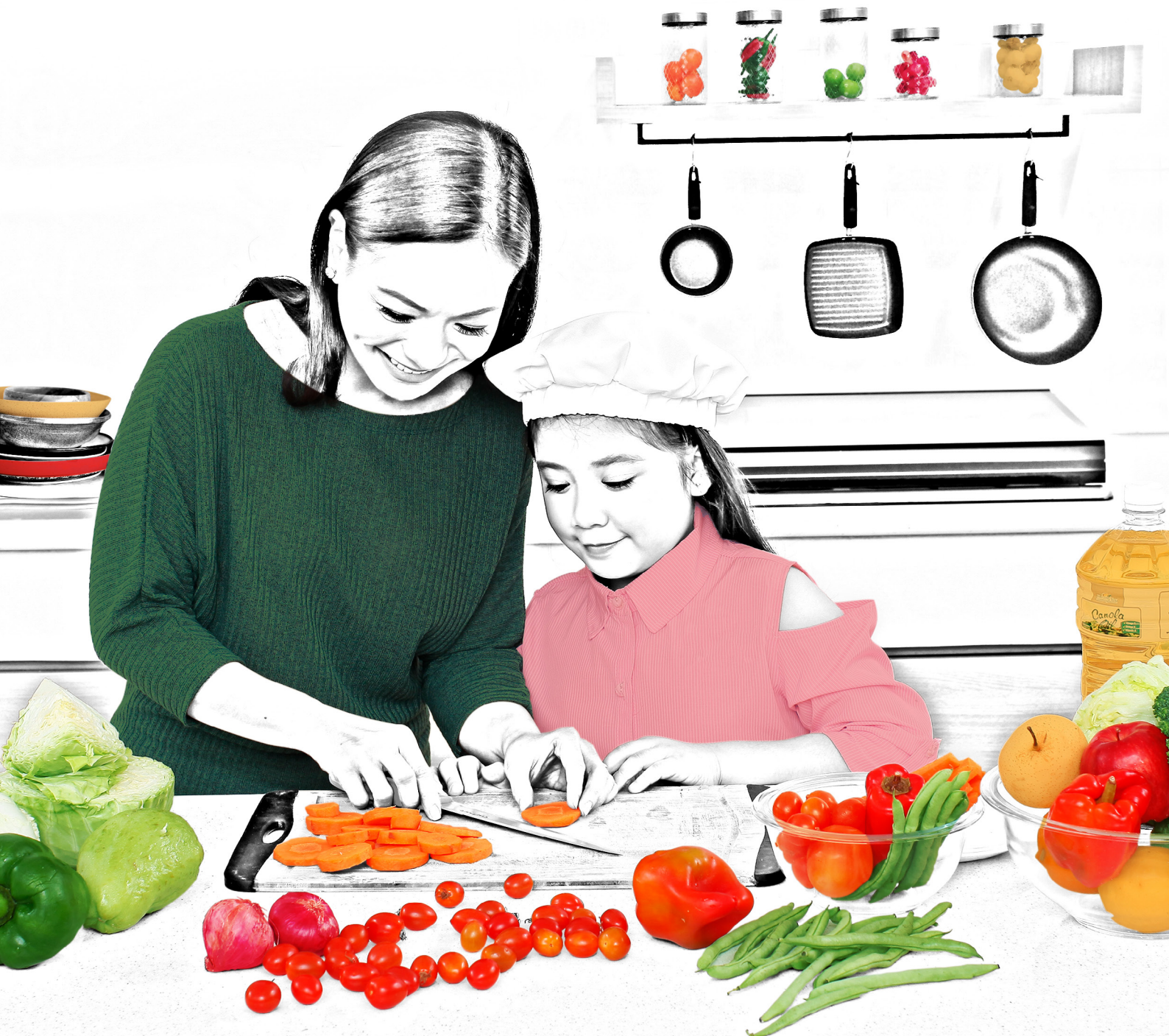


Better Lives through Better Choices



Robinsons Retail Holdings, Inc.

VISION 102-16

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 and customer-centric retailer of choice that provides delightful shopping experiences to every Filipino.



About the Cover

Our 2018 Sustainability Report was conceptualized as a platform for Robinsons Retail to communicate how we add value and delight to families across the country. The “Better Lives through Better Choices” cover portrays a typical scene in Filipino homes with products from our stores. From our varied retail formats to a multitude of product options, and by striving to consistently deliver excellent customer service, we aim to positively impact lives as one of the largest players in the Philippine retail sector.

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About the Report

102-50, 102-51, 102-52, 102-53, 102-54

Better Lives through Better Choices

is the second annual Sustainability Report of Robinsons Retail Holdings, Inc. It highlights our economic, environmental and social performance from January 1 to December 31, 2018.

This report details how the company enriches lives by providing customers with a wide array of choices—from the way they shop to a broad range of brands at different price points, to healthy and environmentally friendly alternatives.

This edition, moreover, builds on the work of our maiden 2017 report by showing how we consistently endeavor to go beyond the sale of merchandise to create value-generating retail spaces that improve lives. This year's theme is discussed in tandem with the promotion of ethical business practices and environmental conservation throughout the publication.

This report has been prepared in accordance with the GRI Standards: Core option. The complete list of material topics and its boundaries are presented in pages 87-88. The GRI Content Index is on pages 99-103.

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About Us

102-1, 102-2, 102-3, 102-4, 102-6, 102-7

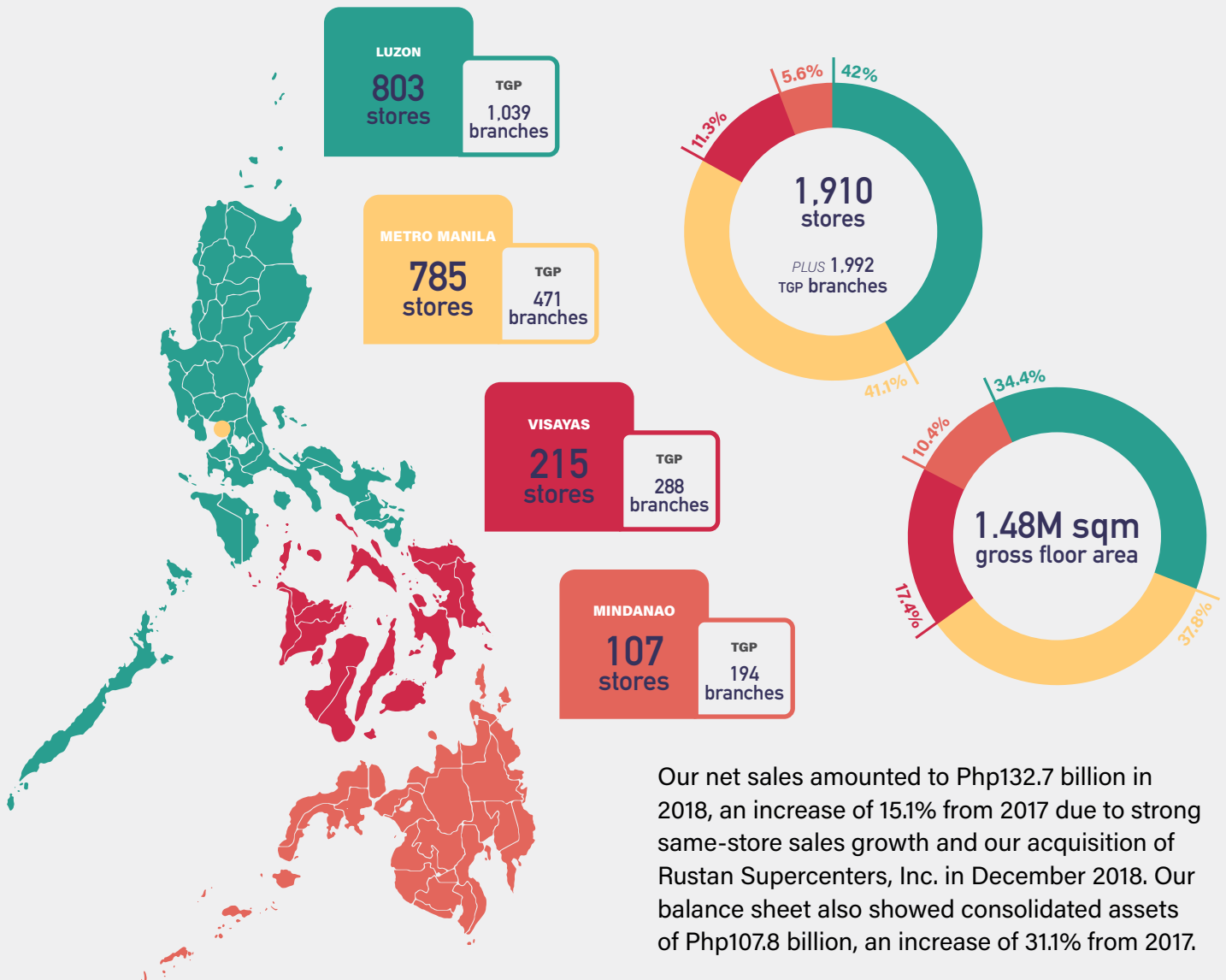
Robinsons Retail Holdings, Inc. (RRHI) is one of the country's largest multi-format retailers with a diverse portfolio of local and international brands.

We run 11 business formats in the following retail categories: Supermarket, Department Store, Do-It-Yourself, Drugstore, Convenience Store, Appliance Store, Toys, Mass Merchandise, Beauty, Fashion, and Pets.

Our ambition is to empower Philippine consumers to shop better and live wisely by providing them with smarter shopping choices.

We champion products that promote health and well-being and seek to minimize negative social and environmental impacts. We also seek to usher in the growth of untapped markets by creating retail centers that inspire responsible business thinking.

RRHI's business headquarters is located at 110 E. Rodriguez Jr. Avenue, Bagumbayan, Quezon City, Philippines. As of 2018, we provide work to over 21,000 employees in 1,910 stores and 1,992 franchised outlets of TGP (The Generics Pharmacy) nationwide.



Our net sales amounted to Php132.7 billion in 2018, an increase of 15.1% from 2017 due to strong same-store sales growth and our acquisition of Rustan Supercenters, Inc. in December 2018. Our balance sheet also showed consolidated assets of Php107.8 billion, an increase of 31.1% from 2017.

Our Major Business Formats

102-45

Our 11 business formats have a rich variety of brands that cater to different market segments. We continuously review our portfolio and improve the diversity of our offerings to serve our customers better.

Supermarkets 252 STORES

Robinsons Supermarket, Robinsons Easymart, Robinsons Selections, Jaynith's Supermart, The Marketplace, Rustan's Supermarket, Shopwise, Shopwise Express, Wellcome

Robinsons Supermarket is the third largest food retail chain in the country. We focus on healthy and nutritious products alongside a wide assortment of goods and merchandise. Through the company's acquisition of the Rustan Supercenters, Inc. in 2018, we are able to further expand our portfolio to include Rustan's Supermarket and The Marketplace. Rustan's provides gourmet choices for customers seeking a sophisticated shopping experience. We cater to our customers' varied preferences through our diverse product mix, competitive prices, and responsive customer channels.



Department stores 52 STORES

Robinsons Department Store is a legacy brand of RRHI which has spanned through generations. We are proud of our wide selection of local and international products and superior customer service. Our advanced customer analytics tool allows us to customize our services based on our customers' needs and wants.



This section excludes the profile of Costa Coffee and its store count of 18 branches, which were closed in 2019.

Do-It-Yourself stores 210 STORES

Handyman, True Value, Robinsons Builders, Home Plus

Handyman specializes in hardware and home improvement. True Value, meanwhile, is the first retail hardware outlet to incorporate lifestyle shopping in the Philippines. On the other hand, Robinsons Builders and De Oro Home Plus aim to be the preferred big-box hardware stores for home builders and contractors alike.

HANDYMAN Shop Best

True Value

 **ROBINSONS BUILDERS**

**TRUE
HOME**
BY True Value

De Oro Pacific
**HOME
PLUS**

Drugstores 2,502 STORES

510 *Southstar Drug*, 1,992 *TGP*

Southstar Drug is a leading drugstore chain known for delivering quality branded products and enriching relationships with stakeholders. TGP, meanwhile, is every Filipino's partner in achieving a healthy and productive life. TGP (The Generics Pharmacy), meanwhile, provides quality but more affordable generic medicines, allowing more Filipinos to lead longer, healthier lives. TGP also promotes an inclusive business model, which includes the opening of TGP franchises and budding entrepreneurs.

southstar drug ⁺

TGP ⁺

THE GENERICS PHARMACY

Convenience stores 499 STORES

Ministop offers quick and reliable service to customers with fast-paced lifestyles. Our stores are conveniently located in key business districts and urban residences, providing customers with good food at relatively more affordable price points, and easy access essential merchandise. As a franchise business, Ministop partners with experienced and budding entrepreneurs, guiding them through rigorous but rewarding process of operating their own businesses.

 **MINISTOP** 

This section excludes the profile of Costa Coffee and its store count of 18 branches, which were closed in 2019.

Electronics and Appliances 132 STORES

Robinsons Appliances, Savers Appliances

Robinsons Appliances is strategically positioned to address the appliance and consumer electronics needs of the Filipino market. Savers, on the other hand, is a total business provider focused on corporate and business-to-business appliance segments.



Toys 91 STORES

Toys R Us, under our franchise agreement with Toys R Us Asia, continues to provide the best range of toys and educational products to every Filipino child. We strongly value the holistic growth of every child by inspiring their imagination and creativity by encouraging them to be healthy, active, and forward-thinking.



Mass Merchandise 89 STORES

Daiso Japan, Arcova

Daiso Japan offers variety, quality, and uniqueness and has made a name in the country for being a hub for functionality and clever design. The RRHI is a franchise holder of Daiso Industries Co. Ltd. of Japan. Arcova, on the other hand, is known for providing quality and authentic Korean-designed lifestyle products. RRHI has brought Arcova to the Philippines through a franchise license agreement with Arcova International Co., Ltd. Both brands offer a broad range of products at affordable price points.



This section excludes the profile of Costa Coffee and its store count of 18 branches, which were closed in 2019.

Fashion 40 STORES

Topshop, Topman, Dorothy Perkins, Miss Selfridge, Burton Menswear London, Warehouse

Robinsons Specialty Stores, Inc. brings some of the best and trendiest global fashion labels to the Philippines. We are the exclusive Philippine franchisee of such UK fashion houses and names, such as Topshop, Topman, Dorothy Perkins, Miss Selfridge, Burton Menswear London, and Warehouse.

T O P S H O P
T O P M A N

Miss Selfridge

[W A R E H O U S E]

BURTON
M E N S W E A R
L O N D O N

DOROTHY PERKINS

Beauty 35 STORES

Chic Centre Corporation, Shiseido, Benefit, Elizabeth Arden, Club Clio

We are resellers of major international beauty brands such as Shiseido, Benefit Cosmetics, Elizabeth Arden, and Club Clio. Our Chic Centre Corporation offers products under the brand names Bobbie and Chic that cater to the working professional and teenage markets, respectively.

 *Chic* CENTRE CORPORATION

SHISEIDO

CLUBCLIO

benefit
SAN FRANCISCO

Elizabeth Arden
NEW YORK

Pets 1 STORE

Singapore-based Pet Lovers Centre (PLC) made its debut in the Philippines through a franchise license agreement with Robinsons Retail Holdings, Inc. With the tagline "All Pets, All Passion," we bring PLC's advocacy of responsible pet ownership and greater awareness in pet care to the Philippine market.

 **Pet
Lovers
Centre**
Pet Care Since 1973
All Passion. All Pets™

This section excludes the profile of Costa Coffee and its store count of 18 branches, which were closed in 2019.

Message from the President and CEO

102-14



The journey towards Sustainability is one that we believe is inevitable for all companies.

Around the world and among our direct stakeholders, we are seeing increased engagement surrounding salient and urgent issues, such as climate change and the conduct of ethical business. The rise of sustainability draws a more scrutinizing lens upon industries, from the consumption of resources to our treatment of people, and it is a lens that requires companies to first reflect upon their practices and measure their impacts beyond business as usual.

We applied this very lens upon ourselves at Robinsons Retail. We understand that regardless of the inevitability, sustainability is a journey we embrace to continuously deliver to the Filipino market and remain one of the leading players in retail. We are glad to publish our 2018 Sustainability Report with confidence that it would address the needs of our stakeholders for information in crafting an authentic and holistic view of our company.

Sustainable Expansion and Growth

Through the years, we have created shared value in society through business strategies that focus on growth and enriching the lives of people as we expand across the nation. With this mindset, we view sustainability as a dynamic process of ethically thriving as a corporation through countless collaborations, and we offer Robinsons Retail as a platform for the vital exchange of not only goods, but ideals and common goals.

It is in this drive of cooperation that we also offer our latest sustainability report to the public. This publication serves as a guidepost of our progress towards sustainability. It is guided by our five-pillar approach to growth, namely Data, Digitalization, Distribution, Disciplined Expansion and Development of People, where Sustainability is embedded through various touchpoints of our business.

Sustainability in RRHI is informed by the insights of our customers, employees, suppliers, merchants, franchisees, and investors. It also aims to depict where we truly are in our progress toward sustainability, covering not only our accomplishments but also the challenges we face.

Our Approach to Sustainability

Robinsons Retail's sustainability programs are meant to grow our company in a way that is responsive to our communities. They are underpinned and driven by three enablers: robust business integrity, sound resource management, and strategic and inclusive community programs.

These shared-value channels allow us to operate under ethical business principles while we provide a wide and diverse array of quality products and services to our customers. These principles allow us to extend greater opportunities to our suppliers and partner entrepreneurs. They also push us to not only create more jobs, but to also improve the quality of jobs that we provide so they truly have an impact on people's lives.

We view our growing economic value both as a responsibility and opportunity to contribute to our country's sustainable growth. Alongside profit and



financial targets, we also develop programs that find connections between our businesses and the SDGs or the Global Goals toward sustainable development.

For example, we are actively supporting SDG 2 which seeks to change the global food and agriculture system to eradicate hunger. Through Robinsons Supermarket, we were the first to launch the *Presyong Risonable Dapat* Program with the Department of Trade and Industry on December 9, 2018, where we offered lower priced rice in our stores to allow wider access for basic consumer goods.

We also work with our vendors as partners for health and wellness to aid in curbing malnutrition among the youth through feeding programs in select schools nominated by local governments, with vegetables sourced from our supermarkets. As hunger is largely linked to economic barriers,

our expansion into second and third-tier cities also fosters job creation and support for livelihood, contributing to social mobility through the natural evolution of our business.

We have developed an employee base of over 21,000 individuals from various backgrounds and fields. Our supply chain likewise creates demand and access to locally produced products in the setting of modern retail, leading to a more vibrant culture of commerce within new domains in underserved markets.

Moreover, through our pharmacy business lines, we are directly supporting SDG 3 which seeks to ensure healthy lives and well-being for all. TGP (The Generics Pharmacy), with close to 2,000 branches nationwide and now one of the most expansive chains of community pharmacies in the Philippines, opens up greater access to affordable quality medicines.

TGP's franchise model also allows us to engage aspiring entrepreneurs to start their own small businesses. We believe in supporting our franchisees and growing the business with them as our partners. We do this through maintaining open channels of communication and conduct

regular conversations with our franchisees through *Kape at Kwentuhan* and the TGP Summit, where we share best practices on how to better deliver services to our customers.

Better Lives through Better Choices

The title and theme of our report describe our thrust to promote a healthy, balanced and productive life by providing our customers and partners with a wide array of alternatives and choices. This is our current strategy for introducing sustainability parameters into our profit strategy and operational processes.

For our customers, this is now evident in our growing number of brands, products, and services that offer quality at reasonable and inclusive price points. We make it a point to expand our presence across the country in a way that also benefits local communities.

As for our business partners and suppliers, we are even more inspired to grow in a way that directly translates to their own growth and success. We are entering into more deals with distributors who work with smallholder farmers and other small enterprises to extend the benefits of economic growth to the people who need them most.





What's In Store

In the next few years, we aim to continue embedding more sustainability metrics into our daily operations in order to create greater shared values to our key stakeholder groups. Based on the findings of this report, we will also conduct further analysis to determine the aspects of our business that need more attention, especially those affecting governance, the environment, and the communities where we operate.

Guided by our sustainability framework, we will continue to strengthen our business integrity, resource management processes, and relationships with our local communities to achieve holistic growth. Our goal is to empower more customers through better choices, provide decent work to more employees, and open up more economic opportunities for more partners.

In our strategic planning sessions in 2019, we reflected upon and rewrote our vision for Robinsons Retail to “We enrich the lives of every Filipino with trusted products and solutions that bring them joy.” Embedded in this vision is the spirit of Sustainability in what we do and what we can do further, and we will continue to learn and adapt in our efforts and disclosures, so we may maintain the trust that we have cultivated with our stakeholders in almost four decades of serving the Filipino people.

Robina Gokongwei-Pe
President and CEO

Contributions to the Sustainable Development Goals

Sustainable development is a development that meets the needs of the present without compromising the ability of future generations to meet their own needs. To achieve sustainable development, the Sustainable Development Goals (SDGs) were crafted to serve as a blueprint to achieving a more inclusive, sustainable and resilient future. For more information on the SDGs, please visit the [United Nations website](#).

In line with our vision to enrich lives, we recognize that it is part of our responsibility to do our part in contributing to the SDGs. The wide variety of goods and services that we offer allow us to contribute to the SDGs while ensuring that our initiatives are aligned with our core business.

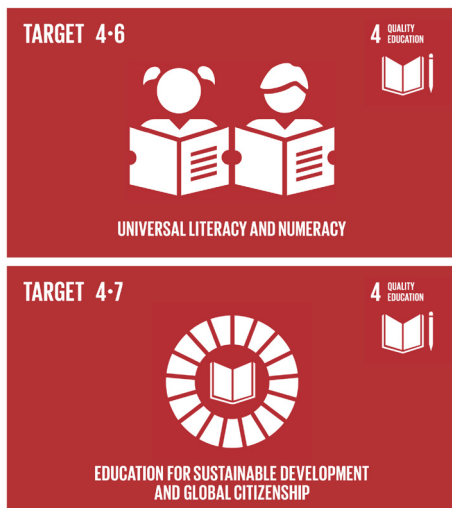


Through our supermarkets' initiatives such as *Presyong Palengke* and *Presyong Risonable Dapat*, we provide more accessible prices to basic commodities.



Through our pharmacy business line, we make affordable medicines more accessible to our customers. We also support and empower patients through our various community outreach programs.





Through our various community programs, we are able to give scholarships, help build classrooms, and support sports development.



We are compliant with labor laws and provide a safe, secure, and equitable working environment for men and women while also sourcing our goods locally to support SMEs.



We are mindful of wastes generated, especially food losses, in our business and place measures to better manage them.

Performance Highlights

We are heartened to note that our initial efforts at integrating sustainability into our operational processes are already being recognized by various groups.

Most recently, the Philippine Retailers Association (PRA) and the Department of Trade and Industry (DTI) recognized Robinsons Supermarket as Supermarket of the Year at the 21st Outstanding Filipino Retailers and Shopping Centers of the Year Awards. This prize honors the best supermarket in 2019 in terms of excellent business practices.

The PRA and DTI likewise recognized Robinsons Selections and Robinsons Easymart as finalists for Most Promising Retailer. Robinsons Supermarket's *I Love Wellness* and *Island Favorites* were finalists under Outstanding Visual Merchandising category. Robinsons Department Store's *Curated Home* was also a finalist for the Outstanding Marketing Campaign Award, while De Oro Pacific Home Plus was a finalist for Regional Retailer of the Year – Mindanao.



**Customer empowerment through
diverse and quality products**

over 1.5 million
active SKUs¹ as of June 2019

80% LESS EXPENSIVE
generic medicines from TGP

Average savings on Commodities through the *Presyong Risonable Dapat* program with Robinsons Supermarket and DTI

25%-35% SAVINGS
on well-milled rice

18% SAVINGS
on brown sugar

19% SAVINGS
on refined sugar

¹ The stock keeping unit (SKU) is a unique merchandise identifier used in inventory management. The SKU refers to the item type which distinguishes it from other item types.



Economic opportunities to suppliers and entrepreneurs

around 2,200

franchised stores of TGP and Ministop branches nationwide

567

Ministop and TGP franchisees



Employment opportunities

21,117

total direct employees

14,340

indirect jobs supported

1:2

male:female ratio

35,232

training hours



Business integrity

0

material non-compliances



Resource management

5% DECREASE

in electricity intensity

2% DECREASE

in water consumption

4% DECREASE

in fuel consumption

15% DECREASE

in water intensity



Community programs

26,000

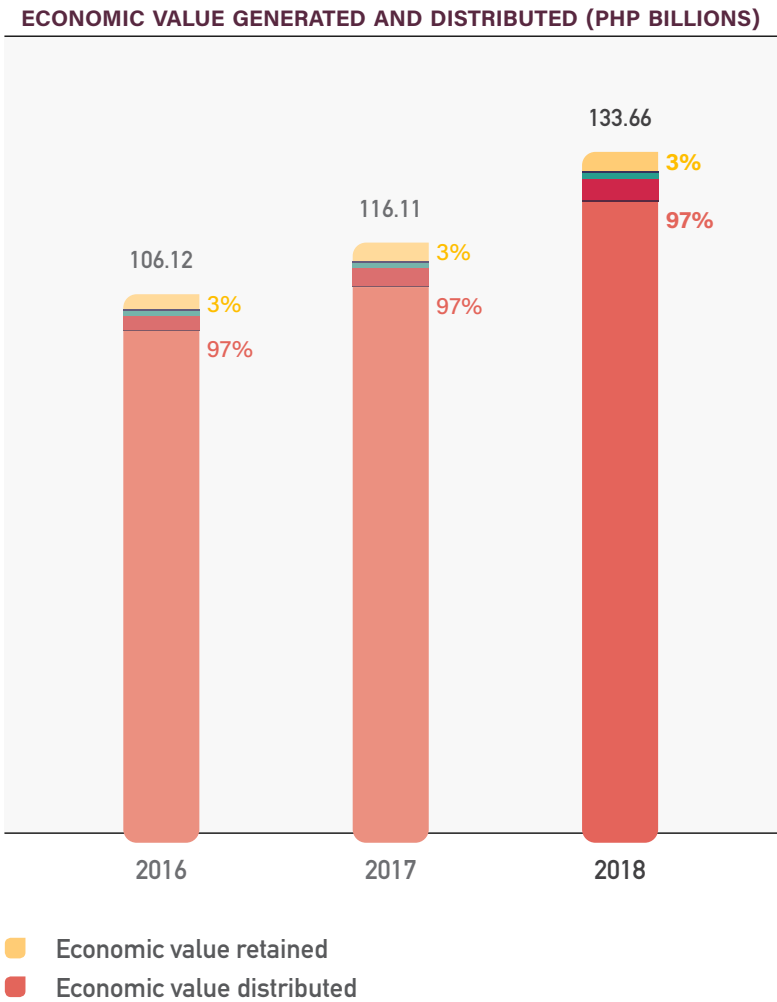
beneficiaries

Economic Value Generated and Distributed

201-1

The economic value that we generated continues to rise year-on-year, reaching a double-digit increase in 2018. This is driven by a strong 5.9% same store sales growth (SSSG); the contribution of 104 new stores; and the consolidation of one-month sales of the 88 stores of Rustan Supercenters, Inc.

We see our economic value as a responsibility and opportunity to contribute to inclusive national growth. Even as the economic value that we generated increased year-on-year since 2016, we have consistently distributed 97% of this value to society, amounting to Php129 billion in 2018. This is in the form of employee salaries, payment to suppliers, government, taxes, contributions to various communities, and even discounts to our seniors and persons with disabilities.





Sustainability Framework

Value creation for stakeholders

Enablers



**BUSINESS
INTEGRITY**



**RESOURCE
MANAGEMENT**



**COMMUNITY
PROGRAMS**



**Product diversity
for customers**



**Economic
opportunities for
suppliers and
entrepreneurs**



**Employment
opportunities**

Better Lives Through Better Choices

We are a broad retail company that widens access to products that people need—from food, clothing, medicines, to tools, hardware, construction materials, personal hygiene, home and kitchen appliances, gadgets, educational toys, cosmetics and others.

While our narrative is largely focused on product excellence and diversity to enrich the lives of our customers, we also devote a good amount of discussion on our partners—how partnering with RRHI also leads to better lives. For our suppliers and merchants, this translates to more economic opportunities. For our employees, this is a place where they could find meaningful, decent, and stable work.

All these we do with integrity, ethics and a strong sense of responsibility to our host communities and physical environment.



Incorporating our Five-Pillar Approach to Sustainability

As we maintain robust same store sales growth, we also seek to raise our topline parallel with the growth rates of retail businesses in emerging markets. To achieve these goals, our strategic approach is supported and guided by five pillars, each with corresponding sustainability parameters to ensure that we achieve holistic growth.

Data

We rely on data analytics to improve our services. For our customers, we use research and analytics to improve our offerings. For our suppliers, we provide valuable analysis on their business performance. On the sustainability front, this pillar translates to a better understanding of inclusive business models and the needs of our customers.

Digitalization

In parallel with the growth of our brick and mortar stores, we also give considerable focus on emerging digital retail platforms. On top of partnering with leading ecommerce service providers, we are also harnessing technology to ease daily operations for our partners, especially those with small businesses that engage clients and suppliers across various industries.

Disciplined Expansion

We endeavor to expand while improving our merchandise mix and diversity of options, even as we stay mindful of our environmental impact and responsibility for inclusive growth. We minimize our impacts through various programs related to the use of energy, water, plastics, and raw resources.

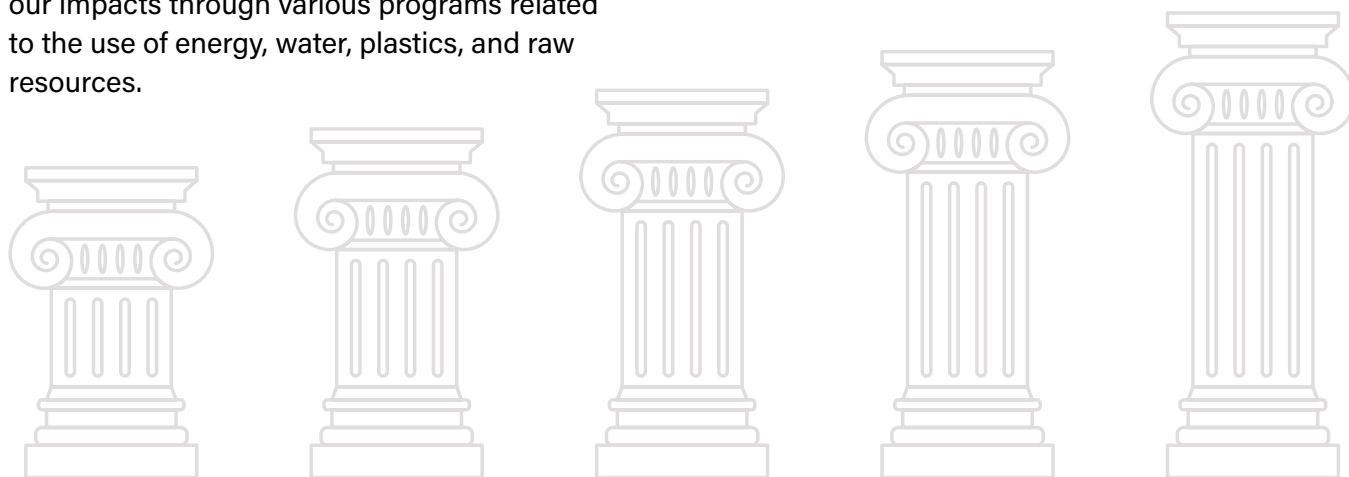
Our expansion carries a corresponding growth in the number of our programs on local sourcing, franchising, support of small enterprises, and support for marginalized communities.

Distribution

As we expand our reach, we update and improve our supply chain system. We also aim to continue finding ways to cascade the benefits of growth to our suppliers, merchants, and partners. This is realized by strengthening our franchise model and reach, as well as increasing the efficiency of our distribution and logistics system.

Development of People

We nurture a work environment that supports the growth of our employees. We maximize our people's potential for success by strengthening the prevailing culture of mutual respect and collaboration in our workplace. This has resulted to the continued growth of our workforce and the number of employees who have been promoted.



Materiality

102-46, 102-47

We belong to retail, one of the most important sectors of the Philippine economy as it serves as a key interface between producers and consumers.

As one of the largest multi-format retailers in the country, we at RRHI recognize our key role in promoting sustainable development. This especially rings true for our impacts on supplier practices, employee welfare, and consumer health and well-being.

We generated our material topics by probing the impacts of our business units along our key business activities – from product sourcing to empowering our employees and customers, to giving access to quality goods. These topics were validated through workshops with key people from our business units and stakeholder groups.

The material topics and our management approaches identified here will serve as guideposts for regular monitoring and evaluation. These will determine how we can better navigate complex sustainability challenges and deliver greater value to society in the coming years.

Value creation for stakeholders

Product diversity for customers

- › Access to key consumer goods
- › Savings on key consumer goods

Economic opportunities for suppliers and entrepreneurs

- › Direct economic value distribution to suppliers
- › Jobs supported in the supply chain
- › Local sourcing
- › Impact to local business growth

Employment opportunities

- › Direct economic value distribution to employees
- › Total jobs supported directly in stores
- › Diversity and equal opportunity
- › Career development
- › Health and safety

Enablers

Business integrity

- › Direct economic value distribution to government
- › Compliance to regulations
- › Risk management

Resource management

- › Materials used
- › Energy consumption
- › Emissions
- › Water consumption
- › Effluents and waste generation

Community programs

- › Direct economic value distribution to communities
- › Community engagement

Stakeholder Engagement

A deeper knowledge of the concerns and needs of our stakeholders is crucial to our sustainability strategy and growth. That is why we promote dialogue with all our key stakeholder groups, especially our customers, employees, partners, and investors. To better understand their perspectives and manage expectations, we aim to continuously monitor the inputs of our stakeholders at various levels.

| 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 We exist for our customers. Their concerns, needs, and wants become integral to our operations and evolving business strategy. | <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 | 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, we carefully assess new locations and look into other sites outside Metro Manila. |
| Employees Our employees are our most valuable capital. They drive our operations and growth and represent the company in engaging customers. | <ul style="list-style-type: none"> › Various engagement activities › Employee engagement survey | <ul style="list-style-type: none"> › Wages and benefits › Leadership › Career development | 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. |

| 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 |
|--|--|---|--|
| Suppliers and Franchisees They 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 | <ul style="list-style-type: none"> › Engagement through the operations manager and the buyers | <ul style="list-style-type: none"> › Procurement terms › Payment schedule › Availability of stocks for fast moving SKUs | 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 As part owners of the company, our investors have a role in setting our direction based on their financial and non-financial expectations from our performance. | <ul style="list-style-type: none"> › Ad hoc, monthly, quarterly conference calls and face-to-face meetings with our investor relations team and senior management | <ul style="list-style-type: none"> › Integration and alignment of business strategy with key SDGs › Communication on plans, actions, and impacts on environmental, social, and governance (ESG) topics and how these affect brand and reputation › Transparency, direction, and clarity on financial targets and long-term value on sustainability | We publish annual reports that show our financial performance and other transactions. Recently, we will also be publishing sustainability reports that will show how we contribute to the SDGs and our performance on ESG and sustainability topics |

HANDYMAN

Your partner in
home improvements

HANDYMAN

MINISTOP



Robinsons Supermarket

HEALTHIER
DAYS START
HERE

Fresh
delicious
Tasty



True Value.

Value Creation to Stakeholders

Beyond commerce and the exchange of goods, we view our company as a conduit for communal and shared growth. For our customers, we offer a diverse span of alternatives, from healthy product choices to lower-priced labels for essential goods. For our partners, we offer transparency, ease of doing business, data support, and solid franchising models for new entrepreneurs. For our employees, we offer a nurturing work environment with genuine room for growth.

01

Product Diversity for Customers

Our purpose is to make a wide variety of quality products accessible to a broad consumer base.

Since opening our first department store in 1980 at Robinsons Place Manila, RRHI has sought to win consumers' trust by widening access to quality products across different price points.

Customer satisfaction and loyalty are the cornerstones of our growth. We view the sustainability process both as a challenge and an opportunity to equip our customers with better choices that can make life better for their families and communities.

Today, we continue to challenge ourselves to go beyond what is expected. We find new pathways to more products. We seek to offer goods that are the best in their class to serve a variety of lifestyles.



Guilt Free.
Sugar

Choices for a
Healthy Heart

Healthy You

Get
into the
Wellness
Habit



Product Diversity

To keep our stores sensitive to changing market demands, we take market research seriously as we seek to gain a solid grasp of what our customers need and want.

To ensure that our portfolio remains relevant to the needs of every market, the products on our shelves must be as diverse as our respective communities.

We maximize the potential of our business formats to provide a rich array of product choices for a broad range of customers. The composition of our formats today mirrors the varied array of offerings that RRHI seeks to provide as seen in the About Us section.

We respect the diversity of our customers. Our stores also respond to specific market demands and adjust what products to feature on our shelves accordingly. A prime example is that of our Robinsons Supermarket store in General Santos which is the first Halal certified modern supermarket in the country. Recognized by the City Economic Management and Cooperative Development Office (CEMCEDO) and the Indigenous



Cultural Communities Affairs Division (ICCAD) under the Local City Government of General Santos, it has specific halal lanes, refrigeration facilities, and POS.

As a broad retail-format company, we seek to empower customers by providing them a vast array of choices through our diverse range of quality products. As of 2018, we had a total stock of over 1.5 million Stock Keeping Units (SKUs) of products in our stores.



Product Pricing and Accessibility 203-2

We develop programs that make basic commodities more affordable to more consumers. We continue to open stores in previously unserved urban communities and emerging cities and municipalities, heightening our advocacy for quality affordable medicine, and expand the presence of modern retail across the country. .

Our stores are strategically located in various key centers across the country. Moreover, Ministop, including some Southstar Drug branches, are open to serve customers at all times, especially those in the Business Process Outsourcing (BPO) industry and other night-shift workers.

Supermarket: *Presyong Palengke*

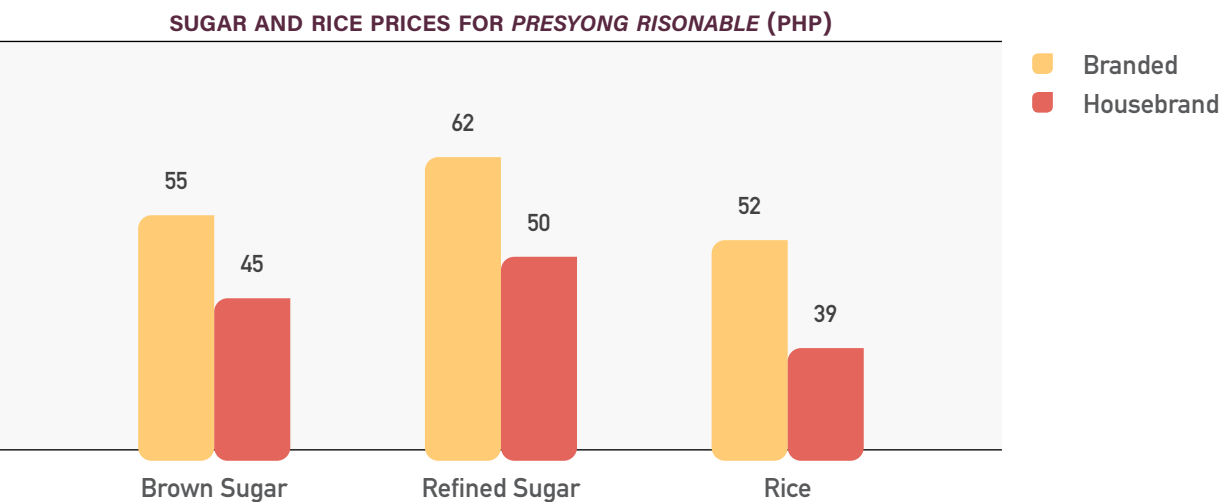
Our *Presyong Palengke*² initiative started in 2010. This program offers the amenities and convenience of Robinsons stores at low prices for 12 fruits and 12 vegetables by benchmarking their prices every week with those in wet markets.

Supermarket: *Presyong Risonable Dapat*

Robinsons Supermarket became the first retail partner of the DTI through *Presyong Risonable Dapat*³. The program was launched on December 9, 2018 at Robinsons Supermarket in Robinsons Galleria.

The program makes quality rice and sugar accessible to more consumers. Well-milled rice is offered at a significantly lower price of Php34.00 to Php39.00 per kilogram compared to the average market price of regular rice at Php52.00 per kilogram.

Meanwhile, refined sugar is priced at Php50.00 and brown sugar at Php45.00 per kilogram, significantly lower compared to their equivalent average market prices of Php62.00 and Php55.00, respectively.



² Literally means “market-priced” as prices of goods in wet markets are usually less expensive than in supermarkets

³ Literally means “should be reasonably priced” for more accessibility to lower income segments

TGP: Healthcare for All 203-2

Making healthcare accessible to everyone is our clear and unwavering focus at TGP.

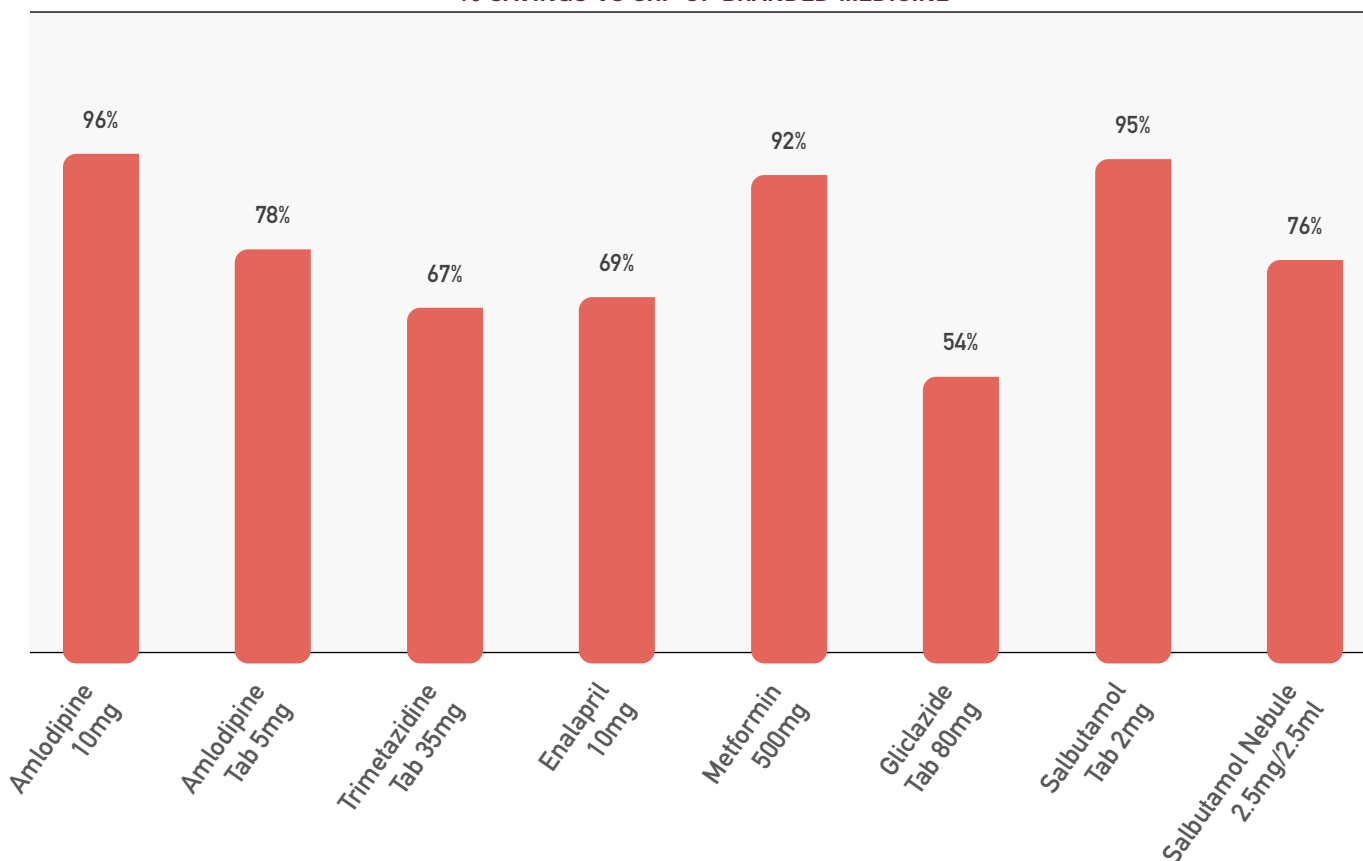
As the country's largest chain of community pharmacies, we take it as our responsibility to provide safe, affordable, and effective generic medicine. TGP generic housebrands are available at rates 50% to 96% lower than their branded counterparts.

Our stores are strategically located in low-income communities with high foot traffic as we seek to improve the health condition of households belonging to the C, D, and E economic class groups.

Since TGP first opened in 2001 and started franchising in 2007, our shared value proposition continues to win more customers and partners year-on-year.



% SAVINGS VS SRP OF BRANDED MEDICINE



Ministop: Innovating to Meet Everyday Needs

Many young professionals and students have limited dining choices outside the home. In high-end commercial and business districts, in particular, street-food outlets and eateries are few and far between.

In response, Ministop mini-grocery stores have introduced a top of the line but reasonably priced bestseller called Uncle John's Fried Chicken. This now popular recipe comes in larger portions and is served freshly cooked in our in-store kitchen facilities.

Beyond our food line, Ministop is essentially a mini-grocery that offers a wide range of merchandise for customers' convenience. We strive to make our price points more affordable in our Ready-to-Eat section and offer a good selection of personal care products, school and office supplies, snacks, beverages, and many more.



GrowSari + Robinsons = Inclusive Business Growth 203-2

In September 2018, Robinsons Supermarket invested in GrowSari Inc., a homegrown start-up that delivers grocery supplies to *sari-sari* store (neighborhood sundry stores) owners through a mobile app.

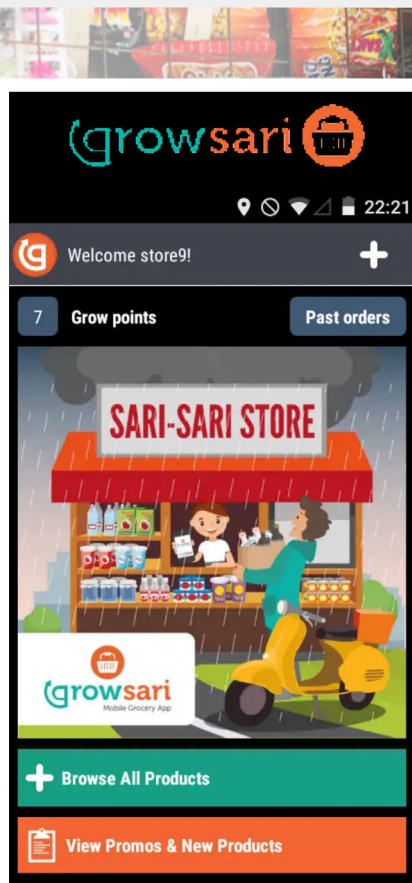
This enables *sari-sari* store owners to double their earnings as the app connects them directly to manufacturers or large wholesalers.

Users simply need to go online to order the items they need, which will then be delivered to their stores the next day. This saves them time and

energy, as they no longer need to go to supermarkets, or transact with various middlemen, to replenish their supplies.

GrowSari's tech infrastructure is all developed in-house, from call center operations to warehouse management, delivery fleet management, customer relationship management, to data analytics.

Through this joint partnership, Robinsons Supermarket promotes inclusive businesses that put micro and small enterprises at the heart of their business models.



Product Quality, Health and Safety 416-1, 417-1

We ensure that our customers always receive products of good quality. We are meticulous with quality—from our selection of suppliers to proper transportation and handling to storage and product display.

We use the “First In, First Out” inventory method, especially for fast-selling goods, to ensure that no expired goods are sold to our customers. We follow all possible measures to minimize customer returns and product recalls.

Strict Requirements For Food, Drug, and Cosmetic Lines

Our supermarkets ensure that the food products we offer our customers are compliant to all relevant national regulations. Aside from the National Meat Inspection Service (NMIS) and Hazard Analysis and Critical Control Points certifications, we also engage vendors who have organic certification from Organic Certification Center the Philippines (OCCP) and Good Agricultural Practices (GAP) Certification from products by the Bureau of Agricultural and Fisheries Products Standards (BAFPS). The GAP Certification process is a meticulous audit of multiple aspects of farming, from the history of the farm site, the quality of the soil, farming practices, health and hygiene of farmers, and other factors.

Our drugstores guarantee safety at all times. At TGP, we follow an adverse event reporting protocol that resolves any issues within 48 hours. At Southstar Drug, we follow a similarly strict monitoring process of expiration dates and product condition, as well as correct product dispensing.

Chic Center’s Cosmetic Division, moreover, duly follows the laws and regulations of the Food & Drug Administration (FDA) of the Department of Health (DOH).

At Ministop, we conduct a regular potability test of drinking water and have started to offer more nutritious food choices, such as salad options, in some stores.

Certified Safe Toys

We guarantee that not a single toy marketed by Toys R Us will put a child or a family member at risk. All our toys comply with the Philippine National Standards (PNS) for Safety of Toys and carry a Certificate of Conformity (COC). Also, all our distributors and manufacturers must have a valid License to Operate (LTO) from the Department of Health (DOH) at all times. All toys are tested for physical and mechanical safety, flammability, electrical safety, and proper age warning labeling.





The Supermarket for Health and Wellness

Robinsons Supermarket is the country's first major retailer anchored on health and wellness.

Since opening our first store in 1985, we have sought to influence our consumers to embrace wellness through healthy and nutritious food choices.

All Robinsons Supermarkets have health and wellness sections, prominently located by the entrance of our stores. We are also implementing "I Love Wellness," a nutrition label program with the Food and Nutrition Research Institute (FNRI).

This program labels products to highlight healthier choices. It assigns corresponding color labels to certified vegetables, such as organic or those that follow Good Agricultural Practices (GAP), and other special items, such as those grown using hydroponic and aeroponic techniques.

We have also started using eco-friendly packaging such as banana leaves, banana trunk, and pandan leaves in our supermarkets to reduce our consumption of plastic packaging.

Customer Satisfaction Programs

In order to serve our customers better, we launched the Robinsons Rewards Mobile App for iOS and Android devices. Through the mobile application, members are able to earn, monitor, and redeem points through their smartphones. Unlike the card-based membership, online registration is free and requires no renewal. In line with our efforts to improve our services, we take advantage of the Robinsons Rewards app and its rich resource of data to understand our customers better.

As we strive to go beyond customer expectations, RRHI's various business units have developed a host of innovative programs that put our customers' welfare first.

Robinsons Builders: **Enhancing Store Spaces for Customer Comfort**

The Robinsons Builders brand is all about updating physical spaces. We know that the physical layout and ambience greatly affect people's comfort when shopping. Thus, we regularly update our stores to improve the layout, enhance merchandise display, and enrich the overall customer experience.

We likewise introduced new payment options, such as 0% interest for installment payments and special rates for corporate accounts. We also have new services, such as visualization of 3D interior spaces with Robinsons Builder products through Design Center, and enhanced delivery services through Transportify.

To complete our rebranding initiative, we also conducted trainings for vendors, store officers, and frontline staff to enhance their product knowledge and service skills. We aim to rebrand all our stores by the end of 2019.

Toys R Us: Enlivening the Store Experience

As a brand that fosters learning through fun and play, Toys R Us is updating our in-store experience by encouraging greater customer engagement through our "Touch and Play" campaign. This program will enable customers to touch and play with more unboxed items. We are also updating our website to offer an online gift registry function and enable easier customer feedback. By 2020, we will be introducing a Click and Collect feature, as well as Chatbot, online for greater customer engagement.

Safety in Our Stores

All stores under the Robinsons Retail banner have the necessary safety signage, fire exits, and emergency plans to guide customers.

Our fashion and beauty teams at Robinsons Specialty Stores, Inc. (RSSI) are leading the way in disaster preparedness, as the company has a strong customer emergency plan and a trained emergency response team. RSSI teams regularly check the shop floors and back-of-house to detect possible customer hazards, such as trailing cables, uneven edges or broken surfaces, and loose mats and tiles. RSSI likewise designs its store layout to ensure sufficient clear space between furniture, fixtures, and fittings. This allows customers to move without strain or injury, and gives everyone ample room to evacuate quickly in case of an emergency.

Toys R Us similarly has the proper in-store signage and safety reminders and all store officers are trained on emergency readiness. For its part, Robinsons Builders introduced the Japanese 5S—Seiton, Seiri, Seiso, Shitsuke, and Seiketsu—principles in their operations to organize stores for safety, cleanliness, and maximum efficiency.

02

Economic Opportunities for Suppliers and Entrepreneurs

The success of our partners translates to our success so we nurture a culture of support and cooperation with all our suppliers.

In 2018, we distributed around Php124 billion of economic value to our suppliers. Our supply chain represents many retailers, ancillary businesses and various service providers who in turn provide businesses and employment to various other groups. We also manage the franchises of numerous Ministop and TGP stores across the country.

A study has shown that 79% of companies with high performing supply chains have revenue growth that is significantly above average compared to their peers.⁴ Moreover, the franchise industry continues to grow and now employs 1.2 million with revenues of Php1 trillion.⁵ These figures show that by managing our supply chain well, we will be able to grow our business and economic contribution to the country while ensuring that our customers get the best quality products.

⁴ Deloitte 2014. "Supply Chain Trends 2014." www2.deloitte.com

⁵ Lim, Janina. "PHL franchise industry seen to grow by 15-20% this year." BusinessWorld. 5 July 2018. www.bworldonline.com



Our Supply Chain 102-9

The products and services that our customers enjoy depend on our supply chain. We therefore seek to constantly assess the impact of each step in our supply chain so we can continue to deliver quality service.

We aim to forecast demand more accurately so we can maintain a just-in-time inventory system. This, in return, increases our supply efficiency as goods arrive only when they are needed. As such, our distribution centers follow a cross-docking system, where goods from suppliers are consolidated and sent to our stores in a strict, time-bound manner. This enables the faster delivery of products and reduces the unnecessary maintenance of stocks.



01 Sourcing and manufacturing

Ensuring that the materials we buy are of high standards and that our suppliers are strictly assessed and compliant with government regulations



02 Warehousing and logistics

Establishing an optimal and efficient system of receiving goods at our warehouses and delivering them to our retail stores. We employ a stock operation system equipped to handle high turnover and bulk items. We engage third-party providers to provide trucking and shipping services to ensure timely delivery



03 Marketing and consumption

Providing consumers with sufficient information regarding our products to help them make informed purchasing decisions



04 Disposal

Providing consumers with sufficient information regarding our products to help them make informed purchasing decisions

Supplier Accreditation and Portal System

Our supplier selection process is a critical aspect of our business. To guarantee that our suppliers meet our standards, we employ a comprehensive supplier accreditation system.

The process starts with an assessment of the product quality and marketability of merchandise from prospective partners. Suppliers that pass the assessment then submit the required government documents and undergo interviews to confirm their commitment to working with us.

Through the years, we have forged long-term partnerships with some trusted suppliers with whom we have grown our business. We make sure that all suppliers, big or small, are given opportunities to grow their business.

As support to our suppliers, we launched our supplier portal which aims to provide analysis on their products' performance. Data in the portal can be arranged in a per month, per year, per store and per item level of analysis. The portal can also show a vendor's best performing products.

Each format has dedicated distribution centers located across the country to support its expansion plans, allowing better control on stock availability and maintaining high service levels.

Moreover, Robinsons Supermarket moved to a mega Distribution Center in Sucat, Parañaque to ease logistics within its growing network of suppliers. The 4.6-hectare distribution center could support the volume of more than 250 stores as we continue organic expansion.

Sourcing from local small businesses 203-2

Robinsons Supermarket sources fresh produce from suppliers native to their respective province or region. We support many smallholder farmers and cooperatives. Out of the 2,300 suppliers for Robinsons Supermarket, around 52% are SMEs.

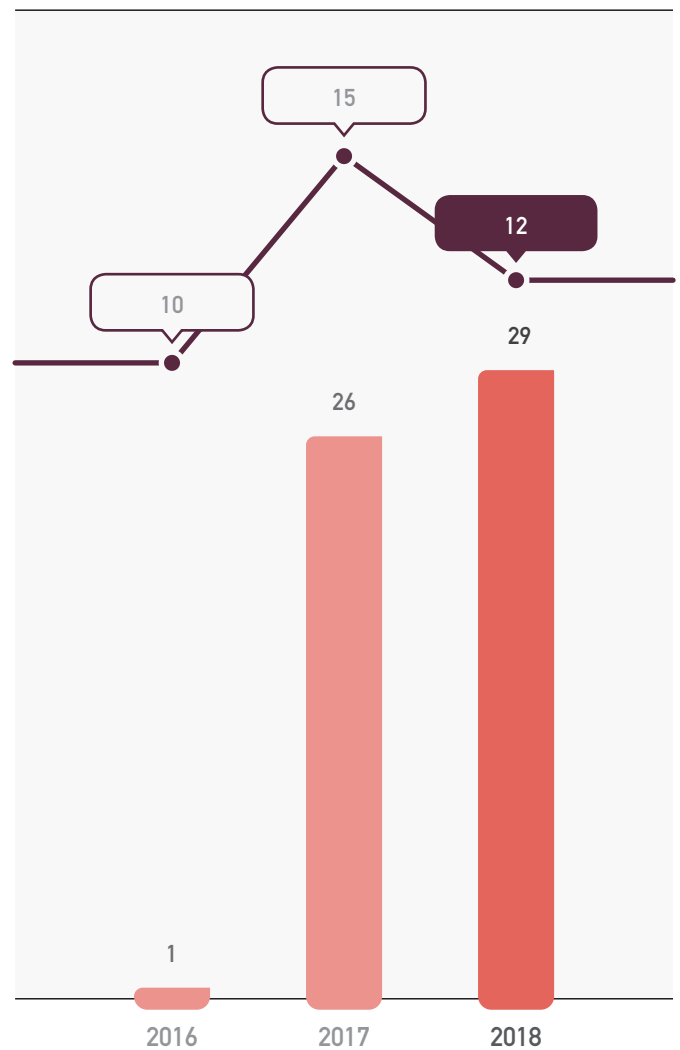
Around 52% of Robinsons Supermarket's suppliers are SMEs



Go Lokal!

In addition, Robinsons Department Store welcomes small enterprises through the DTI's Go Lokal program, which helps integrate small businesses into the mainstream retail environment. We provide marketing assistance to participating small enterprises, such as assisted visual display, planogram, and social media exposure.

SMEs SUPPORTED THROUGH THE GOLOKAL! PROGRAM



- Spending on SMEs (Php millions)
- No. of SMEs supported

Farm to Table: Integrating small farmers into the supply chain

In a bid to create a sustainable agri-retail chain, Rustan Supercenters, Inc. has started to dream bigger by going smaller. Through Rustan's partnership with the San Luis Farmers' Association (SLFA), 55 small-hold farmers from nine barangays in San Luis, Batangas are now able to sell their produce directly to Rustan's large customer base. This is the first partnership the association has forged with a supermarket in the country.

Called The Farm to Table Project, it is bringing fair-market deals to farmers who used to rely solely on wet markets and various middlemen. "Aside from linking the farmers directly to a bigger market, the project also guarantees stable farm gate prices," said Roberto Cuasay, President of SLFA.

A farmer himself, Mr. Cuasay says the project is empowering his fellow farmers in many ways. First, they are treated fairly. Second, the program is transparent and regards small farmers as business partners. Third, the stable demand, which reaches two to three tonnes daily,

and the high quality requirements of Rustan Supercenters has inspired and empowered the group to produce more and better-quality vegetables.

On top of these benefits, the project also enjoys the support of the local government of San Luis. The local government unit has pitched in to build the capacities of the farmers to innovate, ensure soil health, and help achieve food security in their municipality.

"One of their biggest hurdles was transporting their goods, so the local government unit provided this without additional costs to the farmers," said Rinkoh Hernandez, San Luis local government unit's agriculturist. "We also introduced best practices from abroad and shared lessons with each other, so we're able to grow a shared pool of knowledge," he added.

To date, 20 SLFA farmers are now on their way to becoming certified by the Good Agricultural Practices (GAP) arm of the Department of Agriculture, an ambition the other farmers are emulating.

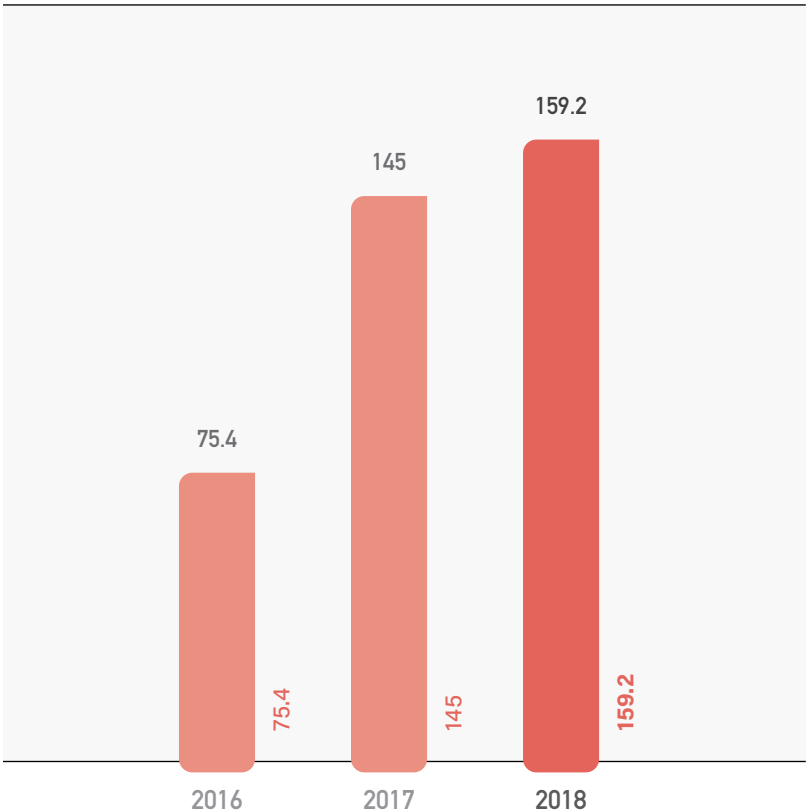
This is bayanihan in farming at work, creating a strong sense of community through a truly collaborative multi-sectoral approach.

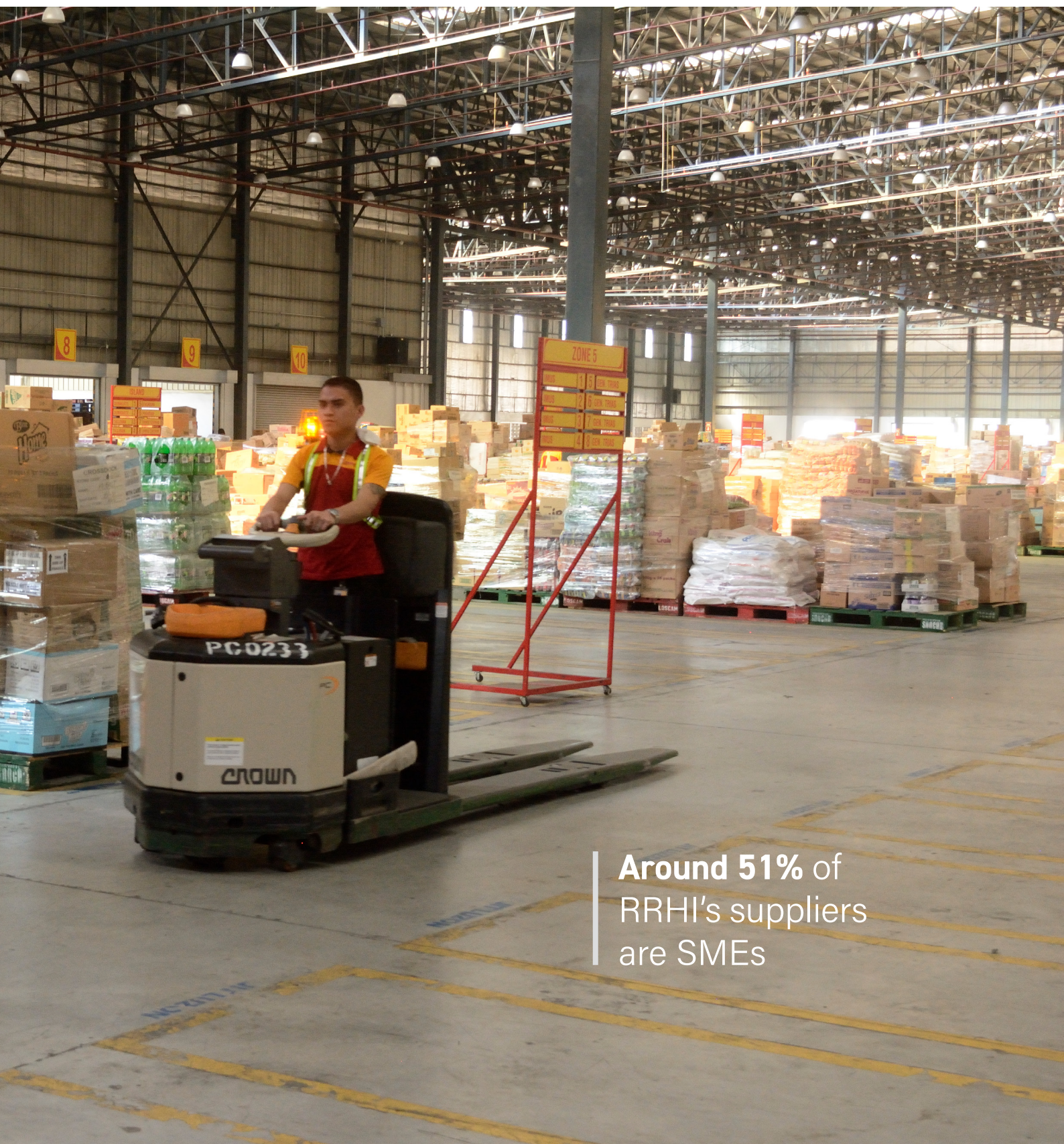


55 small-hold farmers
sell their produce
directly to Rustan's

In 2018, we opened 104 net new stores. As we expand our network, our distribution system also becomes more complex. In line with our strategic thrust on distribution, we continuously improve our system to ensure seamless connectivity between our distribution center and our store network. Along with this growth, we also aim to cascade these benefits to our logistics providers. At RRHI, we engage small businesses for our logistics needs. In 2018, around 51% of the logistics providers for RRHI are SMEs. Total spending on SME logistics providers has also been increasing through the years. In 2018, there has been a 9% increase in the total amount spent on this sector.

AMOUNT SPENT ON SME NON-TRADE SUPPLIERS (PHP MILLIONS)





Around 51% of
RRHI's suppliers
are SMEs

True Growth: Enabling Small Suppliers to Shine

To become a truly inclusive company, RRHI makes it a point to collaborate with small businesses. One example of this practice is RRHI's partnership with X-Gen Enterprises, a small company that now manufactures 90% of the uniforms of store personnel across the Robinsons Retail group.



The company's proprietor and general manager, Jenny Gutierrez, was actually a member of the RRHI family, as she started her career as a saleslady at Robinsons Department Store Galleria.

"It all started with my first uniform," explained Ms. Gutierrez. "My husband, who is a tailor, sewed it for me. Since we had the design, we eventually worked together to make uniforms for the other salesladies."

With hard work, the couple saved enough money to fund their uniform business. "From the start, we wanted to deliver quality regardless of quantity, and it took a lot of hard work to get to where we are," said Ms. Gutierrez. "This is probably why Robinsons Retail took a chance on us, even if we were still a very small business."

X-Gen Enterprises works with 60 tailors and seamstresses in Payatas, Manila. Many of the women they work with are stay-at-home moms, so X-Gen lends them sewing machines to enable them to work from home. The company also gives them the option to eventually own the machines through easy-to-pay installments.



Assistance to franchisees 203-2

Good relationships with our suppliers and franchisors are essential in our business. We seek to arrive at a fair and reasonable compromise when negotiating so suppliers do not feel that they are at a disadvantage. We likewise seek to be open and transparent at all times, especially regarding financial matters.

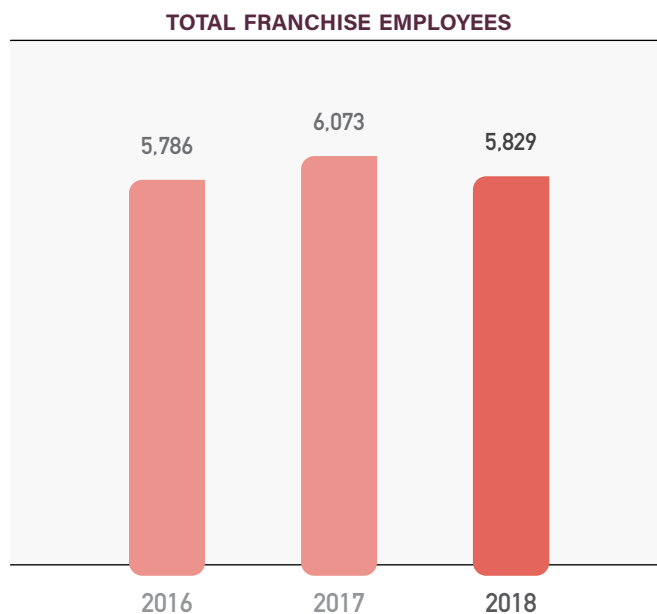
As a franchise business, Ministop and TGP open economic opportunities to entrepreneurs whose initial investment budget may not be enough for large-scale ventures. The franchise model, moreover, allows RRHI to reach previously untapped markets. With over 2,200 Ministop and TGP stores nationwide, our franchised stores employ some 5,800 people nationwide.

Franchise Learning Sessions and Awards

Ministop held FranchisED, an exclusive series of learning sessions for all franchisees. The sessions cover financial management and effective management habits. As recognition for the commendable efforts of franchisees, the company also holds annual awards programs—the Ministop Philippines' and TGP Franchisee of the Year.

Another franchisee program is TGP's *Kape at Kwentuhan*, a platform for exchange between management and franchisees where best practices and relevant developments in pharmaceutical retail are discussed. These *kapihan* sessions are held in Manila, Angeles, and Cebu.

We strive to empower local entrepreneurs and help them grow their businesses. Currently, there are a total of 124 Ministop franchisees operating 193 franchised stores nationwide. There are 443 TGP franchisees operating close to 2,000 stores in the country.





Island Favorites: Supporting Small Businesses

The rich flavors of various Philippine provinces come together in Island Favorites, Robinsons Supermarket's campaign that celebrates local delicacies and the small enterprises that produce them.

The program is aligned with the DTI's One Town, One Product (OTOP) program, which promotes outstanding locally crafted products that use indigenous materials and ingredients. It also serves as DTI's stamp of excellence for SMEs, as only products that pass the department's standards of quality and market acceptance are given the OTOP seal.

Robinsons Supermarket takes pride in being the first retailer to support the OTOP product by giving various SMEs permanent spaces in our various branches across the country.

One of our long-time suppliers that took part in Island Favorites is Cole's. They source different products from all over the country to place in our shelves. From a start of 11 SKUs, they are now supplying 600 SKUs to us. Through our 23 years of partnership, they have been continuously updating and diversifying their supplies, enabling other SMEs to market their delicacies and wares to a wider customer base.

Success through Sustainable Farming

In the 1960s, Francisco and Pacita Dizon started Dizon Farms with a dream of becoming the best fruit farm in the country. They found initial success with their pomelos and soon expanded to growing and exporting cavendish bananas.

Knowing that Dizon Farms' success depends on sustainable farming practices, the company sought to support farmers by directly working with them and paying them fair prices instead of working with middlemen.

Many farmers have attested to becoming more successful simply by working with Dizon Farms. The company also helps farming cooperatives achieve voluntary good farming practice accreditations,

such as the Good Agricultural Practices (GAP) and Good Handling Practices (GHP) accreditations of the Department of Agriculture.

Today, Dizon Farms source from about several farmers throughout the country. They employ 2,000 regular employees, from farmers to office staff and merchandisers. The company prides itself in extending proper wage and benefit packages to all its staff and workers.

In keeping with sustainable farming, Dizon Farms also practices proper food waste management. Unsold fruits are not merely thrown away, but used as feed for swine, goats, and sheep. "Ugly produce" or "less desirable" items are sold to community markets at a lower price.

In some farms, the company is even experimenting with hydroponics by using waste coconut husks as an alternative to soil. They are also looking at adding bioreactors to turn food waste into energy.



03

Employment Opportunities

The majority or around 56% of those employed in the Philippines work in the service sector. Of this figure, wholesale and retail are the largest groups. Underemployment, moreover, is highest in this sector.

These figures reveal the huge impact the retail industry has on labor opportunities and work conditions in the Philippines.

In direct response, RRHI aims to go beyond the sole provision of jobs. Our goal is to make each statistic count—to ensure meaningful growth with each job we provide.

We invest in skills development and career advancement. We foster an engaging work environment. We put safety first in the workplace and extend health services to all our staff.



Fostering an Inclusive Work Environment 405-1, 102-8

Robinsons Retail hires employees based on their individual qualifications, regardless of their age, gender, or ethnic background.

We create a work environment where employees could freely express their ideas so they could truly take ownership of their work. Our engagement channels reveal that molding employees to grow professionally without deteriorating their personal and mental wellbeing is essential.

Growing our workforce

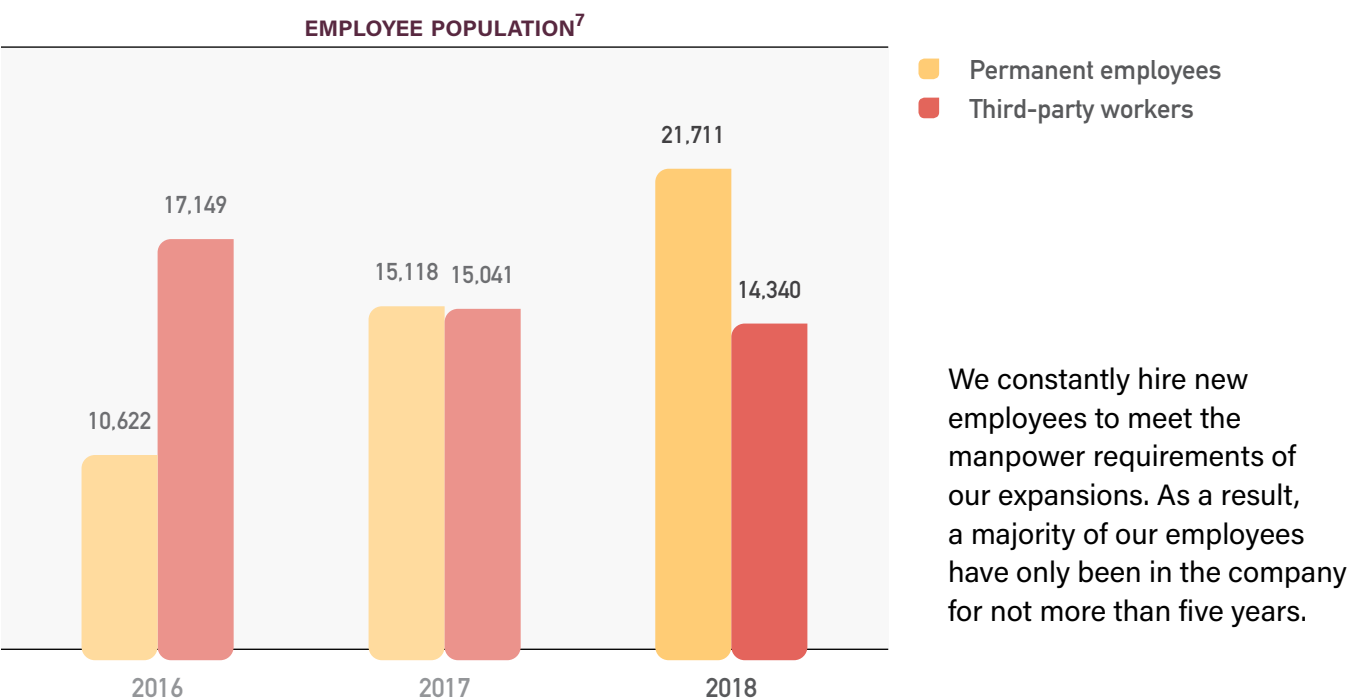
Retail is a fast-paced and often unpredictable industry under constantly changing market forces. This is reflected in the attrition rates of many retailers, as we constantly face high turnover rates.

Acknowledging this reality, Robinsons Retail opens a clear path of opportunities to personal growth and career advancement. Moreover, we aim to

maintain good leadership and nurture a healthy relationship among colleagues, which many employees revealed as factors for their decision to stay in RRHI.

Since 2016, RRHI has also been gradually absorbing third-party workers or those subcontracted through agencies. Positions necessary to the business have been converted to permanent posts.

This, alongside the acquisition of Rustan Supercenters, Inc., resulted in a 44% increase from 2017 to 2018 in our workforce. Accordingly, this marked a decrease in the number of third-party workers hired by RRHI since 2017.

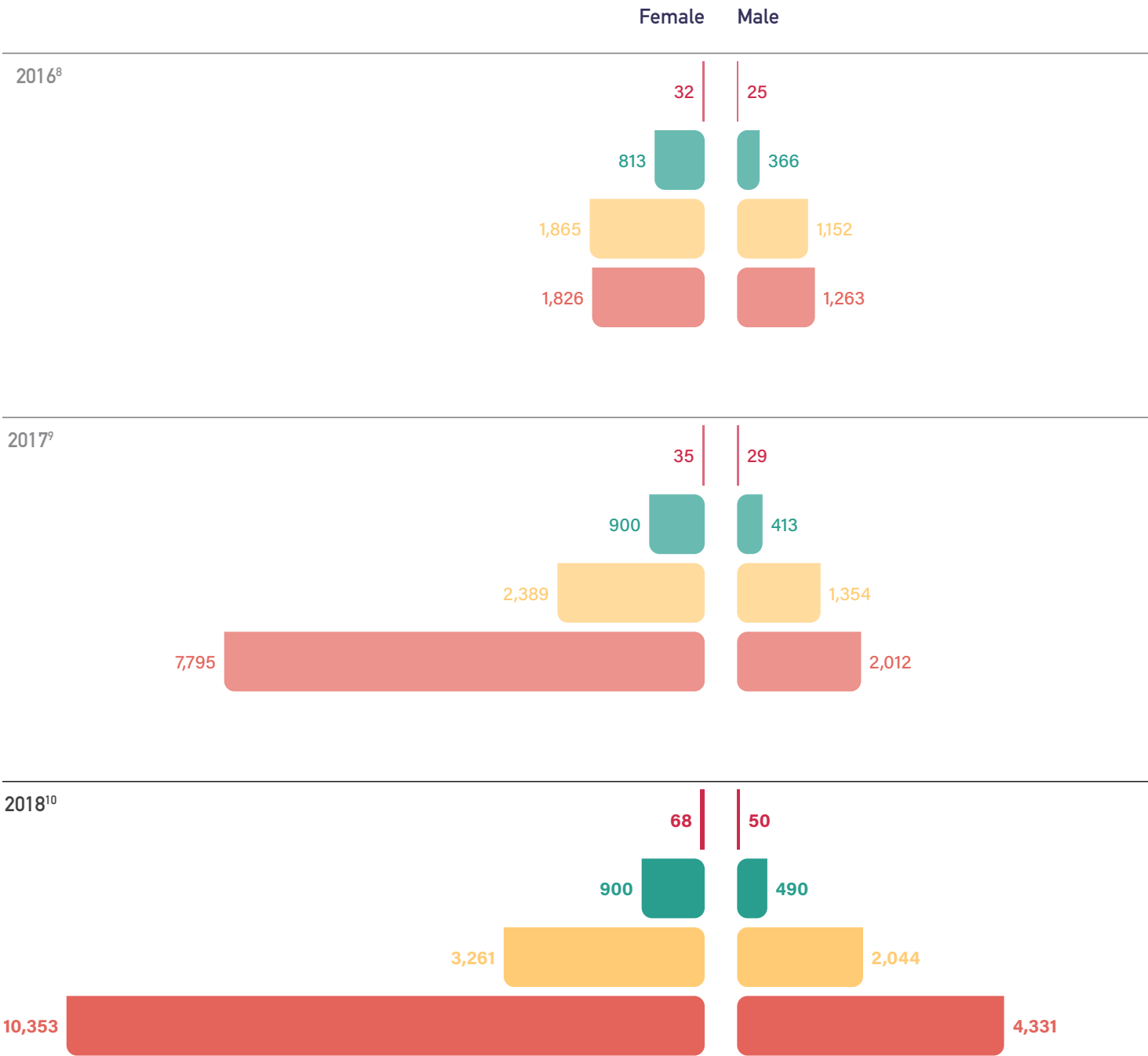


⁷ Permanent employee count does not include Chic Centre for 2016 and includes Rustan's for 2018.

Also of note is our focus on gender equality. As a company that is mostly composed of female employees, we make sure that we are responsive to the needs of female workers so they are empowered to advance their careers. This is evident in the number of women who occupy top positions at RRHI.

PERMANENT EMPLOYEE POPULATION BY RANK AND BY SEX

- Executives
- Department managers
- Section managers and supervisors
- Rank-and file permanent



⁸ Excludes data from Chic, SSD, TGP, and Home Plus

⁹ Excludes data from Chic and TGP

¹⁰ Excludes data from Chic

Project Inclusion: Championing the Strength of PWDs

People with disabilities (PWDs) have been discriminated for so long because of invalidated and unjustified reasons.

Through Project Inclusion—Southstar Drug’s partnership with Unilab Foundation—we are working to dispel wrong notions about PWDs, especially the common perception that they are unproductive and a liability in the workplace.

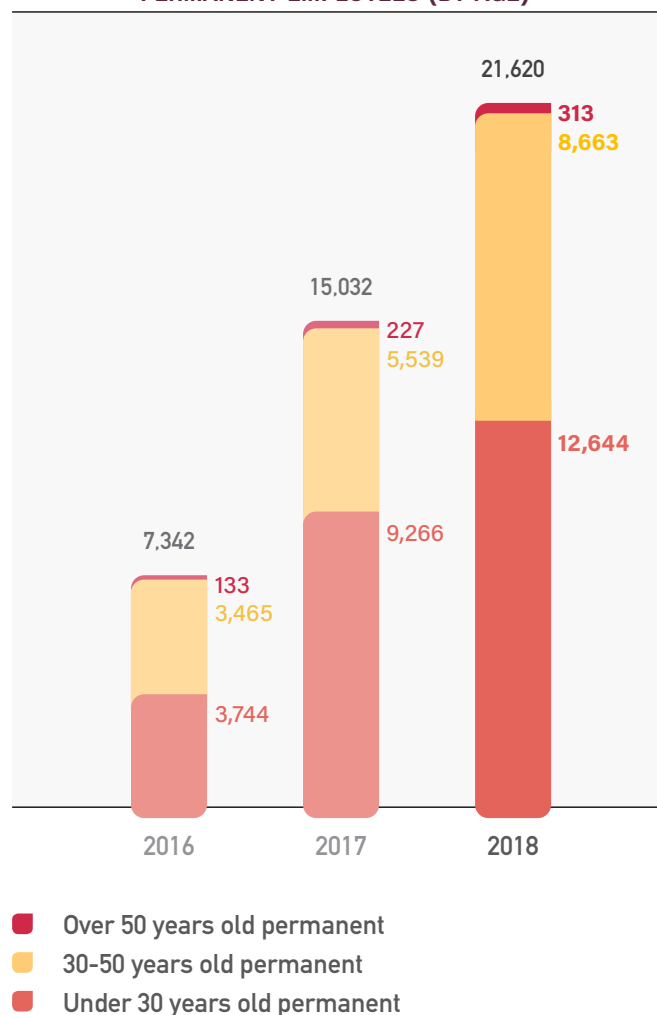
We work with Unilab to fill in specific job vacancies at Southstar Drug that are apt for PWDs. Since the program’s inception, we found 79% of our PWD staff productive, as measured by the full completion of their daily tasks. They have been observed to give keen attention to details and, in fact, excel in customer service, attendance, memorizing information, and housekeeping.

In 2018, Southstar Drug employed 23 persons with various disabilities. Around Php4 million has been spent for the program, but its benefits—both for society and our business—far outweigh this modest cost.



The volatility of the retail industry and the resulting high turnover rates lead to a younger employee base, mostly under 30 years old, at RRHI. We capitalize on this younger workforce by inspiring them to contribute new ideas and perspectives that are very much needed in a trend-based business like ours.

PERMANENT EMPLOYEES (BY AGE)¹¹



¹¹ 2016 data excludes Chic Centre, SSD, TGP, and Home Plus; 2017 and 2018 data exclude Chic Centre; 2018 data includes Rustans

Nurturing Our People

Our goal is to provide our employees with opportunities that improve their knowledge and skills while enriching their sense of purpose at work. We therefore consider employee learning and development training as critical factors in executing our growth strategy.

Toward Holistic Growth: Learning and Development 404-1, 404-2

RRHI provides different training programs that equip our employees with new skills and further develop their competencies.

Every year, we conduct a Training Needs Assessment, the results of which serve as the basis of RRHI Human Resources and Robinsons Retail Academy, the training arm of RRHI, to design and develop new learning and further development opportunities.

In 2018, Robinsons Retail Academy offered the following courses:

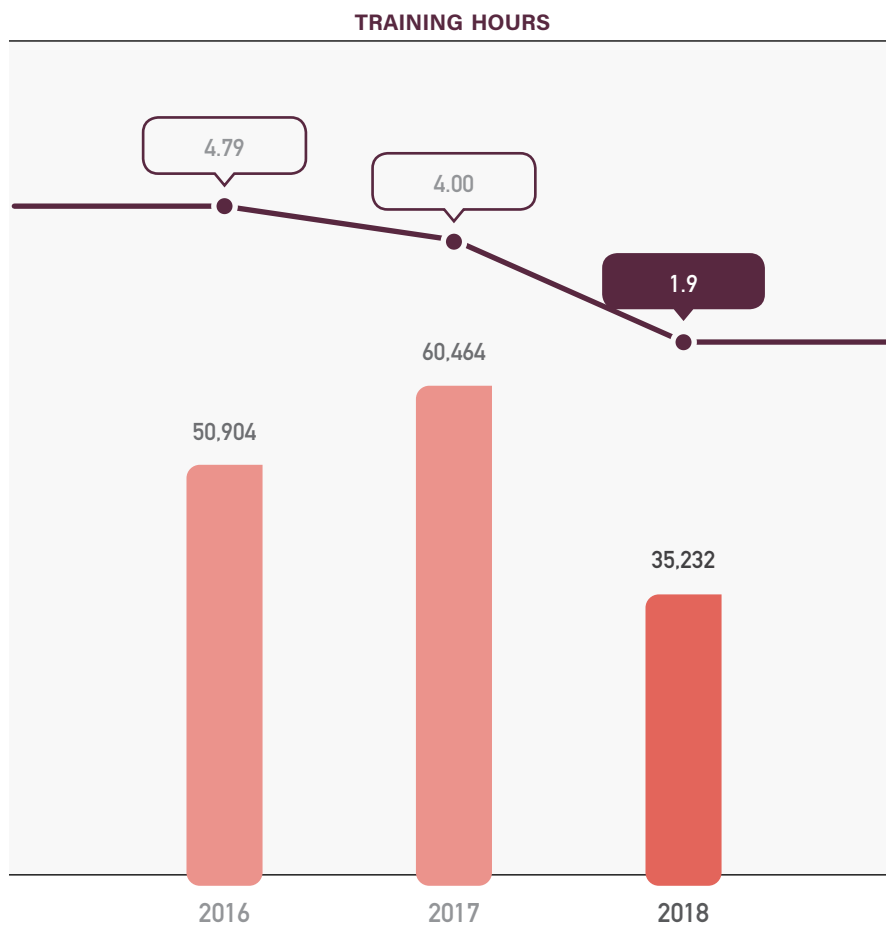
| Basic courses | Description |
|--|--|
| Curriculum on Retail Experience (CORE) | Two-semester program of basic soft skills courses for all regular employees of the subsidiaries. CORE covers Attitude and Image Enhancement, Communication, Customer Service, Leadership and Retail Business Management. |
| Store Trainee Enhancement Program (STEP) | Junior Management Traineeship program aimed at developing our future store supervisors. |
| Store Manager's Required Training (SMART) | Customized six-day curriculum for store managers. |
| Area Operations Supervisors Skills Enhancement Training (ASSET) | Crafted for area operations of Ministop, which has one of the most expansive networks in the company. |
| General Training | Includes assemblies, strategy planning, exclusive learning and team collaboration sessions. |



The total training hours provided company-wide increased by as much as 19% in 2017 due to the additional programs offered such as:

1. Basic MS PowerPoint Skills Training
2. Advanced PowerPoint Training
3. Interpersonal Communication Skills
4. Assertive Negotiations
5. Complaints Management
6. Store Personnel Resource Planning and Management
7. Managing Millennials
8. Personal Finance (Praxis)

Total training hours decreased by 41% in 2018 because of the lower number of CORE trainings conducted by RRHI in that year. This is because CORE, as a basic training course, is only extended to new hires. The average training per employee was also lower by 1.9 hours in 2018 compared to the previous year.



- Average training hours (hours/employee)
- Training hours

Southstar's Pharmacist Scholarship Program

In partnership with the Gokongwei Brothers Foundation, Southstar's Pharmacist Scholarship Program ensures that outstanding and deserving pharmacy students are not derailed from finishing their studies because of financial constraints.

As a sustainability initiative, this program touches a host of shared-value purposes. First, it provides Southstar with a pool of talented young candidates for future employment. Second, it promotes Pharmacy as a field of higher learning, and finally, it supports the education of talented students from low-income groups.

In recent years, however, the program has faced several challenges. These include the implementation of K-12, causing a decline in

applicants for Academic Year 2018-2019, and the lack of interest of many scholars to be assigned to Southstar Drug branches in the provinces.

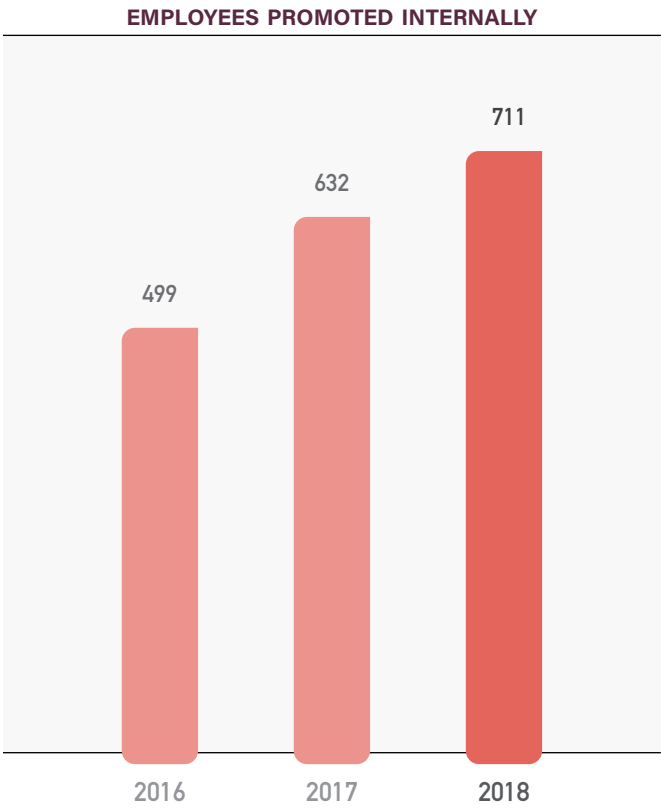
As such, we have opened the program to students across all year levels. We then partnered with more schools, growing our network to five institutions, composed of two state universities and three private colleges.

To date, 83 students have benefitted from the scholarship program. We have also deployed 42 of them as pharmacists in our branches in the Southern Luzon region.



Helping Our People Grow Professionally

Robinsons Retail is committed to helping advance our employees’ careers. We have an advancement planning deck within our Human Resources department which ensures that qualified employees are always offered the chance to be promoted. In 2018, we saw a 13% increase in the number of employees promoted compared to the previous year.

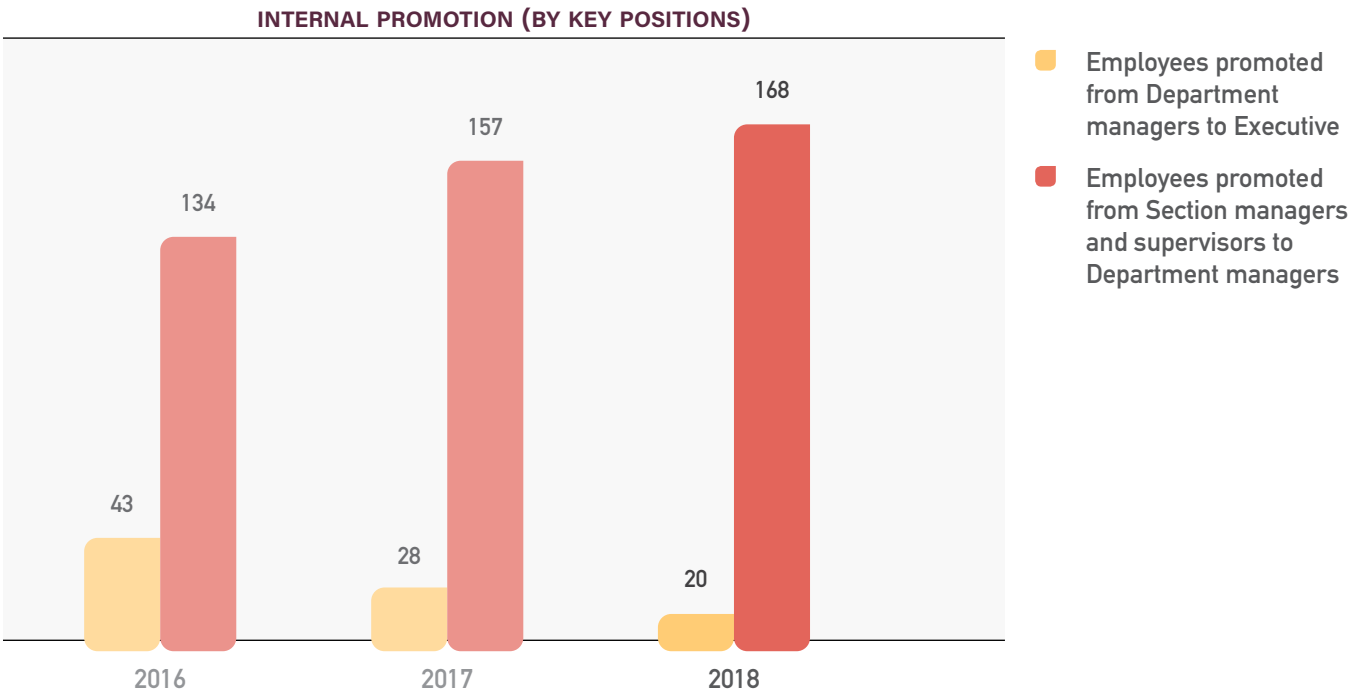


For instance, Handyman, Robinsons Builders, True Value, and Daiso supervisors are in line for store manager positions. Rank and file employees, meanwhile, go through a minimum of five month-developmental assignment to qualify for supervisory positions. Each position, moreover, has a corresponding training pathway. After the training period, candidates are assessed for promotion.

Ministop employees similarly go through developmental assignments to determine their readiness for promotion.

At Chic Centre Corporation, qualified internal employees are considered priority candidates for supervisory vacancies.

These initiatives, among others, highlight the importance we place on growing and finding strength from within, while rewarding hard work and loyalty.





**Room for Growth:
From Cashier to Operations Manager**

RRHI offers a lot of room for career growth. One case in point is Lea Escalante, who started as a cashier for Handyman in 1996.

Ms. Escalante began her career under a third-party service provider. After five years of solid work, she became a direct hire. Over the years, she continued her rise, first to general cashier then to assistant treasury manager. Management then took note of her dedication and good work ethic, so they promoted her to senior assistant supervisor then store manager.

According to Ms. Escalante, the supportive culture among bosses and peers at Handyman made the transition to higher positions less daunting. She also credits the trainings she received with the company for her confidence and professional growth.

"I'm thankful we have a supportive management that supports career advancement and rewards hard work," Lea said. "I'm thankful that I was a given good platform to prove my ability and grow both professionally and personally."

Improved Compensation and Benefits 401-1, 401-2

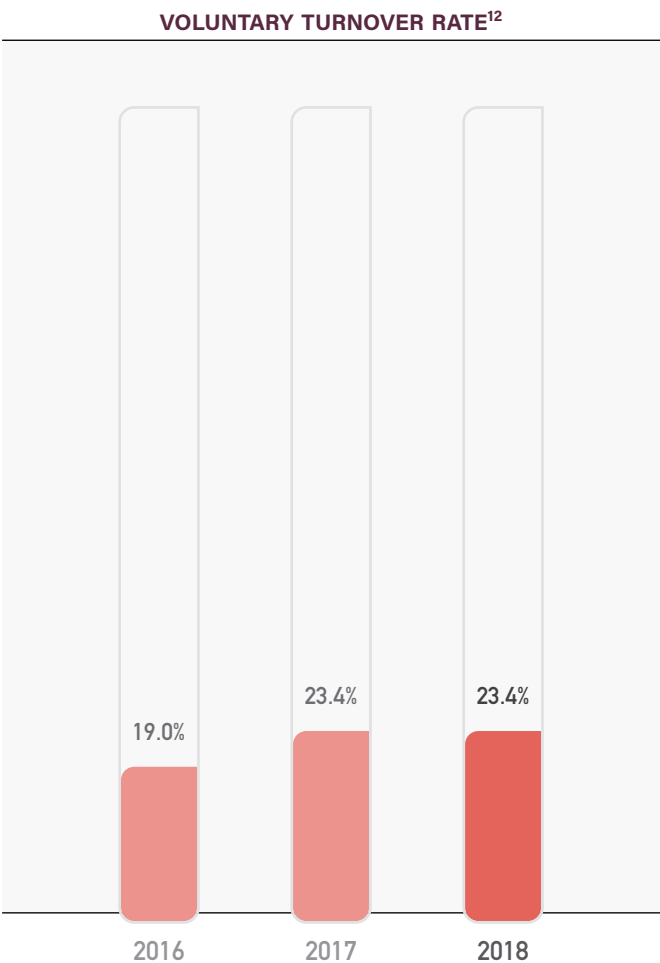
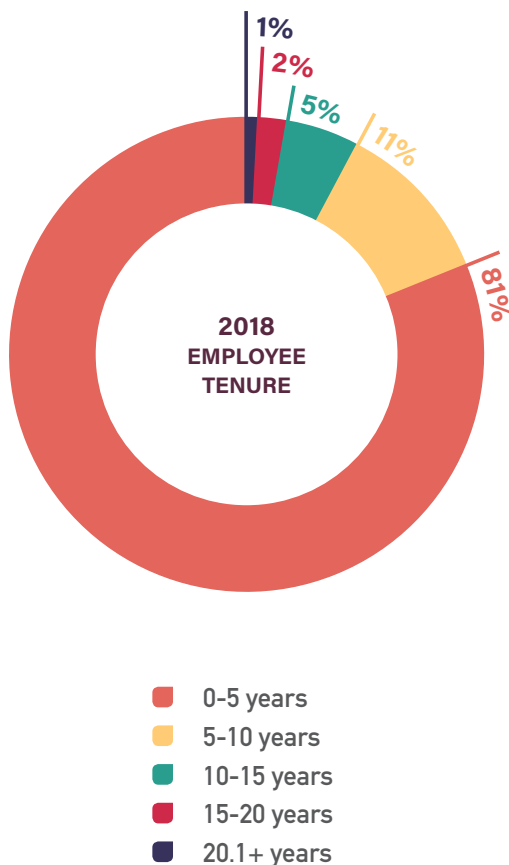
Adequate compensation and above-average benefits are effective strategies for talent acquisition and retention.

We benchmark our rates against the best in the industry and ensure that we are at least aligned with the 25th percentile in the general industry salary structure.

We also provide benefits beyond what is mandated by the government. These include transport services, assistance and allowance package, loans, and various other incentives not offered by other retail groups.

RRHI's human resource pool is composed mostly of employees who have been with the company for less than five years. This is largely attributed to our steady store expansion resulting to an influx of new employees. In 2018, we had a net opening of 104 stores, and 140 stores in 2017. Among our senior management, however, a majority have been with the company for 15 to 20 years.

Voluntary turnover was flat at 23.4% in 2017 and 2018 but increased from 19% in 2016. Given the competitive labor market, RRHI is exploring ways to grow and retain talent by understanding the culture and priorities of a new breed of Millennial and Generation Z employees.

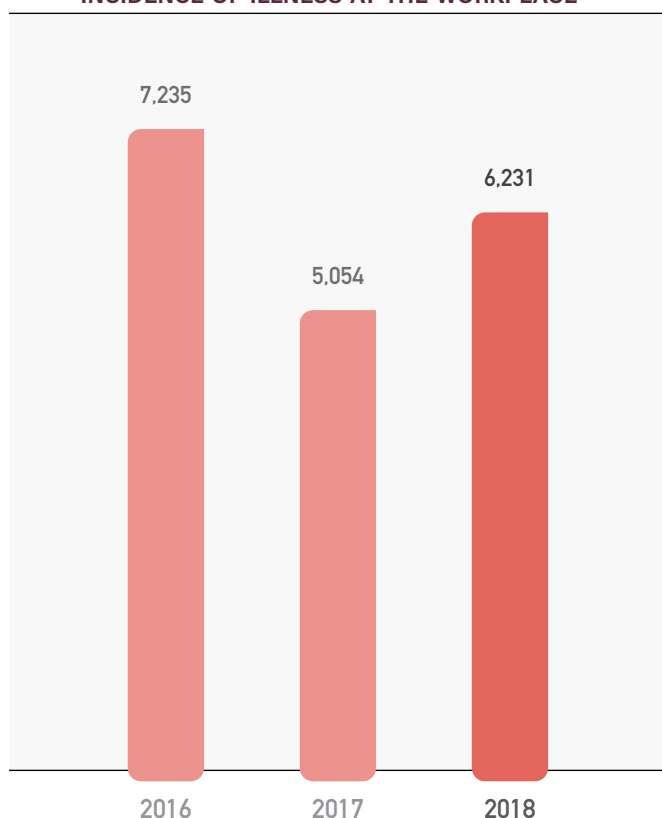


¹² The Philippine Statistics Authority computes the turnover rate as a difference between the accession rate and the separation rate. This is different from the attrition rate computation of RRHI which is Total Attrition (Voluntary) divided by total number of headcount (direct hire).

Health and Safety in the Workplace 403-1, 403-3, 403-6, 403-10



INCIDENCE OF ILLNESS AT THE WORKPLACE¹³



RRHI is compliant to the safety, health, and welfare standards and policies set by the Department of Labor and Employment.

Inspiring Good Health

RRHI regularly conducts health and wellness events like health fairs, fun runs, Zumba sessions, and other fitness activities to promote a healthier lifestyle. Vaccinations against flu and cervical cancer are also administered to employees and their dependents annually.

We also work with healthcare providers in identifying top diseases based on utilization reports. Further, we regularly invite resource speakers to raise awareness on diseases and discuss preventive measures.

Upper respiratory tract illness is the top medical diagnosis during our doctor consultations while headache is the most common complaint of employees during nurse consultations.

¹³ Per Clinic Nurse, they only have records of illnesses in the Head Office for 2016-2018



 Robinsons
Supermarket



Robi
Departm



Enablers

The way we do business is underpinned by a strong sense of ethics and responsibility to society. These enable us to deliver value without compromising our reputation and brand equity. As we grow, we will continue to look for ways to further manage and minimize our impacts without compromising our product and service quality to our stakeholders.

01

Business Integrity

At RRHI, we do our best to make sure that we adequately respond to the needs and concerns of our stakeholders. We keep ourselves updated on the relevant laws and regulations that fall within the scope of our operations, and compliance is one of the basic the foundations of our evolution in governance and sustainability strategies.

We are not involved in any current proceedings, litigation, claims, or arbitration that would materially affect our financial position or those of our subsidiaries and affiliates. Please refer to 2018 AR page 69-70 [here](#).

These laws include:

- a) The Retail Trade Liberalization Act;
 - b) The Food, Drug and Cosmetics Act;
 - c) The Consumer Act;
 - d) The Meat Inspection Code;
 - e) The Price Act;
 - f) The Philippine Food Fortification Act;
 - g) The Comprehensive Dangerous Drugs Act;
 - h) The Pharmacy Law;
 - i) The Generics Act;
 - j) The Philippine Labor Code;
- and all applicable environmental laws.

We also seek to be transparent with the ownership and management structure of our company. As most of our directors and executive officers are members of one family, we make sure that all our dealings, especially top management actions, are communicated transparently to everyone who has a stake in our major decisions.

Transactions conducted across all unrelated third parties are entered into comparable terms. We also recognize the rights of our shareholders to engage with our business dealings. We thus create spaces for our shareholders to freely exercise their rights.



Our Enterprise Risk Management Framework 102-11, 102-15

Our Enterprise Risk Management (ERM) framework protects our resources, improves the quality of our dealings, and safeguards our company's reputation. The framework is implemented across Robinsons Retail by our Enterprise Risk Management Group (ERMG).

This framework also guides our Board in identifying our enterprise-level risk exposure, effective risk management strategies, and particular risks affecting our business lines.

The ERM framework revolves around eight risk management approaches: Internal Environmental Scanning, Objective Setting, Event Identification, Risk Assessment, Risk Response, Control Activities, Information and Communication, and Monitoring. Please refer to 2018 AR page 77.

In line with our sustainability approach, we reviewed our top risks against various external factors. Please refer to SEC 17A 2018 page 27-28. This risk assessment exercise revealed the following risk categories:

Strategy risks

This risk cluster involves possible difficulties in implementing our growth strategy. Such risks include unsuccessful store openings, ineffective acquisition strategies, and failure of existing stores to benefit from favorable retail environments.

Operational risks

This group covers insurance and cash flow risks. It also covers destabilizing factors that may adversely affect our business environment, such as natural disasters and disease outbreaks, as well as terrorist activities and high-profile violent crime.

Resource risks

The success of our business depends on physical resources (leasing operations), human resources (hiring of apt candidates), and intellectual resources (relationship with suppliers, consignors, licensors, and franchisors). This risk cluster thus involves possible disruptions in hiring, leasing, and improving our merchandise mix, among other resource areas. For instance, we may face difficulty in hiring sufficient numbers of pharmacists to meet the demands of our drugstore operations due to the shortage of registered pharmacists in the Philippines.

Legal risks

This risk group pertains to our ability to continuously comply with all pertinent regulations. It covers any changes in laws and ordinances that may adversely affect our operations and financial condition.

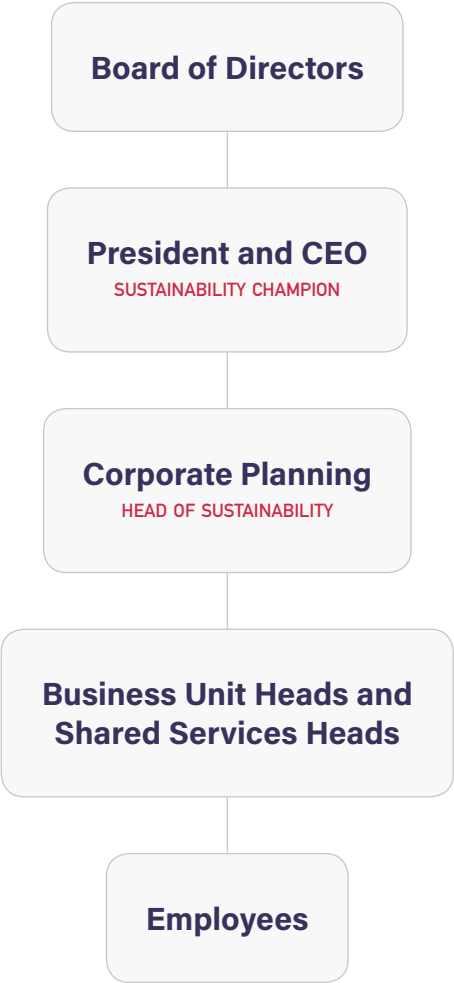
Shareholder risks

Our company is controlled by the Gokongwei Family and its interests may differ significantly from the interests of other shareholders as its business and operations are dependent upon key executives. The company is party to a large number of related party transactions and its operating results and financial condition are affected by a significant minority shareholding in Robinsons Bank.

Exchange rate risks

These risks include the volatility in foreign exchange rates, especially in the value of the Philippine Peso against the US dollar.

Delegating Authority 102-19, 102-20



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.

02

Resource Management

With 1,910 stores and 1,992 franchised outlets of TGP nationwide in 2018, we recognize the scale of our operations and the accompanying obligation to soften our impact on the environment.

This obligation covers a host of issues, from product packaging to the use of energy and raw materials, down to the proper disposal of waste.

We do not take this responsibility lightly. We constantly review our environmental impacts, knowing that environmental stewardship must start from within if we are to lead our supply chain toward the sustainable path.

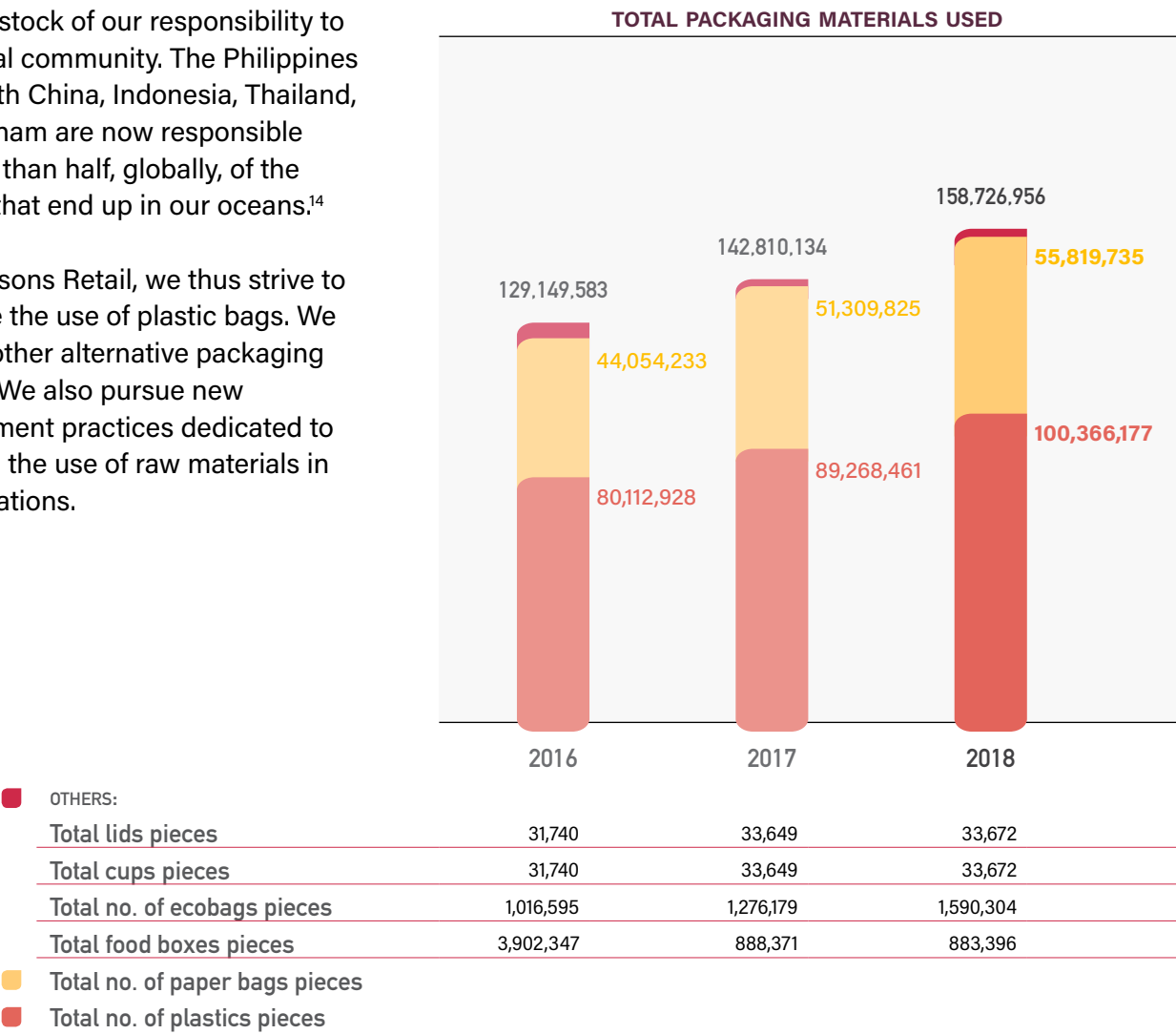


Efficiency in Materials and Packaging Use 301-1

Packaging is an inherent challenge in retail. It is also the biggest issue we face in terms of material consumption.

We take stock of our responsibility to the global community. The Philippines along with China, Indonesia, Thailand, and Vietnam are now responsible for more than half, globally, of the plastics that end up in our oceans.¹⁴

At Robinsons Retail, we thus strive to minimize the use of plastic bags. We explore other alternative packaging options. We also pursue new management practices dedicated to reducing the use of raw materials in our operations.



¹⁴ Ocean Conservancy and McKinsey Center for Business and Environment (2015). Stemming the Tide: Land-based strategies for a plastic-free ocean.



Providing alternatives: Paper bags and Eco-bags

In retail, we offer paper bags and eco-bags as alternatives to plastic bags. Our paper bags are made of high-quality materials in order to reduce the number that we dispense to our customers. Likewise, we also offer eco-bags made of high-quality materials to encourage their reuse.

Initial results we have gathered, however, show the need for more significant measures. Over the past three years, the ratios of the use of paper bags to plastic bags in our stores have remained constant: 1 to 1.82 in 2016, 1 to 1.74 in 2017, and 1 to 1.80 in 2018. Also, the number of eco-bags used is only 1% of the total materials used in 2018.

Looking for alternatives: Banana leaves and abaca strings

We are looking for alternative packaging options such as using banana leaves and abaca strings in packaging our fresh produce. However, we concede to the current reality that plastic packaging has benefits, such as longer shelf-life leading to reduced food wastage, and protection of goods during transport. We are closely working with groups and affiliate companies like JG Summit Holdings, Inc. to seek ways to systematically address the plastic waste issue and craft long-term solutions in waste management.



Doing our part: Plastic waste recovery

As part of our effort to contribute in plastic waste recovery, the Robinsons Easymart, in partnership with Plastic Solution, launched the project #EasyOnThePlastic. Patrons and employees are encouraged to be part of the initiative by making their own ecobricks which are hollow-block substitutes made with polyethylene terephthalate (PET) bottles filled with non-biodegradables such as plastic wrappers, utensils, straws, and old cloth cut into small pieces and compactly stuffed into the bottles. The collected ecobricks will be used to build homes for the Yangil tribe of Zambales.

Since the partnership started in June 2017, approximately 1.5 metric tonnes of plastic were diverted from landfills and bodies of water from Robinsons Easymart's efforts.



Better design using less materials

Ministop caters to many customers on-the-go who find our various ready-to-eat meal options in take-out boxes convenient. This increases our use of materials and the waste we generate, not to mention our operational costs.

To reduce our dependence on these boxes without sacrificing the quality of our products and service, we began encouraging the use of open containers among customers who opt to dine in our stores. This resulted in a dramatic decrease in the number of food boxes used since 2016.

We are now studying ways to improve the design of our food boxes by reducing their total weight to further decrease our material consumption.



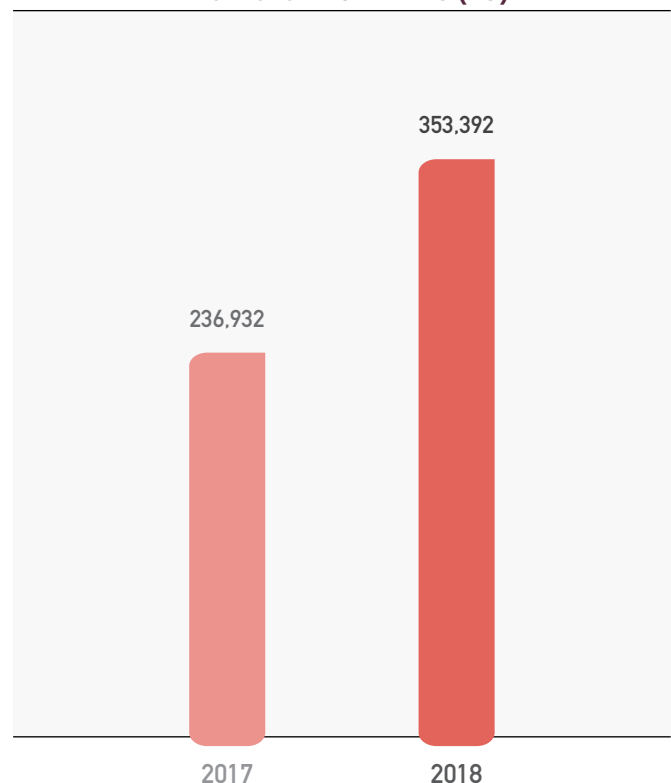
Chic Centre: Conserving Raw Materials

Chic Centre is the only Robinsons Retail business segment that manufactures its own products. With the corresponding increase in sales, our use of raw materials increased by as much as 49% in 2018.

We have developed strategies to minimize our use of raw materials, especially in our material-intensive nail and cosmetics line. We require our technical section to prioritize the use of available or abundant raw materials for new product formulations. We have also established a list of raw materials that are interchangeable in formulation to allow for a more strategic ordering pattern. To minimize wastage of already purchased raw materials, we develop revised formulations for existing stock keeping units where phased out raw materials can be used.

As a way to monitor raw materials in production, we submit monthly production batch reports of materials used relative to finished products. We also conduct a monthly audit of raw materials and finished goods.

RAW MATERIALS USED BY CHIC CENTRE'S MANUFACTURING PLANTS (KG)¹⁵



¹⁵ Raw materials include acetone, Durlin Base 199, IL Base 17756, IL Clear Base 9377, ethyl acetate

Stricter Waste Management

We are committed to managing our waste and improving our performance with forward-thinking solutions. We strive to create a waste-conscious culture across our group. This is best reflected in our recycling efforts at Chic Centre and the management of food waste in our Supermarkets.

No to Food Waste

The World Resources Institute reported that more than 30% of global food production is lost or wasted. This amount is enough to feed the 800 million people in the world who go hungry each year.¹⁶

We take these figures to heart and commit to reducing food waste, particularly our produce, the food category most wasted in our Supermarkets.

Since 2017, we have been working with various organizations to give our advocacy more urgency and scale.

We partnered with No One In Need, an NGO that extends livelihood opportunities, such as hog growing and composting, to communities that need support. The NGO collects old fruits and vegetables that would otherwise go to the trash bin and use them as natural feeds or compost materials.

We also pursued another program in partnership with Need for Seed, an NGO based in Iba, Zambales. The group helped Aeta communities to farm and grow their own produce using seeds that came from our unsold fruits. The tie-up started in 2017 and ended last year.

These are just some of our early programs. In the next years, we will continue to explore more ways to effectively reduce food waste in all of our stores.

Promoting the Recycling Mindset

Recycling is still one of the best ways to conserve resources and prevent waste from going into landfills. At Chic Centre, recycling has become an integral business mindset as most of the waste we produce, while increasing yearly, are nevertheless recycled and reused.

All of the recyclable wastes we produce are sold as scrap items to junk shops. We reuse corrugated boxes for delivery and strictly implement waste segregation. The reduce, reuse, recycle mindset is instilled among all our personnel through annual seminars and strategic internal information campaigns.

In addition, we evaluate and recycle packaging materials for phased out products by reusing them for active products. We offer discounts for slow-moving items and also use good but near expiry products for promotions and donations.

We have a Pollution Control Officer (PCO) who regularly monitors and reviews the reduction of wastes and increase in recycling against set targets.

¹⁶ Hanson, Lipinski and Friedrich (2015). What's Food Loss and Waste Got to Do with Climate Change? A Lot, Actually. World Resources Institute

Solid Waste Generation 306-2

Our growing presence across the country naturally results into the increase in volume of solid waste from our operations. In 2018, the waste we produced increased by 36%. It is worth noting that throughout the three years, most of the waste are recyclable. These are reused or sold as scrap items. Food wastes are collected and composted as well.

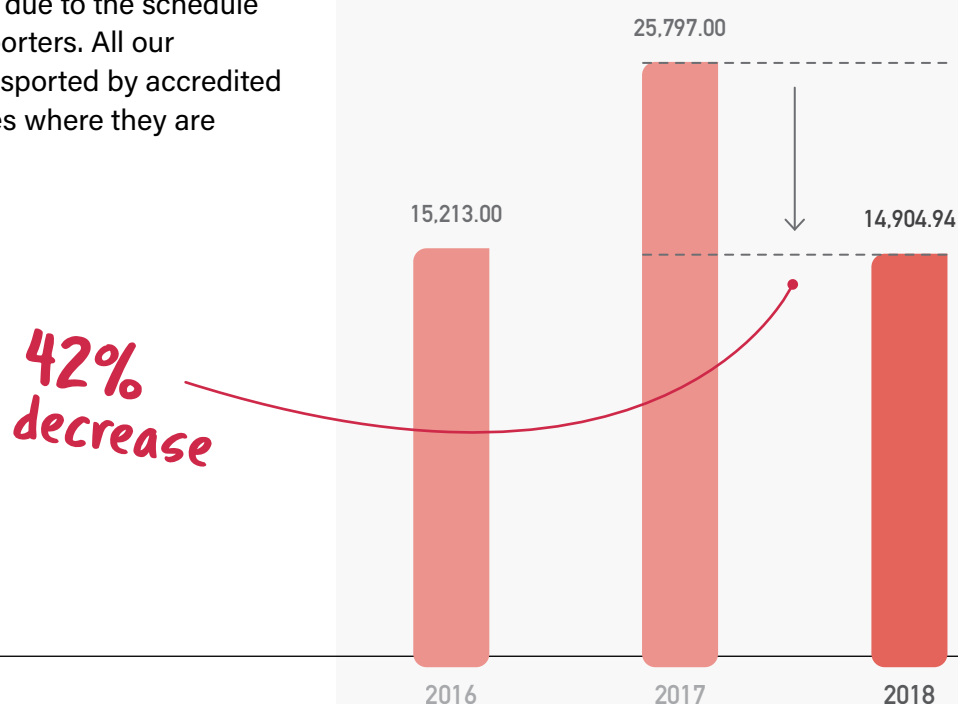
TOTAL SOLID WASTE GENERATED (KG)¹⁷



Complying with Hazardous Waste Transportation and Treatment 306-4

The hazardous waste transported and treated decreased by 42% in 2018 due to the schedule with our accredited transporters. All our hazardous wastes are transported by accredited handlers and go to facilities where they are properly treated.

TOTAL HAZARDOUS WASTE PRODUCED (KG)¹⁸



¹⁷ Data from the submission of 99, 110, and 121 Supermarket stores and Chic Centre, respectively

¹⁸ Data from Chic Centre Corporation

Resource Use

With our vast network of stores nationwide, we are well aware that electricity, fuel, and water are vital and limited resources in the communities where we operate.

With disciplined expansion at the core of our company's philosophy, we continue to assess our performance and explore ways to effectively reduce our use of non-renewable resources even as our net sales grow.

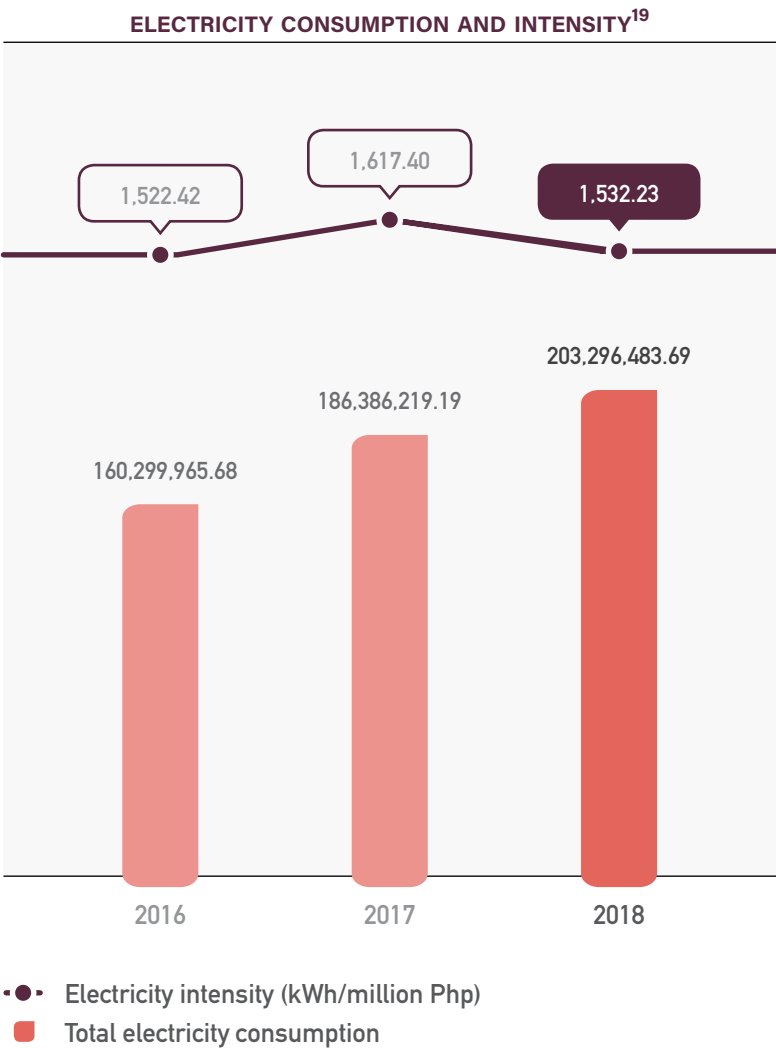
So as we closely monitor our use of resources, we also introduce interventions to effectively curb and optimize our consumption.

Improving our Electricity Efficiency

302-1, 302-3, 302-4

Our electricity consumption has been increasing over the years. This is clearly brought about by our increasing market presence and the growing number of our stores nationwide.

In 2018, our electricity consumption increased by as much as 9%. Our electricity intensity, however, decreased by as much as 5%, showing that despite the continued spike in consumption, our company has still been able to manage consumption against business growth. This was made possible through our electricity conservation initiatives, such as the conversion to inverter type air conditioners and to LED bulbs.

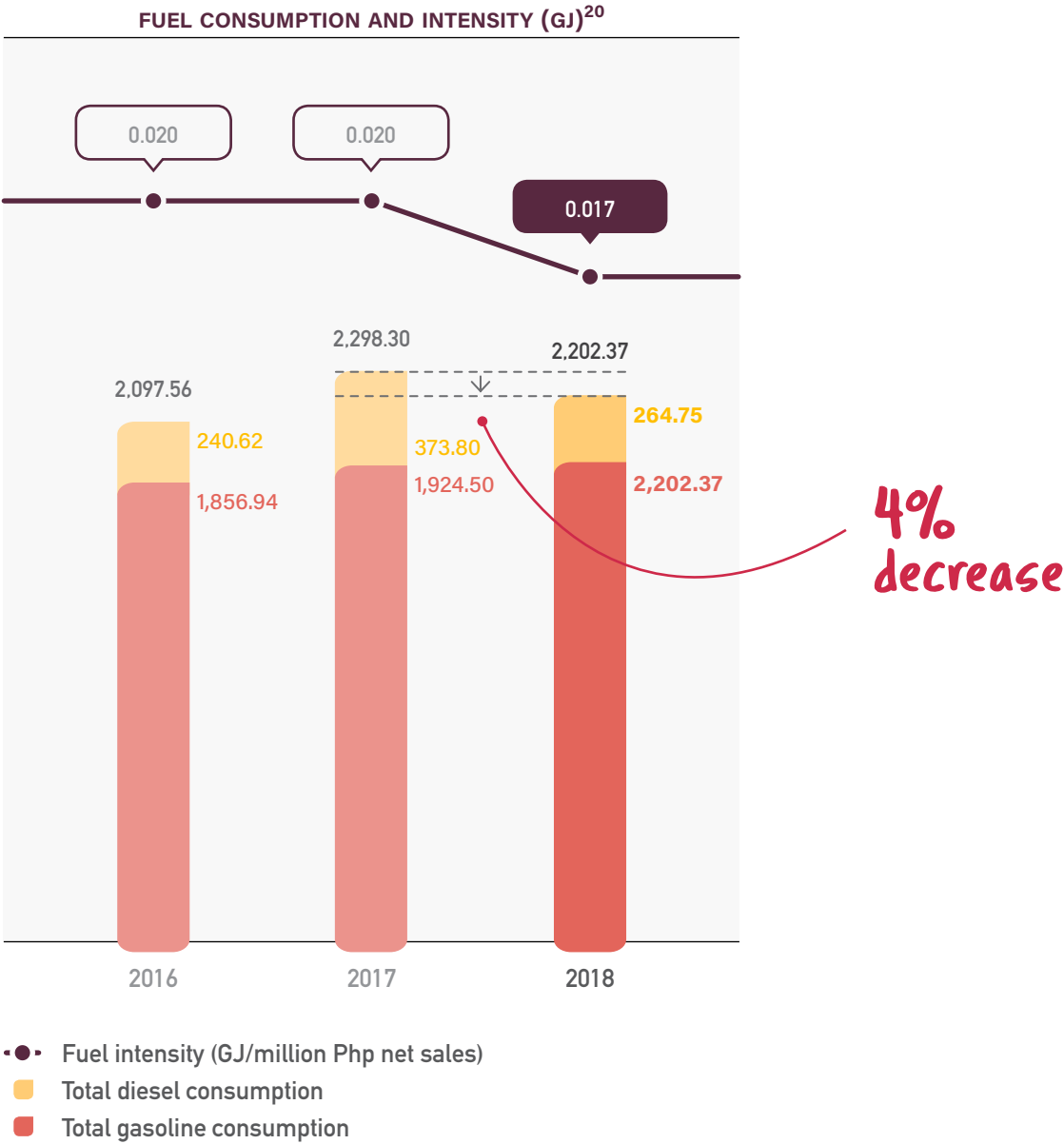


¹⁹ Data from 646 (2016), 660 (2017), and 688 (2018) stores from Supermarket, Department Store, DIY Stores, Specialty Stores, Head Office, Chic Centre, and Ministop

Improving our Fuel Use and Intensity Performance

302-1, 302-3, 302-4

Despite the increase in fuel consumption in 2017, we were able to decrease our company’s fuel consumption by as much as 4% in 2018. We accomplished this by strictly implementing regular preventive maintenance of our company vehicles. Through this continued maintenance, we hope to improve our performance year-on-year.



²⁰ Data from Chic Centre and Ministop company-owned vehicles

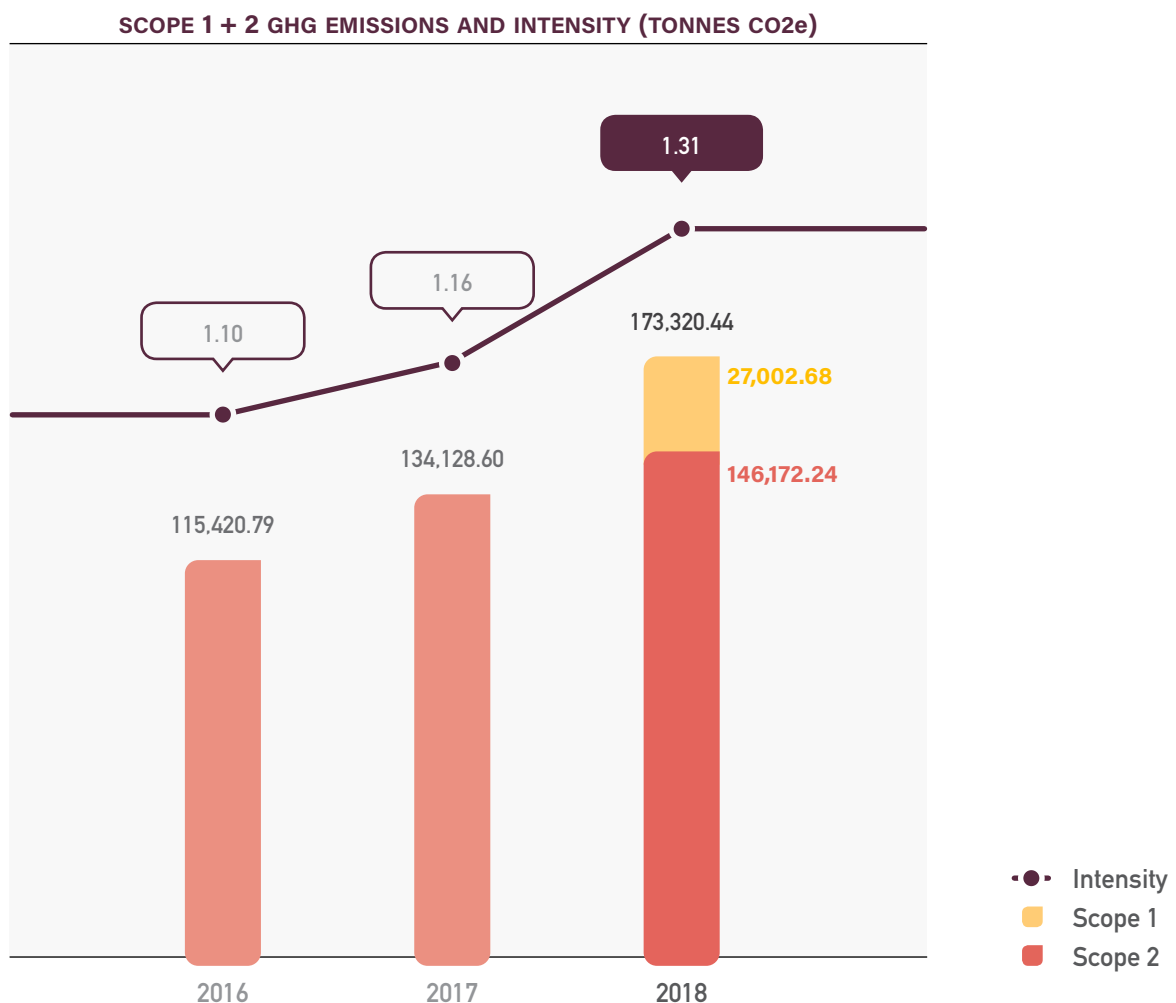
Reducing our GHG Intensity

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

Scope 1 GHG emissions are from our diesel, gasoline, and refrigerants consumption while Scope 2 GHG emissions are from our electricity consumption.

In 2018, there was an increase in our Scope 1 and Scope 2 GHG intensity by 12%. This is primarily due to the inclusion of refrigerants in the Scope 1 of 2018. However, if we exclude refrigerants from Scope 1, we have decreased our Scope 1 and Scope 2 GHG intensity by 5% as a result of our efforts in energy use and management.

Our business uses refrigerants in our daily operations. In line with our commitment to minimize our negative environmental impact, we currently use R410a and R32 which have relatively lower emissions. We also thrive to upgrade our refrigeration systems. An example is the installation of the Epta Water Loop refrigeration system at Robinsons Easymart Capitol Hills. This significantly saves energy and has lower Global Warming Potential compared to conventional systems.

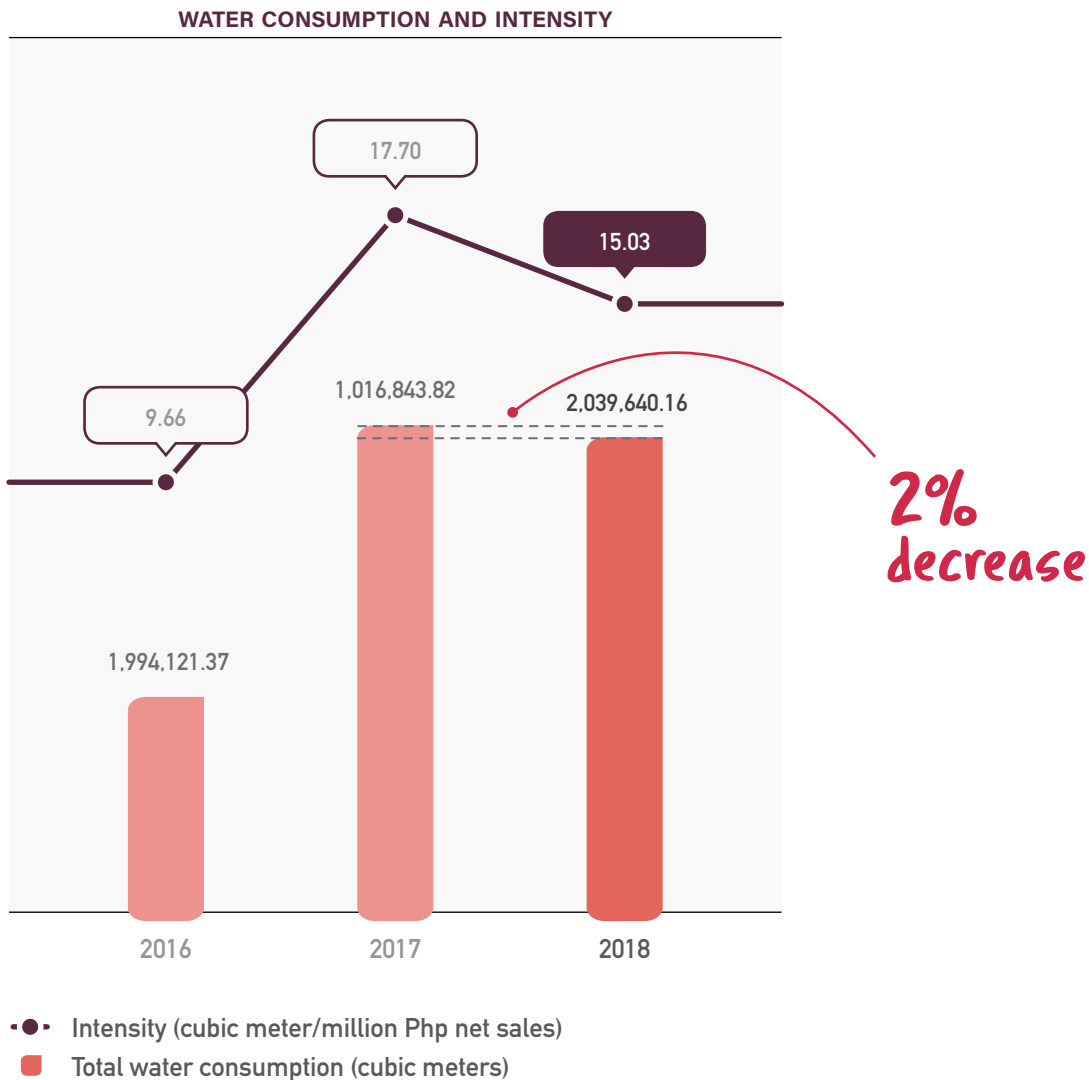


Doing Better in our Water Consumption Intensity

303-1, 303-5

Water consumption from our supermarkets, Ministop company-owned and franchised stores, and Chic Centre increased in 2017 but, through the company's initiatives, we were able to reduce our consumption by as much as 2% in 2018.

Employees of water-intensive store formats receive orientation regarding water conservation. The company also sees to it that faulty water pipes are repaired or replaced. As a result of these efforts, we are able to efficiently manage our water consumption even as its net sales grow. Our water intensity decreased by as much as 15% in 2018.



03

Community Programs

The opportunity to reach out and give back to our communities deepens our sense of gratitude and purpose.

We design corporate social responsibility (CSR) programs that are relevant to our business and aligned with our strategic thrust to develop people. These programs cover health and physical well-being, infrastructure improvements for education, sports, people empowerment, and community solidarity.

Around 26,000²¹ beneficiaries have been reached from about Php12 million that we distributed to these programs and we intend to expand their impact and reach in the years to come.

²¹ Includes beneficiaries of the programs: Taekwondo, Byaheng TGPagpagaling, medicine donations of TGP, flu vaccinations of SSD, Touch therapy, Pink Movement, Outstanding Secondary Students of Angeles City, One Love A Day, and the Support to the Maria Lena Buhay Foundation



Supporting Health and Well-being 413-1

One with the U.P. Fighting Maroons

Since 2010, Robinsons Supermarket and Handyman have been supporting the University of the Philippines Fighting Maroons Men's Basketball Team.

We are proud to bear witness to the team's ability to become a top contender for the University Athletic Association of the Philippines (UAAP) championship.

The U.P. Fighting Maroons reached the finals in Season 81 and we will continue to support their bid for the championship.



A Right Start through Taekwondo

The Right Start campaign is a child development program for some of Metro Manila's poorest kids. The program brings out the ability of disadvantaged children to achieve great things by giving them the right start in life through sports and various developmental activities.



With the support of Robinsons Department Store, the campaign creates a platform for the children to learn taekwondo and participate in competitions. The partnership funds the children's training sessions, competition and test fees, gear and uniform, and meals. The goal is for them to excel in the sport as a way to attain college scholarships or pursue a coaching career. Twenty-one students participated in the program in 2018, and this count will go up to 24 in 2019.



Byaheng TGPagpagaling

TGP marries music and medicine to create this special community engagement program in partnership with radio station Wish 107.5 as event organizer and media partner. The program has attracted ten employee volunteers per run and achieved a total of 2,880 man hours in 2018.

In previous years, TGP's medical mission called Sulong Kalusugan reached about 12,000 4,663 beneficiaries in partnership with various local government units. The company has also donated around Php2.8 million worth of medicines in 2018 reaching 6,277 beneficiaries in support of various state agencies, schools, and religious groups.

Improving Access to Vaccines

In 2018, a total of 48 Southstar Drug stores offered free vaccinations and sold flu vaccines at a more affordable price: from Php1,200 to Php450. The program's impact, however, has been diminishing as a result of the Dengvaxia issue. From 9,926 beneficiaries in 2016, our reach went down to 5,195 in 2017 and 2,257 in 2018. We will reassess the ability of the program to enlighten our communities about the need for vaccines in 2019.





Promoting Touch Therapy

Various studies recommend touch therapy for infants to deepen the emotional bond between a mother and her child. It involves gentle massage techniques that soothe and relax babies and help improve their initial health outcomes.

In partnership with Right Start Community Development, various Southstar Drug branches conducted a short session to aid and teach mothers how to properly do touch therapy. A total of 70 moms and their babies attended the session.



The Pink Movement: Kiss Cancer Goodbye

As many of Robinsons Retail's employees are women, our RSSI group developed a campaign to fight breast cancer, one of the most pressing health issues affecting women today.

In collaboration with our charity partner Philippine Foundation for Breast Care, Inc. (PFBCI), the campaign aims to boost PFBCI's support of women who are fighting breast cancer with limited financial capacities.

RSSI employees volunteered their services to the charity and mounted events, such as a breast care talk and The Pink Movement Day. In addition, RSSI's retail partners, such as Revlon, P&G, Ever Bilena, Bobbie, Chic Centre, and Maybelline donated products. To date, RSSI has spent Php203,600 for the campaign.



Improving Public School Structures

About 92% of our Filipino school children are enrolled in public schools. To help enhance the quality of our public-school system, we have entered into partnerships with the Department of Education (DepEd), the Ateneo Center for Educational Development (ACED), and the Quezon City Green Fund.

Robinsons Builders supports the DepEd's Brigada Eskwela, which repairs or spruces up public schools before the start of each school year. In 2018, Robinsons Builders donated tiles to 13 public schools across Panay, Negros and Mindoro Islands through this program.

Complementing this drive is Handyman's donation of 540 trash bins to select Elementary schools for the QC Green Fund. Also, True Value donated 30 gallons of True Value Paint to repaint facilities in Paltok Elementary School and 15th Avenue Elementary School.

In addition, Savers Appliances has partnered with the DepEd in Region III and JCI Angeles Culiati to recognize the most outstanding secondary students in Angeles City who have achieved not only in academic excellence but in social involvement as well. The program has five to 10 beneficiaries per year.

Empowering Communities 413-1

Robinsons Townville ACTS

Robinsons ACTS (Act, Care, Teach & Serve) is the CSR Program of the Robinsons Townville malls, our chain of community malls in various locations outside Metro Manila. This multi-faceted child development program is centered on self-development, social interaction, and community involvement.

We now have 303 child beneficiaries who live within the immediate vicinity of our malls and who have been selected by their respective local government units. Robinsons ACTS has partnered with Unilever for the feeding component of the program.

Giving One Love A Day

In partnership with Right Start, Inc., this event is a collaborative CSR activity by various Robinsons Retail business units. It supports Right Start's mission to provide creative caring spaces for the poorest children in our communities.

Robinsons Appliances took part in the event through a fun-filled culinary craft activity aimed to develop creativity and enhance confidence of a group of 8-10 kids. The company also initiated a Talent Show dubbed "Kids Got Talent." Daiso Japan, meanwhile, also mounts an annual event focused on knowledge sharing for kids under Right Start.



Contributing to Community Solidarity 413-1

Our companies and subsidiaries implement various community programs that strengthen our support of various charities and child support groups.

For the benefit of children

Together with Hands On Manila, True Value took part in this year's Servathon dedicated to the children of Marawi. Alongside volunteers from various companies, True Value employees participated in this 'service marathon' event. True Value has been a partner of Hands On Manila for the past eight years, giving monetary support and volunteer services to the cause.

Chic Centre, meanwhile, conducted a donation drive and outreach program for The Tahanan ng Pagmamahal Children's Home Inc. Established in 2006, this shelter for orphaned or abandoned children offers foster care and various key services.

In addition, Toys R Us supported the fundraising campaign of UNICEF and Lego to build the first National Center for Children with Disabilities.

Supporting the Hearing Impaired

Robinsons Department Store supports the Maria Lena Buhay Foundation, a dynamic educational institution that cultivates the potentials of the hearing impaired for their holistic development. The Department Store installed donation cans at cashier counters and provided donations, such as clothes, accessories, home line items, and shoes, for the foundation's regular garage sale events.

Segunda Mana with Caritas Manila

True Value inspires our patrons to reach out to the less-fortunate by encouraging them to donate their old or non-working tools. In partnership with Caritas Manila, these tools are restored and converted to cash to fund the main programs and services of the charity.

Annex 1

102-47

MATERIALITY TABLE

| Related GRI Topics | Specific topics | Reporting business units | Why is it material | GRI disclosures |
|---|---|--|--|--|
| Customer empowerment through diverse and quality products | | | | |
| 203 Indirect Economic Impact | Access to key consumer goods | <div><div>> Supermarket</div><div>> Toys R Us</div><div>> TGP</div><div>> Ministop</div></div> | As an indirect economic impact to the Philippine economy, our business helps improve accessibility of key consumer goods especially to low income groups. | 203-2 |
| | Savings on key consumer goods | | | |
| 416 Customer Health and Safety | Product Quality, Health, and Safety | <div><div>> Supermarket, TGP, Southstar Drug, Toys R Us, Ministop, Chic Center</div></div> | More than compliance, we have an inherent responsibility to give our customers quality and safe products. For us to serve substandard products would tarnish our brand but, more importantly, endanger the health and safety of our customers. | 416-1 |
| 417 Marketing and Labeling | | <div><div>> Supermarket, TGP, Southstar Drug, Toys R Us, Chic Center</div></div> | | 417-1 |
| Economic opportunities to suppliers and entrepreneurs | | | | |
| 201 Economic performance | Direct economic value distribution to suppliers | All business units | This is our direct contribution to our suppliers. | 201-1 |
| 204 Procurement practices | Jobs supported in the supply chain | | Through our business, we are able to provide employment along our supply chain. | (no directly corresponding GRI disclosure) |
| | Local sourcing | | <div><div>> Supermarket</div><div>> Chic Centre</div><div>> TGP</div></div> | |
| 203 Indirect Economic Impact | Impact to local business growth | <div><div>> Supermarket</div><div>> Department Store</div></div> | | 203-2 |
| Employment opportunities for communities | | | | |
| 201 Economic performance | Direct economic value distribution to employees | All business units | This is our direct contribution to our employees. | 201-1 |

| | | | | |
|-------------------------------------|---|--|---|---------------------|
| 102 General disclosures | Total jobs supported directly in stores | All business units | As a company, we acknowledge talent acquisition and retention as an important business strategy. | 102-7 |
| 405 Diversity and equal opportunity | Diversity and equal opportunity | | | 405-1 |
| 404 Training and education | Career development | | | 404-1, 404-2 |
| 403 Occupational health and safety | Health and safety | Head office | | 403-10 |
| Business integrity | | | | |
| 201 Economic performance | Direct economic value distribution to government | All business units | This is our direct contribution to the government through our taxes. | 201-1 |
| 102 General disclosures | Compliance to regulation | | We conduct our business in an ethical and legal manner. | 102-11 |
| | Ethical standards and practices | | | 102-11 |
| | Risk management | | Our business is vulnerable to several risks and we are actively taking steps to identify and address these risks. | 102-15 |
| Resource management | | | | |
| 301 Materials | Materials used | › Supermarket › Ministop › Chic Centre | With the extensive number of stores that we have nationwide, our environmental impacts resulting from our operations may prove to be significant. | 301-1 |
| 302 Energy | Energy consumption | All business units | | 302-1, 302-3 |
| 305 Emissions | GHG Emissions | | | 305-1, 305-2, 305-4 |
| 303 Water and Effluents | Water consumption | › Supermarket › Chic Centre | | 303-5 |
| 306 Effluents and Waste | Effluents and waste generation | | | 306-2 |
| Community programs | | | | |
| 201 Economic performance | Direct economic value distribution to communities | All business units | This is our direct contribution to the local communities. | 201-1 |
| 413 Local communities | Community engagements | | | 413-1 |

Annex 2

PERFORMANCE TABLE

| ENVIRONMENT | | | | | |
|---|--|-----------------|----------------|----------------|----------------|
| ELECTRICITY 302-1 | | | | | |
| Environmental disclosure/metric | Business format | Unit of measure | Year | | |
| | | | 2016 | 2017 | 2018 |
| Electricity consumption from Luzon + Visayas stores | Supermarket (source: Engineering c/o Ian) | kWh | 104,781,632.30 | 127,590,893.64 | 140,919,779.15 |
| Number of Luzon + Visayas stores where data was collected | | count | 131 | 138 | 164 |
| Electricity consumption from Luzon + Visayas stores | Department Store (Engineering c/o Sir Ian) | kWh | 25,317,906.00 | 26,803,154.00 | 28,517,128.00 |
| Number of Luzon + Visayas stores where data was collected | | count | 39 | 43 | 44 |
| Electricity consumption from Luzon + Visayas stores | DIY (Engineering c/o Sir Ian) | kWh | 7,912,653.67 | 7,856,538.11 | 8,320,749.39 |
| Number of Luzon + Visayas stores where data was collected | | count | 121 | 124 | 123 |
| Electricity consumption from Luzon + Visayas stores | Specialty stores (Engineering c/o Sir Ian) | kWh | 1,308,691.00 | 1,638,584.00 | 1,470,357.00 |
| Number of Luzon + Visayas stores where data was collected | | count | 51 | 56 | 55 |
| Electricity consumption from Luzon + Visayas stores | Head office (Engineering c/o Sir Ian) | kWh | 2,158,200.00 | 1,907,100.00 | 1,750,800.00 |
| Number of Luzon + Visayas stores where data was collected | | count | 1 | 1 | 1 |
| Electricity consumption from Luzon + Visayas plants | Chic Centre Corporation | kWh | 241,056.25 | 251,962.00 | 268,898.25 |
| Number of Luzon + Visayas plants where data was collected | | count | 1 | 1 | 1 |
| Electricity consumption from Luzon + Visayas company-owned stores | Ministop | kWh | 3,240,000.00 | 3,144,000.00 | 3,156,000.00 |
| Number of Luzon + Visayas company-owned stores where data was collected | | count | 270 | 262 | 263 |
| Electricity consumption from Luzon + Visayas franchised stores | | kWh | 2,280,000.00 | 2,784,000.00 | 2,700,000.00 |
| Number of Luzon + Visayas franchised stores where data was collected | | count | 270 | 262 | 263 |
| TOTAL ELECTRICITY CONSUMPTION FROM LUZON + VISAYAS | | kWh | 147,240,139.22 | 171,976,231.75 | 187,103,711.79 |

| | | | | | |
|--|--|-------|----------------|----------------|----------------|
| Electricity consumption from Mindanao stores | Supermarket (source: Engineering c/o Ian) | kWh | 9,496,270.26 | 10,799,301.64 | 11,977,182.90 |
| Number of Mindanao stores where data was collected | | count | 11 | 12 | 14 |
| Electricity consumption from Mindanao stores | Department Store (Engineering c/o Sir Ian) | kWh | 2,833,944.00 | 3,027,801.00 | 3,650,273.00 |
| Number of Mindanao stores where data was collected | | count | 6 | 8 | 8 |
| Electricity consumption from Mindanao stores | DIY (Engineering c/o Sir Ian) | kWh | 698,399.20 | 582,884.80 | 565,316.00 |
| Number of Mindanao stores where data was collected | | count | 14 | 15 | 15 |
| Electricity consumption from Mindanao stores | Specialty stores (Engineering c/o Sir Ian) | kWh | 31,213.00 | - | - |
| Number of Mindanao stores where data was collected | | count | 1 | 0 | 0 |
| TOTAL ELECTRICITY CONSUMPTION FROM MINDANAO | | | 13,059,826.46 | 14,409,987.44 | 16,192,771.90 |
| TOTAL ELECTRICITY CONSUMPTION | | | 160,299,965.68 | 186,386,219.19 | 203,296,483.69 |

| FUEL CONSUMPTION 302-1 | | | | | |
|--|-------------------------|--------|------------------|------------------|------------------|
| Diesel consumption of company-owned vehicles | Chic Centre Corporation | liters | 3,103.51 | 6,581.42 | 3,733.76 |
| Diesel consumption of company-owned vehicles | Ministop | liters | 3,180.00 | 3,180.00 | 3,180.00 |
| TOTAL DIESEL CONSUMPTION | | | 6,283.51 | 9,761.42 | 6,913.76 |
| Gasoline consumption of company-owned vehicles | Chic Centre Corporation | liters | 5,277.08 | 7,226.42 | 7,604.78 |
| Gasoline consumption of company-owned vehicles | Ministop | liters | 48,300.00 | 48,300.00 | 48,300.00 |
| TOTAL GASOLINE CONSUMPTION | | | 53,577.08 | 55,526.42 | 55,904.78 |
| TOTAL FUEL CONSUMPTION | | | 59,860.59 | 65,287.84 | 62,818.54 |

| MATERIALS 301-1 | | | | | |
|---|-------------|--------|------------|------------|-------------|
| Total number of local paper bags used | Supermarket | pieces | 44,054,233 | 51,309,825 | 55,819,735 |
| Total weight of local paper bags used | | g | 881,085 | 1,026,197 | 1,116,395 |
| Number of stores where data was collected | | count | 56 | 62 | 72 |
| Total number of plastic bags used | | pieces | 80,112,928 | 89,268,461 | 100,366,177 |
| Total weight of plastic bags used | | g | 801,129 | 892,685 | 1,003,662 |
| Number of stores where data was collected | | count | 85 | 98 | 109 |
| Total number of ecobags used | | pieces | 1,016,595 | 1,276,179 | 1,590,304 |

| | | | | | |
|--|---------------------------------|--------|---------------|--------------|--------------|
| Total weight of ecobags used | Supermarket | g | 50,830 | 63,809 | 79,515 |
| Number of stores where data was collected | | count | 50 | 55 | 63 |
| For company-owned stores | | | | | |
| Total number of food boxes used | Ministop (company-owned) | pieces | 485,546 | 471,161 | 478,774 |
| Total weight of food boxes used | | g | 4,855,460 | 4,711,610 | 4,787,740 |
| Number of stores where data was collected | | count | 270 | 262 | 263 |
| Total number of cups used | | pieces | 18,630 | 17,846 | 18,147 |
| Total weight of cups used | | g | 204,930 | 196,306 | 199,617 |
| Number of stores where data was collected | | count | 270 | 262 | 263 |
| Total number of lids used | | pieces | 18,630 | 17,846 | 18,147 |
| Total weight of lids used | | g | 55,890 | 53,538 | 54,441 |
| Number of stores where data was collected | | count | 270 | 262 | 263 |
| TOTAL PACKAGING MATERIALS FOR COMPANY-OWNED STORES | | pieces | 522,806 | 506,853 | 515,068 |
| TOTAL WEIGHT OF MATERIALS FOR COMPANY-OWNED STORES | | g | 5,116,280 | 4,961,454 | 5,041,798 |
| For franchised stores | | | | | |
| Total number of food boxes used | Ministop (Franchised stores) | pieces | 3,416,801 | 417,210 | 404,622 |
| Total weight of food boxes used | | g | 34,168,010 | 4,172,100 | 4,046,220 |
| Number of stores where data was collected | | count | 190 | 232 | 225 |
| Total number of cups used | | pieces | 13,110 | 15,803 | 15,525 |
| Total weight of cups used | | g | 144,210 | 173,833 | 170,775 |
| Number of stores where data was collected | | count | 190 | 232 | 225 |
| Total number of lids used | | pieces | 13,110 | 15,803 | 15,525 |
| Total weight of lids used | | g | 39,330 | 47,409 | 46,575 |
| Number of stores where data was collected | | count | 190 | 232 | 225 |
| TOTAL PACKAGING MATERIALS FOR FRANCHISED STORES | | pieces | 3,443,021 | 448,816 | 435,672 |
| TOTAL WEIGHT OF MATERIALS FOR FRANCHISED STORES | | g | 34,351,550 | 4,393,342 | 4,263,570 |
| TOTAL PACKAGING MATERIALS (COMPAY-OWNED + FRANCHISED STORES) | | pieces | 3,965,827.00 | 955,669.00 | 950,740.00 |
| TOTAL WEIGHT OF MATERIALS (COMPAY-OWNED + FRANCHISED STORES) | | g | 39,467,830.00 | 9,354,796.00 | 9,305,368.00 |

| For Chic Centre's manufacturing plants | | | | | |
|--|-------------------------|--------------|--|----------------|----------------|
| TOTAL RAW MATERIALS PURCHASED | Chic Centre Corporation | kg | | 300,344 | 440,553 |
| Number of plants where data was collected | | count | | 1 | 1 |
| <i>Acetone</i> | | kg purchased | | 157,180 | 188,616 |
| <i>Durlin Base 199</i> | | kg purchased | | 44,800 | 63,800 |
| <i>Ethyl Acetate</i> <i>IL Base 17756</i> | | kg purchased | | 15,251 | 45,000 |
| <i>IL Base 17756</i> <i>IL Clear Base 9377</i> | | kg purchased | | 14,800 | 43,600 |
| <i>IL Clear Base 9377</i> <i>Ethyl Acetate</i> | | kg purchased | | 13,000 | 21,530 |
| TOTAL RAW MATERIALS USED | | kg | | 236,932 | 353,392 |
| Number of plants where data was collected | | count | | 1 | 1 |
| <i>Acetone</i> | | kg used | | 116,328 | 156,645 |
| <i>IL Clear Base</i> <i>9377Durlin Base 199</i> | | kg used | | 26,561 | 60,608 |
| <i>Durlin Base 199</i> <i>IL Base 17756</i> | | kg used | | 25,217 | 34,003 |
| <i>IL Base 17756</i> <i>IL Clear Base 9377</i> | | kg used | | 14,347 | 31,569 |
| <i>Ethyl Acetate</i> | | kg used | | 13,158 | 16,502 |

| WASTE 306-2, 306-4 | | | | | |
|---|-------------|-----------|---------------------|---------------------|---------------------|
| Total solid waste produced | Chic Centre | kg | 31,312 | 39,354 | 68,053 |
| Number of stores where data was collected | | count | 1 | 1 | 1 |
| Biodegradable | | | | | 15,268 |
| Recyclable | | kg | 31,312 | 39,354 | 52,785 |
| Residual | | kg | | | |
| Total solid waste produced | Supermarket | kg | 2,576,697 | 2,831,482 | 3,833,843 |
| Number of stores where data was collected | | count | 99 | 110 | 121 |
| Food waste | | kg | 667,385 | 758,809 | 1,086,598 |
| Recyclable | | kg | 1,903,011 | 2,064,187 | 2,688,453 |
| Residual | | kg | 6,300 | 8,486 | 58,792 |
| TOTAL FOOD WASTE PRODUCED | | kg | 667,385.35 | 758,808.96 | 1,086,598.13 |
| TOTAL RECYCLABLE PRODUCED | | kg | 1,934,322.69 | 2,103,540.84 | 2,741,238.00 |
| TOTAL RESIDUAL WASTE PRODUCED | | kg | 6,300.00 | 8,486.00 | 58,792.00 |
| TOTAL BIODEGRADABLE WASTE PRODUCED | | kg | - | - | 15,268.39 |
| TOTAL SOLID WASTE PRODUCED | | kg | 2,608,008.04 | 2,870,835.80 | 3,901,896.52 |

| | | | | | |
|---|--------------------------|--------------|------------|------------|------------|
| Total hazardous waste produced | Chic Centre | kg | 15,213.00 | 25,797.00 | 14,904.94 |
| Total hazardous waste transported and treated | | kg | 15,213.00 | 25,797.00 | 14,905.00 |
| Number of stores where data was collected | | count | 1 | 1 | 1 |
| Total hazardous waste produced | Supermarket | kg | 1,257.74 | 1,539.54 | 6,771.52 |
| Total hazardous waste transported and treated | | kg | 46.00 | 58.00 | 45.00 |
| Number of stores where data was collected | | count | 97 | 108 | 119 |
| TOTAL HAZARDOUS WASTE PRODUCED | | kg | 16,470.74 | 27,336.54 | 21,676.46 |
| TOTAL HAZARDOUS WASTE TRANSPORTED AND TREATED | | kg | 15,259.00 | 25,855.00 | 14,950.00 |
| | | | | | |
| WATER 303-5 | | | | | |
| Total Water consumption | Supermarket | cubic meters | 456,068 | 1,437,436 | 1,400,251 |
| Number of stores where data was collected | | count | 128 | 143 | 152 |
| By source: | | | | | |
| Third-party provider (e.g. Water district) | | cubic meters | 456,068 | 1,437,436 | 1,400,251 |
| Surface water (e.g. creeks, rivers, lakes) | | cubic meters | | | |
| Groundwater (e.g. deepwell) | | cubic meters | | | |
| Seawater (e.g. ocean, bay) | | cubic meters | | | |
| Total Water consumption | Chic Centre | cubic meters | 8,776.00 | 9,404.00 | 8,270.00 |
| Number of stores where data was collected | | count | 1 | 1 | 1 |
| By source: | | | | | |
| Third-party provider (e.g. Water district) | | cubic meters | 8776 | 9404 | 8270 |
| Surface water (e.g. creeks, rivers, lakes) | | cubic meters | n/a | n/a | n/a |
| Groundwater (e.g. deepwell) | | cubic meters | n/a | n/a | n/a |
| Seawater (e.g. ocean, bay) | | cubic meters | n/a | n/a | n/a |
| Total Water consumption | Ministop (company-owned) | cubic meters | 324,000.00 | 314,400.00 | 315,600.00 |
| Number of stores where data was collected | | count | 270 | 262 | 263 |
| By source: | | | | | |
| Third-party provider (e.g. Water district) | | cubic meters | n/a | n/a | n/a |
| Surface water (e.g. creeks, rivers, lakes) | | cubic meters | n/a | n/a | n/a |
| Groundwater (e.g. deepwell) | | cubic meters | n/a | n/a | n/a |
| Seawater (e.g. ocean, bay) | | cubic meters | n/a | n/a | n/a |

| | | | | | |
|---|-----------------------------------|--------------|------------|------------|------------|
| Total Water consumption | Ministop (franchise stores) | cubic meters | 228,000.00 | 278,400.00 | 270,000.00 |
| Number of stores where data was collected | | count | 190 | 232 | 225 |
| By source: | | | | | |
| Third-party provider (e.g. Water district) | | cubic meters | n/a | n/a | n/a |
| Surface water (e.g. creeks, rivers, lakes) | | cubic meters | n/a | n/a | n/a |
| Groundwater (e.g. deepwell) | | cubic meters | n/a | n/a | n/a |
| Seawater (e.g. ocean, bay) | | cubic meters | n/a | n/a | n/a |
| TOTAL WATER CONSUMPTION (CUBIC METERS) | | | 1,016,844 | 2039640.16 | 1994121.37 |
| WATER CONSUMPTION FROM THIRD-PARTY PROVIDERS (CUBIC METERS) | | | 464,844 | 1446840.16 | 1408521.37 |
| WATER CONSUMPTION FROM SURFACE WATER (CUBIC METERS) | | | 0 | 0 | 0 |
| WATER CONSUMPTION FROM GROUNDWATER (CUBIC METERS) | | | 0 | 0 | 0 |
| WATER CONSUMPTION FROM SEAWATER (CUBIC METERS) | | | 0 | 0 | 0 |

| ECONOMIC 201-1 | | | |
|--|-------------|-------------|-------------|
| Economic value generated and distributed (Php Millions) | 2016 | 2017 | 2018 |
| Direct Economic Value Generated | 106,120.00 | 116,111.88 | 133,662.33 |
| Payment to Suppliers | 99,018.00 | 107,504.70 | 124,024.00 |
| Payment to Government | 350.00 | 384.80 | 434.84 |
| Payments to Employees | 2,544.00 | 3,298.43 | 4,006.10 |
| Payments to Providers of Capital | 959.00 | 1,096.88 | 1,156.27 |
| Payments to Communities | 5.77 | 7.31 | 11.85 |
| Discounts to PWD and Senior Citizens | 205.87 | 253.00 | 314.62 |
| Economic Value Retained | 3,036.72 | 3,566.76 | 3,714.65 |

HUMAN RESOURCE 405-1

| | | | | BY GENDER | | | | | |
|--|---------------------|--------|--------|----------------|-------|-------|------------------|--------|--------|
| Social metric | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 |
| | Permanent employees | | | Male permanent | | | Female permanent | | |
| TOTAL | 10,622 | 15,118 | 21,711 | 2,806 | 3,855 | 6,915 | 4,536 | 11,177 | 14,705 |
| Robinsons Supermarket | 2,869 | 5,152 | 5,648 | 1,214 | 1,320 | 1,397 | 1,655 | 3,832 | 4,251 |
| Robinsons Department Store | 753 | 1,560 | 1,638 | 165 | 187 | 199 | 588 | 1,373 | 1,439 |
| Robinsons Department Store Business Center | 62 | 136 | 176 | 3 | 3 | 3 | 59 | 133 | 173 |
| Loyalty and Financial Products | 23 | 24 | 32 | 4 | 6 | 10 | 19 | 18 | 22 |
| Handyman | 1,045 | 1,297 | 1,468 | 392 | 430 | 498 | 653 | 867 | 970 |
| TrueValue | 261 | 333 | 369 | 100 | 115 | 130 | 161 | 218 | 239 |
| Robinsons Builders | 182 | 197 | 223 | 77 | 77 | 90 | 105 | 120 | 133 |
| Home Plus | 28 | 38 | 47 | - | 15 | 16 | - | 23 | 31 |
| Ministop | 366 | 342 | 390 | 147 | 141 | 168 | 219 | 201 | 222 |
| Robinsons Appliances | 626 | 718 | 796 | 254 | 282 | 307 | 372 | 436 | 489 |
| Savers Appliances | 184 | 248 | 295 | 85 | 101 | 123 | 99 | 147 | 172 |
| Robinsons Specialty Store Fashion | 230 | 287 | 257 | 49 | 53 | 44 | 181 | 234 | 213 |
| Robinsons Specialty Store Beauty | 20 | 24 | 65 | 2 | 2 | 7 | 18 | 22 | 58 |
| Toys R Us | 246 | 321 | 385 | 103 | 107 | 129 | 143 | 214 | 256 |
| Daiso | 382 | 576 | 740 | 177 | 226 | 295 | 205 | 350 | 445 |
| Costa Coffee | 93 | 154 | 153 | 34 | 58 | 57 | 59 | 96 | 96 |
| Southstar Drug | 3,154 | 3,520 | 4,039 | - | 685 | 868 | - | 2,835 | 3,171 |
| The Generics Pharmacy | 98 | 105 | 106 | - | 47 | 46 | - | 58 | 60 |
| Chic Centre Corporation | - | 86 | 91 | - | - | | - | - | - |
| Rustans | - | - | 4,793 | - | - | 2,528 | - | - | 2,265 |

BY AGE

| Social metric | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 |
|--|--------------------|--------------|---------------|-----------------|--------------|--------------|-------------------|------------|------------|
| | Under 30 years old | | | 30-50 years old | | | Over 50 years old | | |
| TOTAL | 3,744 | 9,266 | 12,644 | 3,465 | 5,539 | 8,663 | 133 | 227 | 313 |
| Robinsons Supermarket | 1,424 | 3,249 | 3,458 | 1,384 | 1,835 | 2,115 | 61 | 68 | 75 |
| Robinsons Department Store | 402 | 1,062 | 1,098 | 312 | 454 | 499 | 39 | 44 | 41 |
| Robinsons Department Store Business Center | 31 | 81 | 115 | 30 | 54 | 60 | 1 | 1 | 1 |
| Loyalty and Financial Products | 16 | 15 | 19 | 7 | 9 | 13 | - | - | - |
| Handyman | 468 | 628 | 725 | 568 | 660 | 729 | 9 | 9 | 14 |
| TrueValue | 137 | 187 | 198 | 123 | 144 | 167 | 1 | 2 | 4 |
| Robinsons Builders | 84 | 81 | 97 | 94 | 112 | 123 | 4 | 4 | 3 |
| Home Plus | - | 19 | 25 | - | 18 | 20 | - | 1 | 2 |
| Ministop | 168 | 147 | 180 | 193 | 190 | 205 | 5 | 5 | 5 |
| Robinsons Appliances | 363 | 398 | 441 | 262 | 317 | 352 | 1 | 3 | 3 |
| Savers Appliances | 80 | 120 | 134 | 97 | 120 | 152 | 7 | 8 | 9 |
| Robinsons Specialty Store Fashion | 131 | 174 | 141 | 98 | 112 | 115 | 1 | 1 | 1 |
| Robinsons Specialty Store Beauty | 13 | 16 | 40 | 7 | 8 | 25 | - | - | - |
| Toys R Us | 125 | 171 | 215 | 117 | 145 | 165 | 4 | 5 | 5 |
| Daiso | 221 | 359 | 455 | 161 | 217 | 285 | - | - | - |
| Costa Coffee | 81 | 129 | 119 | 12 | 25 | 34 | - | - | - |
| Southstar Drug | - | 2,385 | 2,676 | - | 1,065 | 1,279 | - | 70 | 84 |
| The Generics Pharmacy | - | 45 | 49 | - | 54 | 52 | - | 6 | 5 |
| Chic Centre Corporation | - | - | - | - | - | - | - | - | - |
| Rustans | - | - | 2,459 | - | - | 2,273 | - | - | 61 |

BY RANK

| Social metric | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 |
|--|------------|------|------|---------------------|-------|-------|----------------------------------|-------|-------|
| | Executives | | | Department managers | | | Section managers and supervisors | | |
| TOTAL | 57 | 69 | 118 | 1,179 | 1,324 | 1,513 | 3,017 | 3,803 | 5,305 |
| Robinsons Supermarket | 18 | 16 | 22 | 429 | 471 | 524 | 1,149 | 1,256 | 1,403 |
| Robinsons Department Store | 12 | 12 | 11 | 115 | 119 | 122 | 383 | 425 | 428 |
| Robinsons Department Store Business Center | 1 | 1 | 1 | 6 | 5 | 5 | 5 | 9 | 15 |
| Loyalty and Financial Products | - | - | - | 7 | 9 | 11 | 11 | 11 | 17 |
| Handyman | 8 | 9 | 10 | 184 | 198 | 214 | 388 | 436 | 487 |
| TrueValue | 1 | 2 | 2 | 48 | 43 | 52 | 95 | 110 | 120 |
| Robinsons Builders | 1 | 2 | 1 | 31 | 35 | 36 | 72 | 76 | 90 |
| Home Plus | - | - | - | - | 4 | 3 | - | 16 | 17 |
| Ministop | 5 | 5 | 7 | 51 | 53 | 54 | 201 | 195 | 223 |
| Robinsons Appliances | 4 | 6 | 3 | 103 | 118 | 136 | 223 | 237 | 258 |
| Savers Appliances | 2 | 2 | 2 | 30 | 35 | 41 | 51 | 68 | 88 |
| Robinsons Specialty Store Fashion | 1 | 1 | 1 | 57 | 59 | 51 | 94 | 88 | 75 |
| Robinsons Specialty Store Beauty | - | - | - | 8 | 10 | 15 | 9 | 10 | 42 |
| Toys R Us | 2 | 2 | 2 | 42 | 44 | 49 | 88 | 92 | 122 |
| Daiso | 1 | 1 | 3 | 59 | 67 | 82 | 172 | 198 | 260 |
| Costa Coffee | 1 | 1 | 1 | 9 | 24 | 30 | 76 | 121 | 113 |
| Southstar Drug | - | 4 | 4 | - | 20 | 20 | - | 425 | 506 |
| The Generics Pharmacy | - | 5 | 3 | - | 10 | 12 | - | 30 | 29 |
| Chic Centre Corporation | - | - | - | - | - | - | - | - | - |
| Rustans | - | - | 45 | - | - | 56 | - | - | 1,012 |

| BY RANK | | | |
|--|-------------------------|-------|--------|
| | 2016 | 2017 | 2018 |
| | Rank-and-file permanent | | |
| TOTAL | 3,089 | 9,836 | 14,684 |
| Robinsons Supermarket | 1,273 | 3,409 | 3,699 |
| Robinsons Department Store | 243 | 1,004 | 1,077 |
| Robinsons Department Store Business Center | 50 | 121 | 155 |
| Loyalty and Financial Products | 5 | 4 | 4 |
| Handyman | 465 | 654 | 757 |
| TrueValue | 117 | 178 | 195 |
| Robinsons Builders | 78 | 84 | 96 |
| Home Plus | - | 18 | 27 |
| Ministop | 109 | 89 | 106 |
| Robinsons Appliances | 296 | 357 | 399 |
| Savers Appliances | 101 | 143 | 164 |
| Robinsons Specialty Store Fashion | 78 | 139 | 130 |
| Robinsons Specialty Store Beauty | 3 | 4 | 8 |
| Toys R Us | 114 | 183 | 212 |
| Daiso | 150 | 310 | 395 |
| Costa Coffee | 7 | 8 | 9 |
| Southstar Drug | - | 3,071 | 3,509 |
| The Generics Pharmacy | - | 60 | 62 |
| Chic Centre Corporation | - | - | - |
| Rustans | - | - | 3,680 |

| 2016 | 2017 | 2018 |
|--|--------|--------|
| Total number of indirect jobs supported through agency | | |
| 17,149 | 15,041 | 14,340 |
| 7,321 | 6,035 | 4,432 |
| 3,108 | 2,628 | 2,128 |
| 74 | 25 | - |
| 4 | 4 | 3 |
| 643 | 552 | 582 |
| 147 | 145 | 140 |
| 167 | 155 | 151 |
| 54 | 50 | 54 |
| 2,771 | 2,748 | 2,650 |
| 322 | 289 | 322 |
| 93 | 103 | 104 |
| 292 | 178 | 146 |
| 23 | 34 | 225 |
| 351 | 366 | 117 |
| 386 | 376 | 385 |
| - | - | - |
| 1,146 | 861 | 885 |
| 247 | 284 | 282 |
| - | 208 | 238 |
| - | - | 1,496 |

| Unit of Measure | |
|--|-------|
| Total number of training hours and career development programs provided to employees | hours |
| Voluntary turnover rate | |

| 2016 | 2017 | 2018 |
|--------|--------|--------|
| 50,904 | 60,464 | 35,232 |
| 19.0% | 23.4% | 23.4% |

GRI Content Index

GRI 102-55



For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report.

| GRI Standard | Disclosure | Page number |
|---|---|--|
| GRI 101: FOUNDATION 2016 | | |
| GENERAL DISCLOSURES | | |
| GRI 102 General Disclosures 2016 | ORGANIZATIONAL PROFILE | |
| | 102-1 Name of the organization | 4 |
| | 102-2 Activities, brands, products, and services | 4 |
| | 102-3 Location of headquarters | 4 |
| | 102-4 Location of operations | 4 |
| | 102-5 Ownership and legal form | See 2018 Annual Report p. 78 |
| | 102-6 Markets served | 4 |
| | 102-7 Scale of the organization | 4 |
| | 102-8 Information on employees and other workers | 51 |
| | 102-9 Supply chain | 39 |
| | 102-10 Significant changes to the organization and its supply chain | The company acquired Rustan Supercenters, Inc. in November 2018. |
| | 102-11 Precautionary Principle or approach | 65 |
| | 102-12 External initiatives | The company has no externally-developed charters and initiatives to which it subscribes or endorses. |
| | 102-13 Membership of associations | 104 |
| | STRATEGY | |
| | 102-14 Statement from senior decision-maker | 9-12 |
| | 102-15 Key impacts, risks, and opportunities | 65 |
| | ETHICS AND INTEGRITY | |
| | 102-16 Values, principles, standards, and norms of behavior | Inside front cover |
| | GOVERNANCE | |
| | 102-18 Governance structure | See Revised Corporate Governance Manual p. 7 |
| | 102-19 Delegating authority | 66 |
| | 102-20 Executive-level responsibility for economic, environmental, and social topics | 66 |
| | 102-21 Consulting stakeholders on economic, environmental, and social topics | See Revised Corporate Governance Manual p. 10, 33-36 |
| | 102-23 Chair of the highest governance body | See SEC 17-A 2018 p. 48 |
| | 102-24 Nominating and selecting the highest governance body | See Revised Corporate Governance Manual p. 8-10 |
| | 102-25 Conflicts of interest | See Revised Corporate Governance Manual p. 12-13, See SEC 17-A 2018 p. 19-20 |
| | 102-26 Role of highest governance body in setting purpose, values, and strategy | See Revised Corporate Governance Manual p. 310-12 |
| | 102-27 Collective knowledge of highest governance body | See SEC 17-A 2018 p. 49-51 |
| | 102-28 Evaluating the highest governance body's performance | See Revised Corporate Governance Manual p. 36-37 |

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|-------------------------------|--|---|
| 102-30 | Effectiveness of risk management processes | See Revised Corporate Governance Manual p. 29-30 |
| 102-33 | Communicating critical concerns | See Revised Corporate Governance Manual p. 33-36 |
| STAKEHOLDER ENGAGEMENT | | |
| 102-40 | List of stakeholder groups | 23-24 |
| 102-41 | Collective bargaining agreements | No employees are covered by collective bargaining agreements |
| 102-42 | Identifying and selecting stakeholders | 23-24 |
| 102-43 | Approach to stakeholder engagement | 23-24 |
| 102-44 | Key topics and concerns raised | 23-24 |
| REPORTING PRACTICE | | |
| 102-45 | Entities included in the consolidated financial statements | 5, 6, 7, 8 |
| 102-46 | Defining report content and topic Boundaries | 22 |
| 102-47 | List of material topics | 22, 87-88 |
| 102-48 | Restatements of information | There are no restatements from previous reports. |
| 102-49 | Changes in reporting | There are no changes in material topics and topic boundaries as this is the first report where material topics were determined. |
| 102-50 | Reporting period | 3 |
| 102-51 | Date of most recent report | 3 |
| 102-52 | Reporting cycle | 3 |
| 102-53 | Contact point for questions regarding the report | 3 |
| 102-54 | Claims of reporting in accordance with GRI Standards | 3 |
| 102-55 | GRI content index | 99-103 |
| 102-56 | External assurance | This report is not externally assured. |

MATERIAL TOPICS

| GRI Standard | Disclosure | | Page number |
|--|------------|--|---|
| ECONOMIC | | | |
| ECONOMIC PERFORMANCE | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 17 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 201 Economic Performance 2016 | 201-1 | Direct economic value generated and distributed | 17 |
| INDIRECT ECONOMIC IMPACTS | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 30-33, 40-48 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |

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| GRI 203 Indirect Economic Impacts 2016 | 203-2 | Significant indirect economic impacts | 30-33, 40-48 |
| ENVIRONMENT | | | |
| MATERIALS | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 69-72 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 301 Materials 2016 | 301-1 | Materials used by weight or volume | 69-72 |
| ENERGY | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 75-76 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 302 Energy 2016 | 302-1 | Energy consumption within the organization | 75-76 |
| | 302-3 | Energy intensity | 75-76 |
| | 302-4 | Reduction of energy consumption | 75-76 |
| WATER AND EFFLUENTS | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 78 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 303 Water and Effluents 2018 | 303-1 | Interactions with water as a shared resources | 78 |
| | 303-2 | Management of water-discharge related impacts | Our stores are usually tenants of malls and other buildings. Their property managers are responsible to manage the tenants' discharges. |
| | 303-4 | Water discharge | Our stores are usually tenants of malls and other buildings. Their property managers are responsible to manage the tenants' discharges. |
| | 303-5 | Water consumption | 78 |
| EMISSIONS | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 77 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |

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|--|--|---|---|
| GRI 305 Emissions 2016 | 305-1 | Direct (Scope 1) GHG emissions | 77 |
| | 305-2 | Energy indirect (Scope 2) GHG emissions | 77 |
| | 305-4 | GHG emissions intensity | 77 |
| | 305-5 | Reduction of GHG emissions | 77 |
| EFFLUENTS AND WASTE | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 73-74 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 306 Effluents and Waste 2016 | 306-2 | Waste by type and disposal method | 74 |
| | 306-4 | Transport of hazardous waste | 74 |
| SOCIAL | | | |
| EMPLOYMENT | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 59 |
| | 103-3 | Evaluation of the management approach | 59 |
| GRI 401 Employment 2016 | 401-1 | New employee hires and employee turnover | 59 |
| | 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 59 |
| | RRHI Disclosure: Employees promoted internally | | 57 |
| | RRHI Disclosure: Voluntary turnover rate | | 59 |
| OCCUPATIONAL HEALTH AND SAFETY | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 60 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 403 Occupational Health and Safety 2018 | 403-1 | Occupational health and safety management system | 60 |
| | 403-2 | Hazard identification, risk assessment, and incident investigation | Health, Safety, and Welfare Policy |
| | 403-3 | Occupational health services | 60 |
| | 403-4 | Worker participation, consultation, and communication on occupational health and safety | Health, Safety, and Welfare Policy |
| | 403-5 | Worker training on occupational health and safety | Health, Safety, and Welfare Policy |
| | 403-6 | Promotion of worker health | 60 |
| | 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Health, Safety, and Welfare Policy |
| | 403-10 | Work-related ill health | 60 |
| TRAINING AND EDUCATION | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 54-58 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |

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| GRI 404 Training and Education 2016 | 404-1 | Average hours of training per year per employee | 54-55 |
| | 404-2 | Programs for upgrading employee skills and transition assistance programs | 54-55 |
| DIVERSITY AND EQUAL OPPORTUNITY | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 51-53 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 405 Diversity and Equal Opportunity 2016 | 405-1 | Diversity of governance bodies and employees | 51-53 |
| NON-DISCRIMINATION | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 51 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 406 Non-discrimination 2016 | 406-1 | Incidents of discrimination and corrective actions taken | There were no instances of discrimination during the reporting period. |
| LOCAL COMMUNITIES | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 81-86 |
| | 103-3 | Evaluation of the management approach | We are still currently getting our baselines and in the process of setting up the system in evaluating our management approach. We will disclose this in the next two to three years. |
| GRI 413 Local Communities 2016 | 413-1 | Operations with local community engagement, impact assessments, and development programs | 81-86 |
| CUSTOMER HEALTH AND SAFETY | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 34-35 |
| | 103-3 | Evaluation of the management approach | 34-35 |
| GRI 416 Customer Health and Safety 2016 | 416-1 | Assessment of the health and safety impacts of product and service categories | 34-35 |
| MARKETING AND LABELING | | | |
| GRI 103 Management Approach 2016 | 103-1 | Explanation of the material topic and its Boundary | 87-88 |
| | 103-2 | The management approach and its components | 34 |
| | 103-3 | Evaluation of the management approach | 34 |
| GRI 417 Marketing and Labeling 2016 | 417-1 | Requirements for product and service information and labeling | 34 |

Membership of Associations 102-13

Robinsons Supermarket

1. Philippine Consumer Centric Traders Association
2. Management Association of the Philippines
3. The Consumer Goods Forum
4. Supply Chain Management Association of the Philippines

The Generics Pharmacy

1. Philippine Chamber of Pharmaceutical Industry
2. Pharmaceutical and Healthcare Association of the Philippines
3. Philippine Retail Association
4. Philippine Franchise Association
5. Association of Filipino Franchisers, Inc
6. Drugstore Association of the Philippines
7. Philippine Pharmacist Association
8. Marketing Executives of the Pharmaceutical Industry
9. Philippine Marketing Association
10. Philippine Chamber of Commerce and Industry
11. Philippine Business for Social Progress
12. Medicine and Transparency Alliance

Southstar Drug

1. Philippine Retailers' Association (PRA)
2. Drugstores Association of the Philippines (DSAP)
3. People Management Association of the Philippines (PMAP)
4. Philippine Society for Talent Development (PSTD)

Ministop

1. Philippine Franchise Association (PFA)
2. Philippine Retailers' Association (PRA)

