

WILCON

BUILDING BIG IDEAS

Better



2023 SUSTAINABILITY REPORT



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MESSAGE FROM THE CEO

We at Wilcon have always been committed to helping our customers achieve their dream homes for a sustainable and comfortable life. In so doing, we have nurtured our people to grow and develop a caring mindset and character toward our customers, our suppliers, communities and environment.

We have to be caring of the needs and wants of our customers to ensure that we deliver the excellent service and experience that they deserve. We have to be considerate of the strategic goals and missions of our partner-suppliers to ensure that we are aligned and moving in the same direction. We have to be caring of our communities to be the boon that they deserve for giving us the opportunity to serve their home improvement needs at the same time contributing to their economic upliftment by providing jobs and income to some of their members. We have to be caring of our environment to provide sustainable products and innovative, practical solutions that will shape the behavior of our customers for better environmental impacts of our business.

Our ESG journey is aimed to define, organize, enhance and amplify all these manifestations of our care and mission.



LORRAINE BELO-CINCOCHAN
President and Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Lorraine Belo-Cincochan', written over a light background.

LORRAINE BELO-CINCOCHAN
DIRECTOR, PRESIDENT AND CHIEF EXECUTIVE OFFICER



ABOUT OUR COMPANY

Wilcon Depot, Inc, is the Philippines' leading home improvement and finishing construction supplies retailer. We are a one-stop shop carrying the complete spectrum of home improvement products. We have the most extensive product selection of trusted local and international brands of tiles and flooring, plumbing and sanitary ware, building materials, paints, electrical and lighting, hardware and tools, furniture, houseware and appliances.

In business since 1977, we have built an extensive network of supplier-partners, and a wide customer base of homeowners, professionals and contractors, and property developers.

A pioneer in introducing modern trade in the construction supply industry in the Philippines, we revolutionized our sector by enhancing the customer's shopping experience, evolving our original traditional hardware chain into a network of depot format branches.

After our public listing in March, 2017, we embarked on an aggressive store network expansion program, more than doubling the number of our branches from 36 at the start of 2017 to 90 by the end of 2023.



COMPANY INFORMATION COMPANY DETAILS

NAME OF ORGANIZATION	Wilcon Depot, Inc. (PSE: WLCON)
LOCATION OF HEADQUARTERS	No. 90 E. Rodriguez Jr. Avenue, Ugong Norte, Quezon City
LOCATION OF OPERATIONS	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.
SOURCE: HTTPS://EDGE.PSE.COM.PH/COMPANYINFORMATION/FORM.DO?CMPY_ID=665	
REPORTING PERIOD	31 December 2023
HIGHEST RANKING PERSON FOR THIS REPORT	Lorraine Belo-Cincochan, President - CEO

INTRODUCTION

Sustainability is built into the business of Wilcon. We have been in the industry for 46 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.

In 2023, to continue to advance our work in this area, we completed a carefully and thoughtfully crafted 5-year Sustainability Strategy, which outlines Wilcon's sustainability action plans and ambitions.

This Sustainability Strategy was also developed in consideration of the United Nation's Global Goals (the SDGs). These goals were created to help solve the world's toughest challenges such as poverty, inequality and climate change by the year 2030. Internal stocktaking of our operations and activities have enabled us to create positive synergies and conditions that can address several developmental challenges, such as responsible consumption and production, providing decent work, taking action on climate change, sustainably using natural resources, and addressing gender equality. We believe our Strategy is well aligned with the global goals and we will continue to innovate our operations to demonstrate our support for tackling these compelling issues.



UNDERSTANDING OUR SUSTAINABILITY CONTEXT AND IMPACTS

Initially, the Securities and Exchange Commission's sustainability reporting requirement among publicly listed companies was 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.

UNDERSTANDING OUR SUSTAINABILITY CONTEXT AND IMPACTS

To identify those topics most relevant to Wilcon out of a universe sustainability issues identified in the research, we analyzed them vis-a-vis the results of stakeholder engagement on Wilcon’s overall strategic priorities, existing programs and initiatives, and investor queries regarding Wilcon’s environmental, social and governance (ESG) agenda.



Toward the end of 2021, management saw the need to take stock of the Company’s ESG progress in the light of the disruptions brought about by the Covid-19 pandemic. ESG material topics were likewise assessed, prioritized and updated by the first quarter of 2022.

Up to fifteen internal and external stakeholders’ interviews were conducted to update and expand the 2019 materiality process results and findings to include current business targets as well as aligning with future business plans.

We recognize that as we achieve our short-term goals, our longer-term targets may evolve and as such our work plans will be constantly updated. We are confident that this new strategy will consistently provide Wilcon with a roadmap for success and will bring us all closer to Building Big Ideas Better and living in a sustainable world.

OUR MATERIAL ESG TOPICS AND MANAGEMENT ACTIONS

Business Expansion and creating shared value	Impacts of climate change on business performance	Impacts on local communities (Job creation, CSR, Infrastructure Development)	Responsible Sourcing	
Emissions from energy used and transport & delivery	Waste management			
People: Training, OHS & D&I	Customer satisfaction and protection (data privacy, H&S)	Technology strategy big data, cyber security, and e-commerce	Meaningful communications and market shaping	Ethics and compliance (governance of ESG at Board level, anti corruption)

OUR MATERIAL ESG TOPICS AND MANAGEMENT ACTIONS

Wilcon's 2019 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 2023;
- 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.
- The 2022 ESG materiality re-assessment exercise resulted in the additional focus areas under People on labor rights, gender equality and community development.

OUR MATERIAL ESG AND KEY FINDINGS

MATERIAL ESG TOPICS



Wilcon must ensure the quality, safety, and sustainability of the products and solutions it offers to 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.



Wilcon has 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, 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 difference can hamper acceptance of the brand and working relationship between management and locally hired personnel
- Lack of acceptance for 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'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 business 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



OUR MATERIAL ESG AND KEY FINDINGS

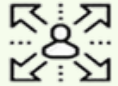
MATERIAL ESG TOPICS



Wilcon's growth translate 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 and 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 the businesses.
- Human resources skills available of reasonable cost to implement.

- Faster product innovation using waste as a possible raw material.



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.



Wilcon recognizes that in order to successfully execute its growth strategies, its employees need to be empowered to maximize their contribution to the company's growth goals. Equitable opportunities should also be accorded to each of its employees pursuant to the basic labor right of fair and just treatment in the workplace

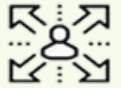
- Availability of suitable human resource of specific genders for specific functions and responsibilities
- Cost of structure and process change to decentralize control and empower downlines
- Cost of training

- More comprehensive talent pool critical for accelerated growth



OUR MATERIAL ESG AND KEY FINDINGS

MATERIAL ESG TOPICS



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 system failures and breaches of security

- Reputational damage from data breaches and system failures
- Lags and operational delays from data breaches system failures

- Market expansion without need to put up brick & mortar stores, decreasing capital outlay.
- Requires less energy to operate and generate 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 non compliance to future regulations on ESG Governance

- Establish a governance structure and management approach towards sustainability
- Ability to better respond to investor queries.

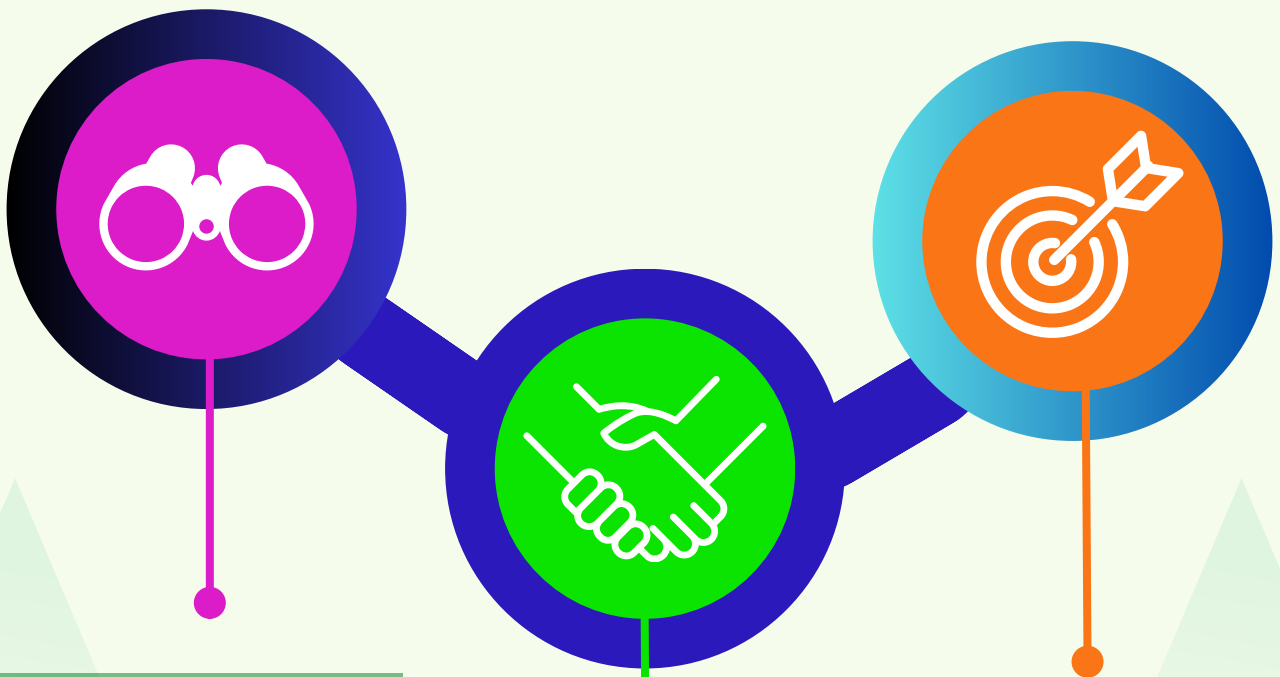


STRATEGIC AMBITION AND FRAMEWORK

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.

By integrating our long-standing mission of Building Big Ideas Better into our strategic sustainability ambition, we aim to lead our industry's evolution to genuine sustainability by helping our customers build, improve, and refine their homes for a more sustainable and comfortable life. As such, we are committed to contributing the best expertise, knowledge, resources, and skills that promote stronger, safer, and more sustainable spaces from the long-lasting, quality products and solutions we provide.

Our principles of integrity, true value, and doing the right thing all make this possible.



VISION

To become the preferred company in our industry for all our key stakeholders: our customers, our partners, our employees, our shareholders, the environment, and the society we live in.

VALUES

- Innovation
- Leadership
- Integrity to all Stakeholders
- Loyalty to our customers and company
- Excellence Customer service
- Customer Delight
- Collaboration

MISSION

To help people build, improve, and refine their homes for a sustainable and comfortable future.

STRATEGIC AMBITION AND FRAMEWORK

VISION FOR 2029

To lead our industry and continually enhance the customer experience by innovating to offer more sustainable products, reducing our footprint, and taking care of our people and communities.

All of which is underpinned by strong sustainability governance standards embedded across our operations.

STRATEGY FRAMEWORK



STRATEGY FRAMEWORK

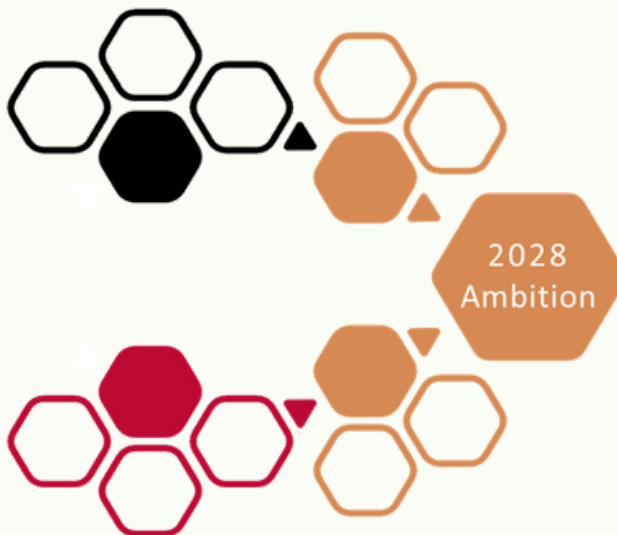
Innovate for More Sustainable Products – By 2028 we will...

Focus Areas

- **Product quality and safety**
- Supply chain management and engagement
- Product innovation, design and life cycle management

Commitments

- Ensure the best customer experience
- Provide employees with the knowledge they need to implement supply chain innovation efforts
- Expand availability of locally made, sustainable products
- Empower customers via transparent product information



Innovate and expand our offering to include more sustainable, ethically made and safe products for customers by nurturing supplier relationships and considering the full product lifecycle.

Take Care of our People and Communities – By 2028 we will...

Focus Areas

- **Employee health and safety**
- Employee training and development
- Workplace culture, engagement and wellbeing
- Labor rights and employee welfare
- Community development

Commitments

- Consistently instill a sense of psychological and physical safety and security for our team
- Continue to be the best by developing from within and nurturing the best talent
- Promote excellence in the workplace by sustaining a caring culture where safety comes first
- Meaningfully serve the local communities to which we belong



Enable our people to champion sustainability and community engagement with the confidence that comes from working in a safe, collaborative, and caring working environment.

STRATEGY FRAMEWORK

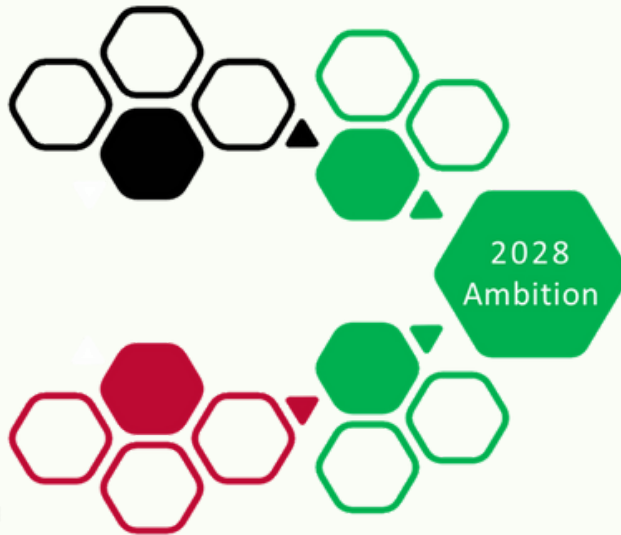
Reduce Our Footprint – By 2028 we will...

Focus Areas

- Climate change adaptation
- Energy use and emissions management
- Waste management
- Water consumption and management

Commitments

- Reduce the environmental impact of the products we sell
- Minimize our operational requirements for energy, water, and waste
- Reduce emissions across our operations and encourage the same across our value chain



Limit the ecological footprint of our operations by reducing our reliance on natural resources and decreasing waste and emissions.

Embed Sustainability – By 2028 we will...

Focus Areas

- Corporate Governance
- Business Ethics

Commitments

- Ensure the highest levels of accountability across all staff and leadership levels
- Adhere to our principles of integrity, true value and doing the right thing



Create a corporate culture of ethics, integrity, and sustainability by following sound corporate governance practices.

2023 ESG HIGHLIGHTS

**PhP
1.52B**

Dividends given to stockholders

**PhP
2.4B**

Taxes given to Government

**PhP
24.2M**

Investments to Community

20%

Reduction on Single-use Plastic Packaging in 2023

50

Branches with Solar Power Systems

378,156.50

Recyclable Papers, Plastic Packaging & Scraps (in kg)

100%

Covered by OHSAS

50,687.46

Energy consumption renewable resources (in GJ)

53,955

GHG Emission (in Tonnes CO2e)

0

Complaint on Customer Privacy

ECONOMIC DATA

Expanding Reach and Fulfilling Commitments

We marched on in 2023, keeping our focus on our strategic goals to expand our reach and help our customers build, improve and refine their homes for a sustainable and comfortable life. Notwithstanding cyclical trends unfavorably impacting demand in the markets that we serve, we remain customer-centric, consistently delivering excellent customer experience and product offerings.

As a management approach, we anchor our push for a broader geographic presence on the long-term, mutually beneficial relationships we have built with our partner suppliers, aligning our strategic goals to support the realization of our respective missions and visions.

Coming out of the pandemic achieving record earnings in 2022, we continued pursuing our expansion plans in 2023, adding nine new branches.

Economic Performance		
Direct economic value generated and distributed (in Php)		
	2022	2023
Direct economic value generated (Revenue)	33,994,029,730	35,130,135,825
Direct economic value distributed		
A. Operating costs	7,879,337,131	8,940,010,592
B. Employee wages and benefits	1,437,492,006	1,531,047,694
C. Payments to suppliers, other operating costs	31,508,131,854	32,901,219,642
D. Dividends given to stockholders and interest payments to loan providers	860,942,064	1,516,897,923
E. Taxes given to government	2,171,199,486	2,351,641,815
F. Investments to community	20,505,987	24,218,886

#1

HOME IMPROVEMENT/
CONSTRUCTION RETAIL
SPACE

90

STORES
NATIONWIDE

660

SUPPLIERS

828,249

MEMBERS OF WILCON'S LOYALTY &
REWARDS PROGRAM



ECONOMIC DATA

COLLABORATING WITH PARTNER-SUPPLIERS

Pursuant to our five-year sustainability strategy, we continued to engage with our partner-suppliers in various focus areas of product quality and safety, supply chain management and product innovation, design and life cycle management.

- ✓ We continued to provide dedicated store shelves for green products, engaged with a wider supplier-partner base to offer support and promote their development of sustainable products.
- ✓ We conducted product training and demonstrations to our sales experts to help our customers select home improvement and construction supply solutions that deliver environment-friendly benefits, which has become a customer priority.
- ✓ We have an automated and real-time syncing of online and offline inventory with regular stock audits conducted to continuously monitor accuracy in order to implement improvements in the system and process.
- ✓ We have launched an ESG survey among our suppliers with a modest but encouraging response rate.
- ✓ We have finalized a Sustainable Procurement Policy and an ESG Criteria and Sustainable Choice Product Checklist, which will be for approval in 2024.
- ✓ We have drafted an ESG end-of-life cycle questionnaire as part of our initiative to work with our partner suppliers to embed product lifecycle considerations into product design.

ECONOMIC DATA

HIGHLIGHT:

THE PRODUCT END-OF-LIFE AUDIT TOOL

The audit tool consists of a questionnaire designed to obtain information on the life cycles of the various products to estimate their footprint in their respective full life cycles.

With the data, we will be able to offer responsible end-of-life product information to customers for an informed purchase, procure and offer products with responsible end-of-life including biodegradable or compostable products.

The scope of the questionnaire included:

GENERAL

overall approach of the manufacturing supplier concerning their product life cycle.

END-OF-LIFE PRODUCT

determines the efforts made by the manufacturing supplier for their products reaching end-of-life.

END-OF-LIFE PRODUCT DISPOSAL

explains the disposal process done by the manufacturing supplier for end-of-life products.

PRODUCT DESIGN

shows environmental considerations such as recyclability, and ease of disposal provided with information for proper disposal of the product.

PRODUCT TAKEBACK

provides the effective strategy of the supplier in mitigating product wastes from ending up in the landfill.

AUDIT/ASSESSMENT EFFORTS

this validates the environmental actions of the supplier and their compliance with international and/or local standards.

OTHERS

provides supplemental reports regarding supplier's corporate social responsibility, environmental policies, and other sustainability reports.



ENVIRONMENT DATA

Environment Performance

Energy Consumption within the organization (in Kwh)

	2022	2023
Energy consumption (renewable sources)	53,489.97*	50,687.46*
Energy consumption (electricity)	70,725,240	74,279,561

Energy reduction of energy consumption (in Kwh)

Energy reduction (renewable resources)	14,858,324	14,079,849
Energy reduction (electricity)	70,725,240	74,279,561

Air emission disclosures (in Tonnes CO₂e)

Scope 1 GHG Emissions	897	1,053
Scope 2 GHG Emissions	50,371	52,902
Total GHG Emissions	51,267	53,955

Water consumption within the organization (in CBM)

Water withdrawal	455,003	290,060
Water consumption	455,003	290,060
Water recycled and reused	0.00	0.00

Solid and hazardous waste generated (in kg)

Recyclable (papers & scraps)	339,478	378,156.50
Landfilled	Not collected in 2022	Not collected in 2023
Hazardous waste generated	11,292	11,528
Hazardous waste transported	Not collected in 2022*	Not collected in 2023*

Environmental Compliance

Monetary fines for non-compliance (Php)	300,000**	800,000**
No. of non-monetary sanctions for non-compliance	0	0
No. of cases resolved through dispute resolution mechanism	0	0

* In GJ
** late submission of supporting documents

DID YOU KNOW?

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

53,955

GHG Emission

MITIGATION AMID EXPANSION

Expansion activities were pursued in 2023, opening nine branches, which expectedly will add to the environmental impacts of the company. Mindful of the collateral effects of expansion activities to the environment and pursuant to the aspirations and targets set forth in our five-year sustainability strategy, we have rolled out programs to mitigate such impacts.

While it was expected that power and water consumption will grow due to the increased number of stores and personnel, power consumption on an average per store basis dropped. Overall water consumption similarly declined as a result of the re-fitting of toilets in our stores and offices with water-saving toilet seats and motion sensor faucets. We rolled out a training course on behavior formation focusing on the application and practice of building positive habits to enhance personal and professional effectiveness that includes efficient use of energy.

Conversely, environmental fees and penalties increased as we continue with our housekeeping efforts, backtracking and correcting documentation and operational gaps on old store buildings for a smoother implementation of our planned programs and projects.

ENVIRONMENT DATA

HIGHLIGHT: SINGLE-USE PLASTIC PACKAGING REDUCTION CAMPAIGN

Single-use plastic packaging is ubiquitously present in our stores to prevent product damages of home improvement products such as plumbing products, hardware and tools, electrical and lighting, among others. In 2023, we launched an Extended Producer Responsibility (EPR) program in support of our climate change adaptation ambition and in compliance with Republic Act 11898 or the Extended Producer Responsibility Act of 2022.

Under this program, we committed to progressively recover, reuse and recycle our plastic waste footprint generated during the immediately preceding year.

Our commitment is as follows:

PERIOD	TARGET
December 31, 2023	Twenty percent (20%)
December 31, 2024	Forty percent (40%)
December 31, 2025	Fifty percent (50%)
December 31, 2026	Sixty percent (60%)
December 31, 2027	Seventy percent (70%)
December 31, 2028 and every year thereafter	Eighty percent (80%)



ENVIRONMENT DATA

SINGLE-USE PLASTIC PACKAGING REDUCTION CAMPAIGN

Target



Single Use Plastic Packaging Reduction

80% YOY reduction starting 2028 and every year thereafter

We have outlined and started to implement programs and activities for the achievement of the above targets. Among others:

- We implemented a Return of Plastic Packaging campaign whereby we encourage to return the plastic packaging or blister packs of Wilcon products to the stores by providing booths or drop boxes in each store where they can drop their plastic packages or blister packs. We are developing additional incentive programs to be rolled out to increase the effectivity of the program. Plastic packages collected from this program shall be transferred to a waste recovery facility, donated to the LGUs or to partner recycling companies.
- Partnerships with Recycling Companies and/or Local Government Units to better facilitate the recycling of the recyclable plastic items collected from the exchange or collection programs implemented
- Part of our engagement with our partner suppliers is to initiate discussion and possible collaboration in reimagining product packaging and educating consumers on the downstream impact of packaging waste and what is Wilcon doing in response.
- Proper Labeling of Recyclable Packages to help instill awareness among our customers to recycle the recyclable plastic packaging for their own use or for return to the Company. Labels or information for proper disposal shall also be affixed on the products. Sustainable choice stickers will also be affixed on sustainable products of the Company to guide the customers and inform them of sustainable products that are available in store or online.
- Roll out an educational campaign among employees of the company for better understanding and appreciation of the features of sustainable products and sustainable packaging. Recorded videos will also be played on television that are placed or installed at ABCDE lounges or waiting area of each store to inform and guide customers about responsible consumption to minimize the generation of plastic waste and responsible management of plastic waste.

WASTE MANAGEMENT

With the rolling out of our EPR program, recyclable waste collected increased but these in turn are collected by partner recycling or upcycling companies or by local government units either for upcycling, co-processing and recycling. In particular, single use plastic packaging collected under the EPR program are sent to Republic Cement to be co-processed as a raw material for the production of cement.

SOCIAL DATA

Employee Data		
	Female	Male
Employees by gender	1,660	1935
Employee benefits (% who availed)	Female	Male
SSS	32.28	34.98
PhilHealth	4.40	1.86
Parental leaves:		
Maternity/ Paternity Leave	7.71	0.00
Solo Parent	2.09	0.15
Magna Carta	0.18	0.00
Vacation leaves	81.70	81.50
Sick leaves	3.80	3.98
Medical benefits (aside from PhilHealth)	27.07	18.50
Housing assistance (aside from Pag-ibig)	0.00	0.00
Retirement Fund (aside from SSS)	0.00	0.00
Further education support	0.00	0.00
Company stocks option	0.00	0.00
Telecommunicating	12.95	7.44
flexible-working hours	22.59	18.09
Employee training and development	Female	Male
Total training hours provided	234	316
Ave. training hours provided	6.15	5.5
Labor Management Relations		
% of employees covered in CBA	22.3	
Number of consultations conducted with employees concerning employee-related policies	2	

WORKPLACE CULTURE, ENGAGEMENT AND WELLBEING

Wilcon has long engaged with employees to strengthen corporate culture and identity. We have clearly-defined mission, vision and values, which are cascaded to all employees regularly as stand-alone subject matters and also embedded in various programs and activities we have undertaken.

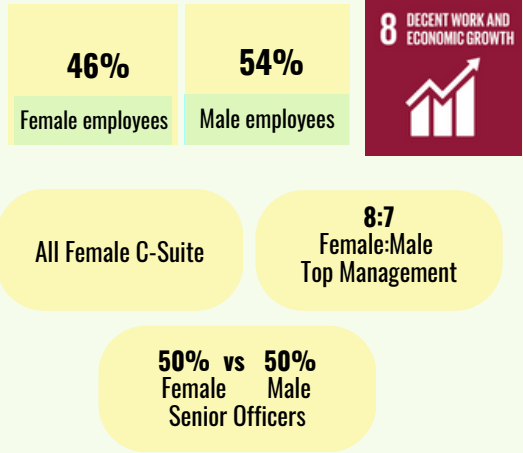
We provide resources to support employee groups based on common backgrounds (e.g. LGBTQ+, single parents, mothers, etc.) to promote diversity and inclusion. We provided gender-neutral restrooms for employees, allowed parental leaves, allocated lactation rooms, among others.



SOCIAL DATA

PROMOTING DIVERSITY AND INCLUSION

We implemented an anti-discrimination policy in 2023. Our business as it is related to the construction industry has always been perceived as a male-dominated business. Our commitment to uphold our value of integrity to all stakeholders and its practical application of fair treatment in the workplace is manifested in the make of our leadership team. Our top management positions are now 54% (8 out of 15) occupied by women, which includes an all-female C-Suite with 50% of our senior officers are women. Meanwhile, our board of directors is composed of 28% women (2 out of 7), both of whom are executive directors.



FEBRUARY'S HIGHLIGHTS

ACTIVITIES

CIRCLE OF EXCELLENCE



EMPLOYEES APPRECIATION DAY



RECRUITMENT ENGAGEMENT



SOCIAL DATA

HIGHLIGHT: DEVELOPING TALENT AND HARNESSING FULL POTENTIAL

Wilcon nurtures its employees from hiring and develops those with potential into future leaders. While we see the value of attracting compatible and highly-skilled talents externally, we are proud of the fact that 100% of store leadership grew organically from the ranks.

Aligned with our five-year sustainability strategy we aimed to:



Increase number of employees in the Continuing Education Program through the development and implementation of policy and guidelines for eligibility requirements and increased budget allocation for the program.

Accelerate manager development through leadership management trainee program

Increase the Learning Network per department/unit

Advance the careers of deserving employees

Improve training delivery and channels of engagement.

Toward these ends, we have:



Sponsored the advanced courses / studies of top employees

Continued to improve and implement modules in our Learning Management System and Career Management Program

Continued to train representatives across to become Subject Matter Experts and Learning Development partner to facilitate trainings

Conducted regular needs analysis for training across departments. Enhanced and implemented our performance management system with competencies identified and aligned for every function/position.

Increased employee access and use of digital platform for completion of training programs.

SOCIAL DATA

Workplace conditions, labor standards, and human rights	Female	Male
Safe Man-Hours	1,459	1,724
No. of work-related injuries*	205	29
No. of work-related fatalities	0	0
No. of work-related ill-health	0	1
No. of safety drills	4,393	
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	

* Minor injuries requiring basic first aid treatment only. Zero hospitalized or confined incidences

Workplace conditions, labor standards, and human rights	Attrition Rate
2019	5.83%
2020	8.63%
2021	6.84%
2022	14.94%
2023	16.5%

100%

Covered by OHSAS

0

Employees from IP

KEEPING WORKPLACES SAFE

We remain to be committed to our mission of creating an environment that respects our employees' dignity as persons, cultivates knowledge and talent, and empowers them to be the best they can be through continuous career and development opportunities.

We have continuously invested in creating safe stores and working spaces.

Initiatives to keep our employees safe and healthy have been consistently implemented in Wilcon. We have long invested in a management information system that tracks and addresses incidents, reports and analyzes data and monitors feedback from leadership.

We are continuously improving employee communications and training around health and safety. We regularly communicate internally facts and statistics on the prevalence of safety concerns and strategies and programs to reduce risks through general assemblies, memos and the likes.

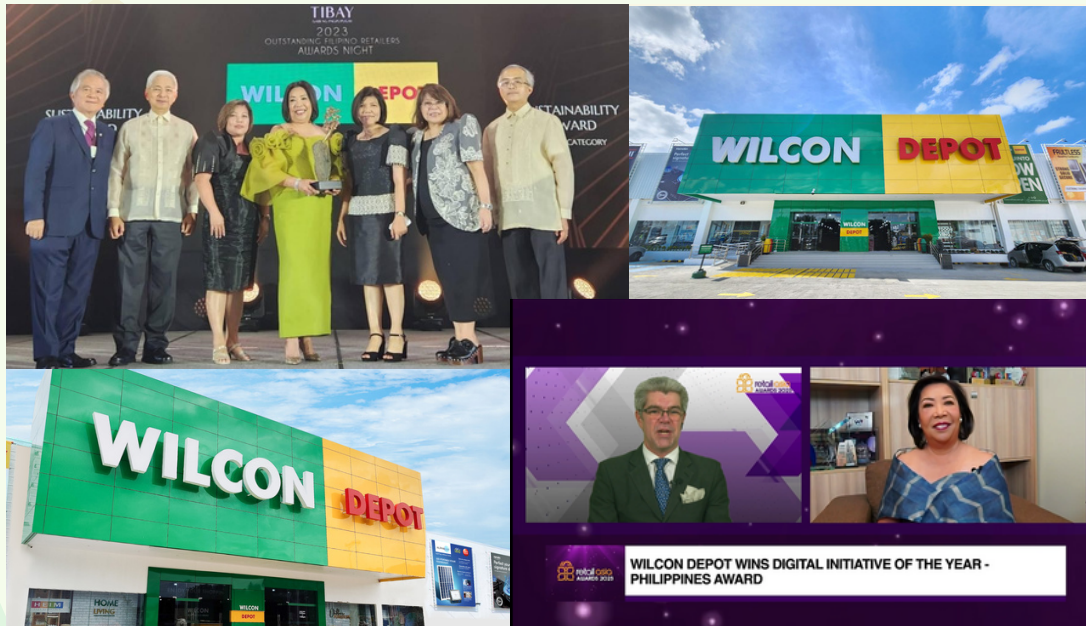
We have formalized emergency response plans across locations and provided training for all employees and appointed safety officers. In this regard, we have conducted several training and workshop sessions as part of the rollout of our Business Continuity Plan. We also conducted regular Emergency Response Training seminars and the corresponding drills.

SOCIAL DATA

EXEMPLARY CUSTOMER EXPERIENCE

Wilcon's ever evolving delivery of excellent customer experience to always be in-step with the changing customer shopping preferences is a landmark feature of Wilcon in its rise to and sustainability in the industry leadership position.

Through the years we have actualized our responsibility to be a reliable, trustworthy and excellent source of innovative solutions for the homes and buildings of our customers. Fully embracing our corporate responsibility starts with being attentive to the needs of our customers as a critical stakeholder in our business.



Customer Management	
Customer Satisfaction	Score
Customer Survey	ongoing
Health and Safety	Quantity
No. of substantiated complaints on products or services health and safety	0
No. of complaints addressed	0
Marketing and Labelling	Quantity
No. of substantiated complaints on marketing and 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

COMMUNITY DATA

WILCON'S CHARITY INITIATIVE BUILDS STRONGER HOMES AND COMMUNITIES

Wilcon and its employees have always been a first responder in times of natural disasters. In 2023, one of the stronger typhoons, Typhoon Egay, hit communities in Northern Luzon. Wilcon donated emergency food provisions to affected families especially in the communities Wilcon belongs in. The relief effort was undertaken in collaboration with the local government and employee volunteers.

We have historically also been an active contributor to the Department of Education's yearly Brigada Eskwela program whereby they seek assistance or donations from various institutions to help in repairing, improving and preparing public schools for the new school year.

Wilcon has also been a dependable participant and contributor to community events and activities organized either by local governments or private entities aimed to build stronger community relationships.



GOVERNANCE

EMBEDDING SUSTAINABILITY

In 2023, pursuant to our strategic goal of maintaining the highest corporate governance standards, we updated all relevant corporate governance policies with the addition of the anti-discrimination policy and the social media policy.

The primary objective of our anti-discrimination policy is to promote and support the well-being of our employees as well as their rights regardless of their sexual orientation. This also aims to strengthen the rights of every individual and mitigate or reduce factors that would restrict, curb or create limitation on their expression.

On the other hand, our social media policy was created to guide employees in handling the official media accounts of the company and to promote responsibility, accountability and respect in using their own personal accounts.

Aligned with our strategic ambition to create a corporate culture of ethics, integrity, and sustainability by following sound corporate governance practices, we continuously monitored, updated and revised when necessary and re-oriented our employees on these policies and practices.

Toward the achievement of our target to incorporate ESG risks into risk management systems and protocols by identifying and quantifying ESG risks through workshops, we continued our conduct of trainings and workshops on business continuity management.

We likewise conducted our annual corporate governance seminar for our board and top management. To achieve a more robust corporate governance culture within the company, corporate governance trainings are also planned for all staff each year.



APPENDIX A: 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	BALIUAG	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	BACoor BOULEVARD, BRGY. MAMBOG IV, CITY OF BACoor
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 A: List of Operations Location (cont.)

	BRANCH NAME	LOCATION
37	SILANG	PUROK 9, BRGY. LALAAN 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	MAYAMOT, ANTIPOLO III	MARCOS HI-WAY, BRGY. MAYAMOT, ANTIPOLO
56	ALBAY	BRGY. PEÑAFRANCIA, DARAGA, ALBAY
57	TAGUM, DAVAO	BRGY. CANOCOTAN, TAGUM, DAVAO DEL NORTE
58	CORDON, ISABELA	BRGY. MALAPAT, CORDON, ISABELA
59	PILA, LAGUNA	BRGY. STA. CLARA SUR, PILA, LAGUNA
60	AKLAN	BRGY. CALANGCANG, MAKATO, AKLAN
61	OLONGAPO	NATIONAL ROAD, BRGY. BARRETTO, OLONGAPO CITY, ZAMBALES
62	TAYTAY II	RIZAL AVE., ILOG PUGAD BRGY. SAN JUAN TAYTAY, RIZAL
63	CABUYAO, LAGUNA	BRGY. SALA, CABUYAO, LAGUNA
64	LA UNION	BRGY. PARINGAO, BAUANG, LA UNION
65	SORSOGON	BRGY. MACABOG, SORSOGON CITY, SORSOGON
66	GAPAN, NUEVA ECIJA	STO. CRISTO NORTE, GAPAN NUEVA ECIJA
67	MALAYBALAY, BUKIDNON	SAN JOSE, MALAYBALAY CITY, BUKIDNON
68	BOHOL	BRGY. BINGAG, DAUIS, BOHOL
69	CALAPAN, ORIENTAL MINDORO	PUTING TUBIG, CALAPAN CITY, ORIENTAL MINDORO
70	BANTAY, ILOCOS SUR	AGGAY, BANTAY, ILOCOS SUR
71	LEMERY, BATANGAS	BRGY. TUBIGAN, LEMERY, BATANGAS
72	ABUCAY, BATAAN	BRGY. CAPITANGAN, ABUCAY, BATAAN

APPENDIX A:

List of Operations Location

	BRANCH NAME	LOCATION
73	SAN JOSE, NUEVA ECIJA	BRGY. MANICLA, SAN JOSE CITY NUEVA ECIJA
74	PANIQUEI, TARLAC	BRGY. APULID, PANIQUEI, TARLAC
75	ALIMALL	LG003/LG004 LOWER GRD FLR. ALIMALL II, ARANETA CENTER, SOCORRO, D3, CUBAO, QUEZON CITY
76	WCC	ANCHOR 1, 121 VISAYAS AVE., BAHAY TORO, QUEZON CITY
77	STA. MESA	425 PIÑA AVE., BRGY. 585 ZONE 057, SAMPALOC, MANILA
78	MINDANAO AVE.	L-5 B-7 MINDANAO AVE., BAHAY TORO I, QUEZON CITY
79	MUÑOZ	1066 EDSA, BAHAY TORO, QUEZON CITY
80	PASAY	16 C JOSE ST. COR. EDSA, MALIBAY, PASAY CITY
81	ILOILO	GROUND FLOOR UNIT A25-A26, FESTIVE WALK MALL, ILOILO BUSINESS PARK, MANDURRIAO , ILOILO CITY
82	SAN FERNANDO	MC ARTHUR HIGHWAY, BRGY. SAN NICOLAS, SAN FERNANDO, PAMPANGA
83	GUIGUINTO, BULACAN	MCARTHUR HIGHWAY, TUKTUKAN, GUIGUINTO, BULACAN
84	ROSARIO, BATANGAS	PUROK 5, BRGY. BAYBAYIN, ROSARIO BATANGAS
85	UPTOWN, CDO	KM 6, UPPER BALULANG, CAGAYAN DE ORO CITY
86	STA. MARIA	CENTRO ST. GUYONG, SANTA MARIA, BULACAN
87	ILIGAN CITY	PUROK LA PURISIMA, TUBOD, ILIGAN CITY LANA DEL NORTE
88	NAIC, CAVITE	GOVERNOR'S DRIVE, BRGY. SABANG NAIC, CAVITE
89	SOUTH PARK MALL	ANCHOR SPACE 1B, 1ST FLOOR SOUTH PARK CENTER, ALABANG, MUNTINLUPA CITY
90	TUY, BATANGAS	SITIO CENTRO, BRGY. SABANG, TUY, BATANGAS