

**BUILDING BIG IDEAS**

# *Better*

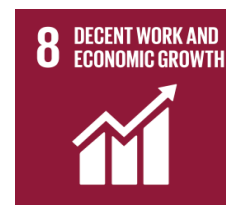


**WILCON**

**2021 SUSTAINABILITY REPORT**

Sustainability is built into the business of Wilcon. We have been in the industry for 44 years, growing from a humble 60-square-meter shop into the Philippines’ leading home improvement and construction supplies retailer. We achieved this because we understand that a sustainable and comfortable life is the dream of every Filipino family, and we made it our mission to support this aspiration.

With growth and development, dreams and aspirations get bigger. We are committed to contributing the best expertise, knowledge, resources, and skills to promote stronger, safer, and more sustainable homes and buildings for everyone as their lives improve through the long-lasting quality products and solutions we provide. We understand that as Wilcon continues to expand, we must manage our resources responsibly while sharing this growth with our different stakeholders, internal and external, and make sure these partnerships create value for everyone. Over these four decades, we have promoted the growth of our business and in effect cultivated the development and success of our employees within the company.



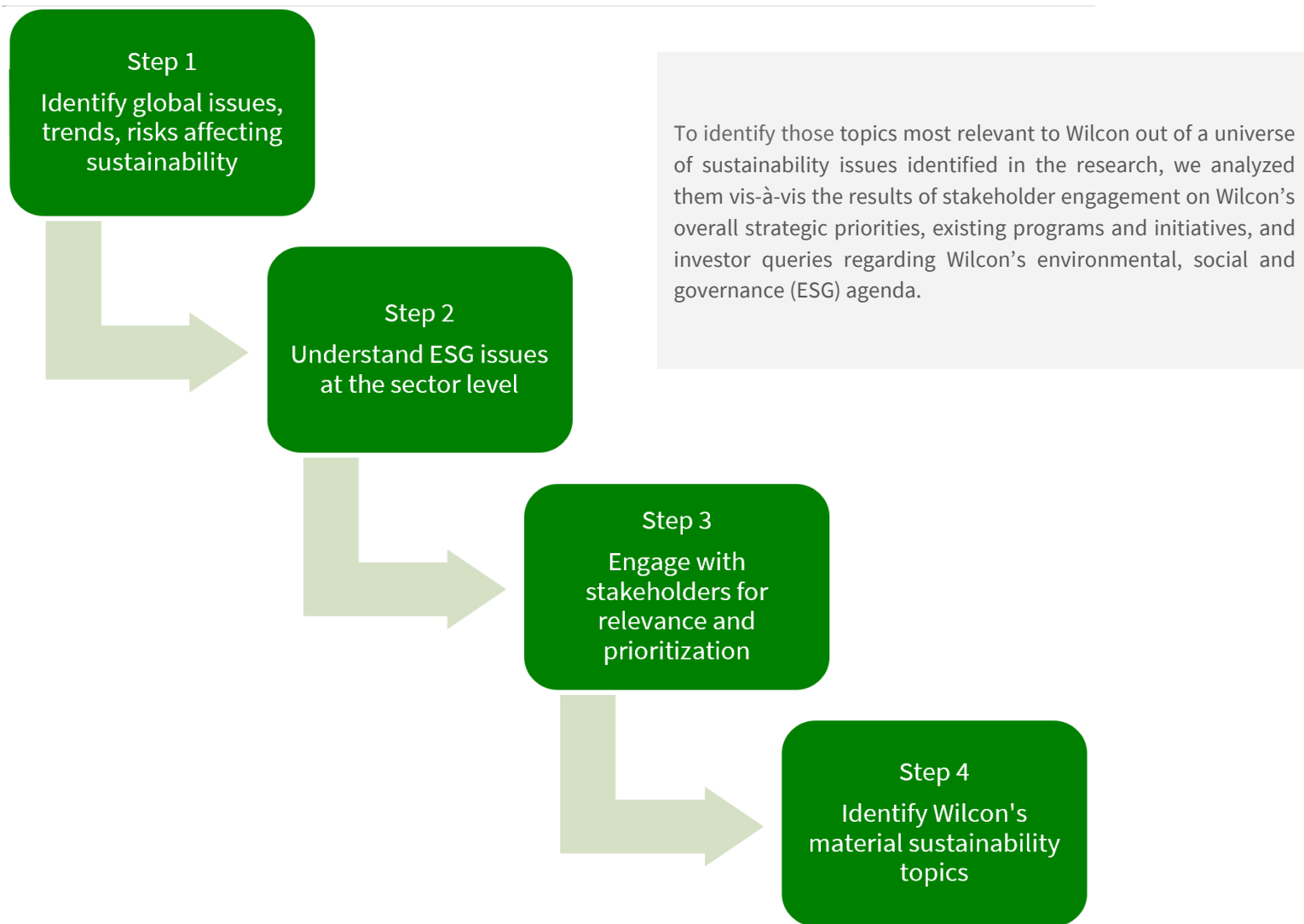
## Company Information

### Company details

Name of Organization	Wilcon Depot (PSE: WLCON)
Location of Headquarters	No. 90 E. Rodriguez Jr. Avenue, Ugong Norte, Quezon City
Location of Operations	See list of locations in Appendix A
Report Boundary: Legal entities included in this report	Wilcon Depot, Inc.
Business Model	2 retail formats – the depot store format and the home essentials store format, which are known under the trade names "Wilcon Depot" and "Wilcon Home Essentials", respectively. <small>Source: <a href="https://edge.pse.com.ph/companyInformation/form.do?cmpy_id=665">https://edge.pse.com.ph/companyInformation/form.do?cmpy_id=665</a></small>
Reporting Period	31 December 2021
Highest Ranking Person for this report	Lorraine Belo-Cincochan, President - CEO

# UNDERSTANDING OUR SUSTAINABILITY CONTEXT AND IMPACTS

The Securities and Exchange Commission's sustainability reporting requirement among publicly listed companies is an opportunity for Wilcon to take stock of everything that we have done to deliver on our commitment and find ways to build our big ideas better. In 2019, we undertook a rigorous two-month materiality process, which now allows us to focus our energies and resources on a sustainability agenda that is strategic to the business, promotes its growth, manages impacts and minimizes risks, and contributes to sustainable development.



Being an industry leader, we wanted to have a more comprehensive view of the sustainability pressures and drivers that shape our business. To ensure this, we conducted a four-step materiality process that covered:

A desktop review of key global drivers, trends and risks identified by international development organizations, multilateral agencies, global sustainability surveys, and sustainability ratings agencies, as well as sector-specific sustainability issues, including benchmarking against the performance of three sustainability leaders in retail and real estate; and

Nine sets of stakeholder interviews, covering internal (permanent employees from different departments of the business and members of senior leadership/C-suite) and external stakeholders (suppliers of varying business size and nature of operations) in terms of their relevant issues with, impacts of, and expectations from Wilcon.

# OUR MATERIAL ESG TOPICS AND MANAGEMENT ACTIONS

<b>Business expansion and creating shared value</b>	<b>Impacts of climate change on business performance</b>	<b>Impacts on local communities</b> (job creation, CSR, infrastructure development)	<b>Responsible sourcing</b>	<b>ECONOMIC</b>	
<b>Emissions from energy use and transport &amp; delivery</b>	<b>Waste management</b>	<b>ENVIRONMENTAL</b>			
<b>People: Training, OHS &amp; D&amp;I</b>	<b>Customer satisfaction and protection</b> (data privacy, H&S)	<b>Technology strategy</b> (big data, cyber security, and e-commerce)	<b>Meaningful communications and market shaping</b>	<b>Ethics and compliance</b> (governance of ESG at Board level, anti-corruption)	<b>SOCIAL &amp; GOVERNANCE</b>



Wilcon’s assessment process resulted in the above list of sustainability topics that are material to the business and where we create the most impact. All these present Wilcon with opportunities for better and long-term value creation. Conversely, we understand that they may pose risks to the business if we do not monitor and manage our performance on these issues.

Thus, our materiality process provided us with the opportunity to identify the necessary management actions to begin to address the risks and take advantage of the opportunities they present. These are:

- Monitor and analyze markets and macro data to successfully anticipate changes and sufficiently respond to any development on these material topics, while continuing to provide more and varied choices to our customers;
- Provide company leaders and managers with more opportunities to be exposed to the external environment concerning material ESG impacts, and receive proper training to use the information and knowledge in their decision-making during planning and day-to-day operations;
- Provide adequate support to the human resources department to be able to continuously recruit, train, and deploy excellent personnel;
- Strengthen relationships with a strong core of suppliers that can be relied on to deliver up-to-date, relevant, and specifications-compliant products cost-effectively; and
- Provide sufficient lead time in our construction projects.

We look forward to improving our understanding and responses as we further embed sustainability into our strategy and operations. Thus we commit to the following next steps for a fuller picture of our sustainability journey ahead:

- Include other stakeholder groups using existing touch points (e.g., customer management system) and separate engagements for a 360-degree view of our impacts, risks, and opportunities in time for the next report in 2022;
- Establish a regular materiality review every 2 to 3 years under the governance of senior management; and
- Develop internal capacity to apply learnings from the materiality assessment in areas of our business and begin to measure our performance on these material topics.

# OUR MATERIAL ESG AND KEY FINDINGS

## MATERIAL ESG TOPICS



Wilcon's economic growth relies on its ability to open new stores in strategic locations. This growth needs to create value not only for its shareholders but also for its employees, business partners, customers, and communities where we operate.

- Cost of construction and development
- Lack of qualified employees
- Lack of available contractors or construction personnel
- Securing government approvals, permits and licenses in a timely manner
- Significant competition from other more established businesses in new markets

- Increased profitability through new markets
- Growing preference for sustainable products
- Operational efficiencies and better use of resources like materials, energy, fuel, and water



Wilcon has to demonstrate its resilience in the face of risks from climate change

- Impacts on physical assets (e.g., flooding or construction delays from extreme weather), construction schedule, workforce productivity, reputation, and customer behavior and shopping seasonality, which affect our financial performance

- Ability to offer superior, more durable, more sustainable products that can withstand harsh weather conditions
- Position Wilcon as a partner in building and rebuilding
- Shape the market and educate them on the benefits of sustainable products



Wilcon's expansion into key fast-growing cities in areas outside Metro Manila creates jobs and stimulates infrastructure development and economic activities in these areas.

- Cultural differences can hamper acceptance of the brand and working relationship between store management and locally hired personnel
- Lack of acceptance from the communities in new store locations

- Local employment spurring economic growth in emerging cities
- Be recognized as an inclusive brand by the community through appropriate and meaningful marketing



Wilcon must ensure the quality, safety, and sustainability of the products and solutions it offers its customers. Addressing sustainability risks in products requires working with its suppliers in promoting a transparent, fair, and responsible supply chain.

- Non-availability of products that meet evolving customer preferences and Wilcon's quality standards
- Inaccurate forecasting of trends in customer behavior and preference and to respond to them in a timely manner
- Unmanaged or unchecked increases in price of more sustainable products and make them unaffordable

- Sustainability as a growing customer preference
- Offer products that are suitable and relevant to the market's taste
- Collaborations on innovations with suppliers to cast a wider sphere of positive impact



# OUR MATERIAL ESG AND KEY FINDINGS

## MATERIAL ESG TOPICS



Wilcon's growth translates to more impacts on the environment, specifically emissions resulting from greater energy use and consumption of fuel for transport and delivery of products, while relying on external providers.

- Non-availability of feasible/ reasonably-priced/financially -sensible fossil-fuel substitutes
- Cost of technology, know-how and execution of efficiency promoting logistical processes and programs

- Use alternative power and fuel sources that are cost-effective in the long run
- Reduce carbon footprint



Wilcon must be able to manage the waste it generates as it grows, specifically how it contributes to packaging waste, pollution, and toxicity.

- Accelerated price increase of new technology that will improve waste management efficiency that will be prohibitive to use by businesses

- Foster product innovation using waste as possible raw material

- Human resource skills available at reasonable cost to implement



# OUR MATERIAL ESG AND KEY FINDINGS

## MATERIAL ESG TOPICS



Wilcon must ensure the development and empowerment of its employees by providing them opportunities for professional growth and economic well-being and protecting their rights in the workplace, including occupational health and safety.



- Availability of trainable and skilled human resource
- Cost of training
- Cost of new technology



-Become the preferred employer for the incoming generation of workforce



As customer preferences and buying patterns evolve, Wilcon must be able to continue to deliver superior quality products and solutions while providing excellent and reliable service.

-Reputational damage from threats to customer wellness and safety

-Leverage Wilcon's positioning for high quality customer shopping experience as differentiator



With big data shaping the growth of retail, Wilcon needs to ensure its ability to optimize its information technology systems to make operations more efficient and reach more customers while remaining proactive against potential systems failures and breaches of security.

-Reputational damage from data breaches and system failures

-Lags and operational delays from data breaches and system failures

-Market expansion without need to put up brick & mortar stores, decreasing capital outlay

-Requires less energy to operate and generates less waste

-Addresses possible shortfall in capable manpower



As industry leader, Wilcon is in a position to shape the industry and the market towards the adoption of more sustainable products, services, and business practices.

-Resistance from consumers to see value for money in sustainable products and services

-Address unmet needs through sustainable products and services

-Enter new customer segments



Increasing ESG regulation and greater expectations for business to contribute to sustainable development while ensuring value creation and long-term resilience require responsible leadership and adoption of sustainability at the Board level

-Subject to fines for noncompliance to future regulations on ESG governance

-Establish a governance structure and management approach towards sustainability

-Ability to better respond to investor queries

## Economic Performance

Direct economic value generated and distributed (in Php)

	2020	2021
Direct economic value generated (Revenue)	23,064,205,443	27,864,110,064
Direct economic value distributed		
A. Operating costs	5,738,019,170	6,731,570,788
B. Employee wages and benefits	1,146,448,905	1,369,296,922
C. Payments to suppliers, other operating costs	21,364,314,920	27,202,407,825
D. Dividends given to stockholders and interest payments to loan providers	737,951,204	491,967,335
E. Taxes given to government	1,665,084,290	1,616,050,200
F. Investments to community	73,063,471	20,550,473

## Becoming the Preferred Partner: Our Management Approach

Wilcon's leadership in the home improvement and construction retail space is founded on its vision to become the preferred company in the industry for all its key stakeholders. We do this by differentiating our business, our product offerings, and our services through excellence, trustworthiness, and reliability.

We understand that we are in the business of offering innovative solutions. Thus, we have a strong and exclusive lineup of quality, value-priced in-house brands, as well as renowned international and local brands that meet our customers' evolving needs. By being attuned and responsive to the accelerating changes in customer behavior and retail trends, we have revolutionized the home improvement and construction supply industry in the Philippines, taking it beyond the traditional hardware types to well-designed retail spaces and customer-centric business practices that enhance the customer shopping experience.

**No. 1**

Home improvement/  
construction retail space

**73**

Stores nationwide

**627**

Suppliers

**835,424**

Members of Wilcon's loyalty & rewards program

## The Preferred Partner of Stakeholders

Wilcon's thrust of differentiating our business, our product offerings and services through excellence, trustworthiness and reliability to realize our vision to become the preferred company in the industry for all of our key stakeholders has sustained and seen us through these past two challenging years of operating amid the COVID-19 pandemic.

In the second year of the pandemic, amid global supply chain challenges, we were again able to adapt and serve our customers as we have consistently maintained fair and mutually supportive relationships with our various suppliers.

Our core values shone through our response to this pandemic, hence we were able to likewise quickly adapt our operations to conform to the changed consumer behavior and constant shift in health protocols and restrictions. Our large, well-designed retail spaces and customer-centric business practices made us the home improvement store of choice by consumers.

## Maintaining Sustainable Suppliers

Our long-standing, mutual-growth enabling relationship with our various suppliers has allowed us to continue to carry the same breadth and variety of product offerings. We were able to continue supporting suppliers with sustainable products in their offerings. We have dedicated store shelves for green products and regularly train our salespeople to help our customers select home improvement and construction supply solutions that deliver environment-friendly benefits, which has become a customer priority.

We have initiated our planning process for our Five-Year Sustainability Plan in the fourth quarter of 2021. We look forward to enhancing our collaboration with sustainable suppliers to grow our sustainable product offerings.



## Unwavering Commitment to Responsible Business

Our success in delivering acceptable financial results given the circumstances was partly a result of our steadfast commitment to responsible and ethical business practices. Corporate governance protects shareholder value and promotes transparency and accountability at the highest level of our business. They also protect our leadership position in the sector.

Our Revised Manual on Corporate Governance and Code of Business Conduct and Ethics guided Wilcon's directors, officers, and employees when dealing with our various stakeholders throughout the business. We have a zero-tolerance approach to bribery and corruption as reflected in our Anti-Bribery and Anti-Corruption Policy, which outlines in clear detail what constitutes bribery and corruption, how to raise concerns, monitoring and review systems including internal controls by the review committee, and the administration of penalties. The policy applies to all Wilcon employees and relevant third parties in all areas where we operate.

On February 19, 2021, the Company was given recognition by the Institute of Corporate Directors as one of the standout performers in the 2019 ASEAN Corporate Governance Scorecard (ACGS) Assessment.

Wilcon also has a Related Party Transactions Charter and Committee to review and ensure proper oversight of all our material related-party transactions (RPT), which we define as RPTs that amount to 10% or higher of the company's total assets based on its latest audited financial statement. The committee promotes fairness, transparency, and independent reviews and audits, and ensures against conflicts of interest and misappropriation of resources, among others, to protect the long-term interest of our shareholders and the reputation of the company. The Committee consists of three independent directors and conducts an annual review of its performance.



# ENVIRONMENT DATA

Environment Performance		
Energy consumption within the organization (in kWh)		
	2020	2021
Energy consumption (renewable sources)	4,619,099	10,173,138
Energy consumption (electricity)	47,251,479	62,517,150
Energy reduction of energy consumption (in kWh)		
Energy reduction (renewable sources)	4,619,099	10,173,138
Energy reduction (electricity)	47,251,479	62,517,150
Air emission disclosures (in Tonnes CO <sub>2</sub> e)		
Scope 1 GHG emissions	786*	928
Scope 2 GHG emissions	33,653*	44,543
Total GHG emission	34,439*	45,471
Water consumption within the organization (in CBM)		
Water withdrawal	294,586	268,926
Water consumption	294,586	268,926
Water recycled and reused	0.00	0.00
Solid and hazardous waste generated (in kg)		
Recyclable (papers & scraps)	83,175	377,722
Landfilled	Not collected in 2020	Not collected in 2021
Hazardous waste generated	262,093	15,546
Hazardous waste transported	Not collected in 2020	Not collected in 2021
Environmental compliance		
Monetary fines for non-compliance (Php)	245,000**	153,990**
No. of monetary sanctions for non-compliance	0	0
No. of cases resolved through dispute resolution mechanism	0	0

## Did you know?

Wilcon designed their buildings to maximize natural light, only turning on lights in the afternoon.

45,471

GHG Emission

Shift towards renewables: solar energy

Target: almost half of energy mix to come from solar

## Environmental Performance: Building on Small Wins

While the Covid-19 disease raged on and worsened in 2021, scientists and governments were better equipped to deal with the disease, hence, quarantine measures were not as severe as it were at the onset of the pandemic. Wilcon was allowed to operate through all the mobility restriction levels.

We pursued our expansion plans and our branches that were shuttered for two months in 2020 were able to recover. This business recovery resulted in increased electricity consumption but the Company was able to resume the roll out of solar power to qualified branches. This resulted in a corresponding increase in energy consumption from renewable sources, which is equivalent to a reduction in electricity consumption.

We still have our focus set on the use of renewable energy and battery technology in our branches nationwide. Partnerships with sustainable suppliers and market shaping are also critical steps to take so that we expand the reach of our impacts beyond the branches and enable more sustainable living for our customers. We have commenced in 2021 the planning of more focused programs aligned with the strategies we have laid out to achieve the targets we have set to achieve in five years.

As we committed to develop and implement a more deliberate environment agenda. We continue to look forward to improving efficiencies in our operations for productivity and cost savings, taking advantage of opportunities in innovations in packaging and resource use, while addressing actual and potential negative impacts of our operations on our immediate environments and the planet.

\*corrected  
\*\*late submission of supporting documents

## Shaping the Market Towards Green Solutions

Customers are becoming more conscious about the impacts of their lifestyles. Wilcon has been steadily expanding the green products it offers on its shelves to address this demand. The following are some of the sustainability features we highlight to make it easy for our customers to build and live better for the planet.

Water-saving fixtures: low flow, dual flush

Energy-efficient lighting: lower consumption, more light, longer life

Clean-air paint products: less polluting, no unpleasant smell

Circular economy: wood from renewable forests, recycled materials

As the pandemic has persisted in 2021, we have not resumed in full the support that we grant to different entities and organizations that promote the innovation of sustainable products and green spaces. We look forward to resume in full our journey and increase our engagement with our partner organizations.

## Waste Reduced

We generated substantially higher recyclable materials in 2021 with the continued operation of our stores and the increase in the volume of business. We continued to partner with local government units for the sorting of any solid waste materials we generated. Programs such as the take-back program with several suppliers so that they can recycle or repurpose inventory that do not meet our quality standards or get inadvertently damaged and rejected to prevent them from ending up in our landfills resumed after a temporary suspension.

## Highlight: Greening Our Branches

Our stores, because of their big formats, have intense energy requirements. To promote greater cost savings while minimizing our carbon footprint, Wilcon has started to roll out solar power solutions in 2016, including renewable energy into the energy mix of all our branches. We also use high-volume low-speed fans to minimize the use of air-conditioning while still making the branches comfortable for our customers and our staff. At the same time, our stores are designed to bring in as much natural light as possible and use forklifts that run on batteries rather than diesel. Below are the highlights of several in-store initiatives that make our operations more environment-friendly.

- 100% of branches to include solar power by 2024
- 36 branches with solar power systems
- 15 additional branches for installation of solar power systems by 2022



# SOCIAL DATA

Employee Data		
Employee data	Female	Male
Employees by gender	1,395	1,586
Employee benefits (% who availed)	Female	Male
SSS	9.11%	10.69%
PhilHealth	3.89%	0.7%
Pag-ibig	15.67%	20.75%
Parental leaves:		
Maternity / Paternity Leave	8.03%	11.57%
Solo Parent	0.07%	0.00%
Magna Carta	0.07%	0.00%
Vacation leaves	41.54%	47.55%
Sick leaves	5.38%	5.17%
Medical benefits (aside from PhilHealth)	10.64%	6.63%
Housing assistance (aside from Pag-ibig)	0.77%	1.72%
Retirement fund (aside from SSS)	0.07%	0.07%
Further education support	0.00%	0.00%
Company stocks option	0.00%	0.00%
Telecommuting	9.59%	5.47%
Flexible-working hours	11.44%	6.04%
Employee training and development	Female	Male
Total training hours provided	128.5	128.5
Ave. training hours provided	22.06	22.06
Labor Management Relations		
% of employees covered in CBA		28%
Number of consultations conducted with employees concerning employee-related policies		3

**47%**  
Female employee

**53%**  
Male employee

**8** DECENT WORK AND ECONOMIC GROWTH



**46:54** Female:Male  
Employee in Key Management Positions

## Our People: Our Customer Experience Heroes

Wilcon recognizes that its people are its most valuable asset and hence we look out for their welfare in all aspects. Our people are frontliners. They provide excellent service while exposing themselves to the risk of Covid-19 infection. In the second year of the pandemic, we provided them and their families with free vaccines not only to provide assurance to our customers that our stores are safe places but to keep them and their families protected. We do this because it is management's responsibility to ensure duty of care and dignity of person, and maintain a culture of compassion all throughout our operations.

We also provided free testing kits or covered the cost of testing for workers experiencing symptoms or exposed to Covid-19 positive persons should their respective local government units were unable to expediently provide testing service.

We provided financial support to employees affected by natural disasters to help them re-build their homes.



We continued to implement work-from-home arrangements and continually re-configured our office spaces to conform to the social distance requirements. Central to our vision for our employees is our compensation and benefits program and Work Life Integration Program, both of which protect and promote our employees' advancement, productivity, fair treatment, physical and mental health, safety, and well-being.

## Highlight: Learning and Development Uninterrupted

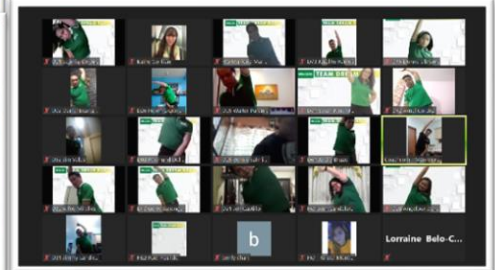
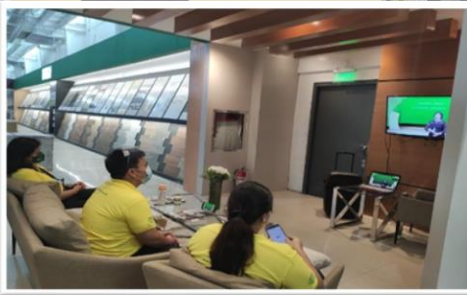
Continuous training is available to all employees to provide them the opportunity to lead and excel in the workplace and remain enthusiastic about delivering superior solutions. We are proud of the fact that 100% of store leadership and 95% enterprise-wide of management grew organically from the ranks.

Training and learning activities pivoted to pure online in 2020 and continued to be the training channel in 2021 albeit on-the-job functional training has resumed. Prior to the onset of the pandemic in 2020, we have already started rolling out our e-learning platform hence, our Training Team was able to quickly convert the rest of our learning modules into an online set up and has constantly updated and improved materials.

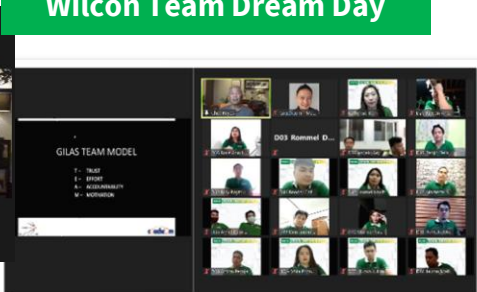
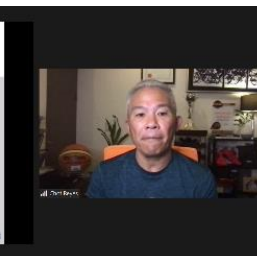
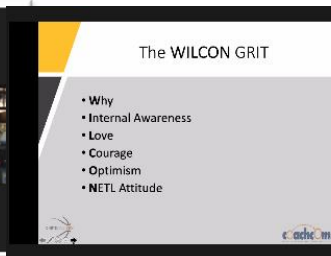
We provide online various technical training on the different products that we offer. We also provide skills training to equip our people so they can effectively carry out their respective functions such as sales, marketing and customer service skills. We provide as well values and character formation training in line with our wholistic development approach. We identify and develop high-potential employees into future company leaders through structured training programs on leadership and management.



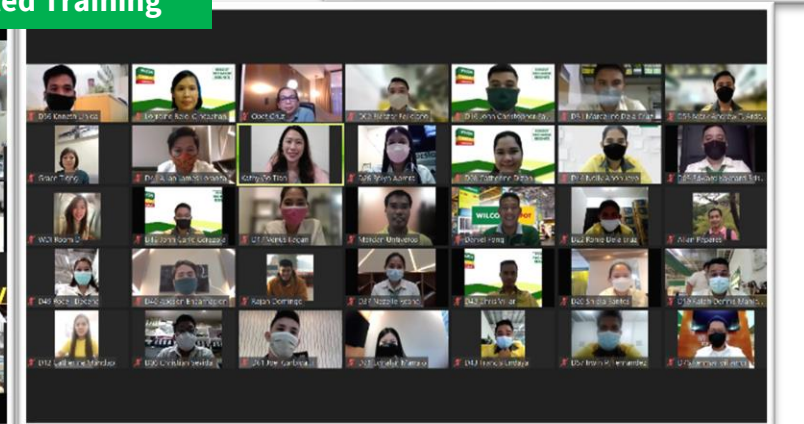
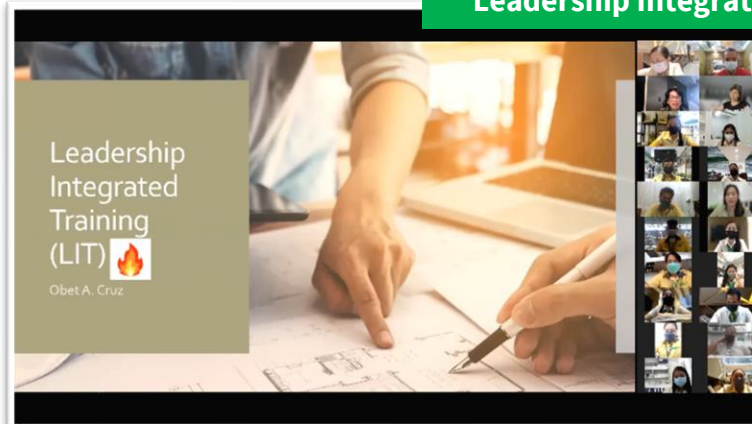
**Wilcon Built to Conquer: Reboot, Recharge, Reignite**



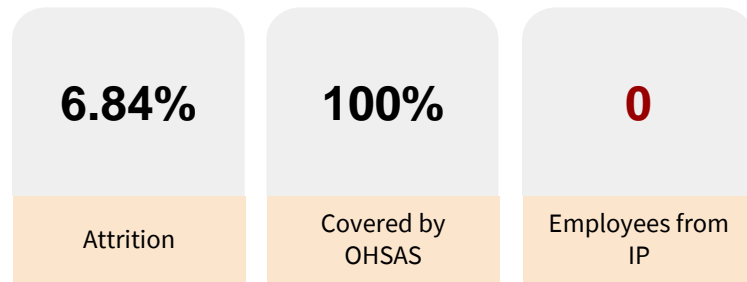
**Wilcon Team Dream Day**



## Leadership Integrated Training



Workplace conditions, labor standards, and human rights	Female	Male
Safe Man-Hours	1,395	1,586
No. of work-related injuries	18	134
No. of work-related fatalities	0	0
No. of work related ill-health	0	0
No. of safety drills	1,314	
Labor Laws and Human Rights		
No. of legal actions or employee grievances involving forced or child labor	0	
Forced labor (y/n)	Y	
Child labor (y/n)	Y	
Human rights (y/n)	Y	
Supply Chain Management		
	Does Wilcon consider the following when accrediting suppliers	
Environmental Performance	Y	
Forced labor	Y	
Child labor	Y	
Human rights	Y	
Bribery and corruption	Y	



## Health and Safety – The Paramount Consideration

Wilcon has been investing in creating safe stores and working spaces. We practice more stringent safety measures with our large and bulky moveable items, machine-powered lifts, and constant foot traffic, which can pose safety risks on our floor staff and customers. We continue to implement the following initiatives to help us minimize hazards and prevent injuries at the branches:

- A health and safety governance structure consisting of occupational health and safety officers and pollution officers;
- Safety assessment for product displays and regular checkup on equipment and stocks for safety and maintenance;
- Use of caution ropes and signages for warning zones;
- Procedures for immediate action should accidents occur and incident reporting;
- Personal protective equipment when constructing and installing solar panels; and
- Review and requirement of safety policies among contractors.

The COVID-19 pandemic added another layer to our health and safety protocols. We provided all the necessary tools, training and financial support to the exercise of equipping our people to be able to deliver the same excellent service throughout the changing protocols and health and safety regulations.

At the corporate level, we have trained first aiders and a company doctor who is available for daily and monthly checkups. Our company’s occupational health and safety manual is based on the Department of Labor and Employment’s requirements. To minimize the stresses on our employees associated with the heavy traffic in the metropolis, we now offer a compressed workweek with flexible working hours. We also have a private lactation area for breastfeeding mothers in the workplace.

# SOCIAL DATA

## Customer Management

### Customer Satisfaction

### Score

Customer Survey

n/a

### Health & Safety

### Quantity

No. of substantiated complaints on products or services health and safety

0

No. of complaints addressed

0

### Marketing & Labeling

### Quantity

No. of substantiated complaints on marketing & labelling

0

No. of complaints addressed

0

### Customer Privacy

### Quantity

No. of substantiated complaints on customer privacy

0

No. of complaints addressed

0

No. of customers, users and account holders whose information is used for secondary purposes

0

### Data Security

### Quantity

No. of data breaches, including leaks, thefts and losses of data

0

## Customer Satisfaction and Service Excellence in The New Normal

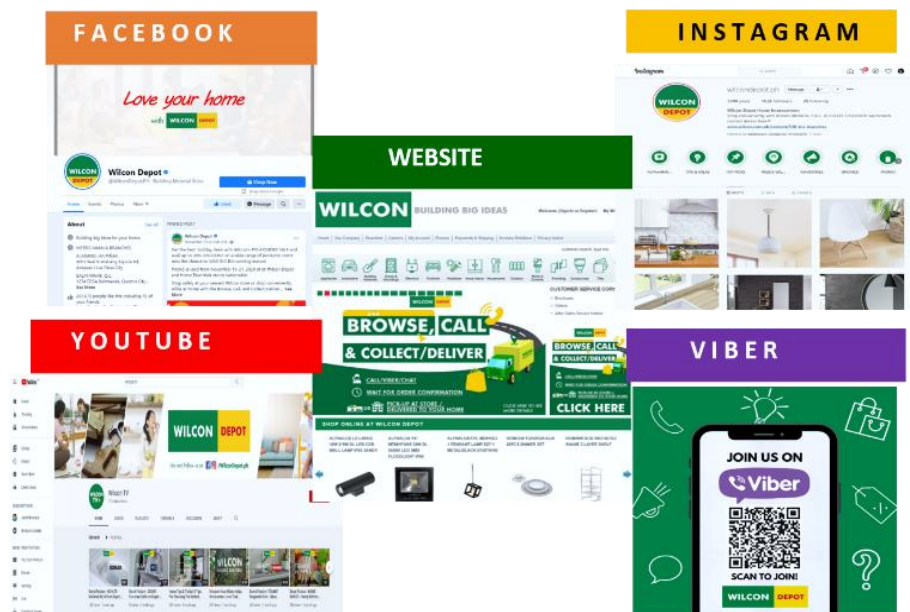
Customer behavior and preferences are shifting at an unprecedented pace, hastened by rapid technological innovations, growing environmental and social pressures, consolidation of competition, and increasing regulation. The COVID-19 pandemic accelerated this shift and may have even altered its course.

Our ability to maintain our status as industry leader and preferred partner depends on a strong commitment to deliver products and solutions of superior quality and provide excellent and reliable service to our customers consistently.

We have a strong track record of anticipating the needs of the market, and sourcing and developing products that meet these needs, allowing us to evolve over the past four decades. We were the first home improvement and construction supply store in the country to improve customer experience in our branches, departing from the traditional “hardware” type of stores and designing them to provide a comfortable atmosphere that enhances the shopping experience and to foster satisfaction and loyalty. Wilcon was also the first to proactively offer and highlight more sustainable products and solutions.

Innovation, customer satisfaction, and service excellence are the values that define our Customer Relationship Management (CRM) program. Our customers range from middle-income and high-income households to independent contractors and project developers. We have a CRM strategy with target, and monitoring and evaluation mechanisms. This includes a customer service platform available on our website, where customers can send queries, suggestions, comments or complaints.

We launched our e-commerce platform in 2019 and re-launched an enhanced, integrated platform in May, 2021. It is gradually gaining traction among our customers with site visits increasing month on month. We have also opened two shops in Lazada Mall offering select exclusive products and was the partner of choice by one of the top global brands we carry as the fulfilment arm of their e-commerce platform.

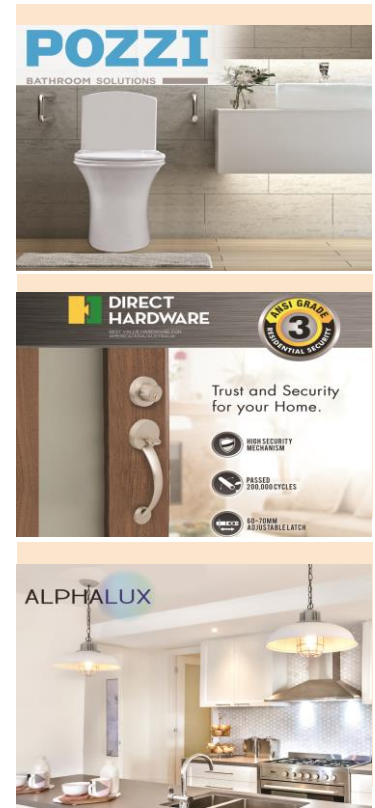


# SOCIAL DATA

## Our Broad Range of Products: Fit For Every Need

We have over 1,600 brands and products across different product categories translating to 60,000 SKUs that make it easy and convenient for our customers to find their home improvement and construction needs under just one roof.

- Plumbing and sanitary wares (bath and shower mixers, bath fillers, faucets, shower, water systems, bathtubs, bidet, bowl, lavatory, pedestal, shower enclosure, urinal, water closet and other accessories)
- Hardware and tools products (door essentials, hand tools and hardware accessories, pipes, sundries, power tools and hand tools)
- Tiles/Flooring (locally made and imported tiles in various sizes and types such as ceramic, glass block, porcelain, and vinyl)
- Electrical and lighting (electrical accessories and supplies, lamps, wiring devices, LED and lights)
- Furniture, furnishings and houseware (furniture products found in the bedroom, dining, kitchen, living room, office, and outdoor; decorative items, organizers, wall hang decors, curtains, and blinds)
- Paints (a wide range of paints for different surface types)
- Appliances (air coolers, air conditioners, electric fans, entertainment appliances, kitchen appliances, washing machine, and vacuum cleaner)
- Building materials (building decors and supplies, ceiling and wall, floor and roofing)



## Selected in-house brands of the Company

**POZZI**  
BATHROOM SOLUTIONS

**Käsch**

**Arte**  
CERAMICHE

**VERONA**  
TILES

**HEIM**  
HOME ESSENTIALS

**SOL**  
CERAMICA



# COMMUNITY DATA

## Responsible and Reliable Member of Local Communities

As a home improvement and construction supplies retailer, our entry into provincial centers nationwide can mean that the local economies in these areas are primed for greater activity, which can indirectly lead to more infrastructure and more job opportunities. Our stakeholders agree that our expansion has the potential to decentralize growth and development and bring it outside the traditional urban centers.

This also means that with an expanded store network, we now become a member of various local communities that we aspire to mutually grow with. In this time of crisis, we were given the opportunity to serve more meaningfully the local communities we belong in.

We continue to be a reliable member of our various local communities extending assistance in times of natural disasters, giving financial support to aligned advocacies of the various local government units and agencies and to various civic and professional groups.

Some of the entities we provided support and assistance to were ABS-CBN Foundation, Philippine Center for Entrepreneurship Foundation Inc., various local government units, agencies and some parishes.



# Appendix B: List of Operations Location

	Branch Name	Location
1	ALABANG	8003 REAL ST., ALABANG ZAPOTE RD., ALMANZA UNO, LAS PIÑAS CITY
2	BALINTAWAK	1274 EDSA A. SAMSON, QUEZON CITY
3	LIBIS	90 E. RODRIGUEZ JR. AVE., BRGY. UGONG NORTE, DISTRICT 3, QUEZON CITY
4	MAKATI	2212 CHINO ROCES AVE., SAN LORENZO, MAKATI CITY
5	QUIRINO	L119 C-1 MINDANAO AVE., TALIPAPA, QUEZON CITY
6	FILINVEST	L1 B29 ALABANG ZAPOTE RD. COR. BRIDGEWAY AVE., FILINVEST CORPORATE CITY, ALABANG, MUNTINLUPA CITY
7	MEXICO	GAPAN-OLONGAPO ROAD, LAGUNDI, MEXICO, PAMPANGA
8	SUCAT	DR. A. SANTOS AVENUE, SAN DIONISIO, PARAÑAQUE CITY
9	FAIRVIEW	16 COMMONWEALTH AVE., BRGY. COMMONWEALTH, QUEZON CITY
10	TARLAC	MC ARTHUR HIGHWAY, SAN RAFAEL, TARLAC CITY
11	DAU	MC ARTHUR HI-WAY, DAU, MABALACAT, PAMPANGA
12	SAN FERNANDO	FREEWAY STRIP OLONGAPO-GAPAN ROAD, DOLORES CITY OF SAN FERNANDO, PAMPANGA
13	CALAMBA	NATIONAL ROAD, BRGY. HALANG, CALAMBA CITY, LAGUNA
14	BATANGAS	LOT 2687-A DIVERSION ROAD, ALANGILAN, BATANGAS CITY
15	TAYTAY	MANILA EAST ROAD, BRGY. SAN JUAN, TAYTAY, RIZAL
16	ANTIPOLO	MARCOS HIGHWAY, BRGY. MAYAMOT, ANTIPOLO CITY, RIZAL
17	BALIUGAG	KM. 48 DRT HIGHWAY, BRGY. TARCAN, BALIWAG, BULACAN
18	DASMARIÑAS	GOVERNOR'S DRIVE, PALIPARAN 1, DASMARIÑAS CITY, CAVITE
19	LAOAG	AIRPORT ROAD, BRGY. 50, BUTTONG, LAOAG CITY
20	MANDAUE	U.N. AVENUE, UMAPAD, MANDAUE CITY, CEBU
21	TALISAY	LOT 2359, LAWA-AN II, TALISAY CITY, CEBU
22	KAWIT	CENTENNIAL ROAD, MAGDALO, PUTOL, KAWIT, CAVITE
23	VALENZUELA	292 MC ARTHUR HI-WAY, DALANDANAN, VALENZUELA CITY
24	SAN PABLO	DOÑA MARIA VILLAGE PHASE 2, BRGY. BAGONG BAYAN, SAN PABLO CITY, LAGUNA
25	VILLASIS	NATIONAL HIGHWAY, BRGY. BACAG, VILLASIS, PANGASINAN
26	QUEZON AVE.	24 QUEZON AVE., LOURDES, QUEZON CITY
27	DAVAO	MC ARTHUR HIGHWAY, MATINA, DAVAO CITY
28	IT HUB	PASONG TAMO EXTENSION, BRGY. BANGKAL, MAKATI CITY
29	MOLINO	BACOR BOULEVARD, BRGY. MAMBOG IV, CITY OF BACOR
30	STA. ROSA	TAGAYTAY ROAD, BRGY. PULONG, STA. CRUZ, STA. ROSA, LAGUNA
31	CDO	ZONE 5 , BRGY. CUGMAN, CAGAYAN DE ORO CITY
32	BACOLOD	MATAB-ANG TALISAY CITY, NEGROS OCCIDENTAL
33	BUTUAN	BRGY. BAAN, KM. 3, BUTUAN CITY
34	CABANATUAN	LOT 2040-C-3-B & Lot 2040-C-4, SUMACAB ESTE, MAHARLIKA HIGHWAY, PUROK 6, SUMACAB ESTE, CABANATUAN CITY
35	ILOILO	NORTH DIVERSION ROAD, BRGY. DUNGON-B, JARO, ILOILO CITY
36	TACLOBAN	PUROK SANTOL, BRGY. 80 MARASBARAS, TACLOBAN CITY, LEYTE

## Appendix B: List of Operations Location (cont.)

	Branch Name	Location
37	SILANG	PUROK 9, BRGY. LALAN II, SILANG, CAVITE CITY
38	ZAMBOANGA	LOT 2235C I-A BOALAN, ZAMBOANGA CITY
39	NAGA	BRGY. DEL ROSARIO, NAGA CITY
40	LIPA	BRGY. BUGTONG NA PULO, LIPA BATANGAS
41	PANACAN, DAVAO	BRGY. PANACAN VALLE VERDE, BUNAWAN, DAVAO CITY
42	TAYABAS	BRGY. ISABANG, TAYABAS QUEZON
43	GEN. SANTOS	PALEN, BRGY. LABANGAL, GENERAL SANTOS CITY
44	PUERTO PRINCESA	BRGY. SICSICAN, PUERTO PRINCESA CITY, PALAWAN
45	GENERAL TRIAS	BRGY. SAN FRANCISCO, GENERAL TRIAS CITY, CAVITE
46	STA. BARBARA, ILOILO	LOT 506B BRGY. BOLONG OESTE, STA. BARBARA, ILOILO
47	OPOL, MISAMIS ORIENTAL	ZONE 2A BRGY. BARRA, OPOL, MISAMIS ORIENTAL
48	STO. TOMAS, BATANGAS	MAHARLIKA HIGHWAY, BRGY. STA. ANASTACIA, STO. TOMAS, BATANGAS
49	ANTIPOLO II	LOT 2-A BRGY. SAN ISIDRO CIRCUMFERENTIAL RD. ANTIPOLO CITY
50	CALUMPIT	BRGY. PIO CRUZCOSA, CALUMPIT, BULACAN
51	IGUIG, CAGAYAN	BRGY. BAYO, IGUIG, CAGAYAN VALLEY RD.
52	SAN JOSE, BULACAN	BRGY. TUNGKONG MANGGA, SAN JOSE DEL MONTE CITY, BULACAN
53	COMMONWEALTH II	MATANDANG BALARA CAPITOL, QUEZON CITY
54	ORMOC	BRGY. SAN ISIDRO, ORMOC CITY, LEYTE
55	ALBAY	BRGY. PEÑAFRANCIA, DARAGA, ALBAY
56	TAGUM, DAVAO	BRGY. CANOCOTAN, TAGUM, DAVAO DEL NORTE
57	CORDON, ISABELA	BRGY. MALAPAT, CORDON, ISABELA
58	PILA, LAGUNA	BRGY. STA. CLARA SUR, PILA, LAGUNA
59	AKLAN	BRGY. CALANGCANG, MAKATO, AKLAN
60	OLONGAPO	NATIONAL ROAD, BRGY. BARRETTO, OLONGAPO CITY, ZAMBALES
61	TAYTAY II	RIZAL AVE., ILOG PUGAD BRGY. SAN JUAN TAYTAY, RIZAL
62	CABUYAO, LAGUNA	BRGY. SALA, CABUYAO, LAGUNA
63	SORSOGON	BRGY. MACABOG, SORSOGON CITY, SORSOGON
64	MALAYBALAY, BUKIDNON	SAN JOSE, MALAYBALAY CITY, BUKIDNON
65	BOHOL	BRGY. BINGAG, DAUIS, BOHOL
66	ALIMALL	LG003/LG004 LOWER GRD FLR. ALIMALL II, ARANETA CENTER, SOCORRO, D3, CUBAO, QUEZON CITY
67	WCC	ANCHOR 1, 121 VISAYAS AVE., BAHAY TORO, QUEZON CITY
68	STA. MESA	425 PIÑA AVE., BRGY. 585 ZONE 057, SAMPALOC, MANILA
69	MINDANAO AVE.	L-5 B-7 MINDANAO AVE., BAHAY TORO I, QUEZON CITY
70	MUÑOZ	1066 EDSA, BAHAY TORO, QUEZON CITY
71	PASAY	16 C JOSE ST. COR. EDSA, MALIBAY, PASAY CITY
72	ILOILO	GROUND FLOOR UNIT A25-A26, FESTIVE WALK MALL, ILOILO BUSINESS PARK, MANDURRIAO, ILOILO CITY
73	SAN FERNANDO	MC ARTHUR HIGHWAY, BRGY. SAN NICOLAS, SAN FERNANDO, PAMPANGA