

WILCON

BUILDING BIG IDEAS

*Better*

2024 SUSTAINABILITY REPORT







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ISSUE NO. 6

2024 WILCON SUSTAINABILITY REPORT



# MESSAGE FROM THE CEO

Wilcon has always been about helping our customers build big ideas better. We are also always about building better and stronger relationships with our partner-suppliers, providing better and more enriching opportunities for all our employees. We have been helping elevate communities we belong in including promoting and innovating practical solutions that contributes to the proper use and management of our natural resources.

These aspirations are boundless as the world around us evolve, so do preferences and standards. There will always be room for improvement and that is why Wilcon has continued to grow and thrive for 47 years as we have always pushed ourselves to improve and be continuously relevant to all our stakeholders.

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 stylized, handwritten signature in black ink, appearing to read 'Lorraine'.

**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 100 by the end of 2024.



## 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	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 DIW store format, which are known under the trade names "Wilcon Depot" and "Do-It-Wilcon" respectively.
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>	
REPORTING PERIOD	31 December 2024
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 47 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 2024, albeit a challenging year operationally, we moved forward in our 5-year sustainability strategy roadmap to inch closer to our goals and ambitions.

Our 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.

**Step 1:**  
Identify global issues, trends, risks affecting sustainability

**Step 2:**  
Understand ESG issues at the sector level

**Step 3:**  
Engage with stakeholders for relevance and prioritization

**Step 4:**  
Identify Wilcon's material sustainability topics

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 and 2021 materiality workshop 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.



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



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.



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



- 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.

- 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

- 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.

- 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.



- 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.

- 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

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

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



STAKEHOLDER  
VIEW



LEGEND

ESG  
RISK



ESG  
OPPORTUNITY



# 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



STAKEHOLDER VIEW



ESG RISK



ESG OPPORTUNITY

# 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 a 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.



# 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

### WILCON BUILDING BIG IDEAS BETTER

#### INNOVATE FOR MORE SUSTAINABLE PRODUCTS

Product innovation, design  
and life cycle management

Supply chain management  
and engagement

Product quantity and safety

#### TAKE CARE OF OUR PEOPLE AND COMMUNITIES

Employee training and development

Workplace culture, engagement and well-being

Labor rights and employee welfare

Community development

Employee health and safety

#### REDUCE OUR FOOTPRINT

Energy use and emissions  
management

Waste management

Water consumption and  
management

Climate change adaptation

#### EMBED SUSTAINABILITY

Business Ethics

Corporate Governance



# 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.

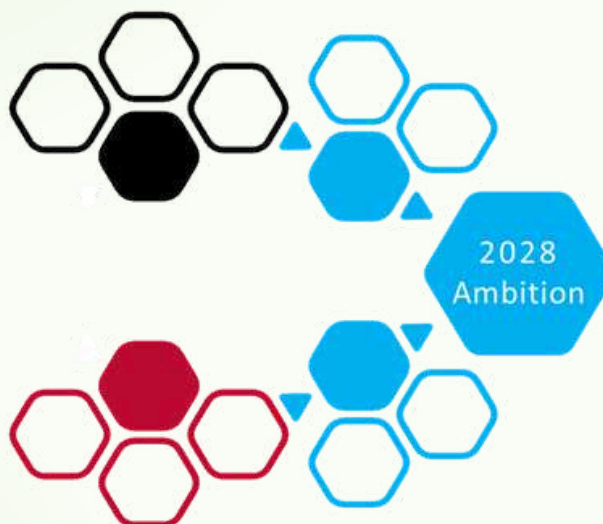
## Take Care of our People and Communities – By 2028 we will...

### 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.

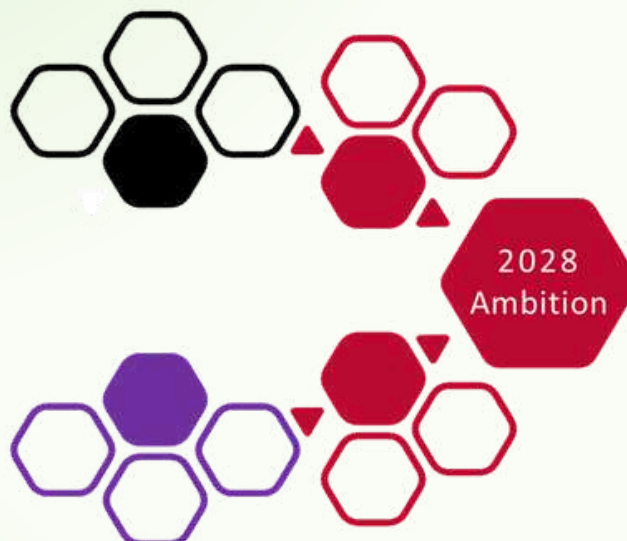
## Embed Sustainability – By 2028 we will...

### 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.



# 2024 ESG HIGHLIGHTS

**PhP  
1.07B**

Dividends given to  
stockholders

**PhP  
2.4B**

Taxes given to  
Government

**PhP  
21.4M**

Investments to  
Community

**40%**

Reduction on Single-  
use Plastic  
Packaging in 2024

**56**

Branches with Solar  
Power Systems

**60,424**

GHG Emission  
(in Tonnes CO<sub>2</sub>e)

**100%**

Covered by OHSAS

**52,486.49**

Energy consumption  
renewable resources  
(in GJ)

**262,477**

Recyclable Papers,  
Plastic Packaging &  
Scraps (in kg)

**0**

Complaint on  
Customer Privacy

# ECONOMIC DATA

## 100-Store Target Achieved

In 2024, the home improvement market continued to be soft but we kept our sights on our goal of having 100 stores by the end of 2024, a year earlier than originally targeted.

We have anchored 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.



### Economic Performance

Direct economic value generated and distributed (in Php)

	2023	2024
Direct economic value generated (Revenue)	35,130,135,825	34,834,351,628
Direct economic value distributed		
A. Operating costs	8,940,010,592	10,041,908,260
B. Employee wages and benefits	1,531,047,694	1,753,435,394
C. Payments to suppliers, other operating costs	32,901,219,642	32,380,740,920
D. Dividends given to stockholders and interest payments to loan providers	1,516,897,923	1,065,928,270
E. Taxes given to government	2,351,641,815	2,381,714,645
F. Investments to community	24,218,886	21,428,616

#1

HOME IMPROVEMENT/  
CONSTRUCTION RETAIL  
SPACE

100

STORES  
NATIONWIDE

56

BRANCHES WITH SOLAR  
POWER SYSTEM

879,067

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 synching 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.

## SUSTAINABLE PROCUREMENT

Recognizing the importance of the procurement process in the fulfillment of our strategic sustainability ambition being a retail company, we instituted a sustainable procurement policy. The purpose is to incorporate environmental, social and governance frameworks in the procurement process. This is to ensure that Wilcon sources goods and services that minimize the negative impacts on the environment, promote social good and support sustainability.

Pertinent aspects of the policy include accreditation process with ESG components to be complied by existing and prospective suppliers. These components include required code of business conduct and ethics that are aligned with Wilcon's; supply chain management policies and practices that are aligned with Wilcon's; clean track record in abiding by the various laws, rules and regulations by the different regulatory bodies including labor, health and safety standards; employee engagement; and corporate social responsibility. The policy emphasizes also the need for suppliers to comply with the applicable requirements set by the local and national government agencies.

Suppliers are encouraged and will be given preference if they have strategies to minimize their energy consumption, air and water pollution and proper waste disposal. A score card to evaluate compliance to our sustainable procurement policy shall be implemented.





## 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

	2022	2023	2024
Energy consumption (renewable sources) (in GJ)	53,489.97	50,687.46	52,486.49
Energy consumption (electricity) (in Kwh)	70,725,240	74,279,561	83,296,359
Energy reduction of energy consumption (in Kwh)			
Energy reduction (renewable resources)	14,858,324	14,079,849	14,579,581
Energy reduction (electricity)	70,725,240	74,279,561	83,296,359

### Air emission disclosures (in Tonnes CO<sub>2</sub>e)

Scope 1 GHG Emissions	897	1,053	1,101
Scope 2 GHG Emissions	50,371	52,902	59,324
Total GHG Emissions	51,267	53,955	60,424

### Water consumption within the organization (in CBM)

Water withdrawal	455,003	290,060	280,491
Water consumption	455,003	290,060	280,491
Water recycled and reused	0.00	0.00	0.00

### Solid and hazardous waste generated (in kg)

Recyclable (papers & scraps)	339,478	378,156.50	262,477
Landfilled	Not collected in 2022	Not collected in 2023	18,237
Hazardous waste generated	11,292	11,528	32,787
Hazardous waste transported	Not collected in 2022**	Not collected in 2023**	Not collected in 2024**

### Environmental Compliance

Monetary fines for non-compliance (Php)	300,000*	800,000*	257,159*
No. of non-monetary sanctions for non-compliance	0	0	0
No. of cases resolved through dispute resolution mechanism	0	0	0

## DID YOU KNOW?

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

**60,424**

**GHG Emission**

## HIGHLIGHT: PRODUCT INNOVATION, DESIGN AND LIFE CYCLE MANAGEMENT - A COLLABORATIVE EFFORT WITH PARTNER-SUPPLIERS

*"The goal is to work closely with suppliers to embed product lifecycle considerations into product design."*

To move forward in this focus area, close collaboration with partner-suppliers is a requisite. Our commitments to ensure the best customer experience and provide employees with the knowledge they need to implement supply chain innovation efforts should be aligned. To this end, we launched a product take-back campaign in collaboration with some suppliers.

This initiative encourages customers to return used or end-of-life products for proper disposal, recycling or repurposing. This is aimed to reduce the environmental impact of these products and promote a circular economy.



## HIGHLIGHT: SUSTAINABILITY IN THE WORKPLACE – CALL FOR GREEN ACTION

Encouraged by management and enthusiastically embraced by employees, various employee-initiated campaigns were launched to contribute to the ESG efforts of the company. One such example is scratch or paper waste disposal.



**WILCON DEPOT**

**CALL for GREEN ACTION**

Let us participate in the proper disposal of our scratch papers by following the instructions below:

- SORT** (Icon: Stack of papers)
- DROP** (Icon: Open cardboard box)
- SHRED** (Icon: Paper shredder)

**ADVANTAGES OF PROPER PAPER DISPOSAL**

- **DATA PROTECTION**- Reducing the risk of data breaches and identify theft.
- **WASTE REDUCTION**- Reducing waste volume and optimizing storage space in bins and dumpsters.
- **INCREASED EFFICIENCY**- Shredding outdated or unnecessary documents declutters the workspace, contributing to better organization and productivity.

# ENVIRONMENT DATA

## SINGLE-USE PLASTIC PACKAGING REDUCTION CAMPAIGN AND WASTE MANAGEMENT

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.

We implemented a Return of Plastic Packaging campaign whereby we encouraged the return of 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.

Pursuant to this campaign, we now have established base data on the disposal of our waste with the aim of monitoring and increasing those that are reusable and recyclable



## WASTE MANAGEMENT

In the implementation of our EPR program, further re-classification of waste collected resulted in the decrease of recyclable materials in 2024 from 2023 as the reusable category base line was established along with the composted, incinerated and residuals or landfilled.





# SOCIAL DATA

## Employee Data

	Female	Male
Employees by gender	1,698	1,973
Employee benefits (% who availed)	Female	Male
SSS	36.58	36.49
PhilHealth	2.77	1.01
Parental leaves:		
Maternity/ Paternity Leave	6.42	9.79
Solo Parent	2.17	0.08
Magna Carta	0.18	0.00
Vacation leaves	80.73	81.78
Sick leaves	2.41	1.88
Medical benefits (aside from PhilHealth)	28.82	22.08
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	18.14	16.68
flexible-working hours	23.38	19.41
Employee training and development	Female	Male
Total training hours provided	306	310
Ave. training hours provided	6.8	6.6
Labor Management Relations		
% of employees covered in CBA	20.23	
Number of consultations conducted with employees concerning employee-related policies	10	

## EMPLOYEE ENGAGEMENT AND WORKPLACE CULTURE

From our on-boarding orientation and training, the company's mission, vision and values are immediately taught to all incoming employees. These are also highlighted or referenced in subsequent training programs and even company-sponsored employee events and socials.

We also continue to improve resources provided to support various employee groups such as mothers, parents, single parents and LGBTQ+. We carefully maintain and enhance the lactation rooms and gender-neutral restrooms we provided, host events where employees can bring their family members among others.





# SOCIAL DATA

## PROMOTING DIVERSITY AND INCLUSION

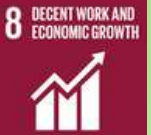
Wilcon has always been unbiased in its hiring of and giving opportunities for improvement and promotion to its employees, which was formalized in the creation and implementation of an anti-discrimination policy. Overall, we have maintained our female to male ratio of our total regular and probationary employee-count of 46%. Our C-suite remains to be all female and our senior management team female-dominated with five out of six female. Our board of directors composition likewise remained at two out of seven or 28% female.

**46%**

Female employees

**54%**

Male employees



All Female C-Suite

**8:7**  
Female:Male  
Top Management

**50% vs 50%**  
Female Male  
Senior Officers





# SOCIAL DATA

## HIGHLIGHT: ALLOWING POTENTIAL TO BREAK THROUGH AND BLOSSOM

Wilcon has always been in the lookout for future leaders among its employees. Emphasis is given and resources are allocated in finding these potential leaders early in the organization and nurturing and training them to hold leadership positions in the future. The company continues to prefer growing and developing from within future store leadership, which at present are still 100% homegrown.

In this regard, we continue to sponsor advanced courses and studies of top employees, give updated career management, critical thinking, strategic thinking and decision-making, among others to potential leaders.

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	4,204	
No. of work-related injuries*	23	183
No. of work-related fatalities	0	0
No. of work-related ill-health	0	0
No. of safety drills	2,010	
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%
2024	15.66%

100%

Covered by OHSAS

0

Employees from IP

## TAKING CARE OF OUR PEOPLE

Employee well-being and safety is a focus area of our ambition to take care of our people and our communities. Moreover, it is integral in the fulfilment of our mission to our employees to create an environment that respects their dignity as persons.

We have continuously rolled out communications and training to update and remind employees on health and safety. In town hall meetings and general assemblies, we include in the agenda various health and safety topics along with other employee-centric topics.

Regular drills for all employees are regularly conducted as well as special training for appointed safety officers. As part of our Business Continuity Plan, we conducted regular Emergency Response Training seminars and the corresponding drills.





## EXCELLENT CUSTOMER EXPERIENCE – A CORE VALUE

Continuous improvements in store policies, systems and processes and physical and online layouts and set-up are always with an end in view of enhancing customer experience. Even in challenging times and circumstances, Wilcon has always maintained its branding of providing reliable source of quality and innovative solutions for the homes and buildings of our customers.

It is this firm adherence to our core value of excellent customer experience that has pushed us to constantly find ways to improve the delivery of our service to be aligned with changing customer preferences and trends. This has also enabled us to maintain and sustain our industry leadership position.



Customer Management	
Customer Satisfaction	Score
Customer Survey	6/10
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

## INVESTING IN OUR COMMUNITIES

As we marched on to open our 100th store and beyond, Wilcon has always been an enthusiastic partner of the various communities and associations we belong in.

We partner with local government units, charitable organizations, civic associations and even other responsible corporations in helping improve communities and preserve the environment.

Notable assistance we have provided during the year include, among others:

- Active participant in the "Rooting for a Greener Tomorrow: Planting Trees, Growing Hope", a tree-planting activity;
- Donation of part of the proceeds of Wilcon's annual golf tournament to an environment-focused foundation;
- Donation of bathroom fixtures to schools in cooperation with a charitable foundation;
- Supporting through donation of eco-friendly bathroom fixtures in a corporation's adoption of an Eco-park;
- Partnering with a local government unit for its "Adopt-A-Park" program to share in its commitment for a greener and more vibrant community and support its efforts to enhance and preserve the city's green spaces.





# GOVERNANCE

## ON A STRONGER FOOTHOLD – STRENGTHENING GOVERNANCE

We continue to uphold all corporate governance policies we have instituted in the previous years. We have made great strides in monitoring the compliance to our employee code of ethics through the effectiveness of our whistleblowing policies.

We continue to conduct orientation and training on governance policies and guidelines not only to orient and update employees of changes and additions but also to remind them of existing provisions. This is aligned with our strategic ambition to create a corporate culture of ethics, integrity, and sustainability.

Our board of directors and management team participated in the annual corporate governance seminar conducted by a Securities and Exchange Commission-accredited firm.



# 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	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 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 ECIIJA	STO. CRISTO NORTE, GAPAN NUEVA ECIIJA
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 O 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
91	MORONG, RIZAL	MANILA EAST ROAD, LAGUNDI, MORONG, RIZAL
92	VALENCIA, BUKIDNON	PUROK 17-A POBLACION, VALENCIA, BUKIDNON
93	KORONADAL	PUROK SPRING, KORONADAL CITY, 9506 SOUTH COTABATO
94	VILLAMONTE, BACOLOD	LOT 3-A, NGC, CIRCUMFERENTIAL RD, BRGY. VILLAMONTE, BACOLOD, 6100 NEGROS OCCIDENTAL
95	STA. BARBARA, PANGASINAN	ZONE 3, MC ARTHUR HIGHWAY, SANTA BARBARA, 2419 PANGASINAN
96	ROXAS, CAPIZ	SITIO TRES ARCANGELES, ROXAS CITY, 5800 CAPIZ
97	LA TRINIDAD, BENGUET	LA TRINIDAD, 2601 BENGUET
98	PALA-PALA	AGUINALDO HWY, BRGY. SAMPALOC 1, DASMARIÑAS, 4114 CAVITE
99	PAGBILAO, QUEZON	BRGY. BUKAL, PAGBILAO QUEZON, QUEZON, 4302 QUEZON PROVINCE
100	LUBAO, PAMPANGA	BRGY STO. TOMAS, LUBAO, 2005 PAMPANGA

**100**  
STORES NATIONWIDE  
AS OF DECEMBER 31, 2024



**WILCON**

**DEPOT**



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