



2016 ANNUAL REPORT



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FINANCIAL HIGHLIGHTS

FOR THE YEAR (IN PHP MILLIONS)

	2015	2016	2016 vs 2015 VARIANCE	
			AMOUNT	%
Net Sales	90,883	105,293	14,410	15.9
Gross Profit	19,749	23,026	3,277	16.6
EBIT	4,729	5,493	764	16.2
EBITDA	6,376	7,531	1,155	18.1
Net Income	4,577	5,196	619	13.5
Net Income Attributable to Equity Holders of the Parent Company	4,342	4,830	488	11.2

AT YEAR-END (IN PHP MILLIONS)

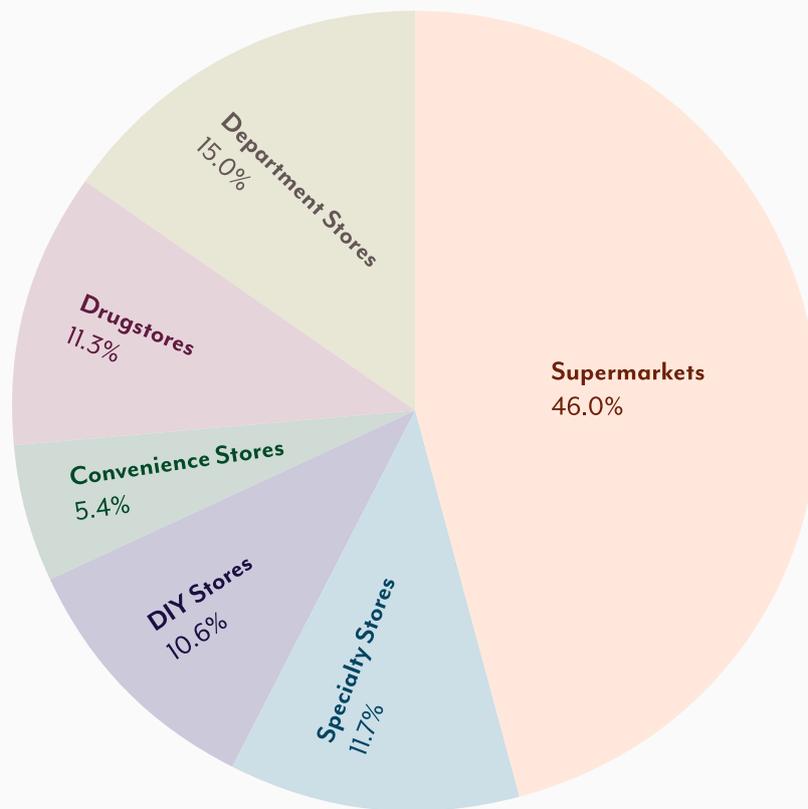
			AMOUNT	%
Total Assets	65,160	76,695	11,535	17.7
Total Liabilities	19,654	26,130	6,476	33.0
Total Stockholders' Equity	45,505	50,566	5,061	11.1

PER SHARE

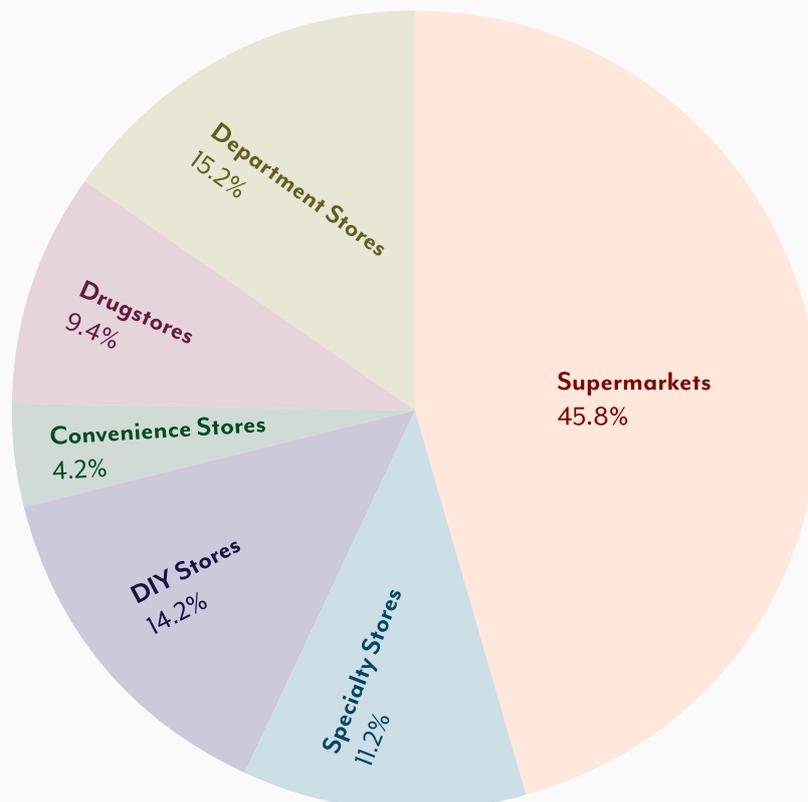
BASED ON OUTSTANDING NUMBER OF SHARES

			AMOUNT	%
Basic Earnings	3.13	3.49	0.36	11.5
Book Value	32.86	36.51	3.65	11.1

SALES CONTRIBUTION 2016



EBITDA CONTRIBUTION 2016



CORPORATE INFORMATION

Driven by sustained expansion and diversification, Robinsons Retail Holdings, Inc. (PSE Code: RRHI) remains one of the largest and most trusted multi-format retailers in the Philippines. With over three decades of growth from its inception in 1980 when the first Robinsons Department Store opened in Ermita, Manila, the holding company has since then expanded its portfolio of brands under the following formats: supermarket, department store, do-it-yourself, drugstore, consumer electronics and appliances, international fashion and beauty specialty store, toys, convenience store, one-price concept store, and specialty coffee shops.

Focused on addressing the consumption needs of the Filipino, Robinsons Retail has achieved national prominence through its nationwide presence. It has nearly 1,600 stores and over 1,900 franchised stores of The Generics Pharmacy (TGP) across the archipelago, the latter addition due to RRHI's acquisition of the drugstore's majority holdings in 2016.

At its core, the company maintains a solid foundation of management that employs a comprehensive and astute use of technology, business analytics, supplier collaboration, and customer engagement. This has resulted into a unique brand of excellent service enjoyed by its loyal customer base and its international and local brand partners and suppliers. Beyond its foothold in Robinsons Malls, RRHI has also developed strong ties with other leading mall developers, which allows it to capture even wider markets alongside emerging ones.

Robinsons Retail thus continues to evolve and grow, from its selection of goods and services to its geographic prevalence, adapting to changing economic landscapes and ensuring its place as one of the constant and enduring leaders in Philippine retail.



MISSION

Our mission is to:

- Provide exceptional quality products at competitive prices and excellent service to our customers;
- Offer meaningful business opportunities to our stakeholders;
- Establish strong nationwide presence; and
- Provide a professionally-managed work environment.

VISION

Our vision is to strengthen our foothold as a leading and trusted multi-format retailer in the Philippines.



TIMELINE

1980

 Robinsons Department Store

1985

 Robinsons Supermarket

1994

HANDYMAN


2000

 Robinsons
Appliances

2004

 MINISTOP TOPSHOP TOPMAN

DOROTHY PERKINS

2006

WAREHOUSE Toysrus

2007

 True Value®

2009

DAISO
JAPAN

2011

Des Selfidge

2012

manson drug
Tuney At Mura Ang Gamot!

southstar drug

2013

eZ Mart

RIVER ISLAND

G2000

Shana



2014

BURTON
MENSWEAR
L O N D O N

benefit
SAN FRANCISCO
SHISEIDO

AM BUILDERS' DEPOT
I CHAVEZ pharmacy *

JAYNITH'S
SUPERMART

ROBINSONS
SELECTIONS

Robinsons
40%
EasyMart

2015



TRUE HOME
BY *Just Value*

ROBINSONS BUILDERS

2016


CENTRE CORPORATION


DE ORO PACIFIC HOME PLUS

TGP THE
 GENERICS
PHARMACY
MABISA na, MATIPID pa!

AWARDS

Robinsons Retail

2016 Top 10 Retailers Certificate of Distinction from Retail Asia's Pacific Top 500

6

Robinsons Supermarket

Award of Merit for *Turning Customers Into Wellness Advocates* from the International Association of Business Communicators Philippines' Philippine Quill Awards 2015

11

Robinsons Department Store

2015 Outstanding Filipino Retailers Award and Hall of Fame Status, Department Store Category from the Philippine Retailers Association's 19th Outstanding Retailers and Shopping Centers of the Year Awards

15

Handyman

2016 Purchase Award from Do it Best Corporation

2

Certificate of Appreciation from HCG: Celebrating 20 Colorful Years in the Philippines

3

Appreciation Award from Philips

16

True Value

1 Million Dollars Club Award from True Value International

5

Plaque of Recognition from Hands on Manila

7

Appreciation Award from Philips

14

Ministop

Award of Excellence from Sanitary Care Products Asia, Inc.

8

Accelerating Performance Award from Philip Morris

9

Costa Coffee

Brand Excellence Champion Award with a Costa Check score of 95% and above given by Costa UK to Costa Antipolo (with a score of 96.1%)

1

Brand Excellence Champion Award with a Costa Check score of 95% and above given by Costa UK to Costa Tera Tower (with a score of 96.0%)

4

Barista of the Year Champion 2016 for Southeast Asia and India

10

Best Speciality Drink in the Barista of the Year 2016 for Southeast Asia and India

12

Best Speciality Drink in the Barista of Year Champion of Champions 2016

13

Savers Appliances

Bagwis Award Excellence for Consumers Award from the Department of Trade and Industry

Top Strategic Partner Award from Samsung

Plaques of Appreciation from LG Electronics Airconditioning Solutions Division

- 1st Place in Total SCAC Sales for 2016
- 4th Place in Total AC Product Sales for 2016
- 5th Place in Total RAC Product Sales for 2016



1



4



2



5



6



3



7



8



9



10



11



12



13



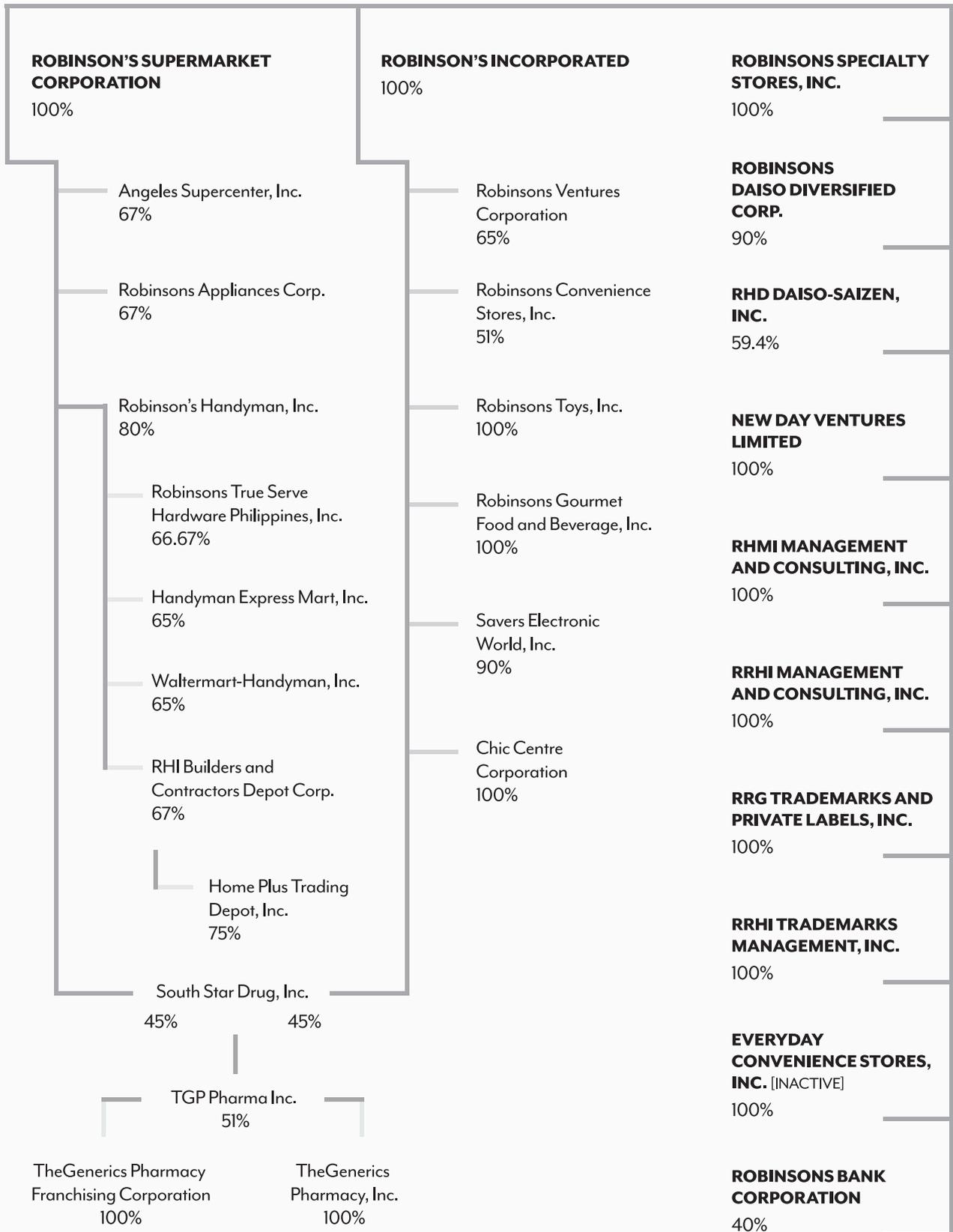
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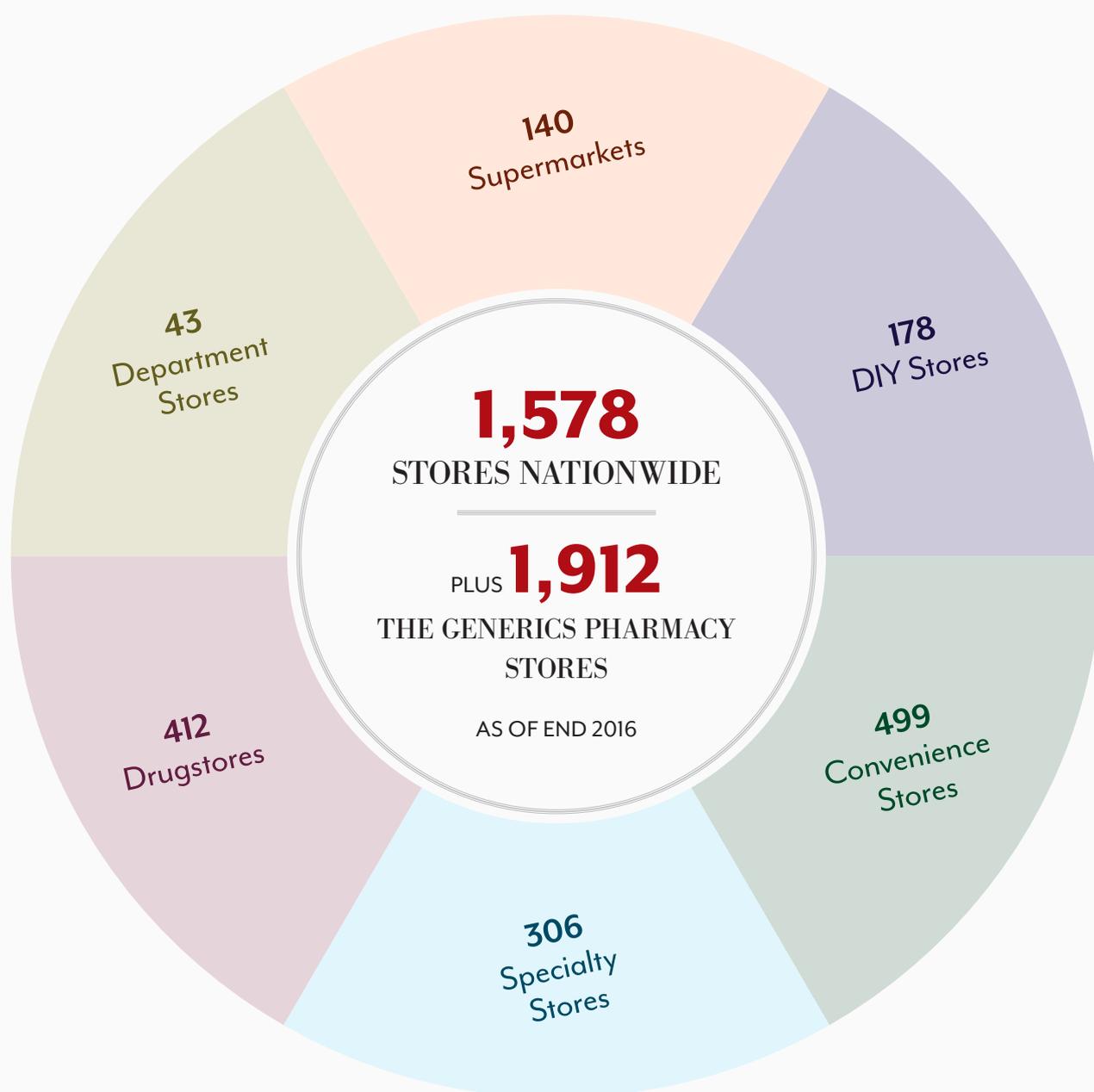
15

16

ORGANIZATIONAL STRUCTURE



STORE NETWORK



As of end 2016	Supermarkets	Department Stores	DIY Stores	Convenience Stores	Drugstores*	Specialty Stores	Total*	%
Metro Manila	47	12	50	319	86	129	643	41
Luzon	62	17	74	152	273	109	687	44
Visayas	20	8	35	28	35	43	169	11
Mindanao	11	6	19	-	18	25	79	5
Total	140	43	178	499	412	306	1,578	100

*PLUS 1,912 STORES OF THE GENERICS PHARMACY, METRO MANILA **474**, LUZON **985**, VISAYAS **268**, MINDANAO **185**



Lance Y. Gokongwei
CHAIRMAN AND CHIEF EXECUTIVE OFFICER

CHAIRMAN & PRESIDENT'S MESSAGE



Robina Y. Gokongwei-Pe
PRESIDENT AND CHIEF OPERATING OFFICER

Dear Shareholders,

In 2016, the Philippines' gross domestic product (GDP) posted an overall growth rate of 6.8% and the strongest increase in Asia for the year. With robust sectors in manufacturing, trade, and real estate, renting and other business activities being the main drivers of growth, the economic climate was stable and desirable for investments and consumer spending. Household spending, which comprised 70% of GDP, rose by 7.3% from 2015; government spending gained 3.1%, and investment surged at 20%.

Further, the expected effect of spending during the May 2016 National Elections provided the necessary boost for the numbers to paint a picture of heightened economic activity. The estimated Php10 billion that entered the economy from election spending fuelled backward linkages as financial institutions, communication, government services, and manufacturing experienced a flurry of transactions. Supported by overseas remittances and technology-business process outsourcing at an estimated US\$50 billion in combined revenues, and a vibrant young population and tourism market, the Philippine economy proved resilient and, with astute and responsive management, the foundations are set for the economy to remain strong in the coming years.

FINANCIAL PERFORMANCE

Steady Progress Across Indicators

Robinsons Retail Holdings, Inc. reported sustained growth in 2016, continuing the previous years' strategy of extending the company's reach in the yet untapped and underpenetrated trade regions in Visayas and Mindanao.

2016 was the year of store openings and major acquisitions, including The Generics Pharmacy, De Oro Pacific Home Plus, and Chic Centre Corporation, which cater to diverse market groups across the archipelago. Our company's store footprint breached the 1 million square meter mark on gross floor area (GFA), ending with 1,578 stores: 140 supermarkets, 43 department stores, 178 do-it-yourself stores, 499 convenience stores, 412 drugstores, and 306 specialty stores. On top of this is the nationwide network of The Generics Pharmacy of 1,912 stores and over 3,000 distribution outlets of Chic Centre.

On the company's financial performance, we achieved a milestone in consolidated net sales by breaching the Php100 billion mark to Php105.29 billion, a 15.9% improvement from last year. Net income attributable to equity holders of the parent company grew by 11.2% to Php4.83 billion in 2016. Same store sales growth (SSSG) reached a robust 6.7%, surpassing the set target of 3-5% for the year. Blended gross profit margin expanded by 20 basis points (bps) to 21.9% at Php23.03 billion in 2016 from Php19.75 billion in 2015 on increasing scale. Earnings before interest, taxes, depreciation and amortization (EBITDA) surged by 18.1% to Php7.53 billion in 2016, which equates to 20bps year-on-year gain in margin to 7.2% driven by strong SSSG coupled with improvement in gross profit margin.

LATEST DEVELOPMENTS

Regional Recognition and Significant Acquisitions

In 2016, Robinsons Retail made it to Forbes Asia's prestigious Fabulous 50 list, which identifies corporate stars of the Asia-Pacific region. On its 12th year, the Fab 50 list started with a roster of 1,524 companies, each having at least \$1.7billion in annual revenue, and were ranked according to how they were "changing the nature of business" in the region.

A significant highlight of 2016 was the acquisition of the majority stake in The Generics Pharmacy (TGP). With a formidable network of over 1,900 stores nationwide and with the company's primary thrust founded on affordable medicine and accessible healthcare, TGP is in the prime position to access market segments in lower income groups all over the Philippines. South Star Drug's business platform is also augmented with this expanded reach, allowing both chains to leverage on common suppliers for mutually profitable engagements.

We also acquired Chic Centre Corporation, a distributor of nail care products, cosmetics, and slush and mix fruit juice, servicing over 3,000 outlets across the country. With its strong growth and a commanding 75% market share in the nail care industry with brands such as Bobbie, Chic, Colortrends, and Rain for Nails, the acquisition further magnifies Robinsons Retail's foothold in beauty and cosmetics, which complements Robinsons Specialty Stores, Inc. (RSSI)'s Beauty Division.



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Envisioning a brand
of service that goes
beyond business

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Likewise, through a subsidiary, we acquired the majority stake in De Oro Pacific Home Plus, a three-store standalone builders' hardware chain in Northern Mindanao, which is now operated and managed by Robinsons Builders. This is a positive indication that national brands can consolidate and acquire local chains for faster expansion beyond the capital.

SOURCES OF FUTURE GROWTH

Robinsons Retail aims for the sustained expansion of its existing formats with the trajectory focused on opening stores outside Metro Manila. As opportunities for entrepreneurship become accessible to more Filipinos, with the prevalence of emerging business districts in Visayas and Mindanao, we aim to establish our foothold in areas where the potential for profitability is relatively attractive. Modern retail trade has yet to fully flourish in these underpenetrated regions, but increasing purchasing power and healthy growth indicators in the South signal that expansion is likely to be sustainable.



Favorable measures are also present with receptivity of the Robinsons brand in Visayas and Mindanao. In 2016, Robinsons Selections Cebu was voted Best Supermarket in a city survey by regional newspaper, Sun Star Cebu.

In a span of four years, Robinsons Retail more than tripled its total store portfolio in Visayas and Mindanao from 77 retail stores in 2012 to 248 stores in 2016. This translates into approximately 154,000 square meters of additional gross floor area and more than doubling in footprint during this period.

In the pursuit of broader horizons, our customers' buying habits are continuously studied in terms of emerging trends and preferences so we may better address their consumption needs. This approach is substantiated by information from our analytics systems, which intelligently consolidate data from sales and customer demographics that can be used for actionable decisions by our managers. The Robinsons Rewards loyalty program, which was launched in 2013, is instrumental in this regard, alongside the company's vendor portal and analytics data gathering tools used in operations.



CORPORATE SOCIAL RESPONSIBILITY

Our Way of Serving the Filipino Community

Community involvement is a constant and relevant aspect of Robinsons Retail's path in creating meaningful impact across society and its multiple stakeholders. Envisioning a brand of service that goes beyond business, we have embarked on partnerships with government agencies, civil society organizations, corporations, and academic institutions to bring assistance and opportunities to as many people as possible.

The following are some of the initiatives for 2016:

- Robinsons Supermarket stayed true to its commitment to the youth by donating to relief and development organization, World Vision.
- RRHI once again launched the One Love A Day (OLAD) outreach program on its tenth year. For 2016, the group collectively chose Right Start Community Development, Inc., an organization dedicated to breaking intergenerational poverty for marginalized families.
- Robinsons Department Store, also in partnership with Right Start, donated to the Bright Future Program, where young athletes are trained in Taekwondo with the aim of being qualified for varsity scholarships in college.
- True Value partnered with volunteerism nongovernmental organization (NGO), Hands On Manila for Servathon 2016 in celebration of innovative solutions to challenges encountered by depressed Filipino communities.
- True Value joined Bless the Water in celebration of the United Nations World Water Day and offered donations and assistance to the city government of Marikina for the Marikina River Clean Up Drive.
- Handyman donated to housing NGO, Habitat for Humanity; education advocacy group, Mano Amiga Academy; and the Association of Mouth and Foot Painting Artists, and Tahanang Walang Hagdan, Inc. for the orthopedically impaired, through the Handyman Trade-In Program.

- Robinsons Townville, our community malls, launched its values-formation initiative Robinsons A.C.T.S (Act, Teach, Care, and Serve) program among underprivileged children.
- Robinsons Supermarket collaborated with the Department of Agriculture for the Go Lokal program, supporting local farmers by bringing harvests of organic red onions to our fresh produce section.
- South Star Drug and The Generics Pharmacy conducted donation drives, medical missions, free clinical consultations, and offered scholarships for pharmacy students in universities.
- South Star Drug partnered with Unilab Foundation for Project Inclusion and provided employment to Persons with Disabilities (PWDs) in both frontline services and back office support.
- We also continued our support for good sportsmanship by sponsoring collegiate basketball teams in the University Athletic Association of the Philippines (UAAP) games. True Value supports the Far Eastern University (FEU) Tamaraws, while Robinsons Supermarket and Handyman support the University of the Philippines (UP) Fighting Maroons Men's Basketball Team.

OUTLOOK

Resilience and Opportunities through Change

Private consumption and employment will likely be spurred on by accelerated infrastructure spending from both the public and private sectors. The government's tax reform program of lowering personal and corporate income tax rates should also improve the spending power of consumers. The latter's trade implications may even present the incentive to empower markets and industries in the ASEAN and Asia-Pacific to seize to opportunities for cooperative development.

Infrastructure spending presents favorable conditions for consumption, particularly in the tourism and hospitality industry. With the influx of international tourists and the movement of domestic travellers, the Philippines' inherent potential as a prime tourism destination will likewise bring larger markets closer to retail platforms. Along with tourism, regional partnerships among neighboring countries also offer possibilities for bolstering trade, industry, and technology.



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With measured optimism, the overall outlook presents challenges that can be translated into pivotal opportunities for the company, ushering continued growth and solid performance in the years to come.

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From a national perspective, the country's economic foundations from the past years have proven strong through the global economic challenges and climate change, the latter carrying significant implications on the trajectory of corporations to lead towards sustainable and inclusive growth. Robinsons Retail embraces efforts for development within the scope of operations and corporate governance, where we are part of building a more resilient nation.

With measured optimism, the overall outlook presents challenges that can be translated into pivotal opportunities for the company, ushering continued growth and solid performance in the years to come.

ACKNOWLEDGEMENTS

We would like to offer our sincerest thanks to our partners and stakeholders. The growth and successes of 2016 are the result of our collective commitment to delivering the best service to Filipino families across the nation. We are grateful and are ever determined to maintain our position as one of the most trusted retailers in the industry.

We thank our customers for their continued patronage and our employees for their dedication to the shared vision of Robinsons Retail.

With gratitude and with hope for another fruitful year, we continue the story of our growth in the promising and ever dynamic landscape of the Philippines and its wonderful people, who really just love to shop.

Happy shopping!



Lance Y. Gokongwei
CHAIRMAN AND CHIEF EXECUTIVE OFFICER



Robina Y. Gokongwei-Pe
PRESIDENT AND CHIEF OPERATING OFFICER

MANAGEMENT'S DISCUSSION AND ANALYSIS

Our company, Robinsons Retail Holdings, Inc., posted net income attributable to equity holders of the parent company with a growth rate of 11.2% to Php4.83 billion in 2016 from Php4.34 billion in 2015, riding on the momentum of higher operating income on the back of the robust same store sales growth (SSSG), the sales contribution of new stores, including the full consolidation of Savers Appliances, and the acquisition of The Generics Pharmacy (TGP) in May 2016, De Oro Pacific Home Plus in August 2016, and Chic Centre in October 2016.

Consolidated net sales breached the Php100 billion mark in 2016 to reach Php105.29 billion, an increase of 15.9% from the previous year. The store network portfolio as of end 2016 reached 1,578 stores across the country, with the trajectory aimed at openings outside Metro Manila. This is on top of 1,912 franchised stores of TGP. Excluding TGP, the gross floor area (GFA) increased by 7.3% year-on-year, exceeding the 1 million square meter mark from 974,000 sqm to 1,045,000 sqm. The bulk of the GFA addition was in Visayas and Mindanao at 11.8% and 36.8%, respectively, with 25.3% in Luzon and 26.1% in Metro Manila. Within the year, seventy-two net new stores were opened.

Blended gross profit margin increased by 20bps to 21.9% at Php23.03 billion in 2016 from Php19.75 billion in 2015. Blended SSSG was a record high at 6.7%, primarily attributable to increased election spending and consumption, surpassing the 3-5% expectation for the year. Operating income margin was sustained at 5.2%, translating to a robust growth of 16.2% to Php5.49 billion in 2016 from P4.73 billion in 2015. Earnings before interest, taxes,

depreciation and amortization (EBITDA) surged by 18.1% to Php7.53 billion in 2016 from Php 6.38 billion in 2015 which equates to 20bps year-on-year gain in margin, driven mainly by the strong SSSG and improvement in gross profit margin on economies of scale.

The supermarket segment continued to contribute close to half of the group's net sales at 46.0%, as well as EBITDA at 45.8% and EBIT at 49.3% due to scale and efficiency. The net sales contribution of the drugstore segment expanded by around 240 bps to 11.3% in 2016 from 8.9% in 2015 with the acquisition of TGP.

Robinsons Retail's balance sheet was solid with cash, cash equivalents and liquid marketable securities of Php33.15 billion with borrowings of only Php6.58 billion. Current ratio is at 1.24x with consolidated assets growing by 17.7% to Php76.70 billion in 2016.

SUPERMARKET SEGMENT

Robinsons Supermarket reached Php48.46 billion in net sales, 12.1% higher than the previous year, and recorded a gross profit increase of 13.3% to Php9.30 billion in 2016. Gross profit margin registered 20bps expansion to 19.2%, driven by increase supplier support as we better



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Sustainable expansion is a constant goal in our pursuit to maintain our position as a leading and trusted multi-format retailer in the Philippines.

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leverage on our growing scale. This led to EBITDA and EBIT margins expanding to 7.1% and 5.6%, respectively. EBITDA increased by 14.7% to Php3.45 billion and EBIT grew by 13.7% to Php2.71 billion because of improved personnel productivity and tighter cost controls in our stores.

SSSG was at 6.2%, which was primarily due to increase in basket size aided by election spending. The consolidated store network consisted of 119 Robinsons Supermarket, 15 Robinsons Easymart, three Robinsons Selections and three Jaynith's Supermart.

DEPARTMENT STORES SEGMENT

Robinsons Department Store completed 2016 with net sales amounting to Php15.83 billion, up by 6.2% year-on-year, attributed to improved assortment and promotions. SSSG was strong at 5.1% in 2016, which was attributable to higher basket size. Gross profit rose by 4.8% to Php4.11 billion. EBITDA reached Php1.14 billion in 2016, while EBIT hit Php844 million.

The department store business opened three new stores and operated a total of 43 stores as of end December 2016, with a combined footprint of 307,000 square meters.

DIY STORES SEGMENT

Our DIY store segments' net sales rose by 12.7% in 2016 to Php11.13 billion, which was attributed to sustained strong same store sales performance and the contribution of our new stores, including the three-store De Oro Pacific Home Plus, which RRHI acquired through a subsidiary in August 2016. SSSG was a strong 7.7%. Gross profit grew at a faster rate than net sales at 14.2% to Php3.50 billion in 2016, resulting to gain in gross margin by 40bps to 31.5%. EBITDA, on the other hand, increased by 12.8% to Php1.07 billion in 2016 while EBIT rose by 12.6% to Php842 million.



The DIY store portfolio consisted of 138 Handyman Do it Best, 20 True Value, two True Home by True Value and 18 Robinsons Builders, bringing the total store count to 178 at end December 2016. The DIY segment accounted for 10.6% of consolidated net sales and 14.2% of consolidated EBITDA of Robinsons Retail in 2016.

CONVENIENCE STORES SEGMENT

System-wide sales rose by 6.9% to Php8.51 billion, and consolidated merchandise sales grew by 3.1% to Php5.67 billion. Ministop's gross profit posted growth at 8.2% to Php570 million in 2016 arising from the higher contribution of ready-to-eat food to total sales from 31.8% in 2015 to 32.9% in 2016.

Including royalty and other income, gross profit increased by 10.7% to Php2.29 billion in 2016. Due to store rationalization and resilient SSSG of 4.2% in 2016, EBITDA grew at a faster clip than sales at 17.7% to Php319 million, increasing margin by 70bps to 5.6%. Ministop accounted for 5.4% of the group's total net sales and 4.2% of total EBITDA.

DRUGSTORES SEGMENT

Consolidated sales for the drugstore segment jumped by 47.9% to Php11.93 billion due to the strong performance of South Star Drug which added 45 new stores in 2016, and the eight months sales contribution of The Generics Pharmacy (TGP) amounting to Php2.56 billion. Gross profit expanded by 63.5% to Php2.07 billion, resulting to increase in gross margin by 160bps to 17.3% mainly driven by the consolidation of the higher margin earnings profile of TGP. EBITDA surged 90.5% driven by the strong like-for-like sales growth of South Star Drug at 7.4% and the contribution of TGP. EBIT hit Php628 million in 2016, slightly more than double than in 2015 of Php312 million.

Overall, the drugstore segment also contributed 11.3% to the group's consolidated net sales and 9.4% to the group's EBITDA. As of end 2016, we operated a total of 412 South Star Drug while TGP ended the year with 1,912 franchised stores.

SPECIALTY STORES SEGMENT

In 2016, combined net sales across our specialty stores segment rose by 29.5% to Php13.42 billion, due to strong performance across almost all formats. SSSG also greatly improved at 12.4% in 2016 from 4.9% in 2015 driven by Robinsons Appliances, Toys "R" Us and, Shiseido and Benefit. Gross profit was up 25.9% to Php3.48 billion in 2016. EBITDA lifted by 33.6% to Php848 million while EBIT jumped 43.4% to Php536 million on rising scale and strong same store sales growth in 2016.

The specialty stores segment operated a total of 306 stores in 2016, which are categorized into seven formats: consumer electronics and appliances (Robinsons Appliances and Savers Appliances), toys and juvenile products (Toys "R" Us), one-price point (Daiso Japan), international fashion specialty brands (such as Topshop, Topman and Dorothy Perkins), beauty (Shiseido and Benefit), coffee shops (Costa Coffee), and nail care, cosmetics, and healthy slush (Chic Centre). Robinsons Appliances and Savers Appliances also sell consumer electronics and appliances via Lazada, a regional online service provider. Robinsons Retail acquired Chic Centre Corporation in October 2016.

Overall, Robinsons Retail stayed true to its course of continuous growth as it took advantage of emerging opportunities and rode along with the challenges as they arrived. Sustainable expansion is a constant goal in our pursuit to maintain our position as a leading and trusted multi-format retailer in the Philippines.

DISCUSSION PER SEGMENT



SUPERMARKET

The supermarket segment operates under the four brands Robinsons Supermarket, Robinsons Selections, Robinsons Easymart, and Jaynith's Supermarket. As of end 2016, it operates 140 stores nationwide.

Robinsons Supermarket

**ROBINSONS
SELECTIONS**

 **Robinsons
Easymart**

 **JAYNITH'S
SUPERMART**

Robinsons Supermarket

With an expanding network of 119 stores, Robinsons Supermarket is constantly widening the sphere of its health and wellness advocacy to Filipino families across the nation. Located in Robinsons Malls and key shopping centers around the country's major and secondary cities, Robinsons Supermarket continues to grow in number from its first store opening at Robinsons Place Cebu City in 1985.

Robinsons Supermarket initiated the I Love Wellness campaign, which encourages its clientele to live full and healthy lives. While shopping, customers are guided through the Shop Smart Tag, a four-color labelling system that helps them make informed choices on the food that they buy. Green-tagged products indicate items that have been analyzed and evaluated by the Food and Nutrition Research Institute using the Codex Standard of Nutrition Classification, certifying them as healthy and nutritious. A section devoted to Health and Wellness also features products under the following categories: Healthy Heart, Bone Builders, Weight Management, Kids Nutrition and Guilt-Free and Sugar-Free Choices.

Robinsons Selections

A home for gourmet produce, ingredients, and deliciously prepared meals, Robinsons Selections is the perfect modern oasis for shoppers looking for a diverse array of healthy and imported options. Located in Eight Forbes, Burgos Circle, Taguig City; Mckinley Hill, Taguig City and Robinsons Galleria Cebu, each of its three branches is equipped with Wi-fi hotspots, a Food-to-Go section, and a chic store layout, creating a refined environment that appeals to the discriminating sensibilities of its select clientele.

Robinsons Easymart

Planned with ease and convenience in mind, Robinsons Easymart is a series of pocket-sized stores with a grocery section, bills payment center, Telco loading station, and pharmacy rolled into one. As of end 2016, 15 of these minimarts were opened in Metro Manila and Luzon. All are located in the vicinity of residential areas, bringing its services closer to home.

Jaynith's Supermarket

Jaynith's Supermarket, consisting of three branches in Pasig, San Mateo, and Calamba, caters mostly to sari-sari store owners, and has its own loyalty card called Kasama Kard. Through this loyalty card program, which currently has around 4,200 cardholders, members earn and redeem points from their purchases, as well as avail of promotional deals.



STORE COUNT

ROBINSONS SUPERMARKET **119**

ROBINSONS EASYMART **15**

ROBINSONS SELECTIONS **3**

JAYNITH'S SUPERMART **3**

TOTAL **140**

Justiniano S. Gadia
GENERAL MANAGER





Robinsons

Department Store



STORE COUNT

43

Robinsons Department Store (RDS) continuously aims to provide customers with a unique and engaging shopping environment. Giving shoppers the best assortment from homegrown and international brands, a curated experience with our in-house labels, and the best value that they deserve is at the heart of its slogan “A lot to love at Robinsons Department Store.”

Improvement of merchandise mix, introduction of new brands, and strengthened product development were instrumental to achieving a stellar performance of the home lines and active wear. Athleisure, a trend that features a blend of athletic and leisure wear, made its mark in 2016 due to the ever-evolving, active and dynamic lifestyle of Filipinos. RDS opened three new stores in 2016, bringing the total store count to 43.

Johnson T. Go
GENERAL MANAGER

 **business center**

The Robinsons Business Center started operations in 2010 and has since then become a convenient service hub located in all Robinsons Department Store branches. It has over a hundred partners and it allows shoppers to settle dues for basic utilities and credit card payments, among many other transactions. They may also purchase Robinsons Gift Certificates, show tickets, and prepaid Telco products. Other services include booking and payment for Cebu Pacific, Air Asia and Philippine Airlines flight tickets, and top-up loading of Metrobank Yazz and PayMaya. Foreign exchange transactions are also available and it is an accredited remittance partner of Metrobank, I-remit, Smart Padala, and GCash.

DO-IT-YOURSELF

The Do-It-Yourself (DIY) Segment is comprised of three formats: Handyman Do it Best, True Value, and big box Robinsons Builders operating 178 stores as of end 2016.

HANDYMAN



STORE COUNT **138**

Handyman Do it Best

From its first store opening at Robinsons Galleria in 1994, Handyman Do it Best has continuously grown and made its mark among do-it-yourselfers, with branches in Robinsons Malls and other major malls across the country. Its selection of value for money products has expanded to the thousands over the years.

In 2001, Handyman became a member of Do it Best Corporation, one of the largest hardware and home improvement cooperatives in the USA.

With the Filipino consumer in mind, Handyman has molded itself into one of the most trusted hardware stores in the country. Handyman operates a network of 138 stores as of end 2016.



STORE COUNT

TRUE VALUE **20**

TRUE HOME **2**

TOTAL **22**

True Value

Serving the Philippines for over two decades from its first store in 1995, 'True Value' has become synonymous to quality hardware and stylish home improvement. In 2007, Robinsons Retail Holdings, Inc., through a subsidiary, entered into an agreement with Amon Trading Corporation for the acquisition of 66.67% interest in the company. As of end 2016, True Value has 16 stores in Metro Manila and six stores in key provincial cities in the country.

True Value is a member of the True Value Company, one of USA's largest independent retailer-owned hardware cooperatives and the first retail hardware outlet to incorporate lifestyle shopping in the Philippines. In 2015, it launched True Home by True Value, a concept store focused on home décor, and kitchen and bathroom accessories. With an extensive portfolio of imported and local brands, True Value has redefined one-stop shopping by offering genuine convenience to shoppers through an easy-to-navigate store layout, smart product segregations, brand highlights, interactive selling, promotions and sales.





Stanley C. Co
GENERAL MANAGER





STORE COUNT

18

Robinsons Builders had its beginnings in 2014 when Robinsons Retail Holdings, Inc., through a subsidiary, acquired 67% interest in A.M. Builders' Depot. After extensive upgrading of store layout, product range, and after-sales services, it was launched officially under its current brand name in 2015. Since then, it has transformed into a mecca of high quality hardware and building materials, from tiles, bathroom fixtures, lumber, paints, lighting and electrical devices, and home interior and décor.

Robinsons Builders remains focused on its vision of becoming the preferred source of building materials and hardware store for home builders and contractors in the Visayas. In August 2016, Robinsons Retail Holdings, Inc., through a subsidiary, acquired 75% interest in De Oro Pacific Home Plus, a standalone builders' hardware chain in Northern Mindanao. Through acquisitions, Robinsons Builders has achieved the critical mass needed to penetrate markets, especially in Southern Philippines. Robinsons Builders and Home Plus have a total of 18 stores combined as of end 2016.

Jose Paulo R. Lazaro
GENERAL MANAGER





STORE COUNT	499
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In 2000, Robinsons Retail Holdings, Inc., through a subsidiary, partnered with Ministop Co., Ltd. and Mitsubishi Corporation to open one of the leading convenience store chains in Japan to service the Filipino market. Sixteen years into the industry, Ministop Philippines has grown into a strong network of close to 500 stores, expanding in key areas of Metro Manila, South Luzon, and widening its reach in the Visayas, with stores located in Cebu, Bacolod, Dumaguete, Roxas and Boracay.

Ministop offers a pleasurable shopping and dining experience in convenient locations with personnel who deliver excellent customer service. It pioneered in convenience store ready-to-eat meals, such as Uncle John's Fried Chicken, Kariman, and Chillz, with each store equipped with an in-store kitchen facility. This made it possible for the food to be served hot and fresh to satisfy the cravings of its customers.

Thelma Teresa Roxas-Jacob
GENERAL MANAGER

DRUGSTORE

Robinsons Retail Holdings, Inc.'s Drugstore Segment is comprised of South Star Drug and The Generics Pharmacy. As of end 2016, there are a total of 412 South Star Drug Stores and over 1,900 The Generics Pharmacy branches across the Philippines.



southstar drug⁺

STORE COUNT

412

In 2012, Robinsons Retail Holdings, Inc., through its subsidiaries, acquired 90% of South Star Drug, the oldest and third-largest chain of drugstores in the Philippines. Founded in 1937 by the Dy family, who remain to manage the business, it started as a traditional pharmacy offering retail services for prescription and over-the-counter medicines. Thirty years later, it now has a full range of health, wellness, beauty and convenience products. With a plethora of nutritional supplements, food, beverages, and personal care items, it is driven by its holistic vision “to be the Drugstore of Choice in Service, Trust, Accessibility, and Responsibility.”

With 412 stores, 45 of which opened within 2016, South Star Drug continually aims to have greater impact as it plans further expansion into communities beyond its stronghold in South Luzon. Closer to the heart of making a difference to the lives of individuals, it began hiring persons with disabilities into its roster of employees, both in frontline services and back office support. This initiative, the first among Philippine drugstores, is envisioned to become the starting point for inclusive institutions, radiating into a ripple effect of genuine economic empowerment.

Ultimately, South Star Drug aspires to be a beacon for Filipino families to live better, healthier, and happier lives.

Dahlia T. Dy
MANAGING DIRECTOR
SOUTH STAR DRUG AND THE GENERICS PHARMACY

TGP THE[®] GENERICS PHARMACY

MABISA na, MATIPID pa!

STORE COUNT **1,912**

The Generics Pharmacy (TGP) traces its beginnings in 1949 at the foundation of Pacific Insular Co., a German importer and wholesaler of pharmaceutical drugs. Ten years later, the Liuson family bought the company and, with Mr. Ben Liuson at the helm, shifted its focus to more affordable generic drugs in 1983 when he realized that branded medicines and quality healthcare were virtually inaccessible to many Filipinos.

In May 2016, Robinsons Retail Holdings, Inc., acquired 51% interest in TGP through a subsidiary, with Mr. Liuson remaining as Vice Chairman of the company.

Entering the retail market, TGP opened its first pharmacy in 2001, with its product selection consisting primarily of generic drugs. The store engages in pharmaceutical retail utilizing

a franchise business model which allows the company to fulfil its vision of extending affordable quality medicine and healthcare to Filipinos everywhere. The impetus was driven in the 1990's when it saw a significant push for generics with the passing of the Cheaper Medicine Act, which led to the concurrent shift in market preference for inexpensive but effective medicines.

As the company continues to grow, the product portfolio expands through house brands and private labels, which are exclusively sold in TGP outlets. Provision of healthcare services remains a priority on the ground level, which is anchored to patient counselling and the presence of responsive community pharmacies. In 2016, TGP reached an unprecedented milestone of 1,912 stores – the largest network of drugstores in the country.

Agnes G. Rafiñan
GENERAL MANAGER





SPECIALTY STORES

Robinsons Retail Holdings, Inc.'s Specialty Stores segment is composed of six formats: consumer electronics and appliances retail under Robinsons Appliances and Savers Appliances, toys and juvenile products retail under Toys "R" Us, one-price point retail under Daiso Japan, coffee chain Costa Coffee, and international fashion apparel specialty, and cosmetics and beauty brands. As of end 2016, there were a total of 306 specialty stores nationwide.



STORE COUNT **81**

From its first store opening in Cebu City in 2000, Robinsons Appliances is relatively one of the youngest players in the industry. Robinsons Appliances continues to offer the latest innovative products to its customers through effective collaboration with suppliers. Enhanced product forecasting, which was driven by consumer demands and improved stock availability across its 81 stores nationwide, alongside providing shoppers with alternative payment methods, has led to total customer satisfaction backed up by strengthened customer relations management.



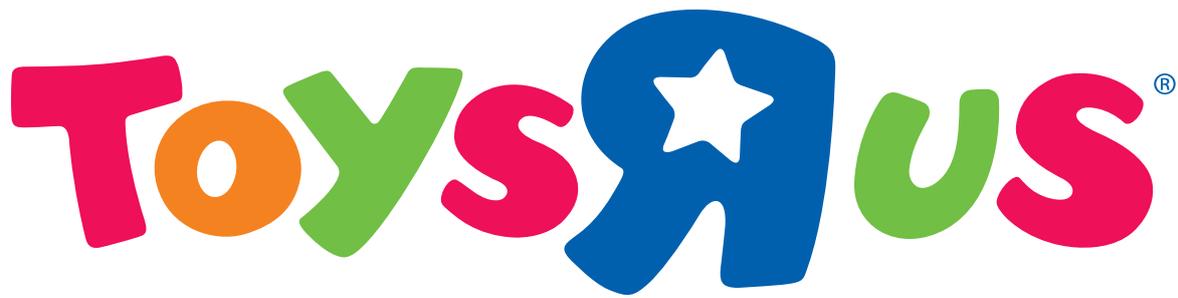
STORE COUNT **25**

Savers Appliances is one of the leading names in the appliance trade within Central Luzon and Cagayan Valley and it promises to further expand its presence in Metro Manila and South Luzon. Robinsons Retail Holdings, Inc., through a subsidiary, acquired 90% interest in Savers Appliances in 2015. Savers Appliances has become a trusted partner of top corporations, where it excels in delivering industrial and building solutions on system air-conditioning, ventilation, security, and refrigeration. It currently has 25 branches and offers a wide array of high quality electronic products at competitive prices, and the service is coupled with fast delivery and efficient installation support for the greater customer convenience.





Hope Y. Gokongwei-Tang
GENERAL MANAGER



STORE COUNT

STAND ALONE **32**

TOY BOX **41**
INSIDE ROBINSONS DEPARTMENT STORE

TOTAL 73

Dedicated to bringing joy to young children all over the world, US-based Toys “R” Us is the largest global toy store and juvenile products retailer and it has one of the strongest portfolios of private brands and exclusive merchandise. The Philippine country franchise was awarded to Robinsons Toys, Inc. in 2006 and was officially launched in Robinsons Galleria. The store is home to a wide range of well-known and beloved labels, such as Barbie, Disney, Lego, Play Doh, Star Wars, and Transformers, and it is the perfect playground for toy lovers of all ages. It values the holistic growth of every Filipino child, where toys are not only fun to play with, but are important in the development of children’s basic mental and motor skills. From solving puzzles to expressing their creativity on coloring books, at every stage of childhood, Toys “R” Us always offers something memorable to keep and enjoy.

As of end 2016, there are 32 Toys “R” Us stand-alone stores and 41 Toys “R” Us Toybox outlets found inside Robinsons Department Store.

Celina N. Chua
GENERAL MANAGER





Maria Carmina Pia G. Quizon
GENERAL MANAGER

FASHION

TOPSHOP TOPMAN

DOROTHY PERKINS

WAREHOUSE G2000

Miss Selfridge BURTON
MENSWEAR
L O N D O N

STORE COUNT **47**

As the exclusive franchisee of UK's Topshop, Topman, Dorothy Perkins, Burton Menswear, Miss Selfridge, Warehouse and Hong Kong's G2000, Robinsons Specialty Stores, Inc. – Fashion Division dynamically adapts international retail concepts into the local setting and offers a variety of fashion essentials to complement the everyday style of customers. Backed by strong market knowledge and devoting attention to the shoppers' needs, RSSI is committed to making global fashion within reach of its Filipino market. It does this through a diverse brand portfolio ranging from young to mainstream fashion, modern urban lifestyle, and work wear fashion. As of end 2016, RSSI-Fashion has 47 stores located in key shopping malls in Metro Manila and Cebu.

BEAUTY

benefit
SAN FRANCISCO

SHISEIDO

STORE COUNT **13**

Robinsons Specialty Stores, Inc. – Beauty Division is a retailer of two international cosmetics brands: Shiseido and Benefit. It had its beginnings in 2013 when Robinsons Retail Holdings Inc., through a subsidiary, entered the cosmetics arena through the acquisition of Beauty Skininnovations Retail, Inc.

Founded in 1872 from the Ginza District of Tokyo, Shiseido is the world's oldest cosmetics company. It is grounded on the Japanese value of "Omotenashi" or the spirit of welcoming and care, where the needs of customers are thoughtfully understood and meticulous attention is devoted to every product and service. Benefit, on the other hand, started in 1976 in San Francisco, with the beauty boutique's message "Laughter is the best cosmetic" now spread in over 30 countries. Apart from make-up products and high performance skincare lines, Shiseido offers facial and pampering services that use advanced technology, while Benefit's Brow and Facial Waxing continues to be a signature service. As of end 2016, RSSI-Beauty operates ten Shiseido stores nationwide and three Benefit stores in Metro Manila.

DAISO JAPAN

STORE COUNT

59

In 2007, Robinsons Retail Holdings, Inc., through a subsidiary, was appointed the franchise holder of Daiso Industries Co. Ltd. of Japan to sell authentic and original Daiso Japan products, as well use the Daiso Japan name in the Philippines.

With over 2,400 stores scattered across 30 countries, Daiso has established a global presence with the “Yano Shoten” concept, which was introduced by its founder Mr. Hirotake Yano in 1972. It involved a street vending shop, which sold items for 100 yen. In the Philippines, this single price point begins with Php88, rising in broadly consistent increments across a cornucopia of useful and often quirky items. From home and kitchen ornaments, office knick-knacks, beauty essentials, to ingenious items that are both practical and collectible, Daiso Japan makes sure that the items in store are grounded on three pillars – variety, quality and uniqueness.

It continues to increase market share with 59 branches in the Philippines as of end 2016.

Katherine Michelle Q. Yu
GENERAL MANAGER





STORE COUNT **8**

From the sustainable coffee farms to morning cups, Costa Coffee is brewing its way into the Philippine urban scene. In 2015, through a subsidiary of Robinsons Retail Holdings, Inc., UK's fastest growing coffee shop business has landed in eight locations in the Metro Manila. Presently the second largest coffee chain operator in the world with over 40 years of finely molded expertise, Costa Coffee has over 3,200 stores Europe, the Middle East, North Africa, India, China and Southeast Asia.

The expertly prepared Mocha Italia blend, handcrafted espresso based coffee, and menu of gourmet sandwiches, salads, freshly baked croissants, and cakes and pastries, are what create the ambient uniqueness of the Costa experience for Manila's coffee lovers. Its freshly ground roasts are also 100% sourced from Rainforest Alliance Certified coffee growers, ensuring that its clients are served only the finest coffee with minimal impact to the environment.

Faith Y. Gokongwei-Lim
GENERAL MANAGER







CENTRE CORPORATION

In October 2016, Robinsons Retail Holdings, Inc., through a subsidiary, acquired 100% interest in Chic Centre Corporation, a key player in cosmetics and a leader in nail care products in the Philippines. With cosmetic brands such as Bobbie, Chic, Colortrends and Rain, it services three-fourths of the total nail care industry. To keep its momentum, Chic Centre consistently evolves with the market, offering seasonal product promotions, color options, as well as ensuring well-stocked stores and establishing strategic distribution channels.

Chic Centre established a Food Services Division in 2015 and has expanded its product portfolio from health and beauty to supplying fresh slush and juice mixes to convenience stores, gas station stores, supermarkets, and BPO centers, totaling a thousand outlets. Putting premium development on the skills of its staff, it conducts manpower training for slush operations as well as technical servicing for store equipment-related repairs and troubleshooting concerns, from service calls, preventive maintenance, delivery installation, to pullout and part replacement.

Faith Y. Gokongwei-Lim
GENERAL MANAGER

LOYALTY PROGRAM

With over 1.1 million active members as of end 2016, Robinsons Rewards Card (RRC) is the loyalty card of most of the formats of Robinsons Retail Holdings, Inc. RRC members earn and redeem points for purchases made in participating Robinsons Retail stores and in its fuel station partner, Caltex of Chevron Philippines.

Starting 2016, members can now earn points when staying at Summit Hotels, Go Hotels and paying for their online purchases through Dragon Pay with their RRC. They also have the option to convert their BPI Credit Card Real Thrill and Robinsons MasterCard Shopping points to RRC points. RRC members enjoy exclusive privileges from its promotional partners, such as TicketWorld and Ballet Manila.

This loyalty program continues to provide valuable insights on the profile and buying habits of its members. This, in turn, has resulted in a better understanding of the customer's preference and provide a basis in coming up with targeted promotions using the appropriate channel for effective communication.



ROBINSONS TOWNVILLE



Launched in 2015, Robinsons Townville is the chain of community malls of Robinsons Retail Holdings, Inc. Situated near schools and residential areas, Robinsons Townville offers convenient shopping opportunities in the neighborhood with the presence of its anchor stores. These include Robinsons Supermarket, Robinsons Department Store, Robinsons Appliances, Handyman, Daiso Japan and South Star Drug.

To complement its offerings, Robinsons Townville also houses quick service restaurants, food kiosks, boutiques, an amusement center for kids, and other establishments and services. It offers convenience and accessibility, a place where customers could find everything they need with just a few steps away from their home.

Currently, there are 10 Robinsons Townville malls operating in the country starting with the first branch in Pulilan, Bulacan; Cabanatuan, Nueva Ecija; BF Parañaque; Abreeza Davao; Meycauayan, Bulacan; Buhay Na Tubig, Cavite;

Regalado, Fairview, Quezon City; Perdices, Dumaguete; Dasmariñas, Cavite; and Sta. Rosa, Laguna.

Robinsons Townville's operations are anchored on minimizing environmental impact through energy and water-saving mechanisms employed in the buildings. These include using LED light fixtures, rain harvesting facilities, the construction of a sewage treatment plant, and an ongoing study on the feasibility of installing solar panels for electricity.

Realizing the important role that it plays in the community, Robinsons Townville launched its corporate social responsibility program called Robinsons ACTS (Act, Care, Teach & Serve) in 2016 which focuses on the individual's self-development and community involvement through the spirit of volunteerism. Each Robinsons Townville mall adopted a beneficiary from the community and conducts quarterly activities that promote values formation.



BOARD OF DIRECTORS



Lance Y. Gokongwei
CHAIRMAN AND CHIEF EXECUTIVE OFFICER



John L. Gokongwei, Jr.
CHAIRMAN EMERITUS AND DIRECTOR



Robina Y. Gokongwei-Pe
PRESIDENT AND CHIEF OPERATING OFFICER



James L. Go
VICE CHAIRMAN



Faith Y. Gokongwei-Lim
DIRECTOR



Lisa Y. Gokongwei-Cheng
DIRECTOR



Hope Y. Gokongwei-Tang
DIRECTOR



Antonio L. Go
INDEPENDENT DIRECTOR



Roberto R. Romulo
INDEPENDENT DIRECTOR

SENIOR MANAGEMENT

Robina Y. Gokongwei-Pe
DIRECTOR, PRESIDENT
AND CHIEF OPERATING OFFICER

Bach Johann M. Sebastian
SENIOR VICE PRESIDENT
AND CHIEF STRATEGY OFFICER

Mylene A. Kasiban
CHIEF FINANCIAL OFFICER

Diosdado Felix A. Zapata III
DEPUTY CHIEF FINANCIAL OFFICER

Atty. Rosalinda F. Rivera
CORPORATE SECRETARY

Atty. Gilbert S. Millado, Jr.
ASSISTANT CORPORATE SECRETARY
AND GENERAL COUNSEL

Graciela A. Banatao
TREASURER

Mark O. Tansiongkun
VICE PRESIDENT, PROCUREMENT
AND ADMINISTRATION

Stephen M. Yap
VICE PRESIDENT,
CHIEF INFORMATION OFFICER

Ma. Luisa Guidote-Vargas
VICE PRESIDENT,
HUMAN RESOURCES

Gina Roa-Dipaling
VICE PRESIDENT, CORPORATE PLANNING
AND INVESTOR RELATIONS OFFICER

Justiniano S. Gadia
GENERAL MANAGER - ROBINSONS SUPERMARKET

Johnson T. Go
GENERAL MANAGER - ROBINSONS DEPARTMENT STORE

Wilfred T. Co
VICE CHAIRMAN - HANDYMAN DO IT BEST, TRUE VALUE AND
ROBINSONS BUILDERS

Stanley C. Co
GENERAL MANAGER - HANDYMAN DO IT BEST AND TRUE VALUE

Jose Paulo R. Lazaro
GENERAL MANAGER - ROBINSONS BUILDERS

Thelma Teresa Roxas-Jacob
GENERAL MANAGER - MINISTOP

Faith Y. Gokongwei-Lim
GENERAL MANAGER - COSTA COFFEE AND CHIC CENTRE

Hope Y. Gokongwei-Tang
GENERAL MANAGER - ROBINSONS APPLIANCES AND SAVERS APPLIANCES

Jaime J. Uy
MANAGING DIRECTOR - SAVERS APPLIANCES

Maria Carmina Pia G. Quizon
GENERAL MANAGER - ROBINSONS SPECIALTY STORES

Celina N. Chua
GENERAL MANAGER - TOYS R US

Katherine Michelle Q. Yu
GENERAL MANAGER - DAISO JAPAN

Dahlia T. Dy
MANAGING DIRECTOR - SOUTH STAR DRUG AND
THE GENERICS PHARMACY

Manuel T. Dy
SENIOR VICE PRESIDENT, BUSINESS DEVELOPMENT -
SOUTH STAR DRUG AND THE GENERICS PHARMACY

Christine O. Tueres
DEPUTY GENERAL MANAGER - SOUTH STAR DRUG

Benjamin I. Liuson
VICE CHAIRMAN - THE GENERICS PHARMACY

Agnes G. Rafiñan
GENERAL MANAGER - THE GENERICS PHARMACY

Paz Regina A. Salgado
VICE PRESIDENT, ROBINSONS DEPARTMENT STORE BUSINESS CENTER

Patricia Ann C. Famador
ASSISTANT VICE PRESIDENT, CUSTOMER RELATIONSHIP MANAGEMENT
AND E-COMMERCE

CORPORATE GOVERNANCE

Robinsons Retail Holdings, Inc. (RRHI) is a publicly listed company in the Philippines and as such, is covered by the rules and regulations of the Philippine Securities and Exchange Commission (SEC) and the Philippine Stock Exchange (PSE). RRHI adheres to corporate governance standards.

BOARD

The Board has adopted the Revised Corporate Governance Manual in June 2, 2015 for the Company. The Manual elaborates on the governance roles and responsibilities of the Board and its Directors. The Board ensures that all material information about the Company is disclosed to the public on a timely manner. The Board likewise is strongly committed to respect and promote the rights of stockholders in accordance with the Revised Corporate Governance Manual, the Company's Articles of Incorporation, and By-Laws.

Composition

- The Board is composed of nine directors (six executive directors, one non-executive director, and two independent directors) with varied backgrounds and work experience.
- None of the independent directors own more than 2% of the Company's capital stock.
- One person assumes the role of Chairman of the Board and CEO. The roles and responsibilities of the Chairman of the Board of Directors and CEO are defined in the By-Laws and Revised Corporate Governance Manual to ensure that the Board gets independent views and perspectives.

Role

A Director's Office is one of trust and confidence. A Director should act in the best interest of the Company in a manner characterized by transparency, accountability, and fairness. He should also exercise leadership, prudence, and integrity in directing the Company towards sustained progress.

A Director should observe the following norms of conduct:

- Conduct fair business transactions with the Company, and ensure that his personal interest does not conflict with the interests of the Company.
- Devote the time and attention necessary to properly and effectively perform his duties and responsibilities.
- Act judiciously.
- Exercise independent judgment.
- Have a working knowledge of the statutory and regulatory requirements that affect the Company, including its Articles of Incorporation and By-Laws, the rules and regulations of the Commission and, where applicable, the requirements of relevant regulatory agencies.
- Observe confidentiality.
- Have a working knowledge of the Company's control systems.
- Disclose to the Philippine Stock Exchange (PSE) and the Securities and Exchange Commission (SEC) the trading of the corporation's shares by directors, officers (or persons performing similar functions) and controlling shareholders.

ATTENDANCE OF DIRECTORS

January 1 to December 2016

Date of Election: June 9, 2016

Number of meetings during the year: 6

NAME	POSITION	ATTENDED	%
Lance Y. Gokongwei	Chairman	6	100
James L. Go	Vice Chairman	6	100
John L. Gokongwei, Jr.	Member	6	100
Robina Y. Gokongwei-Pe	Member	6	100
Lisa Y. Gokongwei-Cheng	Member	5	83.3
Faith Y. Gokongwei-Lim	Member	6	100
Hope Y. Gokongwei-Tang	Member	6	100
Antonio L. Go	Independent	6	100
Roberto R. Romulo	Independent	6	100

CODE OF BUSINESS CONDUCT AND ETHICS

Conflict of Interest

The Company's Code of Business Conduct and Conflict 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 discourages the acceptance of gifts. However, gifts like advertising novelties may be given or accepted 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 Conflict 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 result from the employee's action. If appropriate, a violation may result in legal action against the employee or referral to the appropriate government authorities

Whistleblower

Any employee may discuss or disclose in writing any concern on potential violation of the Code of Business Conduct with the Conflict of Interest Committee. Reports or disclosures can be made in writing or by email using the following contact details:

a. email address: CICOM@robinsonsbretail.com.ph

b. fax number: 395-3888

c. mailing address:

Must be sent in a sealed envelope clearly marked
"Strictly Private and Confidential-To Be Opened
by Addressee Only"

CICOM

44th Flr. Robinsons Equitable Tower

ADB Avenue, Cor. Poveda Road, Pasig City

The complaint shall be filed using the Complaint/Disclosure Form (CDF) available in the company website. All information received in connection with the reports or disclosures shall be strictly confidential and shall not be disclosed to any person without prior consent of CICOM.

Conflict Resolution

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

Enterprise Risk Management (ERM)

The Board of Directors (BOD) oversees Management's adoption and implementation of a sound risk management framework for identifying, monitoring and managing key risk areas. The BOD review Management reports with due diligence to enable the company to anticipate, minimize, control and manage risks or possible threats to its operational and financial viability.

AUDIT AND RISK MANAGEMENT COMMITTEE

The Company aims to identify measure, analyze, monitor, and control all forms of risks that would affect the Company through the Audit and Risk Management Committee.

The Audit and Risk Management Committee reviews the effectiveness of risk management systems employed by the Company. It assists the Company's Board of Directors in its fiduciary responsibilities by providing an independent and objective assurance to the Corporation's stakeholders for the continuous improvement of risk management systems, internal control systems, governance processes, business operations, and proper safeguarding and use of the Corporation's resources and assets.

The Audit and Risk Management Committee aims to ensure that:

- financial reports comply with established internal policies and procedures, pertinent accounting and auditing standards and other regulatory requirements;
- risks are properly identified, evaluated and managed, specifically in the areas of managing credit, market liquidity, operational, legal and other risks, and crisis management;

- c. audit activities of internal and external auditors are done based on plan and deviations, and are explained through the performance of direct interface functions with the internal and external auditors; and
- d. the Company's Board of Directors is properly assisted in the development of policies that would enhance the risk management and control systems.

Moreover, at the end of each calendar year, the Chief Executive Officer (CEO) and Chief Audit Executive (CAE) executes a written attestation that a sound internal audit, control and compliance system is in place and working effectively. The attestation is presented to and confirmed by the Audit and Risk Management Committee during the meeting.

The ERM framework revolves around the following eight interrelated risk management approaches:

1. **Internal Environmental Scanning** - it involves the review of the overall prevailing risk profile of the Business Unit (BU) to determine how risks are viewed and addressed by the management. This is presented during the strategic planning, annual budgeting and mid-year performance reviews of the BU.
2. **Objective Setting** - the Company's BOD mandates Management to set the overall annual targets through strategic planning activities, in order to ensure that the management has a process in place to set objectives that are aligned with the Company's goals.
3. **Risk Assessment** - the identified risks are analyzed relative to the probability and severity of potential loss that serves as basis for determining how the risks will be managed. The risks are further assessed as to which risks are controllable and uncontrollable, risks that require management's action or monitoring, and risks that may materially weaken the Company's earnings and capital.
4. **Risk Response** - the Company's BOD, through the oversight role of the Internal Control Group ensures action plan is executed to mitigate risks, either to avoid, self-insure, reduce, transfer or share risk.
5. **Control Activities** - policies and procedures are established and approved by the Company's BOD and implemented to ensure that the risk responses are effectively carried out enterprise-wide.
6. **Information and Communication** - relevant risk management information is identified, captured and communicated in form and substance that enable all personnel to perform their risk management roles.
7. **Monitoring** - the Internal Control Group of the respective Company and BUs, Corporate Internal Audit and Corporate Governance and Management Systems constantly monitor the management of risks through audit reviews, compliance checks, revalidation of risk strategies and performance reviews.

Risk Management Support Groups

The Company's BOD created the following Corporate Center Units (CCU) to support the risk management activities of the Company and its BUs:

1. **Corporate Advertising and Public Relations (CAPR)** – manages the brand image risk of the Conglomerate. CAPR ensures that communication initiatives that extend to the public are consistent with the established corporate image by monitoring the implementation and content of public relations programs and above-the-line media activities for the various BUs and Affiliates.
2. **Corporate Affairs (CA)** – acts as the official spokes group of the Company to national and local government offices as well as to the media to address reputational risk. CA helps in establishing strong relationships with internal and external partners and stakeholders that will enable the Conglomerate to promote a positive appreciation of corporate goals, initiatives and activities as well as champion advocacies and shape legislation critical to the business.
3. **Corporate Governance Management Systems (CGMS)** – ensures compliance with government regulatory requirements for Publicly Listed Companies (PLC), formulates and disseminates risk-controlled policies and procedures and approval authority matrices. Under the supervision of CGMS and Corporate Procurement, the Corporate Supplier Accreditation Team (CORPSAT) administers supplier accreditation and enterprise-wide procurement policies to address procurement risks and ensure availability of goods and services of high quality and standards to all BUs.
4. **Corporate Insurance Department (CID)** – administers the insurance programs of BUs to mitigate risks concerning property, public liability, business interruption, money and fidelity, and employer compensation insurances.
5. **Corporate Planning (CORPLAN)** – facilitates and administers the strategic planning, budgeting and performance review of the BU in line with the ERM framework of objective-setting.
6. **Corporate Resources Group (CRG)** consisting of:
 - a. Corporate Human Resources – ensures continuity of business operations by having the right and adequate pool of talents through succession planning, employee training and employee engagement.
 - b. Corporate Outsourcing – manages risks related to the engagement of third party management services.
 - c. Corporate Security and Safety – administers enterprise-wide implementation of policies affecting physical security of resources exposed to various forms of risks.
7. **Corporate Tax Group** – provides advisory and assists Top Management in ensuring risks related to tax are addressed and tax regulatory requirements are appropriately complied with.
8. **Corporate Treasury** – assists Top Management in managing finance-related risks including interest, foreign exchange, liquidity, investment and debt management etc.
9. **General Counsel Group** – sets the strategy and implementing guidelines from a legal perspective to address regulatory risks and ensure that the Conglomerate conducts its business in compliance with laws and regulations.

Internal Controls

With the leadership of the Company's Chief Financial Officer (CFO), internal control is embedded in the operations of the company and 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.

Compliance Officer

The Compliance Officer assists the BOD in complying with the principles of good corporate governance.

He shall be responsible for monitoring actual compliance with the provisions and requirements of the Corporate Governance Manual and other requirements on good corporate governance, identifying and monitoring compliance risks, determining violations, and recommending penalties on such infringements for further review and approval of the BOD, among others.

ROLE OF STAKEHOLDERS

Customers' Welfare

The Company has Customer Relations Policy and procedures to ensure that customers' welfare are protected and questions are addressed.

Supplier/Contractor Selection Practice

We have Supplier Accreditation Policy to ensure that the Company's suppliers and contractors are qualified to meet

their commitments to the Company. Moreover, a Supplier Selection Committee was created to ensure objective and fair selection of suppliers for high value purchases.

Environmentally Friendly Value-Chain

The Company complies with government mandated policies on the environment, which required environment management systems and energy management are rigidly complied with by the company.

Community Interaction

The Company focuses on uplifting the socio-economic condition of the country through education. The Company partners with organizations that promote education of Filipinos through grants, endowments, scholarships, and educational facilities.

Employees

Performance-enhancing mechanisms for employee participation

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

The Company continuously provides learning and development opportunities for its employees. The Retail Academy, through its Curriculum on Core Excellence (CORE), regularly offers various courses and training programs relevant to retail operations to enhance the skills of store personnel and head office staff and managers. Another avenue is through the John Gokongwei Institute for Leadership and Enterprise Development known as JG-ILED, the leadership platform for systematic and sustained development programs across the Company. Its mission is to enable high performing organization to facilitate the learning process and develop the intellectual and personal growth of all employees through targeted and customized trainings and development programs.

DISCLOSURE AND TRANSPARENCY

OWNERSHIP STRUCTURE* (AS OF DECEMBER 31, 2016)

SHAREHOLDER	NUMBER OF SHARES	%	BENEFICIAL OWNER
JE Holdings, Inc.	484,749,997	35.00	Same as record owner
PCD Nominee Corporation (Non- Filipino)	339,201,590	24.49	PCD Participants & their clients
Lance Y. Gokongwei	126,727,500	9.15	Same as record owner
Robina Y. Gokongwei-Pe	105,952,500	7.65	Same as record owner
PCD Nominee Corporation (Filipino)	143,412,457	10.35	PCD Participants & their clients

*HOLDING 5% OR MORE

External Auditor's Fee

SyCip, Gorres, Velayo & Co.: Php6,359,160.00

Company Website

RRHI updates the public with its operational and financial results through timely disclosures filed with the SEC and PSE. This information is available on the company's website: www.robinsonsretailholdings.com.ph

2016

HIGHLIGHTS



ACQUISITION OF THE GENERICS PHARMACY

Robinsons Retail Holdings, Inc., through its subsidiary South Star Drug, Inc., acquired 51% of The Generics Pharmacy in May 2016. TGP was founded by the Liuson family with the aim of bringing affordable medicine and healthcare to Filipino families across the nation.



Seated in the signing photo (L-R) are Lance Y. Gokongwei, RRHI Chairman and CEO; James L. Go, RRHI Vice Chairman; Robina Y. Gokongwei-Pe, RRHI President and COO; Benjamin I. Liuson, TGP Founder and Vice-Chairman; Judy Liuson, wife of Benjamin I. Liuson; and Raymund Sanchez, former TGP President. At the back (L-R) are Manuel T. Dy, South Star Drug SVP, Business Devt.; Dahlia T. Dy, South Star Drug Managing Director; and Jennibeth C. Liuson and Joyce Liuson Tan of TGP.

ACQUISITION OF DE ORO PACIFIC HOME PLUS

Robinsons Retail Holdings Inc., through its subsidiary RHI Builders and Contractors Depot Corp., entered into a joint venture with a 75% stake in Home Plus Trading Depot Inc. in August 2016. The three-store chain big box builders' hardware depot in Northern Mindanao was founded by Mr. Ramon M. Antinero in 1993. Two stores are located in Cagayan de Oro and one is in Iligan City.



In the signing photo (L - R) are Wilfred T. Co, RHI Builders and Contractors Depot Corp. Vice Chairman; Robina Y. Gokongwei-Pe, RRHI President and COO; Ramon M. Antinero, De Oro Home Plus Depot Founder and Former President, with wife, May L. Antinero, and son, Richmond Lloyd L. Antinero.

ACQUISITION OF CHIC CENTRE

Robinsons Retail Holdings, Inc., through Robinson's Incorporated, acquired 100% stake in Chic Centre Corporation in October 2016. The company is a major distributor of nail care products and slush and mix fruit drinks.



PHILIPPINE RETAILERS ASSOCIATION HALL OF FAMER

After winning the Outstanding Filipino Retailers Award for Full-line Department Store in two consecutive years, Robinsons Department Store reached Hall of Fame status at the 19th Outstanding Filipino Retailers & Shopping Centers of the Year Awards. The event was organized by the Philippine Retailers Association (PRA) in recognition of leading companies in the industry.



In the awarding photo (L-R) are Roberto Claudio, PRA Vice Chairman; Adrian Cristobal, Jr. former DTI Secretary; Robina Y. Gokongwei-Pe, RRHI President and COO; Johnson T. Go, Robinsons Department Store General Manager; Thelma Roxas-Jacob, former Head of Customer Relationship Management and Business Center; and Samie Lim, PRA Chairman Emeritus.



BARISTA OF THE YEAR

Justin Dela Fuente won during Costa Coffee's Barista of the Year Competition 2016 (South East Asia and India Division). In the Barista of the Year Champion of Champions 2016 held in London, he also won Best Speciality Drink with his Sparkling Caffe Mojito.

RRHI IN FORBES ASIA'S FABULOUS 50

With a market value of \$2.5 billion as of August 2016 and annual sales of \$2.0 billion in 2015, RRHI was included in Forbes Asia's Fabulous 50 as one of the best performing companies in the Asia-Pacific region.



CEBU'S FAVORED SUPERMARKET

With its healthy and gourmet options, Sun.Star publication gave its seal of approval to Robinsons Selections as Cebu City's Best Supermarket. The Best of Cebu 2016 tag is awarded to establishments with "the best products and services Cebu has to offer."



CORPORATE SOCIAL RESPONSIBILITY



Robinsons Retail fosters a culture that puts the Filipino people at the heart of what it does as a holding

company. This is manifested into a philosophy that encourages our customers to advocate health and wellness and where responsiveness to customer needs defines the norm of service.

Alongside our operations as a business, we do our best to engage communities with the help of civil society organizations and government agencies to have a more significant role in governance, development, and nation-building. In 2016, our company and its business units sought out multiple avenues to provide meaningful ways to give back to society through various programs and partners. Principles central to these programs were genuine economic empowerment, accessible healthcare, environmental protection, and education and values formation for the youth.

As we touch on the lives of our vibrant spectrum of stakeholders, Robinsons Retail aims to continue its trajectory of growth where even more people may become part of the narrative.

Robinsons One Love A Day

Robinsons Retail Holdings, Inc. (RRHI) achieved a milestone as One Love A Day (OLAD) celebrated its 10th year of implementation, marking a decade of giving and social involvement. OLAD is the group's annual outreach program where the business units support and donate to organizations involved with marginalized sectors.

In 2016, the group collectively chose Right Start Community Development, Inc. as its primary beneficiary. The organization was selected for its advocacy geared towards providing an environment of holistic development for underprivileged children aged four to fourteen. It was founded on the premise that given the "right start," people would be able to break through the cycle of poverty.

The event was held at the Right Start office in Crame, San Juan, with activities that were both fun and focused on values essential for growing children.

Encouraging creativity, the day was filled with talent shows and arts and crafts workshops where they made ornaments and molded Play Doh into fun and quirky shapes. Teaching the importance of exercise and proper nutrition, the beneficiaries participated in Kiddie Zumba and in making healthy and delicious sandwiches and smoothies.

One Love A Day also serves as the umbrella program for a number of the social projects of the individual business units. As its select OLAD beneficiary, Daiso Japan donated household furnishings to CRIBS Foundation, Inc., an organization that envisions a society free from violence, and is committed to the development, healing and recovery of children from abusive homes.

With the value of play in mind for its OLAD project, Toys "R" Us donated a varied collection of toys to Caritas Manila. The organization is dedicated

to empowering the poor through total human development and the creation of a Christian community. The Catholic social welfare initiative has projects all over the Philippines, serving depressed communities and victims of calamities.

Servathon

Hand-in-hand with 'Hands on Manila,' a non-governmental organization promoting social engagement in the Philippines, True Value enthusiastically joined the manpower team of the Servathon project, a mass volunteerism endeavour which celebrated its 11th year in 2016. True Value employees participated in the production of over 400 citronella candles, an invention specifically crafted to stave off dengue and malaria-carrying mosquitoes. The candles found their way to households in indigent and urban poor communities in Manila, who are the primary beneficiaries of the project.

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Given the "right start," people would be able to break through the cycle of poverty.
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Awarding of token of appreciation
 (L - R) Ana Bella Yu, Right Start Chairperson; Thelma Roxas-Jacob, Ministop General Manager; Paulo Lazaro, Robinsons Builders General Manager; Stanley Co, Handyman and True Value General Manager; Celina Chua, Toys "R" Us General Manager; and Rosalie Mallari, Right Start Executive Director.



Toys "R" Us representatives turn over donations to Caritas Manila.



The members of Right Start share their talents through a song number.



Robinsons Retail volunteers teach pre-school children fun and creative ways to shape Play Doh.



Daiso Japan employees deliver donations to CRIBS foundation.

Robinsons Townville A.C.T.S.

Robinsons Townville launched Robinsons A.C.T.S. (Act, Care, Teach, & Serve) in 2016 as a way to carve out its niche in fostering relevant social impact. Defined by volunteerism and the phrase “an act of kindness, care for the needy, to teach with passion and to serve with love,” the program is an avenue for values formation and promoting personal development. Each of the malls reaches out to communities through civil society organizations engaged with the poor, and holds activities such as storytelling, film showing, arts and crafts, and song and dance to teach lessons to children.

It is held throughout the year and it creates a valuable learning environment for both the beneficiaries and Robinsons Retail volunteers, where they are able to share insights on self-love and compassion.





Towards an Inclusive Society

Donations to World Vision

Robinsons Supermarket collected over Php3 million worth of donations to World Vision in 2016. The donations were used to support 121 children sponsored by the organization belonging to depressed communities in Malabon, Manila and Cavite. The effort was done in partnership with Unilever Philippines, Colgate-Palmolive Philippines and San Miguel Purefoods.



ABOVE: Unilever Philippines and Robinsons Supermarket (RSC) give Bags of Hope to World Vision with, from left, Miriam Quiambao, host of the activity; Jody Gadia, General Manager of RSC; Mai Apilado, AVP for Merchandising, RSC; Jun Gordones, Director for World Vision Philippines; Benjie Yap, Customer Development Vice-President, Unilever; and Jay Go, Modern Trade Director, Unilever.

FROM LEFT: Manvedra Singh, Commercial Director of Colgate Philippines; Stephen Lau, VP/ General Manager of Colgate Philippines; Jun Gordones, Director of World Vision; Robina Gokongwei-Pe, President and COO of RRH; Jody dela Cruz, Executive Director of World Vision Philippines; Jody Gadia, General Manager of Robinsons Supermarket in a gesture of unity in Bright Smiles, Bright Future.

Loving local with red onions

Through a joint initiative with the Department of Agriculture for inclusive entrepreneurship, Robinsons Supermarket supported the agency's Go Negosyo program by sourcing red onions from local smallholder farms in Nueva Ecija, which amounted to over 6,000 kilos of fresh produce sold in 31 Robinsons Supermarket branches in Metro Manila. In the future, Robinsons Supermarket plans to locally source more vegetables for all of its 140 stores. This would allow farmers to take advantage of the chain's nationwide presence and to have better access to the retail distribution market.





Opportunity beyond disability

South Star Drug partnered with Unilab Foundation for Project Inclusion, a progressive employment program for Persons with Disability (PWDs). The drugstore chain employed individuals with autism, autism spectrum disorders, and Down syndrome for administrative and in-store positions in some of its branches. The program is grounded on the reality that many individuals with neurodevelopmental differences face difficulties in finding work, and that equal employment opportunity for all is yet to be fully normalized. South Star Drug believes in the capacity of the differently-abled to contribute in the workplace and it recognizes that opportunity beyond disability is genuinely transformative to the lives of PWDs and their families.



**Opportunity
beyond disability
is genuinely transformative
to the lives of PWDs
and their families.**



Vaccinations for Aeta Communities

With the aim of expanding the access for the prevention of vaccine-preventable diseases, South Star Drug launched a project entitled "Spread the Love. Stop the Virus," which took place in Sitio Monicayo, Mabalacat, Pampanga. Through the support of our vendor-partner and the public consumers, portions of the revenue earned from purchases of Flu Vaccines were converted to free vaccinations that were administered to the Aeta students in the community.



Scholarships for Pharmacy Students

South Star Drug sponsors financially-challenged but deserving 35 pharmacy students of Mariano Marcos State University. They are given full scholarships covering tuition fees, internships, review center expenses and monthly stipends to assist them throughout their schooling. South Star Drug undertook the challenge of launching a sustainable CSR program focused on health and education.



The Generics Pharmacy Medical Missions

Sulong Kalusugan is a healthcare service advocacy started by The Generics Pharmacy that began three years ago. It is a free medical consultation and clinic targeting senior citizens from low income households.



Assistance to hearing-impaired children

Robinsons Department Store partnered with Maria Lena Buhay Memorial Foundation, Inc., the country's oldest oral school devoted to teaching hearing-impaired children, to provide financial aid for its beneficiaries. Robinsons Department Store supports their benefit sales through donating items for offsite selling, where the proceeds go directly to funding the children's needs. Donation cans are also placed in payment counters in the stores encouraging customers to donate the foundation.



Athletics and Possibilities

Supporting Young Athletes

Robinsons Retail recognizes the value of sports in collegiate culture and for the past years has been sponsoring tertiary level basketball teams in the annual University Athletic Association of the Philippines (UAAP) Games. Since 2010, Handyman and Robinsons Supermarket have been supporting the University of the Philippines Fighting Maroons Men's Basketball Team. Likewise, True Value has provided assistance to the Far Eastern University Tamaraws Men's Basketball Team since 2011. The sponsorship was used to help the schools' athletic departments provide proper training venues and equipment for their players.

The intercollegiate games are empowering in their own right as they build camaraderie and discipline among the youth. For many student athletes, varsity scholarship programs serve as the gateway for them to pursue higher education, and their status as players may also spark the beginning of a career in sports.

The Company therefore continued its fruitful involvement with the two academic institutions in UAAP Season 79.



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The intercollegiate games are empowering in their own right as they build camaraderie and discipline among the youth.

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A Bright Future in Taekwondo

Since 2010, Robinsons Department Store has been providing support, goodwill and practical help to Right Start Foundation's major programs for underprivileged children. In 2016, Robinsons Department Store continued to support the Taekwondo for A Bright Future Program, whose goal is to continuously train the kids until they achieve black belt status and eventually receive college scholarships. In the long run, they may also train the next generation of kids from Right Start. The donation was used for training gear, uniforms, coach and trainer's allowances, tournament fees and promotional fees.

Initiatives for the Environment

Green Fund Project

Through the Green Fund Project, plastic waste finds new life as Robinsons Supermarket donated 1,500 desk chairs for the Pasong Tamo Elementary School. Each chair is made from 30 kilos of discarded plastics that could have otherwise ended up in landfills or clogged sewers. The project was conducted in coordination with the Local Government of Quezon City and the city's Environmental Protection and Waste Management Department. Robinsons Supermarket plans to continue the project, targeting a total of 11,000 school chairs to be donated to various public schools in Quezon City.



Brigada Eskwela

As part of its annual commitment to assist school children, True Value once again participated in Brigada Eskwela, a collaborative endeavour with the Ateneo Center for Educational Development. The project is part of the Department of Education Division of Quezon City's school maintenance and rehabilitation initiatives to assist public schools within its jurisdiction. True Value donated cans of environment-friendly unleaded paint, paint brushes, rollers, and cleaning supplies including local broomsticks, dust pans, mops, trash cans and flashlights to recipient schools in Quezon City.



Marikina River Cleanup Drive

True Value donated cleaning materials and equipment to the Marikina City Environmental Management Office and Barangay Tumana, Marikina City for the Marikina River Cleanup Drive. The donation was made in celebration of United Nations World Water Day and Bless The Water, a global initiative which honors water as the "the sacred life source."



FINANCIAL STATEMENTS



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CORPORATE DIRECTORY

CORPORATE HEAD OFFICE

Robinsons Retail Holdings, Inc.

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INDEPENDENT PUBLIC ACCOUNTANTS

Sycip, Gorres, Velayo & Co.

Certified Public Accountants

SGV Building, 6760 Ayala Avenue, Makati City, Philippines

COMMON STOCK

(Stock symbol: RRHI)

Listed on the Philippine Stock Exchange, Inc.

3rd Floor Philippine Stock Exchange, Ayala Triangle, Ayala Avenue, Makati City, Philippines

STOCK TRANSFER AND DIVIDEND PAYING AGENT

Rizal Commercial Banking Corporation

Ground Floor, West Wing

221 GPL (Grepalife) Building, Sen. Gil Puyat Avenue, Makati City, Philippines

