

# COMMUNITY DATA

## 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	
No. of substantiated complaints on products or services health and safety	0
No. of complaints addressed	0
Marketing and Labelling	
No. of substantiated complaints on marketing and labelling	0
No. of complaints addressed	0
Customer Privacy	
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	
No. of data breaches, including leaks, thefts and losses of data	0

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## 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.

