - Maximum Wind (km/h) - 20%
 - Average Wind (km/h) - 15%
- b. Indirect Strike:
 - Ty - 10%
 - STy - 10%
- c. 200km buffer:
 - Ty - 5%
 - STy - 5%

*Ty - Typhoon Count
STy - Super Typhoon Count



Heat Hazard Heatmap

- High
- Medium
- Low



Heat
8% of facilities are exposed to a **high heat hazard level**. These facilities are primarily located in the Central Luzon plains and Cagayan valley, with a few locations in coastal Mindanao. Primary regions of high heat hazard exposure appear to be characterized by low elevation and a flat landscape sandwiched by mountainous areas.

Hazard Level	Facility Count
High	7 (8%)
Medium	61 (73%)
Low	15 (18%)

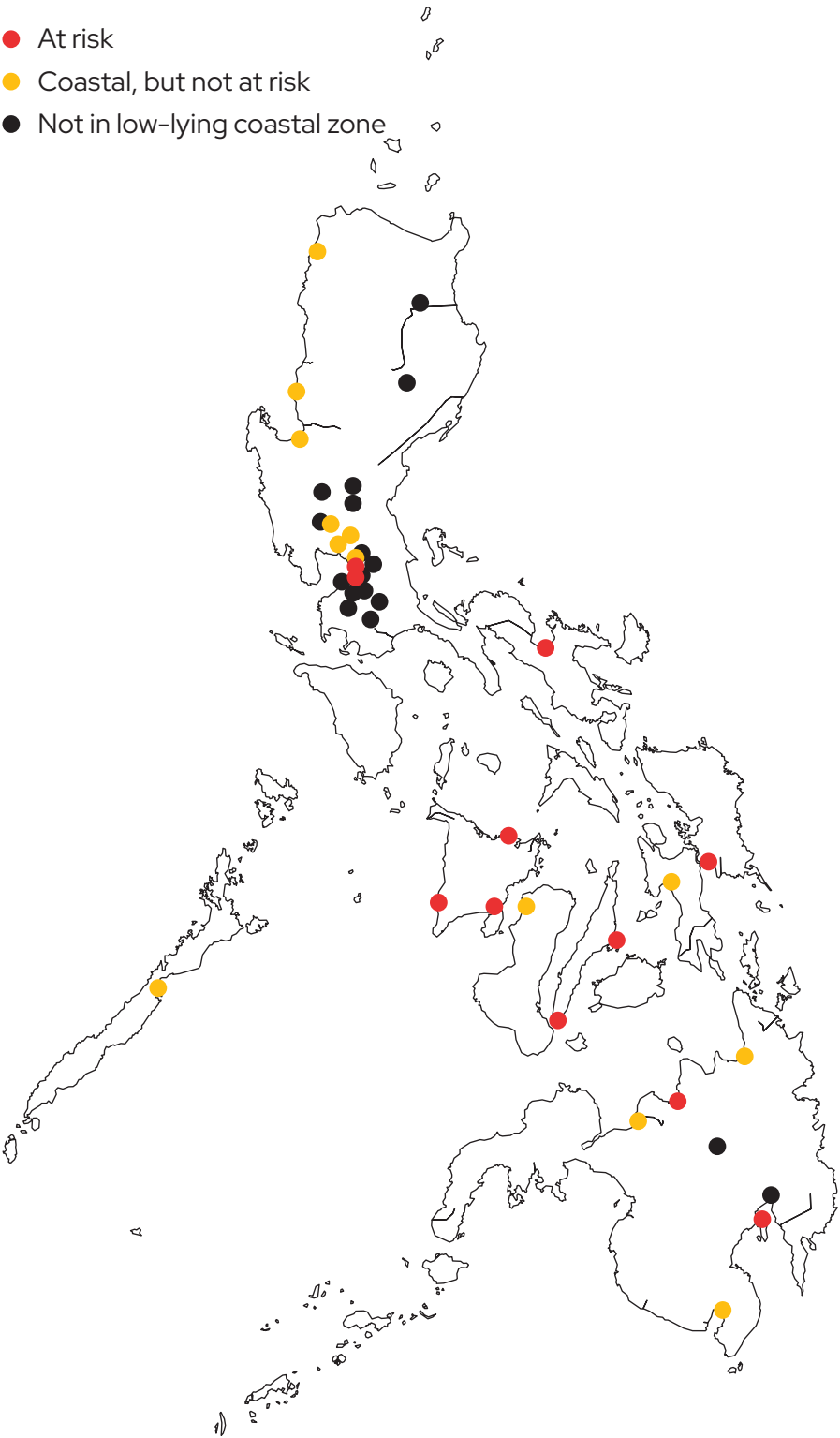
Hazard category is assigned based on average number of days in a year above 35 degrees Celsius.

High	Medium	Low
Majority of summer days (>46 days)	Greater than 0.1 quantile but less than majority of summer days (>9.2 days, <=46 days)	Less than or equal to 0.1 quantile (<=9.2 days)



Sea Level Rise Hazard Heatmap

- At risk
- Coastal, but not at risk
- Not in low-lying coastal zone



Sea Level Rise
19% of facilities are at risk in **low-lying coastal zones** with elevations **under 10m**. Even if higher-elevated facilities remain dry, they could still face secondary issues due to surrounding infrastructure being affected.

Hazard Level	Facility Count
At risk	16 (19%)
Coastal, but not at risk	23 (28%)
Not in low-lying coastal zone	44 (53%)

At Risk	Coastal, but not at risk	Not in low-lying coastal zone
With sea level rise value of >0m by 2050 but the facility is located at an elevation of 0m or less	With sea level rise value of >0m by 2050 but the facility is located at an elevation of 1 - 10m	Facility is located at an elevation of >10m

d. Climate vulnerability of the pilot facility

To optimize our climate risk adaptation strategies and resources, we selected a pilot facility for a detailed vulnerability assessment. The selection of the pilot facility prioritized the facility with medium to high climate hazard exposure, critical importance to our business, and resource buy-in from the business unit head and facilities managers.

The chosen pilot facility, which is the Sucat Mega Distribution Center of the Supermarket segment, underwent an in-depth vulnerability assessment,

employing a range of advanced methodologies. These included:

- Tropical Cyclone Wind Modeling & Structural Analysis: We modeled the potential intensity of tropical cyclones against each facility's wind design threshold. This detailed analysis identified vulnerable areas and helped us quantify potential damage risks.
- Increasing Temperature & Energy Modeling: Rising temperatures were simulated to forecast the impact on energy consumption within each facility, helping us optimize cooling systems and

energy management.

- Flood Modeling Assessment: We projected precipitation changes and used hydrological and hydraulic modeling to understand their potential impact on facilities, allowing us to plan flood mitigation measures.

This assessment provides actionable insights for enhancing our climate resilience. We now have a robust understanding of the specific vulnerability of the pilot facility and allows us to tailor risk mitigation strategies, make targeted investments

in structural upgrades, and develop contingency plans. Our commitment to this data-driven approach ensures that we protect our assets and ensure business continuity amidst increasing effects of climate change. The results of this detailed assessment will be duplicated in the coming years for other business-critical and highly vulnerable facilities to climate hazards.

The table below provides an overview of the key climate risks identified for each facility, along with their potential financial implications.

Material Climate-related Physical Risks of Sucat Mega DC

Physical Risk	Climate Hazard	Time Horizon*	Description	Potential Financial Implications	Adaptation Measures
Acute	Tropical Cyclones	Medium to long term	<ul style="list-style-type: none">• The total count of tropical cyclones that is expected to make a direct hit (within 50 km of the facility) is projected to increase by ~30% for both RCP 4.5 and RCP 8.5.• The intensity of the typhoon is projected to increase by 7% for both RCP 4.5 and RCP 8.5, reaching as high as a 260 kph wind speed.• Peak hit months (tropical cyclone landfall) is projected to shift from October to September	<ul style="list-style-type: none">• Increased costs related to the maintenance, repair, or replacement of damaged facility's infrastructure, operational equipment, and products.• Decreased revenue attributed to disruptions in operations, maintenance activities and product transportation and supply chain logistics, resulting from potential delays in delivery.	<ul style="list-style-type: none">• Continue strengthening the business continuity plan and disaster management plan by integrating climate risks and meteorological forecasts into emergency protocols. This should involve routine maintenance checks on warehouse roofing, members and structures, considering various tropical cyclone scenarios.• Keep all personnel informed by regularly updating them on the anticipated typhoons and emergency response plan• Regularly inspect and maintain the property to identify and address vulnerabilities• Utilize accurate weather information and forecasting systems to provide timely alerts in preparation for approaching tropical cyclones• Anticipate the shift in the peak hit month and optimize supply chain management by planning activities and inventory orders in earlier months, including the early delivery and procurement of necessary resources, to mitigate potential disruptions• A combined approach is recommended with targeted retrofitting and regular maintenance of roofing and truss systems to mitigate risks and maintain comprehensive 'all risk' insurance coverage to address any residual damages
Acute	Flooding	Medium to long term	<ul style="list-style-type: none">• Projected flooding is around 0 to 0.5 meters during both a 25 year and 100 year storm return period. This is likely to occur when daily precipitation reaches approximately ~105 to ~130 millimeters.	<ul style="list-style-type: none">• Potential revenue losses associated with interrupted logistics, operational slowdowns, and delayed product shipment and distribution caused by flooding on the access roads to and from the facility.• Potential cost expenses due to damaged or contaminated inventory caused by floodwater intrusion into the facility.	<ul style="list-style-type: none">• Conduct engineering assessment of the capacity of the shared drainage facility of Sucat DC and new nearby facility• Revisit the performance and capability of flood defense mechanisms (i.e flood drainage) of Sucat DC, to ensure they are clean from debris and assess if additional sump pumps are needed for procurement to prevent flooding buildup• Ensure that stored products, inventory, shelving units, and storage racks are elevated to prevent damage• Proactively communicate with local DRRM office regarding the condition of nearby water body and weather forecasts to enhance climate resilience• Explore alternative transportation routes and consider utilizing other distribution centers when there is a potential risk of flooding at Sucat DC• Embed climate risk considerations into broader risk management and business continuity strategies to ensure sustainability of the practice and inform the long term planning of RRHI.
Chronic	Extreme Temperatures and Heat Stress	Long term	<ul style="list-style-type: none">• Average of 16.7 days per year with temperatures above 35°C, accounting for 4.6% of all days• Average daily maximum temperature is 30.07°C with a 1.1°C change from the 2010s to the 2050s	<ul style="list-style-type: none">• Increased operational costs due to the need for enhanced ventilation and cooling systems, leading to higher electricity consumption.• Potential financial losses due to the degradation of heat sensitive inventory and products brought on by extreme heat	<ul style="list-style-type: none">• Ensure the regular maintenance of the fans and air cooler system to minimize equipment fouling and potential inefficiencies• Continue utilizing the natural lighting and ventilation to enhance energy efficiency and regularly clean the clear roof that provides natural lighting in Sucat DC• Set-up a functioning Energy Management Committee to analyze organizational strengths and weaknesses in the Energy Management System, implement energy management targets and plans, and monitor energy management practices• Explore the integration of energy efficient technologies to counter increase in ambient temperature

*Short term: 1-5 years (2025-2029), Medium term: 6-15 years (2030-2044), Long term: 16 years and beyond (2045 onwards)

We recognize the importance of transitioning to a lower-carbon economy. The focus of RRHI’s climate related opportunities lies predominantly in addressing physical risks, with a specific emphasis on energy source.

Opportunity Type	Climate-related Opportunities	Time Horizon*	Potential Financial Impact
Energy Source	We recognize the importance of transitioning to a lower-carbon economy. The focus of RRHI’s climate related opportunities lies predominantly in addressing physical risks, with a specific emphasis on energy source.	Short term to Medium term	<ul style="list-style-type: none">• Reduced operating costs.• Reduced vulnerability to fluctuations in electricity price as the facility perform efficiently and more environmentally friendly.• Enhanced organizational reputation and strengthened competitive advantage through energy cost savings and alignment with customer preferences
Resilience	Consider investing in facility improvements by retrofitting roofing structures with additional braces and reinforcements to enhance stability, implement green design practices, and procure sump pumps.	Short term to Medium term	<ul style="list-style-type: none">• Enhanced organizational reputation, potentially leading to increased revenue and investment growth through sustainable practices.

*Short term: 1-5 years (2025-2029), Medium term: 6-15 years (2030-2044), Long term: 16 years and beyond (2045 onwards)

Climate Action and Resilience Strategic Roadmap

Recognizing the dynamic nature of climate science, we commit to regularly evaluate the robustness of our climate strategy. This ensures our operational practices and investments align with sustainability and climate resilience goals. Within 2025 to 2030, we plan to release our low-carbon transition roadmap that includes the result of transition risks assessment. This proactive approach will help us mitigate risks while also identifying new prospects within the growing climate-resilient marketplace. Through proactive risk management and strategic foresight, we strive to ensure the long-term resilience and sustainability of our operations and the broader value chain.

Phase 1 (2023)

- Climate Resilience Assessment (CRA) capability building
- Climate exposure assessment
- Climate vulnerability assessment of pilot facility

Phase 2 (2024)

- CRA scope expansion and start replication of vulnerability assessment in other business-critical facilities
- Climate-related risk and opportunity study

Phase 3 (2025-2030)

- Study and release of flow-carbon transition roadmap

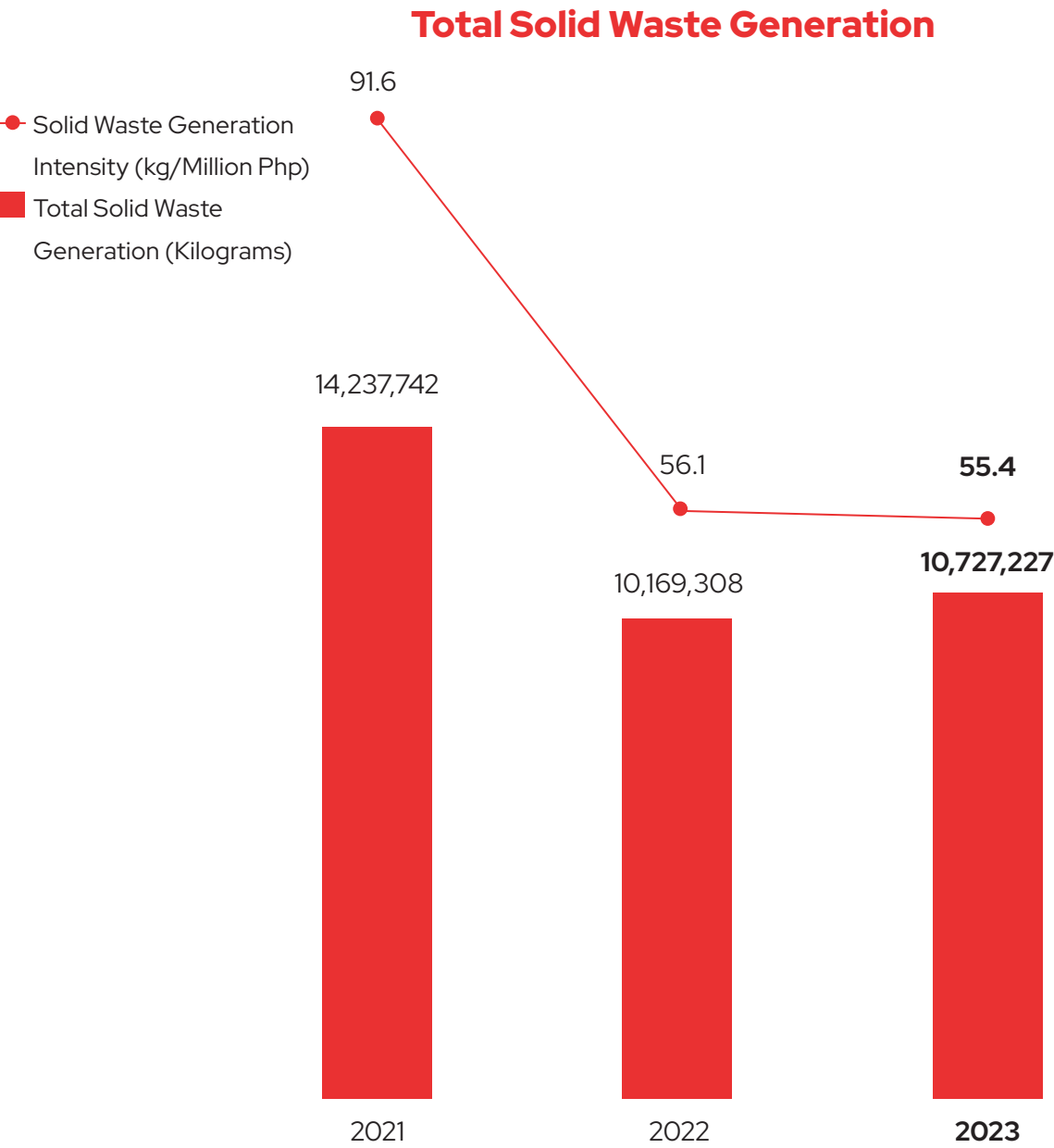
The timeline focuses on assessing climate risks, integrating climate resilience into business practices, and developing a low-carbon transition roadmap.



Solid Waste Management

We continue to implement effective waste management through segregation measures. We aim to streamline our processes by implementing standardized practices across all banners, ensuring consistency and efficiency in handling solid waste.

To bolster our efforts, we are dedicated to systematizing the collection and analysis of solid waste generation data. By establishing a comprehensive data-gathering system, we gain valuable insights that will inform our waste recycling and diversion targets. This strategic approach empowers us to optimize our waste management practices and minimize environmental impact.



Non-hazardous Waste Generation (in Kg)			
Category	2021	2022	2023
Compostable	7,902,928	5,317,623	4,773,904
Recyclable	5,882,013	4,252,468	4,526,336
Residual	452,801	599,217	833,290

2023 Hazardous Waste Generation (in Kg)	
Used/Waste Oil	593,696
Containers previously containing toxic chemical substances	11,084
Used batteries (genset battery, AA and AAA batteries, emergency lights battery, computer battery, UPS battery)	574,368
Busted flourescent, LED, Bulbs lamps	2,321.00
Electronic Waste (e-waste)	5,424



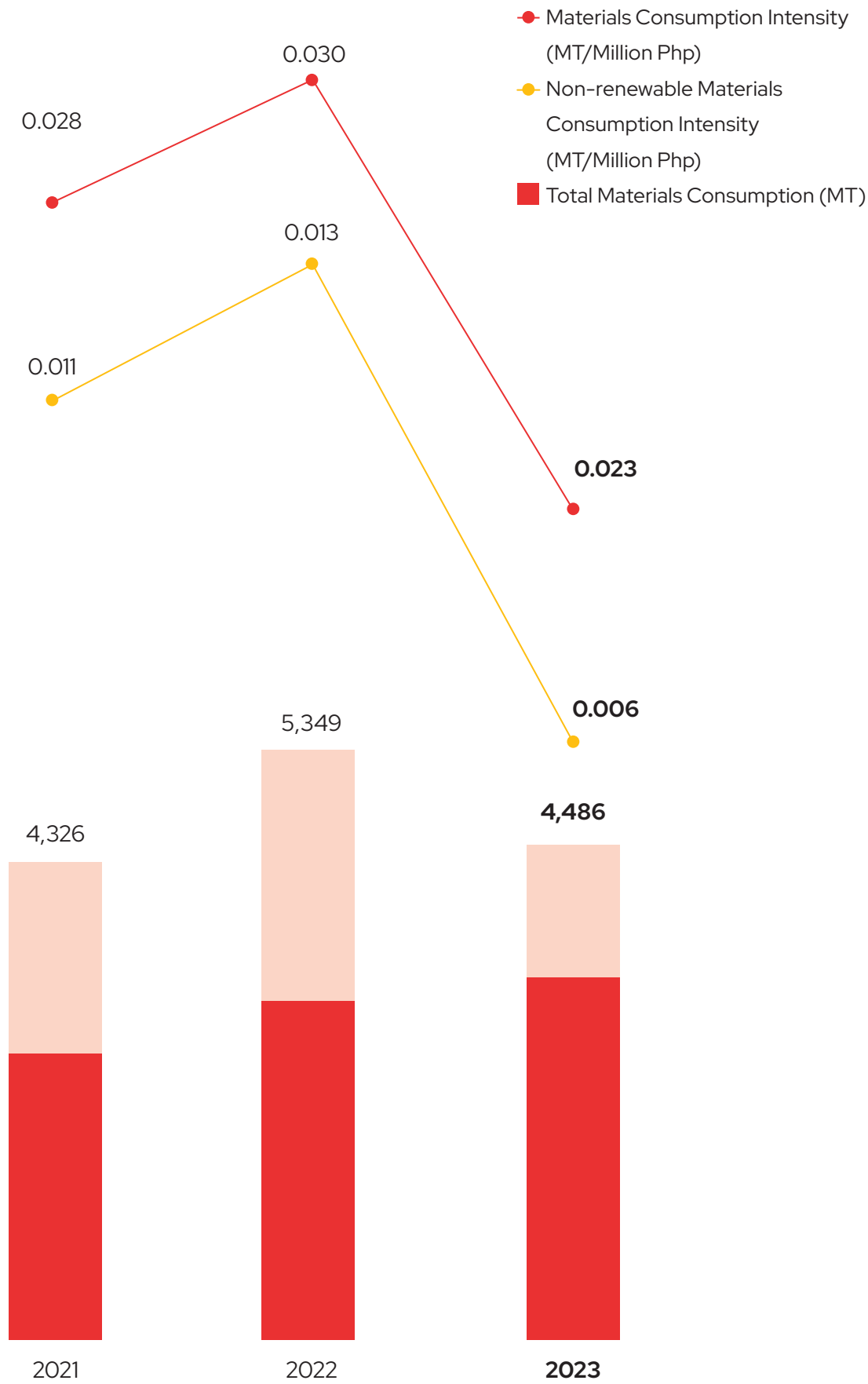
Materials Consumption

We are dedicated to responsible usage of plastic for consumer packaging across our operations. Our strategy involves continuous monitoring of plastic consumption, enabling us to track usage patterns and identify areas for improvement. By implementing proactive measures, we strive to steadily reduce our resilience to plastic materials while ensuring the sustainability of our packaging practices.

In 2023, we achieved a 51% decrease in non-renewable materials consumption intensity. This reduction reflects our dedication to minimizing our environmental footprint and transitioning towards more sustainable practices.

We have identified opportunities to optimize resource utilization across our operations. By implementing innovative solutions and embracing alternative materials, we have been able to streamline our processes while simultaneously reducing our reliance on non-renewable resources.

Materials Consumption



Supermarket

The Supermarket Segment is our largest business segment composed of 349 stores throughout the country across five well-loved banners serving a broad customer base with a wide array of inclusive product options, whether local favorites or international bestsellers.

The Supermarket segment proactively responds to evolving customer needs and trends while advocating for better choices that foster growth and generate shared value for customers and other stakeholders.

Store Count

151	 Robinsons Supermarket
125	 Robinsons Easymart
38	 THE MARKETPLACE
16	 SHOPWISE INTERNATIONAL GROCERY SHOPPING
19	No Brand 브랜드가 아니다. 소비자다





Robinsons Supermarket is the Philippines' first mainstream supermarket anchored on health and wellness.

Robinsons Supermarket believes in empowering customers to make healthy choices. Located at accessible locations, our stores feature a wide variety of quality food and product options at affordable price points with proper product labeling in partnership with the national Food and Nutrition Research Institute.

Beyond advocating for wellness, Robinsons Supermarket also believes in creating shared growth and prioritizes locally sourced produce from smallholder farmers throughout the country.



Bringing quality products closer to home, Robinsons Easymart is a standalone mini-mart store for everyday needs located right within neighborhoods.

Smaller than a typical supermarket, Robinsons Easymart offers both quality and affordable fresh food and other household essentials as well as bills payment and mobile top-up services with ease and convenience.



THE MARKETPLACE

Located in central business districts and high-end developments, The Marketplace is our premium grocery format.

The Marketplace features a wide range of internationally sourced and carefully curated options that cater to an upscale market, giving connoisseurs and dilettantes alike a taste of the world through imported and gourmet selections.



Shopwise is our hypermarket format featuring a broad assortment of products from groceries to general merchandise and lifestyle essentials from brands all over the world.

Enabling customers to experience international grocery shopping without the membership fee, Shopwise offers great finds and great deals on supersized and bundled offerings for the international grocery shopper.



No Brand

브랜드가 아니다. 소비자다

No Brand is our specialty grocery format that provides customers with Korean food and lifestyle options that focus on quality and not branding.

South Korea's largest multi-format retailer, E-Mart Inc., launched No Brand in 2015. In 2019, the first No Brand store outside of Korea was opened in the Philippines in partnership with Robinsons Retail.

No Brand's private label products, which include authentic Korean food and snacks, beauty products, and cleaning materials, have become crowd favorites due to its affordable price point and excellent quality.



BUSINESS REVIEW

In Php millions	FY 2022	FY 2023	YoY Growth
Net sales	101,120	108,594	7.4%
SSSG	7.3%	3.2%	
Gross Profit	21,953	23,512	7.1%
EBITDA	8,519	9,397	10.3%

The Supermarket segment, constituting 56.5% of the business, saw a 7.4% increase in net sales, which reached Php108.6 billion. Growth was driven by contributions from new stores and resilient SSSG of 3.2%, which benefited from double-digit growth in transaction count.

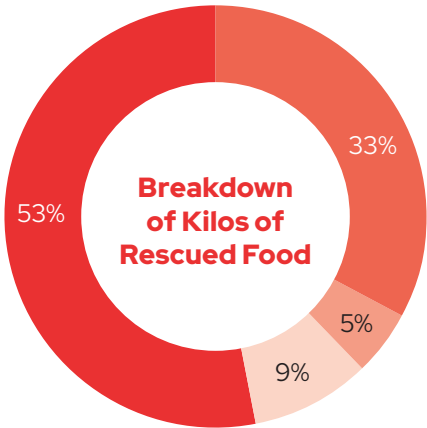
The rise in gross profit of 7.1% to Ph23.5 billion was attributed to higher indent and private label penetration, assortment shifts, and increased vendor support. Meanwhile, EBITDA surged by 10.3%, outpacing revenue growth, bolstered by strong topline growth and efficient cost management.



Food Waste No More

Our Supermarket Segment struck a partnership with Scholars of Sustenance Philippines (SOS Ph), a non-profit organization that rescues surplus food every day of the week and distributes it to different vulnerable communities. We have recovered almost 23,000 kilos of near-expiry but good-quality, edible food from our stores and surplus food donations from our company events as of the end of 2023, which have been converted to more than 95,000 meals served to 20 partner communities of SOS.

We will be working to expand the campaign and turn more of our stores into food rescue collection hubs in 2024. We will be working with another food rescue partner as we expand this initiative to the Visayas in the second quarter of 2024, and we will also be piloting the initiative at one of our distribution centers. All throughout, we continue to review data generated by this campaign as we determine our target percentage recovery of surplus food items as part of our enterprise-wide ESG targets.



- Robinsons Supermarket Stores
- Shopwise Stores
- No Brand Stores
- Events-based Collection



Juan Goal for Plastic

Our Supermarket Segment continues to spearhead our plastic neutrality campaign. Since 2017, “Easy on the Plastic”, a plastic recovery and diversion campaign that turns plastic into ecobricks and other usable items, has helped build a community center for the Yangil Tribe in Zambales as well as school chairs. With the program originating from Robinsons Easymart, stores have been accepting clean and dry plastic bottles from customers, fostering circular economy to help keep waste away from nature and mitigate environmental degradation.

Robinsons Retail also fully supports the Gokongwei Group’s flagship Juan Goal for Plastic campaign, which aims to turn plastics into recycled chairs for schools, alternative fuel for cement kilns, and other uses. One of the activities this year was conducted together with Universal Robina Corporation and Robinsons Land Corporation in partnership with Xavier School’s San Juan and Nuvali campuses. For every five plastic bottles donated, Robinsons Supermarket gave away one free eco-bag. Robinsons Easymart also collaborated with the Gokongwei Brothers Foundation and four public schools, collecting over a thousand PET bottles.

Robinsons Easymart also donated Php 200,000 to the Eco-Ikot program of Communities Organized for Resource Allocation (CORA). CORA’s Eco-Ikot center serves as “inclusive and replicable” waste collection and recycling system in communities, promoting community participation and sustainable solid waste management.



Supporting the BSP’s national coin recirculation program

Robinsons Supermarket is proud to partner with the Bangko Sentral ng Pilipinas (BSP) in its efforts to bolster the national coin recirculation program through the Coin Deposit Machine (CoDM) project.

CoDMs were unveiled at Robinsons Supermarket at Robinsons Manila and Robinsons Metro East, enabling customers to deposit coins and directly credit the equivalent amount to an electronic wallet, with more slated for launch across the country soon.

Noting the importance of coins in doing business and its impact to retailers, President and CEO Robina Gokongwei-Pe said, “Coins are an essential part of our monetary system, alongside other types like paper and digital currencies. They support economic activity, making it possible for individuals like our customers to buy goods and avail of services smoothly. When coins are hoarded or forgotten, the balance of our monetary system is disrupted and we face challenges like artificial shortages.”



Running for Wellness

Robinsons Supermarket gathered close to 3,000 runners for its 15th annual Fit & Fun Wellness Buddy Run last July at Bridgetown Destination Estate in Quezon City.

This year's run raised Php700,000 for the child sponsorship program of World Vision Development Foundation, Inc. (World Vision Philippines), enabling long-term access for a child, their family, and their community to clean water, nutrition, education, and other essentials. Robinsons Supermarket has been a partner of World Vision since 2009 and currently supports 120 children across the country.

During the run, Robinsons Supermarket also collaborated with Communities Organized for Resource Allocation for the special Eco-Ikot Pop-up, allowing participants to segregate their waste in special bins along the race route and event area, and with food rescue organization Scholars Of Sustenance Philippines to collect excess food items at the run for donation to vulnerable communities.



Empowering Local Farmers

Our commitment to empowering local farmers and selling local products remain. Our Farm-To-Table program promotes a direct collaboration with local fruit and vegetable farmers, amplifying support

for their produce while ensuring increased access to fresh and locally-grown goods at competitive prices. Meanwhile, the Super Goods program of The Marketplace continues to support local farmers and social enterprises through the promotion of world-class local products while ensuring overall responsible business practices.

With over 2,200 local farmers and over 30 MSMEs already benefitting from the initiative, there has been a notable increase of almost 50% in farmer support. The total SKUs offered in 2023 also increased by almost 15% to almost 5000 SKUs. We aim to continue this program, with a special focus in 2024 to expanding the Super Goods program through increasing MSME partners, consideration of non-food items in the product line offering, and increased marketing of these products.

Robinsons Supermarket, in partnership with Century Pacific Food, Inc. and Friends of Hope, strengthened its Trees of Wellness campaign this year as it entered its second year.

In August, coconut seedlings were planted in Barangay Ampon in Malungon, Sarangani contributing to the campaign's goal of 100,000 coconut trees planted in 5 years to benefit smallholder coconut farmers in Mindanao with the shared vision of fostering sustainable livelihoods and promoting environmental stewardship.

Following the tree planting activity, Friends of Hope conducted a seminar on the proper planting and care of coconut trees. The session aimed to empower local farmers with knowledge and skills that will contribute to the long-term success of their main source of income. Lunch and gift packs were also distributed to the community.



Sustainable, Traceable Seafood

Illegal, unregulated, and unregistered fishing (IUU) poses a significant threat to our oceans and marine ecosystems. Recognizing this, our Supermarket Segment took a proactive stance by launching a 100% traceable and locally sourced seafood line in our supermarket stores in partnership with Fishta Seafood, one of our top seafood vendors, and Better Seafood Philippines, a nonprofit funded by USAID dedicated to promoting responsible fishing.

We started supporting Fishta in 2021 when they partnered with Better Seafood to ensure that their overall sourcing and processing of locally caught seafood are following responsible seafood sourcing practices. This engagement involved capacitation training on responsible fish handling principles and practices to smallholder fisherfolks, traders, and fish processors of Fishta. We worked closely with Fishta and conducted (1) a review of the 100% traceable and locally sourced seafood labels on our frozen product packaging and visuals in the fresh section and refrigeration units, (2) a review of Fishta's SKU offerings, and (3) the establishment of pilot store locations. This year, we were able to launch 17 SKUs of frozen seafood and 56 SKUs of fresh seafood products under this product line. We were able to support over 100 local smallholder fisherfolks, which also encouraged increased participation by women fisherfolks.

Better Nutrition, Brighter Future

Robinsons Supermarket, Robinsons Easymart, and Shopwise, in partnership with Alaska Milk Corporation and the Philippine Department of Education, turned over 91,473 glasses of milk from June to September benefitting 762 schoolchildren for 120 days.

This collaborative effort underscores our commitment to helping nourish young minds and advocating for proper nutrition among schoolchildren as we foster a positive impact and invest in their future.

Kickstarted in June during the annual World Milk Day celebrations, and with the help of our customers, the AlasKaramay initiative benefit schoolchildren in Sinsayon Elementary School in Santiago City, Isabela and Calawis Elementary School and Mayamot Elementary School in Antipolo City.



Drugstores

Bound by a commitment to helping Filipinos access high quality and affordable pharmaceutical products, our Drugstore Segment is comprised of three of the country's most recognizable drugstore banners.

Our Drugstore Segment continues to expand to underserved areas to meet the needs of individuals and communities at their most vulnerable, day in and day out.

Store Count



southstar drug⁺

One of the largest and oldest drugstore chains in the Philippines, Southstar Drug was founded over 85 years ago by the Dy family in the Bicol region. It has now grown to become an industry leader and is listed as one of the country’s Top 500 Corporations.

Southstar Drug stocks a wide assortment of branded prescription and over-the-counter medicines as well as food, personal care, and wellness items. Southstar Drug also has its own range of private label generics.



Rose Pharmacy

Established in Cebu in 1952, Rose Pharmacy is one of the country’s top drugstore chains and the leading drugstore chain in the Visayas and Mindanao.

Offering quality and affordable medicines, Rose Pharmacy has its own line of private label generics giving more options to customers for their prescription and over-the-counter medicine needs. Rose Pharmacy is also an exclusive distributor of Guardian, a private line of personal care products.



TGP⁺

Founded by pioneer and visionary Benjamin Liuson, TGP is Robinsons Retail’s chain of community drugstores. TGP is operated under a franchise model and continues to be a gamechanger, maintaining its position as the country’s largest chain of community drugstores.

TGP’s franchising model continues to empower entrepreneurs throughout the country as it remains steadfast in its commitment to enabling access to affordable and accessible healthcare via quality products, competitive prices, and convenient locations.

In Php millions	FY 2022	FY 2023	YoY Growth
Net sales	29,486	33,388	13.2%
SSSG	5.3%	7.1%	
Gross Profit	5,978	7,026	17.5%
EBITDA	2,651	3,015	13.7%

The Drugstore segment recorded double-digit growth in net sales, reaching Php33.4 billion, and accounting for 17.4% of the business. SSSG accelerated to 7.1% in 2023 from 5.3% in 2022, driven by sustained demand for prescription drugs, particularly maintenance medications, while over-the-counter cough and cold medicines and antihistamines also performed well.

Gross profit grew faster than revenue growth, underpinned by category mix improvements, price adjustments, and stronger penetration of house brands. Strong topline growth, augmented by gross profit expansion, allowed EBITDA to grow by 13.7% in 2023 to Php3.0 billion.

Supporting Scholars

In 2023, 25 of our Southstar Drug-Gokongwei Brothers Foundation scholars passed the 2023 Pharmacist Licensure Examinations held in April and November.

Together with the Gokongwei Brothers Foundation, our STEM Scholarship for Excellence has supported close to 200 pharmacy students with scholarships, development programs, and career placements within the Gokongwei Group.

Protecting Our Coasts

Rose Pharmacy, in partnership with the Siquijor Provincial Tourism and Environment Office and Nico Security Agency, organized a coastal cleanup activity in Maria, Siquijor in April. Over 37 sacks of assorted plastic bottles and debris were gathered by over 80 members of the local community; representatives of the local government units of Barangay Liloan, Maria town, and Siquijor Province; and employees of Rose Pharmacy and Nico Security Agency.

“We always try to do our best to contribute to the betterment of communities where we operate. By working with local stakeholders, initiatives like these allow us to serve local communities and help protect the environment,” said General Manager Michael G. So.



Running for Better Health

Rose Pharmacy Inc. gathered 3,000 runners in Cebu City for its fourth annual Cancer Warriors Run last July. The annual run is organized by Rose Pharmacy for the benefit of Cancer Warriors Foundation Inc. (CWFI), a patient support organization for families of children with cancer. This year's run raised Php 1,000,000, through the support of Rose Pharmacy's partner suppliers and #RoseWarriors, which will go towards treatment and care for the children.

General Manager Michael G. So turned over the donation to CWFI represented by Cebu Chapter Head Jennifer Ruby Baylon and other CWFI officers.

Meanwhile, Southstar Drug, in partnership with Maxicare Healthcare Corporation, hosted its 12th annual Run For Wellness at the UP Diliman Academic Oval in Quezon City in August, and in Naga City in September.

The run was participated in by over to 6,500 runners and supported by close to 50 partner suppliers. Present at the run included DOH Secretary Teodoro Herbosa, Quezon City Mayor Joy Belmonte, UP Diliman Chancellor Edgardo Carlo Vistan II, Maxicare President and CEO Christian Argos, UP Diliman Community Affairs Vice Chancellor Roehl Jamon, UPHS Director Myrissa Melinda Alip, and DOH Public Relations Officer and Head Executive Assistant Maria Liavel Badillo-Crisostomo.



As part of Southstar Drug and Maxicare's goal of helping improve healthcare standards in the country, a Php 500,000 donation was made to UP Diliman's University Health Services (UPHS) for the maintenance of medical facilities and equipment. Another donation, worth Php 1,000,000, was made to the UP Track and Field Team to help improve the team's training capabilities and foster athletic excellence.

Nurturing the Filipino Entrepreneur

Over 500 franchisees from across the country, attended TGP's annual Franchisees Summit. The two-day summit featured learning sessions with industry leaders and stakeholders with a keynote speech from Quezon City Mayor Joy Belmonte-Alimurung on the implementation of the Universal Health Care Act by the Quezon City Government.

The event also recognized franchisees for their commitment to entrepreneurial excellence, innovative approaches, and community engagement initiatives through the TGP Founder's Cup Awards. The awards not only celebrate outstanding performance but also highlight the transformative impact of franchisees who go above and beyond to meet the healthcare needs of their local communities.



Empowering Pharmacists

Rose Pharmacy hosted its 2nd National Pharmacists Summit in September. Attended by close to 500 pharmacists from the Visayas and Mindanao and over 50 industry and vendor partners, the two-day summit featured learning sessions on current industry trends, breakthrough innovations in patient care through AI, professional progression and specialization for pharmacists and their critical role in the healthcare system, among others.

On the other hand, Southstar Drug hosted its 5th annual Pharmacists' Summit last October with close to 600 Southstar pharmacists from across the country attending the two-day event, which was filled with learning sessions and interactive workshops on recent innovations in healthcare as well as updates to industry standards with speakers from the Professional Regulation Commission's Board of Pharmacy and other industry partners.



Kaibigan sa Kalusugan

To help give underserved communities access to vital health information and healthcare services, TGP intensified its Kaibigan sa Kalusugan Caravan throughout the country in 2023.

From April to August, the caravan reached close to 13,000 individuals in communities in Metro Manila, Davao, Bulacan, General Santos, Zambales, Nueva Ecija, Isabela, Cebu, Laguna, and Cavite. The caravan features a Generics 101 forum, free blood pressure and sugar monitoring, and free medical consultations and generic medicines. There were also games and partner booths that gave away freebies.

"As our Kaibigan sa Kalusugan Caravan continues to make its way to more communities across the country, we remain committed to our mission of helping enable better health outcomes for every Filipino through high quality and affordable generics," said Joanne Dawn Seno-Arceo, General Manager.

Department Stores

From fashion pieces to home and lifestyle necessities, our Department Store Segment offers a wide range of options for our diverse customers and their interests.

Our department stores offer a shopping experience that goes beyond the ordinary through a personalized and exciting experience that allows us to be an enabler of joy.

Store Count

• 50



Robinsons
DEPARTMENT STORE





Our pioneer banner founded in 1980, Robinsons Department Store has been serving the Filipino shopper for close to 45 years and remains to be one of the Philippines' premier shopping destinations.

As an anchor tenant, Robinsons Department Stores may be found at all Robinsons Malls throughout the country. It is a one-stop lifestyle hub, providing access to quality merchandise and services to Filipino families including local and international apparel, beauty and personal care essentials, toys, and home and other lifestyle essentials. Every store also has a Robinsons Business Center, which offers customers a range of financial products and services.

Featuring products from Philippine MSMEs and giving them a platform to connect to the mainstream market, Robinsons Department Store also proudly highlights Filipino craftsmanship and innovation through its Tindahan and Go Lokal! sections.



In Php millions	FY 2022	FY 2023	YoY Growth
Net sales	15,031	16,270	8.2%
SSSG	53.4%	7.0%	
Gross Profit	4,546	4,972	9.4%
EBITDA	1,279	1,288	0.6%

The Department Store segment sustained its positive momentum, achieving an 8.2% growth in net sales to Php16.3 billion. The segment's revenues contributed 8.5% of the business. SSSG normalized to 7.0%, following a 53.4% surge in 2022 due to increased mobility. Categories related to back-to-school, travel, and sports were instrumental in driving the topline for 2023.

The growth in gross profit outpaced revenue growth due to favorable category mix and an increase in outright sales. Healthy topline trends and gross margin improvements were mitigated by higher operating expenses, resulting in flattish growth in EBITDA for the year.

For Better Eyesight

Robinsons Department Store and Toys "R" Us turned over close to 500 pairs of usable eyeglasses to the Lions Club of Marikina Valley (MVHLC) in July for Recycle for Sight, Lions Clubs International's flagship eyeglass recycling program.

Collected from donation boxes across select stores, the donated eyeglasses were cleaned, sorted, and distributed to vision screened children, senior citizens, and indigent residents of Marikina City.

In 2022, Robinsons and Toys "R" Us also partnered with MVHLC for the establishment of its Lions Eyeglass Recycling Center, which serves as the hub for the eyeglass recycling program.

A Thousand Strong for Pink October

In support of Breast Cancer Awareness Month, Robinsons Department Store held its annual Pink October event. Benefiting breast cancer patients under the care of the Philippine Foundation for Breast Care Inc. (Kasuso), close to 1,000 head office employees of Robinsons Retail wore pink to raise

awareness on breast cancer. For each employee wearing pink, a corresponding donation was also made to Kasuso to help give women access to cancer care. Robinsons Department Store has been a partner of Kasuso since 2016.

Spreading Christmas Cheer for Kids

Robinsons Department Store joined the annual Christmas in November campaign of the Senate Spouses Foundation, Inc. (SSFI) last November in Davao City. This year, 35 children from Padre Pio's Home for Children (PPHC) were given a chance to do some early Christmas shopping for both their personal needs and holiday gifts of their choosing. PPHC is a non-profit home and temporary shelter for kids in Davao City run by the Sisters of the Apostles of Jesus Crucified (AJC).

Present at the event were SSFI President Audrey Tan-Zubiri with officers Nancy Comandante-dela Rosa, Milen Aquino-Gonzalez, Tootsy Echaz-Angara, Kathryn Yu-Pimentel, and Gladys Cruz-Villanueva as well as the AJC Sisters.



DIY

Our DIY Segment has been providing excellent hardware and home improvement solutions for the Filipinos DIYer for three decades now.

Comprised of two of the country's most trusted names in DIY and home improvement, our stores feature a wide range of products from trusted brands at competitive prices and excellent customer service.

Store Count

• 201

HANDYMAN Do It Best

• 29

True Value



HANDYMAN Do it Best

A pioneer in the mall-based hardware store concept, Handyman Do it Best was established in 1994 and has become one of the leading hardware and home improvement stores in the Philippines.

Handyman provides value-for-money hardware, electrical and lighting, power tools, and plumbing products as it expands its product selection to respond to changing customer needs.

Handyman became a member of Do It Best Corporation in 2001, one of the largest hardware and home improvement cooperatives in the United States.



True Value

True Value is one country's lifestyle destination outlets for high-quality and unique home and office finds for the discerning homeowner.

Acquired by Robinsons Retail in 2007, True Value has redefined the conventional DIY store by providing a curated selection of products that cater to a wide range of tastes and preferences including lawn and garden tools, automotive supplies, home and kitchen appliances, and paint and sundries, among others.

In Php millions	FY 2022	FY 2023	YoY Growth
Net sales	12,403	12,306	(0.8%)
SSSG	10.1%	(0.5%)	
Gross Profit	3,852	3,787	(1.7%)
EBITDA	1,546	1,238	(19.9%)

The DIY segment registered sales of Php12.3 billion, accounting for 6.4% of the business. Intense competition and a decline in demand for pandemic items such as home and kitchen products affected revenues. Competition in the dog food segment, one of the top categories, has also intensified, with more players entering the market in recent years.

Gross profit experienced a slight decline due to the disposal of aging inventories and markdowns. Similarly, EBITDA eased due to the decrease in net sales, coupled with higher operating expenses.

Building the Future, One Trade-In at a Time

Handyman's Grand Builders Fair not only celebrated builders and DIY enthusiasts but also served as a platform to help promote vibrant communities by empowering shoppers to give back to their homes.

The fair featured a Trade-In promo, which offered 40-60% off select items when customers donated LED bulbs, doorknobs, or electric fans. These traded-in items were then donated to nearby schools, along with comprehensive bathroom renovations and hydration packages. Beneficiary schools included San Carlos Elementary School in Lipa, Batangas, Cantil Elementary School in Roxas, Mindoro, Kasiglahan Elementary School in Montalban, Rizal, Junob High School in Dumaguete City, and San Simon Elementary School in Cagayan de Oro City.

As we help foster a cleaner and safer environment for Filipino children, Handyman turned over of Wishy-Washy hand soap bottles collected through its trade-in program, "Keeping Children Safe and Clean, One Little Hand at a Time."

Launched in partnership with Save the Children, the initiative encouraged customers to purchase discounted bundles of hand soap with one bottle donated to Save the Children Philippines for every bundle purchased. This program helps support Save the Children's crucial hygiene promotion efforts among disadvantaged children across the Philippines. Handyman also further extended its support by donating foldable backpacks and silicone lunchboxes.

We also donated school supplies, water tumblers, school bags, and lunchboxes to Childhope Philippines and AHA Learning Center, nonprofit organizations that also work with disadvantaged Filipino youths. For a limited time, we also held a promo where an amount was donated to the Gokongwei Brothers Foundation for every eco-bag purchased by customers. We were also able to extend aid to those affected by the flash floods in Misamis Occidental by donating light bulbs raised from donations made by customers.



Convenience Stores

Be it hot meals or other essentials, our Convenience Store Segment remains to be part of the daily routine of the on-the-go shopper looking for budget-friendly options.

With stores located in central business districts and highly urbanized areas, our Convenience Store Segment remains committed to providing round-the-clock convenience at great value.

Store Count

• **408** **Uncle John's**



Uncle John's

A leader in the convenience store space in the Philippines, Uncle John's is Robinsons Retail's flagship convenience store banner.

Uncle John's is the first convenience store in the Philippines with an in-store kitchen facility, which allows it to offer a wide range of hot and fresh food selections every day, including all-time favorites Uncle John's Fried Chicken, Kariman, Toppers, and Chillz, as well as personal care items and general supplies.

Known as Ministop for over 20 years, the chain was rebranded to Uncle John's after Robinsons Retail acquired the remaining 40% stake of Ministop Japan, making it a 100% Filipino-owned company.



In Php millions	FY 2022	FY 2023	YoY Growth
Net sales	6,072	6,337	4.4%
SSSG	26.0%	5.6%	
Gross Profit	2,321	2,408	3.7%
EBITDA	581	571	(2.0%)

The Convenience Store segment, representing 3.3% of the business, recorded net sales growth of 4.4% to Php6.3 billion. Higher sales were driven by a 5.6% increase in SSSG, which benefited from the strong performance of stores located in the Central Business Districts.

The continued growth of the higher-margin ready-to-eat (RTE) business helped accelerate gross profit, which outpaced revenue growth. However, the increase in stores operating 24/7 led to higher operating expenses, resulting in a decline in EBITDA.

Specialty Stores

Robinsons Retail's Specialty Stores segment is comprised of 302 stores across six (6) businesses—Appliances and Electronics, Toys, Mass Merchandise, Beauty, Pet Retail, and Lifestyle Sneakers.

Store Count

APPLIANCES AND ELECTRONICS

84 Robinsons Appliances

35 SAVERS APPLIANCES

TOYS

42 Toys 'R Us

MASS MERCHANDISE

93 DAIISO JAPAN

20 Super 50

BEAUTY

9 SHISEIDO

1 benefit
SAN FRANCISCO

1 clé de peau
BEAUTÉ

PETS

10 Pet Lovers Centre
Pet Care Since 1973
All Pets. All Pets.

LIFESTYLE SNEAKERS

2 SOLE ACADEMY
PHILIPPINES



APPLIANCES AND ELECTRONICS

With a commitment to providing high quality and cost-efficient products and services, our Appliances and Electronics Segment continues to adapt to the demand for innovative and advanced technology to keep up with the fast-paced lifestyles of Filipinos and enhancing quality of life through technology.



Robinsons Appliances is one of the country's most trusted names in the electronics and appliances industry in the Philippines. Whether customers are looking for a new kitchen appliance, a state-of-the-art entertainment system, or the latest smartphone model; techies and gadget enthusiasts alike go to Robinsons Appliances for its extensive range of products and strategic store locations.

With a focus on customer satisfaction, Robinsons Appliances provides home and business owners with cost-efficient and top-quality products and services in partnership with local and global brand to cater to the different needs and preferences of customers.



Established in Angeles City in 1986 as a small home appliance trading shop, Savers Appliances has grown into one of the most recognizable appliance retailers in the Philippines offering durable and reasonably priced products for both homes and businesses with its own service and installation center.

An authorized distributor of select local and international brands, Savers Appliances also provides a range of services to various industries nationwide, which include industrial and building solutions like air-conditioning and ventilating equipment, security systems, and integration products.



TOYS

For over two decades now, our Toys Segment has remained committed to providing products that inspire creativity and spark imagination for both kids and the kids at heart.



Toys "R" Us believes in the crucial role of play not only in promoting overall well-being and happiness but as an effective medium for exploration, learning, and self-expression.

Featuring an extensive collection of toys, video games, electronics, learning aids, and outdoor playsets, Toys "R" Us has standalone stores and is also accessible at all Robinsons Department Stores via the toy section.



MASS MERCHANDISE

Our Mass Merchandise Segment features lifestyle brands for customers looking for budget-friendly, quality products for home and everyday use, whether it be food containers or storage solutions, kitchen essentials and cleaning tools, beauty products, pet toys, toiletries, and more.



Daiso Japan Philippines gives customers a fun shopping experience with its vast range of delightful and exciting Japanese merchandise from cute ornaments and home décor to snacks and official Sanrio items, to kitchenware and ceramics, to home improvement and gardening tools, and even pet food and accessories all priced from Php88 and up.

Daiso Japan Philippines has been an authorized retailer of Daiso Industries Co. Limited, Japan's top supplier of living ware goods, since 2014.

Super50

A joint venture between Robinsons Retail and Peso Tree, Super50 provides a wide range of very affordable practical and everyday items to a broad market with items priced at Php50 and up.

Super50 features school and office supplies, party essentials, cleaning products, kitchen utensils, toys, and much more.



benefit

SAN FRANCISCO

From their catchy product names to their quirky packaging, everything about Benefit Cosmetics is designed to make women smile. Benefit Cosmetics has been providing innovative and fun solutions for women's beauty dilemmas for over four decades now.

Today, Benefit has a range of beauty products that cater to different skin types and concerns, including makeup, skincare, and fragrances. Whether it's creating the perfect brow or achieving a flawless complexion, Benefit has a product or service that can help you look and feel your best.



BEAUTY

Our Beauty Segment aims to empower the Filipino woman with a range of beauty and cosmetics options for every need and for every budget. Through an agreement with Shiseido Philippines Corporation, Robinsons Retail operates standalone stores for Shiseido, Benefit, and Clé de Peau Beauté in premier malls across the country. Complementing this is Robinsons Department Store's Beauty Section, which offer an expanded range of local and international beauty and cosmetic brands.

SHISEIDO

One of the most well-loved and respected beauty brands in the world, Shiseido has been dedicated to delivering high-quality products for over a century and a half. Shiseido's products have always been synonymous with quality, innovation, and excellence.

Shiseido offers a diverse range of products that cater to the needs of different individuals, whether it be cosmetics or skincare, or fragrances and sun care. Shiseido continues to be at the forefront of the beauty industry, providing value to its customers across different regions and cultures.



clé de peau BEAUTÉ

Considered to be Japan's leading luxury beauty brand, Clé de Peau Beauté of the Shiseido Group is known for its high-quality skincare and makeup products.

Clé de Peau Beauté is known for its innovative, high-performing products that combine advanced technology with luxurious ingredients to provide the ultimate in beauty and skincare including award-winning anti-aging cream La Crème, and best-sellers The Serum and The Radiant Fluid Foundation.



PETS

Anchored on a commitment to responsible pet ownership, our Pet Retail segment is centered on providing quality pet care, superior pet products, and dedicated pet services.



One of the leading pet retail and service chains in the Philippines, Pet Lovers Centre offers a diverse range of pet products like fresh and dry food options, toys, beds, shampoos, and other accessories. Pet services are also available including grooming and vet clinic services for all types of pets.

Guided by its tagline “All Passion, All Pets”, Pet Lovers Centre was first established in Singapore in 1973. Robinsons Retail brought Pet Lovers Centre to the Philippines in 2018 through a franchise license agreement.



In Php millions	FY 2022	FY 2023	YoY Growth
Net sales	14,709	15,231	3.5%
SSSG	18.2%	2.4%	
Gross Profit	3,890	4,060	4.9%
EBITDA	1,315	994	(24.4%)

Net sales of the Specialty Stores segment grew by 3.5% to Php15.2 billion, contributing 7.9% of the business. SSSG for the year came in at 2.4% driven by Toys and Pet Retail.

Gross profit grew faster than net sales supported by vendor support, higher distribution center fees, and changes in product mix. The increase in operating expenses, however, fully offset the gains in gross profit, leading to a decline in EBITDA.

Responsible Pet Ownership

Advancing its mission of responsible pet ownership and pet welfare, Pet Lovers Centre (PLC) donated dog food and pet care products to Leah Borbon Hope for Angels, an animal shelter home to 205 rescued dogs, in May.

The items were collected through PLC’s Feed A FURend Donation Drive, a campaign launched in March 2023 with the goal of helping provide balanced meals and proper care for stray and abandoned pets. Leah Borbon Hope for Angels is the campaign’s first beneficiary.

PLC’s Feed A FURend Donation Drive helps raise public awareness on the challenges faced by animal shelters, which include limited resources. Through the campaign, beneficiary shelters are able to focus on rescue and rehabilitation as well as finding forever homes for animals.



LIFESTYLE SNEAKERS

Whether seeking the latest hyped release or a timeless classic, Robinsons Retail’s lifestyle sneakers segment enables you to go on a journey of self-expression and individuality through a shared passion for sneakers and streetwear.



Sole Academy is one of the country’s trusted multi-brand lifestyle sneaker boutique stores. Established in 2011, it has become the premier store for lifestyle kicks frequented by sneaker enthusiasts and fashion-forward individuals alike.

Featuring an array of exclusive collections from leading brands worldwide, Sole Academy has cultivated a devoted following among aficionados seeking the perfect blend of style, comfort, and uniqueness.



Every Child's Right to Play

Toys "R" Us Philippines, in partnership with Kidzooona, celebrated World Play Day last May with 50 kids from nonprofit Caritas Manila. The kids had a day of fun and games and were able to play with Toys R Us mascot Geoffrey the Giraffe. They were also able to take home a bag of treats from partners Play-Doh, My Little Pony, and Chuckie.

"World Play Day is a reminder that play is not just child's play; it's a fundamental right that every child should enjoy. Through play, children are able to develop and enhance their cognitive, physical, and emotional well-being. We at Toys "R" Us Philippines will continue to advocate this cause and recognize the profound impact play has on a child's development," said Group General Manager Celina Chua.

Running for the Future

Savers Appliances' Run for the Future gathered over 1,500 participants running for a cause at the Clark Parade Grounds in Pampanga last June.

Run for the Future 2023 was organized to help raise funds for the renovation of Pulung Cacutud Elementary School's library as well as to provide educational tools to select Kapampangan scholars through JCI Angeles City Culiati's TOSSA (The Outstanding Secondary Students of Angeles City).





Leadership and Governance

Board of Directors



Lance Y. Gokongwei, 57
Chairman

Citizenship
Filipino

Academic Qualifications & Relevant Experience

Received a Bachelor of Science degree in Finance and a Bachelor of Science degree in Applied Science from the University of Pennsylvania.

Date of first appointment

November 13, 2013

Directorships/affiliations in other companies

- Chairman of Robinsons Supermarket Corporation
- President and Chief Executive Officer of JG Summit Holdings
- Chairman of Universal Robina Corporation
- Chairman of Cebu Air, Inc.
- Chairman of JG Summit Olefins Corporation
- Chairman, President, and Chief Executive Officer of Robinsons Land Corporation
- Director and Vice Chairman of the Executive Committee of Manila Electric Company
- Director of RL Commercial REIT, Inc., Altus Property Ventures, Inc., Oriental Petroleum and Minerals Corporation, Singapore Land Group Limited, Shakey's Asia Pizza Ventures, Inc., AB Capital and Investment Corporation, Endeavor Acquisition Corporation.
- Trustee and Chairman of the Gokongwei Brothers Foundation, Inc.



James L. Go, 84
Vice Chairman

Citizenship
Filipino

Academic Qualifications & Relevant Experience

Received his Bachelor of Science Degree and Master of Science Degree in Chemical Engineering from Massachusetts Institute of Technology, USA.

Date of first appointment

November 13, 2013

Directorships/affiliations in other companies

- Chairman of JG Summit Holdings, Inc.
- Chairman and Chief Executive Officer of Oriental Petroleum and Minerals Corporation
- Adviser to the Board of Directors and Executive Committee of Cebu Air, Inc.
- Chairman Emeritus of Universal Robina Corporation, Robinsons Land Corporation and JG Summit Petrochemical Corporation
- President and Trustee of the Gokongwei Brothers Foundation, Inc.
- Director of PLDT, Inc.
- Member of the Technology Strategy and Risk Committees and Advisor of the Audit Committee of the Board of Directors of PLDT, Inc.
- Director of Manila Electric Company



Robina Gokongwei-Pe, 62
President and CEO

Citizenship
Filipino

Academic Qualifications & Relevant Experience

Attended the University of the Philippines–Diliman from 1978 to 1981 and obtained a Bachelor of Arts degree in Journalism from New York University in 1984.

Date of first appointment

November 13, 2013

Directorships/affiliations in other companies

- Director of JG Summit Holdings, Inc., Robinsons Land Corporation, Cebu Air, Inc., and Robinsons Bank Corporation
- Trustee and Secretary of the Gokongwei Brothers Foundation, Inc.
- Trustee and Vice Chairman of the Immaculate Conception Academy Scholarship Fund
- Member of the Xavier School Board of Trustees



Scott Price, 61
Director

Citizenship

American

Academic Qualifications & Relevant Experience

Earned a Bachelor of Arts Degree in Business from the University of North Carolina in Charlotte. He also holds a Master's Degree in Business Administration and a Master's Degree in Asian Studies from the University of Virginia.

He has over 30 years of retail, logistics and consumer packaged goods sector experience with key management roles in UPS, Walmart, DHL Express and Coca Cola.

Date of first appointment

August 01, 2023

Directorships/affiliations in other companies

- Group Chief Executive of DFI Retail Group
- Independent Board Director of Coles Group in Australia



Choo Peng Chee, 63
Director

Citizenship

Singaporean

Academic Qualifications & Relevant Experience

MBA in Retailing from the University of Stirling, Scotland.

Covering all food retail operations (grocery retail and convenience stores) in Hong Kong, Macau, China as well as the convenience format in Singapore. Choo Peng Chee brings with him more than 35 years of retail experience.

Date of first appointment

July 31, 2021

Directorships/affiliations in other companies

- CEO, DFI Food
- Director of the DFI Retail Group Management Services Board
- CEO for Wellcome Hong Kong
- Regional Director, North Asia (Food)
- CEO, North Asia & Group Convenience
- CEO, DFI Retail North Asia



Rodolfo P. Ang, 61
Independent Director

Citizenship

Filipino

Academic Qualifications & Relevant Experience

Obtained his Bachelor of Science Degree in Management (Honors Program) and Bachelor of Arts Degree in Communications from Ateneo De Manila University where he graduated Magna Cum Laude. He received his Master's Degree in Business Administration Major in Finance from Boston College, Carroll Graduate School of Management.

Vice President for Administration and an Associate Professor of Ateneo De Manila University.

Former Dean of the Ateneo Graduate School of Business.

He has served the Commission on Higher Education in various capacities, as a member of the Technical Panel for Business and Management Education, member of the Technical Committee for Business Administration and Entrepreneurship, and member of the NCR Regional Quality Assessment Team.

Formerly an independent director of the Philippine Insurers and Reinsurers Association.

Date of first appointment

March 09, 2020

Directorships/affiliations in other companies

- Sits on the Board of Trustees of Xavier School

Cirilo P. Noel, 66
Independent Director



Citizenship
Filipino

Academic Qualifications & Relevant Experience

Graduated from the University of the East with a Bachelor of Science degree in Business Administration and obtained his Bachelor of Law degree from the Ateneo Law School. He has a Master of Law degree from the Harvard Law School and a Fellow of the Harvard International Tax Program. He attended the AIM Management Development Program.

He is a lawyer and certified public accountant.

He held various positions in SGV & Co. including Chairman (from 2010 to 2017), Managing Partner (from 2009 to 2016), Vice Chairman & Deputy Managing Director (from 2004 to 2009), Head of Tax Division (from 2001 to 2008), and Partner, Tax Services (from 1993 to 2017).

Date of first appointment

August 12, 2020

Directorships/affiliations in other companies

- Chairman of Palm Concepcion Power Corporation, Juxtapose Ergo Consultus, Inc. and Cofiar Land Corp.
- Interim Chairman of Security Bank Corporation
- Board member of the following publicly listed companies: Globe Telecom, Inc., San Miguel Foods and Beverage, Inc., and First Philippine Holdings Corporation
- Member of the Board of St. Luke's Medical Center-Global City
- Member of the Board of Trustees of St. Luke's Medical Center-Quezon City, St. Luke's Medical Center College of Medicine, and St. Luke's Medical Center Foundation, Inc.
- Affiliated with the Makati Business Club, Harvard Law School Association of the Phils., and Harvard Club of the Philippines.

Enrico S. Cruz, 66
Independent Director



Citizenship
Filipino

Academic Qualifications & Relevant Experience

Obtained his B.S. in Business Economics and MBA from the University of the Philippines. He was named by the UP College of Business as a Distinguished Alumnus in 2008 and a Distinguished Alumnus Awardee by the UP School of Economics Alumni Association in 2015.

He was the Chief Country Officer of Deutsche Bank (Manila Branch) from June 2003 to July 2019 and was concurrently the bank's Head of Corporate Finance. He joined Deutsche Bank in July 1995 where he established the Global Markets (GM) franchise in the Philippines. Prior to Deutsche Bank, he was a Senior Vice President at Citytrust Banking Corporation (CTBC), an affiliate of Citibank N.A. He previously served as a Director of the Bankers Association of the Philippines (BAP) in 2003-2007, 2011-2015 and 2017- 2019 and was a past president of the Money Market Association of the Philippines.

Date of first appointment

August 27, 2022

Directorships/affiliations in other companies

- Independent director of the following companies: Security Bank Corporation, AREIT Inc., The Keepers Holdings Inc., Maxicare Healthcare Corporation, DITO CME Holdings Inc., SB Capital Investment Corporation, CIBI Information Inc. and Maxilife Insurance Corporation.

Cesar G. Romero, 58
Independent Director



Citizenship
Filipino

Academic Qualifications & Relevant Experience

Holds a Bachelor of Science in Mechanical Engineering (Cum Laude) from the University of the Philippines, and a Masters Degree in Business Administration (with High Distinction) from the University of Michigan. He has also attended a variety of management development courses at the London Business School and the Wharton Business School.

He previously served as the President and Chief Executive Officer of Pilipinas Shell Petroleum Corporation (Shell Philippines), a publicly-listed company, from November 1, 2016 to November 30, 2021.

He served in various capacities in the Shell Group of companies, both local and international. He was formerly the Vice President-Global Retail Network and the Vice President of Retail Sales and Operations East (covering Southeast Asia, South Asia, and China). He was a member of the Shell Global Retail Leadership team which set policies, strategy, annual business targets, capital allocation, and operations for Shell's Downstream Retail Business comprised of over 43,000 petrol stations in the world, the largest single branded retailer in the world.

Date of first appointment

August 02, 2022

Directorships/affiliations in other companies

- Independent director of Aboitiz Equity Ventures, Inc. and Aboitiz Power Corporation

Business Unit Heads



Christine O. Tueres
Group General Manager
Robinsons Supermarket, No Brand



Erneliza Lim-De Jesus
General Manager
Robinsons EasyMart



Kerwin L. Legarde
General Manager
The Marketplace, Shopwise



Celina N. Chua
Group General Manager
Robinsons Department Store, Toys 'R' Us



Maria Carmina Pia G. Quizon
General Manager
Robinsons Department Store, Shiseido,
Benefit, Cle de Peau



Christine Y. Sanchez
Deputy General Manager
Toys 'R' Us



Joanne Dawn Seno-Arceo
Group General Manager
Southstar Drug, Rose Pharmacy, TGP



Mariel L. Crisostomo
General Manager
Southstar Drug



Michael G. So
General Manager
Rose Pharmacy



Thaddeus L. Sanchez
Deputy General Manager
Southstar Drug



Theodore A. Sogono
Group General Manager
Handyman Do it Best, True Value,
Pet Lovers Centre



Dondon Gaw
Deputy General Manager
True Value



Pearly Lorenzo-Templado
Deputy General Manager
Pet Lovers Centre



Jovito U. Santos
Group General Manager
Robinsons Appliances, Savers Appliances



Jansen Ivan K. Uy
General Manager
Savers Appliances



Donna Rhia Miranda-Leoncio
General Manager
Uncle John's



Katherine Michelle Q. Yu
General Manager
Daiso Japan, Super50



Edna T. Belleza
General Manager
GoCart

Senior Management



Lance Y. Gokongwei
Chairman



James L. Go
Vice Chairman



Robina Gokongwei-Pe
President and CEO



Stanley C. Co
Chief Operating Officer



Mylene A. Kasiban
Chief Financial Officer
Chief Risk Officer



Gilbert S. Millado, Jr.
General Counsel
Compliance Officer
Data Privacy Officer



Rosalinda F. Rivera
Corporate Secretary



Gina Roa-Dipaling
Vice President, Corporate Planning
Investor Relations Officer
Head of Sustainability



Graciela A. Banatao
Treasurer



Josemaria D. Catanghal
Chief Information Officer



Mark O. Tansiongkun
Chief Procurement Officer



Gabriel D. Tagala, III
Vice President, Human Resources



Stephen M. Yap
Head of Innovation



Corporate Governance

Corporate Governance

Corporate governance is the framework of rules, systems and processes of Robinsons Retail that governs the performance of the Board of Directors and Management of their respective duties and responsibilities to the stakeholders. The Revised Corporate Governance Manual, was adopted to institutionalize corporate governance principles as a guide for the daily conduct of business.

We continuously strive to strengthen and improve our corporate governance practices by adopting best practices, which includes building a competent board, aligning strategies with goals, managing risk effectively, adhering to high standards of ethics and integrity, and promoting accountability by defining roles and responsibilities.

As we continue our journey in Sustainability, we are also further strengthening and articulating our policies on Climate Action and Human Rights, to fully realize alignment on a policy level in the recognition of relevant issues in ESG, such environmental protection, climate risk sustainable consumption, gender equality and children's rights. We are working closely with the Board and Management across the different Business Units, and have continued to integrate ESG into our policy and operational frameworks.

Corporate Objectives

Robinsons Retail Holdings, Inc. aims to retain its position as the second-largest multi-format retailer in the Philippines catering to the broad middle market. It plans to expand its store network across its retail formats with focus on regions outside of Metro Manila where modern retail penetration is still low. Aside from organic expansion, part of its strategy is to participate in the market's consolidation by

entering into mergers and acquisitions in existing and complementary retail formats. Robinsons Retail targets consistent sales growth while improving margins to ensure sustainability of operations.

The Board of Directors

The Board of Directors ("The Board") is primarily responsible for the governance of the Company and provides an independent check on management. It has the duty to foster the long-term success of the Company and to ensure that the Company's competitiveness and profitability will be sustained in a manner consistent with its corporate objectives for the best interest of the company and its stakeholders.

The Board formulates the Company's vision, mission, strategic objectives, policies and procedures that guide its activities, including the means to effectively monitor Management's performance. It provides direction and approval in relation to matters concerning the Company's business strategies, policies and plans, while the day-to-day business operations are delegated to the Executive Committee.

The Board exercises care, skill and judgment and observes good faith and loyalty in the conduct and management of the business and affairs of the Company. It ensures that all its actions are within the scope of power and authority as prescribed in the Articles of Incorporation, By-Laws, and existing laws, rules and regulations. To uphold high standard for the Company, its Shareholders and other Stakeholders, the Board conducts itself with honesty and integrity in the performance of its duties and responsibilities

Board Duties and Responsibilities

The Company's Corporate Governance Manual

specifies the roles, duties and responsibilities of the Board of Directors in compliance with relevant laws, rules and regulations. In adherence to the principles of corporate governance, the Board is tasked to perform the following:

General Responsibilities

It is the Board's responsibility to foster the long-term success of the Corporation, and to sustain its competitiveness and profitability in a manner consistent with its corporate objectives and in the best interest of the Corporation, its Shareholders and Stakeholders, as a whole.

Duties and Functions

To ensure high standard for the Corporation, its Shareholders and other Stakeholders, the Board shall conduct itself with honesty and integrity in the performance of, among others, the following duties and responsibilities:

- Act on a fully informed basis, in good faith, with due diligence and care, and in the best interest of the Company and all Stakeholders;
- Oversee the development of and approve the Company's business objectives and strategy, and monitor their implementation, in order to sustain the Company's long-term viability and strength. The Board shall review and guide corporate strategy, major plans of action, risk management policies and procedures, annual budgets and business plans; set performance objectives; monitor implementation and corporate performance; and oversee major capital expenditures, acquisitions and divestitures;
- Oversee the adoption of an effective succession planning program and remuneration policies;
- Adopt policies on board nomination and election that will ensure diversity in board composition in terms of knowledge, expertise and experience;
- Oversee the implementation of a policy and system on RPTs which shall include the review and approval of material or significant RPTs and ensure fairness and transparency of the transactions;
- Oversee the adoption of policies on the selection of Management and Key Officers and the assessment of their performance;
- Oversee the establishment of an internal control system to monitor and manage potential conflicts of interest and an ERM framework to identify, monitor, assess and manage key business risks;
- Annually review, together with Management, the Company's vision and mission;
- Ensure the Corporation's faithful compliance with all applicable laws and regulations, and best business practices; Establish and maintain an Investor Relations Program that will keep the Shareholders informed of important developments in the Corporation. The Corporation's CEO shall exercise oversight responsibility over this program;
- Identify the Corporation's Stakeholders in the community in which it operates or are directly affected by its operations and formulate a clear policy of accurate, timely, and effective communication with them;
- Adopt a system of check and balance within the Board. A regular review of the effectiveness of such system should be conducted to ensure the

CORPORATE GOVERNANCE

- integrity of the decision-making and reporting processes at all times;
- Ensure that the Corporation has an independent audit mechanism for the proper audit and review of the Corporation’s financial statements by independent auditors;
 - Ensure that the Corporation establishes appropriate Corporate Governance policies and procedures pursuant to this Manual and the Governance Code, including but not limited to, policies on conflict of interest, and oversee the effective implementation thereof; and
 - Consider the implementation of an alternative dispute resolution system for the amicable settlement of conflicts or differences between the Corporation and its Shareholders, if applicable

Board Independence

The Board has four independent directors that possess all the necessary qualifications and none of the disqualifications to hold the position, with two independent directors added in 2022. The Company reinforce proper mechanisms for disclosure, protection of the rights of shareholders, equitable treatment of shareholders, and the accountability of the Board and Management are in place. In cases of conflicts of interest, Directors with a material interest in any transaction with the Company abstain from participating in the deliberation of the same.

Board Training and Orientation

The Company ensures that directors are able to perform their functions effectively in this rapidly changing environment to cope with heightened regulatory policies, foreign and local demands, and the growing complexity of the business. Orientation programs are conducted for first time directors to ensure that new members are appropriately apprised of their duties and responsibilities. This includes overview of the Company’s operations, Code of

Conduct, Corporate Governance framework and other relevant topics essential in the performance of their functions. As a matter of continuous professional education, the Company facilitates the training opportunities provided for the Directors and Key Officers.

Board Meetings

The Board schedules meetings at the beginning of the year, holds regular meetings in accordance with its By-Laws and convene special meetings when required by business exigencies. The notice and agenda of the meeting and other relevant meeting materials are furnished to the Directors at least five (5) business days prior to each meeting. Meetings are duly minuted. The Independent Directors shall always attend Board meetings. Unless otherwise provided in the By-Laws, their absence shall not affect the quorum requirement. However, the Board may, to promote transparency, require the presence of at least one (1) Independent Director in all its meetings.

To monitor the Directors’ compliance with the attendance requirements, the Company submits to the Commission an advisement letter on the Directors’ record of attendance in Board meetings.

Board Committees

Audit and Risk Oversight Committee

This Audit and Risk Oversight Committee Charter (this “Charter”) establishes the purpose, qualifications and membership, structure and operations, duties and responsibilities of the Audit and Risk Oversight Committee (the “Committee”) of Robinsons Retail Holdings, Inc. (the “Company”), and the procedures which guide the conduct of its functions.

- The purpose of the Audit and Risk Oversight Committee are as follows:
- To provide oversight over the Company’s financial reporting, Internal Control System, and Internal and External Audit processes. It shall ensure that

systems and processes are in place to provide assurance activities, ensure accurate financial reporting, monitor compliance with laws, regulations and internal policies, determine the efficiency and effectiveness of business operations, and provide the proper safeguarding and use of the Company’s resources and assets; and

- To oversee the establishment of an ERM framework to identify, monitor, assess and manage key business risks. The ERM framework shall guide the Company in identifying units/ business lines and enterprise-level risk exposures, as well as the effectiveness of risk management strategies. It shall be responsible for defining the Company’s level of risk tolerance and providing oversight over its risk management policies and procedures to anticipate, minimize, control or manage risks or possible threats to its operations and performance.

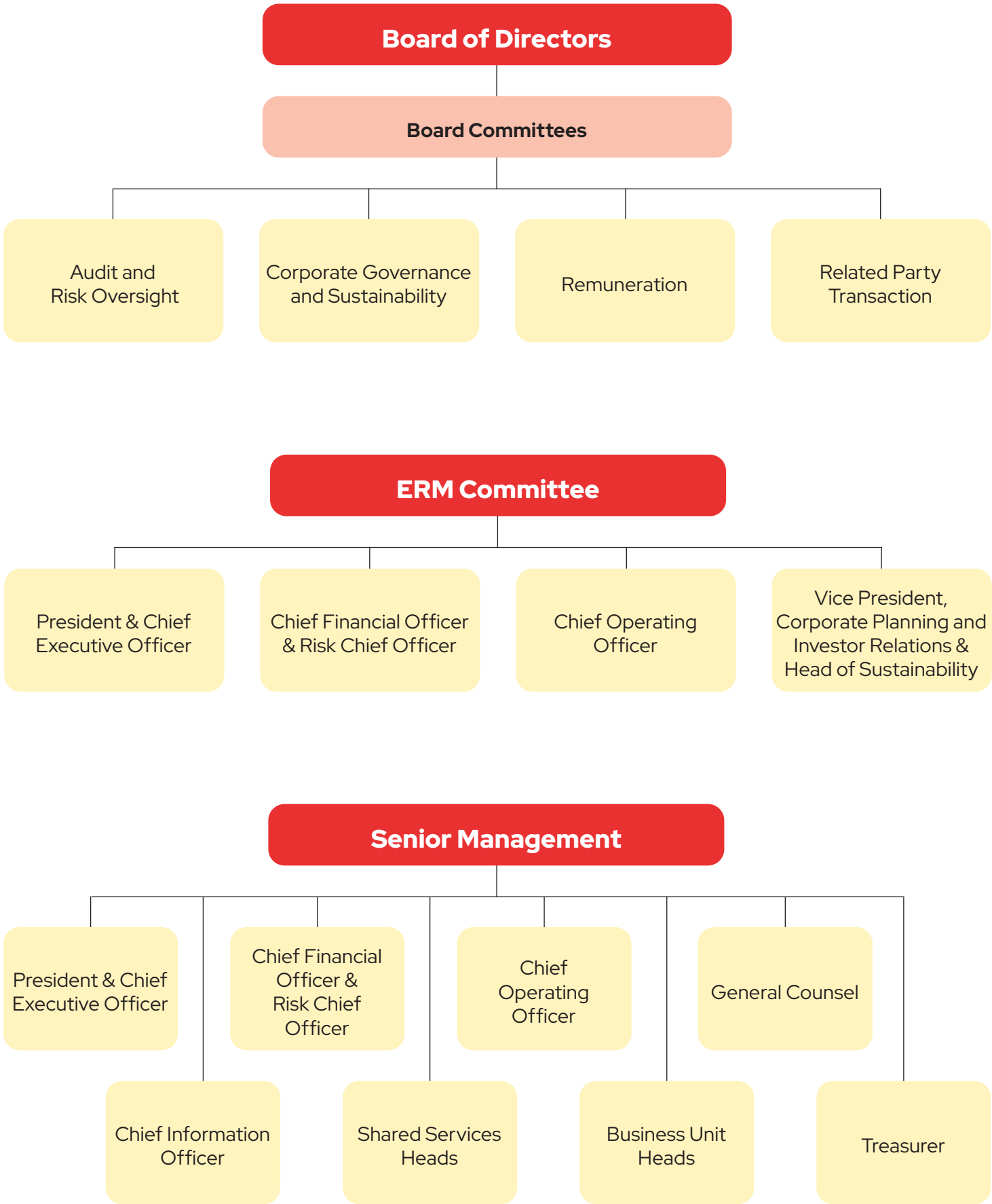
Audit and Risk Oversight Committee	
Cirilio P. Noel	Chairman
Rodolfo P. Ang	
Enrico S. Cruz	
Cesar G. Romero	
Choo Peng Chee	

Audit and Risk Oversight Advisory Members	
James L. Go	
Robina Gokongwei-Pe	

To download the Audit and Risk Oversight Committee Charter, follow this link: <https://tinyurl.com/RRHIAuditandRisk>

Managing our Risks

Our ERM Structure



Responsibilities



ERM Board Oversight

The Board of Directors and its various committees provide oversight and guidance on material risks and mitigation strategies, with ERM specifically guided by the Audit & Risk Committee through biannual meetings. The BOD receives regular updates from the ERM Committee, Senior Management and key risk functions.



ERM Committee

The ERM Committee, led by the Chief Risk Officer (CRO), reviews and assesses the identified enterprise risks in order to formulate plans, establish mitigation strategies and institutionalize monitoring processes both at the business unit and enterprise level.

Alongside the CRO, its current structure is composed of the President & CEO and COO, ensuring that risks and opportunities have high visibility at the top level in operations.

Lastly, the Vice President for Corporate Planning, Investor Relations, and Head of Sustainability is likewise part of the ERM Committee, with its mandate in strategy development, stakeholder management, and ESG informing the structure of ERM and its related disclosures.



Senior Management

Members of the Senior Management include the members of the ERM Committee, the Shared Services Heads and other Business Unit Heads. The main responsibility of Senior Management is to establish internal controls and execute procedures to identify, assess and manage events that may pose a risk to the business units of the Company. Related risk functions and risk owners on an operational level are likewise tasked to analyze risks and how to mitigate them. This allows for measures, if necessary, to be implemented in a timely and comprehensive manner when risk events occur.



The Chief Risk Officer

Robinsons Retail's Chief Financial Officer concurrently acts as the Chief Risk Officer or CRO, who serves as the direct point person for managing the Company's material risks. They ensure that all risk management strategies are implemented and monitored at the business unit and enterprise level. Working closely with the Board of Directors Committee on Audit and Risk and members of Senior Management, the CRO relies on the detailed identification and assessment of risks by the key risk owners to effectively implement mitigation measures.



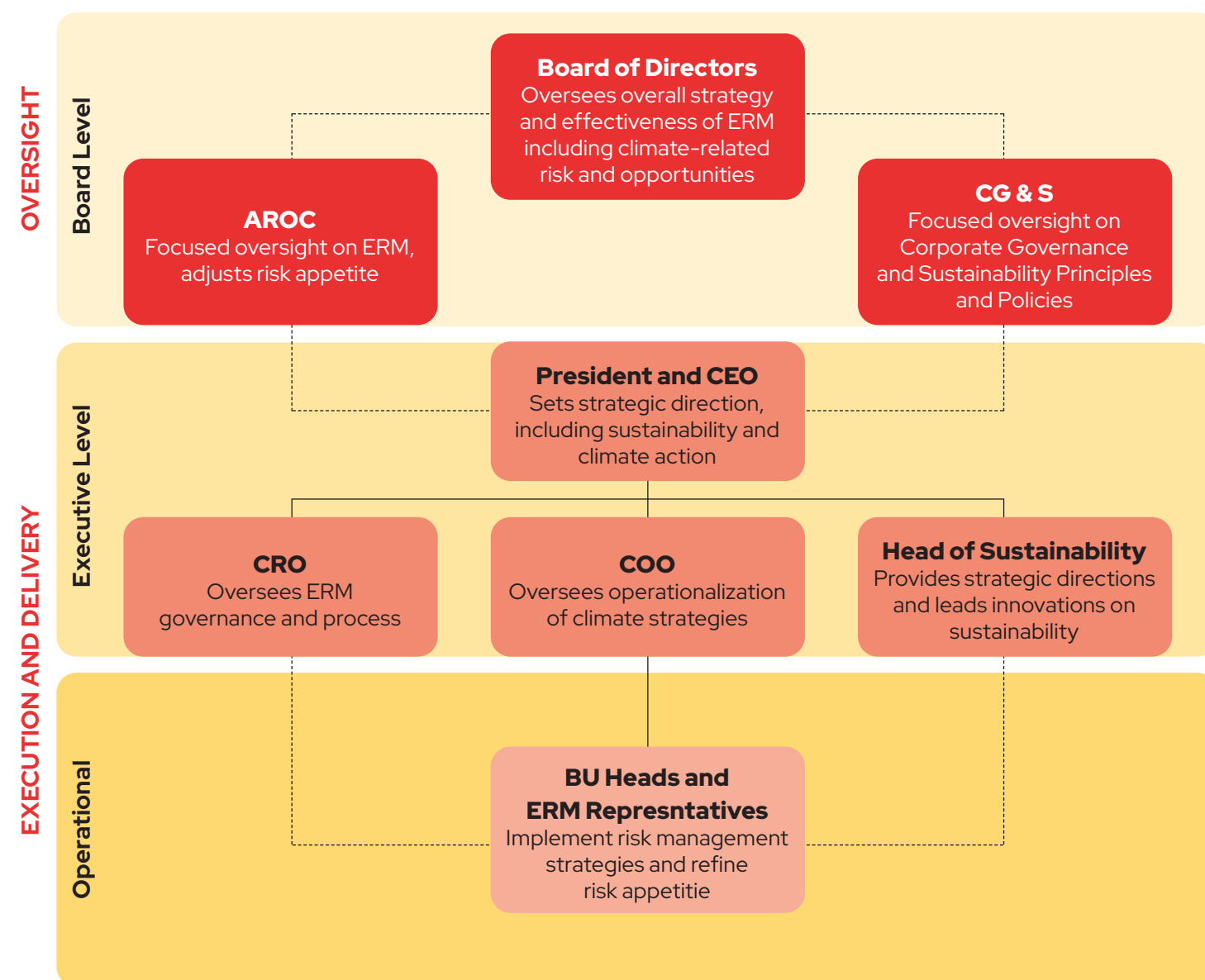
Climate Change Risks and Opportunities

Climate Governance Structure

We recognize the critical role of climate governance in navigating the evolving challenges of climate change. Our leadership structure enables proactive management of potential risks posed by climate change, while simultaneously identifying and seizing new opportunities.

Our governance structure enables informed decision-making at multiple levels:

- **Board Oversight:** The Board provides top-level oversight, ensuring the effectiveness of our overall climate strategy.
- **Management Execution:** Management focuses on integrating the climate agenda throughout the whole portfolio, and reports progress to the Board.
- **Operational Integration:** Business units implement the climate-related strategy, ensuring its integration within day-to-day activities and alignment with corporate goals.



The **Board of Directors** oversees the management of climate-related risks and opportunities, ensuring that climate considerations are seamlessly integrated into our strategies, procedures, and systems. The Board, through the **Audit and Risk Oversight Committee (AROC)**, evaluates management's actions on risk matters. The AROC oversees the ERM framework, ensuring policies adequately address climate-related risks for both operational and financial resilience. It also guides the development, implementation, and evaluation of our climate-related risk management plans.

Supporting the Board alongside AROC is the **Corporate Governance and Sustainability Committee (CG&S)**, which oversees the development and implementation of corporate governance principles and policies, with a focus on the Economic, Environment, Social, and Governance (EESG) aspects of sustainability. It also evaluates management's effectiveness in maximizing climate-related opportunities.

The **President and Chief Executive Officer (CEO)** sets the overall strategic direction for the conglomerate, including our approach to sustainability and climate action, playing a central role in driving climate initiatives, managing climate risks, and ensuring transparent reporting on our climate performance.

The **Chief Risk Officer (CRO)** oversees our ERM processes, establishing a robust framework for managing climate-related risks.

The **Chief Operating Officer (COO)** oversees the operationalization of climate strategies across the different business units.

The **VP for Corporate Planning and Head of Sustainability** develops strategies that align with the company's sustainability goals and commitments, including those related to climate change mitigation and adaptation. The Head of Sustainability also

ensures that climate considerations are integrated into the company's broader business strategy. The head also designs and leads the development of our climate resilience and transition plans within which relevant risks and opportunities are identified and then help the business units achieve climate-related targets. The head coordinates with the COO and the business unit heads in the effective implementation of climate strategies.

Our **Business Units** play a vital role in operationalizing our climate resilience strategies. Through the leadership of the COO and guidance from the CRO and Head of Sustainability, the BUs implement and continuously refine risk management strategies to address climate-related challenges within their specific business areas.

Approach to Climate Risk Management

Our Enterprise Risk Management (ERM) strategy takes a holistic approach to both addressing climate-related risks and maximizing climate-related opportunities within our framework. Our comprehensive process embeds the identification, assessment, and management of climate-related risks and opportunities into the overall ERM framework through the following steps: 1) Risk Identification, 2) Risk Assessment, 3) Risk Prioritization, and 4) Risk Response, Monitoring, and Evaluation.

a. Integration of climate-related risk and opportunity management to the overall Enterprise Risk Management

Climate-related risks and opportunities are integrated into our ERM system and managed at both the Management and BU Level. Identified as a Climate Risk category in the Group's risk register allows us increased focus on climate risk identification and mitigation. Climate risk assessment and climate scenario analysis (CSA) is being integrated into our overall ERM system by identifying physical

risks, evaluating impact, prioritizing urgency, and executing resilience strategies.

b. Risk Identification, Assessment, and Prioritization

We established a risk assessment scale categorizing impacts as insignificant to extreme and likelihoods from rare to almost certain, tailored by each operating company to their specific context and risk appetite, streamlining the risk rating process. Risks were assessed for severity based on impact and likelihood, focusing on their inherent nature, independent of our specific circumstances or management capacity. Priority was given to risks with high to very high severity, considering our organization's risk profile, vulnerability, and their urgency. This assessment prioritizes the company's most critical assets by pinpointing their exposure to climate hazards. Using detailed climate models and scenarios (RCP 4.5 and 8.5), it then quantifies the potential impacts on these assets through specialized tools. In short, it identifies weak spots and measures potential damage from climate change.

Climate-related physical and transition risks are included in our recent risk register. Climate-related risks pose potential adverse impact to operations, particularly in the face of extreme weather events. Regulatory changes linked to climate change, such as carbon pricing, emissions caps, and extended producer responsibility, may impact operations by escalating compliance costs. The insights from the CSA are being incorporated into the group's ERM system, enhancing our management of climate-related risks and opportunities. This integration deepens our understanding of the potential likelihood and severity of climate risks, enabling more informed decision-making in prioritizing and response planning.

c. Risk Response, Monitoring, and Evaluation

We ensure the implementation of suitable risk responses for each climate-related risk, both at the BU level and at the enterprise-wide level. Risk owners are responsible for managing climate-related risks and collaborate with risk champions to develop effective management strategies to reduce environmental impact and adapt to climate threats. The head of sustainability will be leading the cascade of our recently concluded CSA to the business units risk owners to ensure effective integration of climate risk assessment in the overall operations of the business units.

Continuous monitoring of legislative proposals and regulatory trends is in place, ensuring timely identification of potential effects on operations. We also continuously integrate the identified climate-related risks specifically extreme weather events into our business continuity plans and crisis management plans to ensure group's resiliency.

d. Opportunity Management Process

We are proactively anticipating future climate conditions, identifying opportunities arising from changing consumer behaviors, new market developments, and innovations aligned with ongoing climate trends. This process includes a thorough evaluation of potential climate-related opportunities, pinpointing those that complement the company's core strengths, contextual relevance, and prevailing market trends.

Each identified opportunity will be assessed for its financial, operational, and reputational implications to gauge its feasibility. We will rank these opportunities according to how well they align with our corporate and sustainability objectives, evaluating their feasibility, potential

for expansion, and compatibility with current business initiatives.

To stay ahead, we will regularly revise and update our approach at least annually in response to changing climate conditions and market shifts. This continuous monitoring and refinement highlight our commitment to actively evolving landscape of climate-related opportunities.

e. Changes in Risk Identification, Assessment, Prioritization, and Monitoring

We continuously enhance our risk management system, demonstrating the commitment to addressing evolving challenges. Notably, in this latest reporting period, we have integrated climate scenario analysis into our risk identification and assessment processes. This strategic initiative has empowered us to proactively anticipate and address potential climate-related risks.

Metrics and Targets

To provide our shareholders and stakeholders clear insights into our approach to managing climate-related risks and opportunities, we have set specific environmental and climate-related targets and are tracking our progress.

a. Metrics and Targets for Physical Risks

To demonstrate our approach in managing the physical climate-related risks, we reflected metrics for exposure assessment coverage and vulnerability assessment coverage associated with flooding, tropical cyclones, extreme temperature and heat stress, and sea level rise.

Metrics	Current Performance	Ambition
Exposure Assessment Coverage	83 business critical facilities, comprising of 4 Head Offices, 51 Robinsons Malls where many of our stores are located, and 28 Distribution Centers	Integrate climate hazard exposure assessment for other existing and new facilities
Vulnerability Assessment Coverage	Supermarket Segment's Sucat Mega Distribution Center	Replicate vulnerability assessment in other critical sites, as well as new sites

b. GHG Emissions Metrics and Targets

Disclosure	Unit	2023 Quantity
Total GHG emissions (Scope 1 and 2)	MTCO2e	424,777
Gross direct (Scope 1) GHG emissions	MTCO2e	147,545
Gross Energy Indirect (Scope 2) GHG emissions	MTCO2e	277,231
Gross Other Indirect (Scope 3) GHG emissions	MTCO2e	18,293
GHG emissions intensity	MTCO2e/Million Php	2.2

We calculated our total greenhouse gas emissions using the operational control approach and includes measurement and reporting of our scope 1, 2, and some scope 3 carbon emissions. For scope 2 emissions, we utilize a location-based approach. We have partially disclosed our Scope 3 emissions as we commit to track our value chain emissions.

To ensure our businesses transition to low-carbon practices, we will be developing our climate transition roadmap in 2024, as we eventually set our aspiration to attain Net Zero target by 2050.

Corporate Governance and Sustainability Committee

This Corporate Governance and Sustainability Committee Charter (this “Charter”) establishes the purpose, qualifications and membership, structure and operations, duties and responsibilities of the Corporate Governance and Sustainability Committee (the “Committee”) of Robinsons Retail Holdings, Inc. (the “Company”), and the procedures which guide the conduct of its functions.

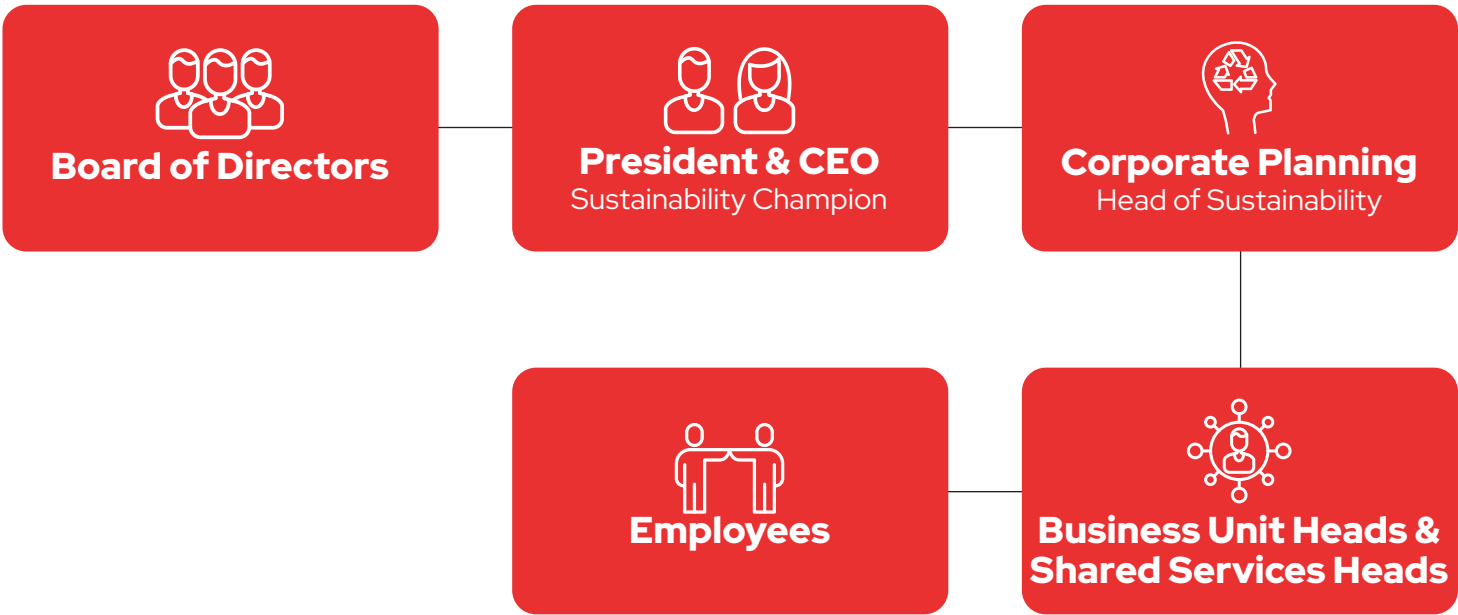
The purpose of the Corporate Governance and Sustainability Committee is to oversee the development and implementation of Corporate Governance principles and policies and perform oversight functions on the Economic, Environment, Social and Governance aspects of sustainability. The

Corporate Governance and Sustainability Committee shall recommend a formal framework on the nomination, and evaluation of the performance of the Directors, Officers and Senior Management to ensure that this framework is consistent with the Company’s culture, strategies and the business environment.

Corporate Governance and Sustainability Committee	
Rodolfo P. Ang	Chairman
Cirilio P. Noel	
Enrico S. Cruz	

To download the Corporate Governance and Sustainability Committee Charter, follow this link: <https://tinyurl.com/RRHICGSustainability>

Delegating Authority for Sustainability



In RRHI, the President and CEO of the company, who directly reports to the Board of Directors, has been appointed with oversight over economic, social, and environmental topics. Any top-level directives and decisions are cascaded down to our Corporate Planning team, which in turn disseminates information and strategizes sustainability initiatives with the Business Unit and Shared Services Heads of the company, who then

further cascade sustainability to their respective employees. The Corporate Planning Department will facilitate efforts among the Business Units and Shared Services Departments to further foster a culture of Sustainability within the RRHI, facilitate data-gathering and monitoring of ESG metrics, as well as serve as the liaison body between RRHI and the Gokongwei Group on topics and issues related to Sustainability.

Remuneration Committee

This Remuneration Committee Charter (this “Charter”) establishes the purpose, qualifications and membership, structure and operations, duties and responsibilities of the Remuneration Committee (the “Committee”) of Robinsons Retail Holdings, Inc. (the “Company”), and the procedures which guide the conduct of its functions.

The purpose of the Remuneration Committee is to formulate a remuneration policy that will enable the Company to attract, retain and motivate senior Management of the quality required to run the Company successfully without paying more than is necessary, having regard to views of the Shareholders and other Stakeholders. The remuneration policy should have regard to the Company’s long-term strategic goals. The Remuneration Committee shall implement the remuneration policy with the authority to enable it, in conjunction with internal and external advisers, to ensure the Board’s objectives are met.

Remuneration Committee	
Lance Y. Gokongwei	Chairman
James L. Go	
Scott Price	
Enrico S. Cruz	
Cesar G. Romero	

To download the Remuneration Committee Charter, follow this link: <https://tinyurl.com/RRHIRemuneration>

Related Party Transaction Committee

This Related Party Transaction Committee Charter (this “Charter”) establishes the purpose, qualifications and membership, structure and operations, duties and responsibilities of the Related Party Transaction Committee (the “Committee”) of Robinsons Retail Holdings, Inc. (the “Company”), and the procedures which guide the conduct of its functions.

The purpose of the Related Party Transaction (RPT) Committee is to ensure that there is group-wide policy and system governing Material Related Party Transactions (MRPTs), particularly those that breach the materiality threshold. The policy shall include the appropriate review and approval of MRPTs, which guarantee fairness and transparency of the transactions.

Related Party Transaction Committee	
Enrico S. Cruz	Chairman
Rodolfo P. Ang	
Cirilo P. Noel	

To download the Related Party Transaction Committee Charter, follow this link: <https://tinyurl.com/RRHIRPT>

Attendance of Directors in Board Meetings

January 1, 2023 to December 31, 2023

Director	No. of Meetings Attended/Held	Attendance Percentage
James L. Go	10/10	100%
Lance Y. Gokongwei	10/10	100%
Robina Y. Gokongwei-Pe	10/10	100%
Scott Price	2/10	20%
Choo Peng Chee	10/10	100%
Rodolfo P. Ang	10/10	100%
Cirilo P. Noel	9/10	90%
Enrico S. Cruz	10/10	100%
Cesar G. Romero	10/10	100%

*Mr. Scott Price was elected as a Director of the Corporation effective August 1, 2023

Board Remuneration

We recognize the critical role that skilled and experienced directors play in driving the success and sustainable growth of the Company. Our Board’s remuneration is designed to treat all directors fairly, upholding just and equitable remuneration practices.

The Company’s directors receive an annual retainer fee of P600,000 (excluding nominee directors), a P60,000 per diem remuneration for every Board meeting and shareholders’ meeting, and a P30,000 per diem remuneration for every committee meeting attended.

Director	Retainer Fee	Per Diem		Total
		Board Meetings	Committee Meetings	
James L. Go	600,000.00	300,000.00	120,000.00	1,020,000.00
Lance Y. Gokongwei	600,000.00	300,000.00	-	900,000.00
Robina Y. Gokongwei-Pe	600,000.00	300,000.00	120,000.00	1,020,000.00
Scott Price ¹	450,000.00	60,000.00	-	510,000.00
Choo Peng Chee	-	300,000.00	120,000.00	420,000.00
Rodolfo P. Ang	600,000.00	300,000.00	120,000.00	1,020,000.00
Cirlio P. Noel	600,000.00	240,000.00	90,000.00	930,000.00
Enrico S. Cruz	600,000.00	300,000.00	120,000.00	1,020,000.00
Cesar G. Romero	600,000.00	300,000.00	120,000.00	1,020,000.00
Ian McLeod	150,000.00	120,000.00	-	270,000.00
TOTAL	5,400,000.00	2,520,000.00	810,000.00	8,730,000.00

¹Date of first appointment last August 1, 2023, replacing Ian McLeod.

Meanwhile, the aggregate compensation of executive officers and directors of the Company for 2023 is shown below.

	Year	Salaries	Bonuses	Total
		(In Million Php)		
President and Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Group General Manager of Appliances Segment, and Chief Information Officer	2021	49.27	4.36	53.59
	2022	53.38	4.51	57.89
	2023	57.83	5.06	62.89
Aggregate compensation paid to all other general managers, heads for shared services, and directors as a group unnamed	2021	127.78	10.89	138.67
	2022	130.37	10.71	141.08
	2023	145.44	12.55	157.99

Stakeholders Welfare, Transparency, and Anti-Corruption

Robinsons Retail Holdings, Inc. (“The Company”) acknowledges that good corporate governance is essential to build an environment of trust, transparency and accountability necessary for fostering long-term performance, financial stability, business integrity and sustainability of the company for the protection of the interests of shareholders and other stakeholders.

The Company believes that sound and effective corporate practices are fundamental to the smooth, effective and transparent operation of the company, its ability to attract investment and enhance shareholder value. This includes the Company’s commitment to ensure fair and equitable treatment of all shareholders, including the minority, and the protection of their rights that include:

- 1. Right to vote on all matters that require their consent or approval
- 2. Right to nominate, elect, remove, and replace directors in accordance with the Corporation Code

- 3. Right to inspect corporate books and records
- 4. Right to information
- 5. Right to dividends
- 6. Appraisal right

Internal Controls

With the leadership of the Company’s Chief Financial Officer (CFO), internal control is embedded in the operations of the company and in each BU thus increasing their accountability and ownership in the execution of the BU’s internal control framework. To accomplish the established goals and objectives, BUs implement robust and efficient process controls to ensure:

- 1. Compliance with policies, procedures, laws and regulations
- 2. Economic and efficient use of resources
- 3. Check and balance and proper segregation of duties
- 4. Identification and remediation control weaknesses

- 5. Reliability and integrity of information
- 6. Proper safeguarding of company resources and protection of company assets through early detection and prevention of fraud

Adequate and Timely Information

To enable the Directors to properly fulfill their duties and responsibilities, Management provides the Directors with complete, adequate, and timely information about the matters to be taken up in their meetings. Information may include the background or explanation on matters brought before the Board, disclosures, budgets, forecasts, and internal financial documents. If the information provided by Management is not sufficient, further inquiries may be made by a Director to enable him to properly perform his duties and responsibilities.

The Directors have independent access to Management and to the Corporate Secretary. The Directors, either individually or as a Board, and in the performance of their duties and responsibilities, may seek access to independent professional advice within the guidelines set by the Board.

Accountability and Audit

The Board ensures that its Shareholders are provided with a balanced and comprehensible assessment of the Company’s performance, position and prospects on a quarterly basis. Interim and other reports that could adversely affect its business are also made available in the Company website including its submissions and disclosures to the SEC and PSE. Management formulates the rules and procedures on financial reporting and internal control for presentation to the Audit Committee in accordance with the following guidelines:

- 1. The extent of its responsibility in the preparation of the financial statements of the Company, with the corresponding delineation of the

responsibilities that pertain to the External Auditor, should be clearly defined;

- 2. An effective system of internal control that will ensure the integrity of the financial reports and protection of the assets of the Company for the benefit of all Shareholders and other Stakeholders;
- 3. On the basis of the approved Internal Audit Plan, Internal Audit examinations should cover, at the minimum, the evaluation of the adequacy and effectiveness of controls that cover the Company’s governance, operations and information systems, including the reliability and integrity of financial and operation information, effectiveness and efficiency of operations, protection of assets, and compliance with contracts, laws, rules, and regulations;
- 4. The Company consistently complies with the financial reporting requirements of the SEC;
- 5. The External Auditor shall be rotated or changed every five (5) years or earlier, or the signing partner of the External Auditing firm assigned to the Company, should be changed with the same frequency. The Corporate IA Head should submit to the Audit Committee and Management an annual report on the Internal Audit department’s activities, responsibilities, and performance relative to the Internal Audit Plan as approved by the Audit and Risk Committee. The annual report should include significant risk exposures, control issues, and such other matters as may be needed or requested by the Board and Management. The Internal Audit Head should certify that he conducts his activities in accordance with the International Standards on the Professional Practice of Internal Auditing. If he does not, the Internal Audit Head shall disclose to the Board and Management the reasons why he has not fully complied with the said documents; and

6. The Board, after consultations with the Audit Committee shall recommend to the Shareholders an External Auditor duly accredited by the SEC who shall undertake an independent audit of the Company, and shall provide an objective assurance on the matter by which the financial statements shall be prepared and presented to the Shareholders.

Internal Audit

The Corporate Internal Audit is focused on delivering its mandate of determining whether the governance, risk management and control processes, as designed and represented by management, are adequate and functioning in a manner that provides reasonable level of confidence that:

1. Employees' actions are compliant with policies, standards, procedures, and applicable laws and regulations;
2. Quality and continuous improvement are fostered in the control processes;
3. Programs, plans, and objectives are achieved; Resources are acquired economically, used efficiently, and protected adequately;
4. Resources are acquired economically, used efficiently, and protected adequately;
5. Significant financial, managerial, and operating information is accurate, reliable, and timely;
6. Significant key risks are appropriately identified and managed; and
7. Significant legislative or regulatory issues impacting the Company are recognized and properly addressed.

Opportunities for improving management control, profitability and the Company's reputation may be identified during audits.

Notice of Annual and Special Shareholders' Meeting

The Company is transparent and fair in the conduct of the annual and special Shareholders' meetings. To foster active shareholder participation, the Board sends the Notice of Annual and Special Shareholders' Meeting with sufficient and relevant information at least twenty-eight (28) days before the meeting. The Shareholders are encouraged to personally attend such meetings and those who are unable to attend are apprised ahead of time of their right to appoint a proxy. Subject to the requirements of law, rules and regulations and the By-Laws, the exercise of that right shall not be unduly restricted and any doubt about the validity of a proxy shall be resolved in the favor of the shareholder.

Guided by the principles of fairness, accountability and transparency to the shareholding public, the Company ensures that the result of the votes taken during the most recent Annual or Special Shareholders' Meeting are made available the next working day. In addition, the Minutes of the Annual and Special Shareholders' Meeting may be accessed through the Company Website within three (3) business days from the end of the meeting.

Duty to Other Stakeholders Customers' Welfare

The Company adopts customer relations policies and procedures to protect customer's welfare. This includes providing and making available the customer relations contact information who is empowered to address and attend to customer questions and concerns.

Supplier/Contractor Selection

The Company adopts customer relations policies and procedures to protect customer's welfare. This includes providing and making available the customer relations contact information who is empowered to address and attend to customer

questions and concerns. The Company recognizes and places importance on the interdependence between business and society, and promote a mutually beneficial relationship that encourages the Company's sustainable growth, while contributing to the advancement of the society where it operates. The Company employs value chain processes that take into consideration Economic, Environmental and Social Governance (EESG) issues and concerns.

Employees

The Board also establishes policies, programs and procedures that encourage employees to actively participate in the realization of the Company's goals and its governance including but not limited to:

- Health, safety and welfare;
- Training and development; and
- Reward and compensation

1. Performance-enhancing mechanisms for employee participation

The Company abides by the standards and policies set by the Department of Labor and Employment. Likewise, the Company has Security and Safety Manuals that are implemented, reviewed and regularly updated to ensure the security, safety, health, and welfare of the employees in the workplace.

The Company continuously provides learning and development opportunities for its employees through the John Gokongwei Institute for Leadership and Enterprise Development (JG-ILED), the leadership platform for systematic and sustained development programs across the conglomerate. Its mission is to enable a high performing organization that will facilitate the learning process and develop the intellectual and personal growth of all employees through targeted and customized trainings and development programs.

2. Anti-Corruption programs and procedures

The Company is committed to promoting transparency and fairness to all stakeholders. The Board sets the tone and make a stand against corrupt practices by adopting anti-corruption policies and programs. Some of the Company's Anti-Corruption programs are embodied in the Code of Business Conduct and Ethics, Conflict of Interest, Offenses Subject to Disciplinary Action (OSDA), among others. The same are disseminated to all employees across the Company through trainings to embed them in the Company's culture. New employees are oriented regarding policies and procedures related to Business Conduct and Ethics and similar policies. All employees are given periodic reminders. Further, all concerned employees of the Conglomerate are required to comply with the Self-Disclosure Activity on Conflict of Interest and Declaration of Gifts Received on an annual basis.

The Company also has an established suitable framework for whistleblowing and ensure its enforcement to allow employees and other stakeholders to freely communicate their concerns about illegal or unethical practices without fear of retaliation, and to have direct access to an independent member of the Board or a unit created to handle whistleblowing concerns.

Company Policies

The Company’s Code of Business Conduct and Conflicts of Interest Policy require employees to make a conscious effort to avoid conflict of interest situations; that his judgment and discretion is not influenced by considerations of personal gain or benefit. A conflict of interest may also occur because of the actions, employment, or investments of an immediate family member of an employee.



Conduct of Business and Fair Dealings

The Company’s employees that recommend, endorse, or approve the procurement or / sale of goods and services should make a conscious effort to avoid any conflict of interest situation in transactions that they are involved in.



Receipt of Gifts from Third Parties

The Company allows the acceptance of gift only during the Christmas Season. There is no restriction in the value of the gift accepted. However, accepted gift with estimated value over Php2,000 must be disclosed to the Conflicts of Interest Committee.



Compliance with Laws & Regulations

The Company ensures that all transactions comply with relevant laws and regulations. Any deficiencies are immediately rectified.



Respect for Trade Secrets/ Use of Non-public Information

The Company has policies that ensure proper and authorized disclosure of confidential information. Disclosures to the public can only be done after disclosure to the SEC and PSE by the Company’s authorized officers.



Use of Company Funds, Assets and Information

Employees are required to safeguard Company resources and assets with honesty and integrity. Employees must ensure that these assets are efficiently, effectively, and responsibly utilized.



Employment and Labor Laws and Policies

The Company’s Human Resources Unit ensures compliance with employment and labor laws and policies.



Disciplinary action

Violation of any provision of the Code of Business Conduct may result to disciplinary action, including dismissal and reimbursement for any loss to the Company that results from the employee’s action. If appropriate, a violation may result in legal action against the employee or referral to the appropriate government authorities.



Conflict Resolution

The Conflicts of Interest Committee submits recommendations on courses of action to be taken on conflicts of interest situations. Decision is done by the Executive Committee.

The complete list of company policies can be accessed publicly through the company’s website: Corporate Governance – Robinsons Retail Holdings, Inc.

Company Policy	Policy Statement
Conflict of Interest Policy	<p>The Company’s Code of Business Conduct and Conflicts of Interest Policy require employees to make a conscious effort to avoid conflict of interest situations; that his judgment and discretion is not influenced by considerations of personal gain or benefit. A conflict of interest may also occur because of the actions, employment, or investments of an immediate family member of an employee.</p>
Whistleblowing Policy	<p>The Company is committed to conduct business according to the highest ethical and legal standards. In line with this commitment, we encourage employees and business partners to raise concerns about any aspect of the business operation.</p> <p>To download the Whistleblowing Policy, follow this link: https://tinyurl.com/RRHIWhistleblower</p>
Insider Trading Policy	<p>The Company shall abide with the provisions of law set forth in the Securities Regulation Code and shall implement policies and procedures to prevent the unauthorized disclosure or misuse of material, non-public information in securities trading to preserve the reputation and integrity of the Company.</p> <p>To download the Insider Trading Policy, follow this link: https://tinyurl.com/RRHIInsiderTrading</p>
Material Related Party Transactions Policy	<p>The Company shall conduct all Material Related Party Transactions (MRPT) on an arm’s length basis, on fair and reasonable terms and conditions no less favorable than any such terms available to unrelated third parties under the same or similar circumstances.</p> <p>To download the Material Related Party Transactions Policy, follow this link: https://tinyurl.com/RRHIMRPT</p>
Stakeholders’ Health, Safety, and Welfare Policy	<p>The Company is committed to undertake all reasonable steps to ensure the health, safety and welfare for the best interest of our stakeholders and the communities where we live and work by complying with the provisions of law, industry rules and regulations, standards of independent accreditation bodies where the Company obtained accreditation, and contractual obligations.</p> <p>To download the Stakeholders’ Health, Safety, and Welfare Policy, follow this link: https://tinyurl.com/RRHIHSW</p>
Board of Diversity Policy	<p>The Company recognizes the benefits of having a diverse Board and its value in maintaining sound corporate governance while achieving strategic objectives and sustainable growth.</p> <p>To download the Board Diversity Policy, follow this link: https://tinyurl.com/RRHIBoardDiversity</p>
Succession and Remuneration Policy	<p>The Company shall ensure its continued effective performance and sustained growth through leadership continuity for the benefit of all its stakeholders.</p> <p>To download the Succession and Remuneration Policy, follow this link: https://tinyurl.com/RRHISuccessionPlanning</p>

Company Policy	Policy Statement
Board Nomination and Election Policy	<p>The Board recognizes the importance of having a qualified and competent Board to achieve Company objectives as well as to protect the interest of all its stakeholders and shall ensure that proper nomination and election process is in place to attain this.</p> <p>The objective of this policy is to institute policy and process for the nomination and election of the Board of Directors. The Policy applies to the nomination and election of the Board of Directors.</p> <p>To download the Board Nomination and Election Policy, follow this link: https://tinyurl.com/RRHIBoardNominationElection</p>
Board Assessment	<p>Members of the Board conduct collective and individual annual assessment of the Board performance through a Board Assessment Review initiated by the Corporate Governance Committee. Results of the Board and Committee Assessments are presented to the Board Corporate Governance Committee and circulated to the Board for their feedback and confirmation.</p>
Supplier Accreditation Policy	<p>The Company shall purchase only from duly accredited suppliers endorsed by the Business Unit Supplier Accreditation Team (BUSAT) and approved for accreditation by the Corporate Supplier Accreditation Team (CORPSAT).</p> <p>To download the Supplier Accreditation Policy, follow this link: https://tinyurl.com/RRHISupplierAccreditation</p>
Consumer Protection Manual	<p>The Company shall comply with the issued BSP Circular 857 – BSP Regulations on Financial Consumer Protection emphasized on the financial consumer protection as a fundamental responsibility of all BSP Supervised Financial Institutions (BSFI).</p> <p>BSFIs are expected to observe Consumer Protection Standards governed by its basic values and ethical business practices in all dealings with customers with financial transactions.</p> <p>To download the Consumer Protection Manual, follow this link: https://tinyurl.com/RRHICustomerProtection</p>
Directors, Officers, Stockholders, and Related Interests	<p>The dealings of the Company with any of its Directors, Officers, Stockholders and Related Interests (DOSRI) and Related Parties shall be in the regular course of business and upon terms not less favorable to the Company than those offered to others. Related Party Transactions (RPTs) are generally allowed, provided they are done on an arm's length basis.</p>
Anti-Corruption Policy	<p>The Company is committed to conducting business with integrity compliant with all applicable laws and regulations of the Philippines. The Company takes a strict stance against corruption and recognizes that it is a threat to its reputation, operations, sustainability, and success.</p> <p>To download the Anti-Corruption Policy, follow this link: https://tinyurl.com/RRHIAntiCorruption</p>
Customer Welfare Policy	<p>The Company is committed to being an innovative lifestyle partner and customer-centric retailer of choice for the Filipino shopper. The Company is committed to promoting customer welfare and satisfaction through its products and services.</p> <p>To download the Customer Welfare Policy, follow this link: https://tinyurl.com/RRHICustomerWelfare</p>
Sustainable Value Chain Policy	<p>The Company is committed to sustainability and creating a positive impact on the environment and communities in which it operates. The Company's goal is to develop and maintain a sustainable value chain that promotes social and environmental responsibility.</p> <p>To download the Sustainable Value Chain, follow this link: https://tinyurl.com/RRHISustainableValueChain</p>

Insider Trading

The dealings of the Company with any of its Directors and Key Officers are done on an arm's length basis, and upon terms not less favorable to the Company than those offered to others.

The table below sets forth the summary of trading in the Company shares by the Directors and Key Officers for the financial years 2022 and 2023.

Shareholdings of Directors and Key Officers

Name	Position	Shareholdings as of December 31, 2022	% of Shares to Total Outstanding Shares	Shareholdings as of December 31, 2023	% of Shares to Total Outstanding Shares
Lance Y. Gokongwei	Director and Chairman	91,952,656	6.22	91,952,656	6.31
Robina Gokongwei Pe	Director, President, and Chief Executive Officer	91,952,654	6.22	91,952,654	6.31
James L. Go	Director and Vice Chairman	31,928,005	2.16	31,928,005	2.19
Ian McLeod	Director	1	0.0000000676	-	-
Scott Price*	Director	-	-	1	0.0000000686
Choo Peng Chee	Director	1	0.0000000676	1	0.0000000686
Rodolfo P. Ang	Director (Independent)	1	0.0000000676	1	0.0000000686
Cirilo P. Noel	Director (Independent)	1	0.0000000676	1	0.0000000686
Enrico S. Cruz	Director (Independent)	50	0.0000033803	50	0.0000034303
Cesar G. Romero	Director (Independent)	10	0.0000006761	10	0.0000006861
Stanley C. Co	Chief Operating Officer	-	-	0	0
Mylene A. Kasiban	Chief Financial Officer and Chief Risk Officer	0	0	0	0
Stephen Yap	Chief Information Officer	0	0	0	0
Mark O. Tansiongkun	Chief Procurement Officer	0	0	0	0
Graciela A. Banatao	Treasurer	0	0	0	0
Gina R. Dipaling	Vice President, Corporate Planning Investor Relations Officer Head of Sustainability	1500	0.0001014078	1,500	0.0001029091
Gabriel Tagala III	Vice President, Human Resources	0	0	0	0
Rosalinda F. Rivera	Corporate Secretary	0	0	0	0
Gilbert S. Millado Jr.	General Counsel and Chief Compliance Officer	500	0.0000338026	500	0.0000343030

*Appointed as member of the Board of Directors effective August 1, 2023, as replacement of Ian McLeod.

Dividend Policy

Under the Dividend Policy, the Company shall implement an annual cash dividend payout ratio of forty percent (40%) of its audited consolidated net income attributable to parent for the preceding fiscal year subject to compliance with the requirements of applicable laws and regulations, the terms and conditions of its outstanding loan facilities and the absence of circumstances which may restrict the payment of such amount of dividends, including, but not limited to, instances wherein the Company proposes to implement and undertake major projects and developments through its subsidiaries. There can be no guarantee that the Company will pay dividends in the future.

The Company observes a 30-day period for distributing dividends following the declaration date of dividends.

Company Website

The Company updates the public with operating and financial results through timely disclosures filed with SEC and PSE. These are available on the company's website: <https://www.robinsonsbretailholdings.com.ph/>

List of Corporate Disclosures / Replies to SEC letters under SEC Form 17-C

January 1, 2023 to December 31, 2023

Date of Disclosure	Description
Jan. 3, 2023	Share Buyback Transaction
Jan. 5, 2023	Approval for Robinsons Retail Holdings, Inc. (RRHI) to acquire 4.4% stake in BPI
Jan. 5, 2023	Press release on the purchase by Robinsons Retail Holdings, Inc. of a 4.4% stake in the Bank of the Philippine Islands ("BPI")
Jan. 9, 2023	<p>Approval and confirmation by the Board of Directors of Robinsons Retail to purchase a total of 198,265,257 shares of the Bank of the Philippine Islands, which represents a 4.4% stake in BPI.</p> <p>The Board of Directors of Robinsons Retail approved on 5 January 2023, the execution of an agreement between the Company, GIC Private Limited ("GIC"), through its affiliate, Arran Investment Pte. Ltd. ("Arran"), Liontide Holdings, Inc. ("Liontide"), and BPI for Robinsons Retail to acquire the above-mentioned shares at PHP99.5 per share, subject to customary closing conditions. The underlying BPI shares corresponding to the Liontide Preferred Shares are already listed with the Philippine Stock Exchange.</p> <p>The agreement referred to above pertains to the Share Purchase Agreement which was executed on January 5, 2023. Robinsons Retail purchased 148,698,943 BPI shares through a block sale executed on January 10, 2023, through the facilities of the Philippine Stock Exchange which will be settled on January 13, 2023. This disclosure pertains to the purchase by Robinsons Retail of 148,698,943 BPI shares representing a 3.3% equity interest in BPI out of the 4.4%.</p>

Date of Disclosure	Description
Jan. 9, 2023	<p>Approval and confirmation by the Board of Directors of Robinsons Retail to purchase a total of 198,265,257 shares of the Bank of the Philippine Islands, which represents a 4.4% stake in BPI.</p> <p>The Board of Directors of Robinsons Retail approved on 5 January 2023, the execution of an agreement between the Company, GIC Private Limited ("GIC"), through its affiliate, Arran Investment Pte. Ltd. ("Arran"), Lontide Holdings, Inc. ("Lontide"), and BPI for Robinsons Retail to acquire the above-mentioned shares at PHP99.5 per share, subject to customary closing conditions.</p> <p>This disclosure pertains to the purchase by Robinsons Retail of 10,384,903 Preferred Shares of Lontide, owned by Arran, which are redeemable into 49,566,314 underlying BPI shares, representing 1.1% of BPI's outstanding shares out of the 4.4%. The underlying BPI shares corresponding to the Lontide Preferred Shares are already listed with the Philippine Stock Exchange.</p>
Jan. 13, 2023	Completion of the Purchase by Robinsons Retail Holding, Inc. of a 4.4% Equity 78 Interest in BPI
Jan. 16, 2023	Press release on the purchase by Robinsons Retail Holdings, Inc. of a 4.4% stake in the Bank of the Philippine Islands ("BPI") issued last January 5, 2023 and press release dated January 16, 2023 with additional information required by the Philippine Stock Exchange (PSE) on the same transaction.
Jan. 16, 17 and 18 2023	Share Buyback Transactions
Jan. 19, 2023	Robinsons Retail Holdings, Inc.'s 4Q/FY 2022 Unaudited Results Earnings Call
Jan. 19, 20, 23, 24, 25 and 26, 2023	Share Buyback Transactions
Jan. 27, 2023	Update on the Merger of BPI and Robinsons Bank which was approved by the Board of Directors of Robinsons Retail Holdings, Inc. on September 30, 2022 - On January 26, 2023, a Supplement to the Agreement for the Merger of Bank of the Philippine Islands and Robinsons Bank Corporation was executed by and among BPI, RRHI, JG Capital and Robinsons Bank Corporation.
Jan. 27, 30, and 31, 2023	Share Buyback Transactions
Feb. 1, 2023	Material Information/Transactions - FY2022 Earnings Results - Robinsons Retail Delivers Record Earnings in 2022
Feb. 1, 2023	Press Release on FY2022 Earnings Results
Feb. 1, 3, 6, 7, 8, 9, and 10, 2023	Share Buyback Transactions

Date of Disclosure	Description
Feb. 13, 2023	Clarification of a news article entitled "Robinsons Retail plans to open 200 new stores in 2023" posted in Manila Standard (Online Edition) on February 12, 2023.
Feb. 14, 15, 16, 17, 20, 21, 22, 23, 27 and 28, 2023	Share Buyback Transactions
March 1 and 2, 2023	Share Buyback Transactions
March 3, 2023	Clarification of news article entitled "BPI-RBC merger may take effect this year" posted in Business World (Online Edition) on March 3, 2023
March 3, 6, 7, 8, 9, and 10, 2023	Share Buyback Transactions
March 10, 2023	Matters Approved by the Board of Directors of Robinsons Retail Holdings, Inc. on March 10, 2023 - changing the principal address of RRHI from "43rd Floor, Robinsons Equitable Tower, ADB Avenue corner Poveda Sts., Ortigas Center, Pasig City, Metro Manila" to "110 E. Rodriguez, Jr. Avenue, Bagumbayan, Quezon City"; setting the 2023 Annual Meeting of the Shareholders of RRHI to be held on May 12, 2023 at 9:30 am via remote communication and with April 3, 2023, as the record date for the said meeting and adoption of policies on Anti-Corruption, Customer Welfare and Sustainable Value Chain.
March 13, 14, 15, 16, 17, 20, 21, 22, 23, 24, 27, 28, 29, 30 and 31 2023	Share Buyback Transactions
April 3, 4, 5, 11, 12, 13, 14, 17, 18, 19, 20, 24, 25, and 26, 2023	Share Buyback Transactions
April 27, 2023	Press release on 1Q2023 Earnings Results - Core Net Income Surges by 20.5% in 1Q2023
April 27, 2023	Material Information/Transactions - 1Q2023 Earnings Results - Core Net Income Surges by 20.5% in 1Q2023
April 27, and 28, 2023	Share Buyback Transactions
May 2, 3, 4, 5, 8, 9, 10, and 11, 2023	Share Buyback Transactions
May 12, 2023	Declaration of a regular cash dividend
May 12, 2023	Results of the Annual Shareholders Meeting
	Approval by the shareholders of the amendment of Article Third of the Articles of Incorporation.
	Results of the Organizational Meeting of the Board of Directors

Date of Disclosure	Description
May 12, 15, 16, 17, 18, 19, 29, 30 and 31, 2023	Share Buyback Transactions
June 1, 2, 5, 6, 7, 8, 9, 13, 14, 15, 16, 19, 20, 21, 22, 23, 26, 27, 29 and 30, 2023	Share Buyback Transactions
July 3, 2023	Appointment of Mr. Stanley C. Co as the Chief Operating Officer of Robinsons Retail Holdings, Inc. effective August 1, 2023 Press Release entitled Robinsons Retail appoints Stanley C. Co as Chief Operating Officer
July 3, 4, 5, 6, 7, 10, 11, 12, 13, 14, 17, 18, 19, 20, 21, 24, and 25, 2023	Share Buyback Transactions
July 25, 2023	Election of a Member of the Board of Directors and Appointment of Officers of Robinsons Retail Holdings, Inc.
July 25, 2023	Share Buyback Transaction Material Information/Transactions - Robinsons Retail Core Earnings Up 10.6% in 1H2023 Press Release entitled "Robinsons Retail Core Earnings Up 10.6% in 1H2023"
July 27, 28, and 31 2023	Share Buyback Transactions
Aug. 1, 2, 3, 4, 7, 8, 9, 10, 11, 14, 15, 16, 17, 18, 30 and 31, 2023	Share Buyback Transactions
September 1, 13, 14, 2023	Share Buyback Transactions
September 14, 2023	Update on the Merger of BPI and Robinsons Bank which was approved by the Board of Directors of Robinsons Retail Holdings, Inc. on September 30, 2022 - On September 13, 2023 BPI received the signed decision of Philippine Competition Commission clearing the Merger.
September 15, 2023	Share Buyback Transactions
October 19, 2023	Robinsons Retail Holdings, Inc.'s 3Q 2023 Unaudited Results Earnings Call
October 20, 2023	Updates on the Merger of BPI and Robinsons Bank which was approved by the Board of Directors of Robinsons Retail Holdings, Inc. on September 30, 2022 - On October 20, 2023 a Supplement to the Plan of Merger was executed by BPI and Robinsons Bank Corporation which provides the number of shares to be issued in favor of the Robinsons Bank Shareholders pursuant to the Merger. BPI will issue a total of 314,003,992 common shares in relation to the Merger.

Date of Disclosure	Description
October 26, 2023	Material Information/Transactions - Robinsons Retail 9M2023 Core Earnings Up 4% Press Release entitled "Robinsons Retail 9M2023 Core Earnings Up 4%"
November 16, 2023	Approval of the Extension of the Share Buyback Program of Robinsons Retail Holdings, Inc. Press Release entitled "PCC Completes Motu Proprio Review on the Acquisition of Rose Pharmacy
November 17, 20, 21, 22, 23, 24, and 28, 2023	Share Buyback Transactions
Nov. 28, 2023	Change in the Stock Transfer Agent of RRHI from Rizal Commercial Banking Corporation - Stock Transfer Department to RCBC Trust Corporation, a newly established stand-alone trust corporation
Nov. 29 and 30 2023	Share Buyback Transactions
Dec. 1, 4, 5, 6, 7, 11, 12, and 13, 2023	Share Buyback Transactions
Dec. 13, 2023	Disclosure on date of approval by the Securities and Exchange Commission (SEC) of the amendment of the principal address of RRHI as indicated in its Articles of Incorporation and the date of receipt of such SEC approval. Change in Principal Address of RRHI
Dec. 14, 2023	Share Buyback Transactions
Dec. 18, 2023	Updates on the Merger of BPI and Robinsons - Approval by the BSP of the merger between BPI and Robinsons Bank Corporation, with BPI as the surviving entity, subject to compliance with certain conditions and the shareholdings of RRHI in BPI post-merger.
Dec. 18, 2023	Change in the Stock Transfer Agent of RRHI - RRHI will disclose the effective date of termination of RCBC Stock Transfer Department as the stock transfer agent of RRHI and the date of engagement of RCBC Trust Corporation as the new stock transfer agent of RRHI upon completion by RCBC Trust Corporation of all regulatory requirements.
Dec. 18, 19, and 20, 2023	Share Buyback Transactions