



**Philippine Business Bank, Inc., A Savings Bank  
Sustainability Report 2020**

April 15, 2021

**Table of Contents**

**About the Report ..... 3**

**Contextual Information ..... 4**

**Economic Disclosures ..... 5**

**Environmental Disclosures ..... 13**

**Social Disclosures ..... 21**

## About the Report

Philippine Business Bank is pleased to report its performance in terms of culture, sustainability, and responsible banking, informing of the main actions and commitments of the Bank in these areas and in relation to its main stakeholders (employees, customers, shareholders and society).

PBB's 2020 Sustainability Report is compliant with the Securities and Exchange Commission Memorandum Circular No. 4 Series of 2019 "Sustainability Reporting Guidelines for Publicly Listed Companies."

Information from our corporate units and branches on their performance on economic, environmental, and social aspects following our sustainability framework of "Economic Viability, People, and Planet" were gathered. Data covered are for the whole year of 2020.

In addition, the Bank also reports on the main initiatives it develops with society and the environment, particularly in the communities where it operates, with special attention to the Bank's relationship with the partner schools/ universities under the AMY Foundation.

This report has been prepared in accordance with GRI Standards: Core option. The Reporting Principles for defining the content herein are as follows:

### Reporting principles for defining report content

- **Stakeholder Inclusiveness** - identified stakeholders and response to their expectations
- **Sustainability Context** - identified performance measures in the wider context of sustainability
- **Materiality** - identified economic, social and environmental issues that impact our business growth and of utmost importance to our stakeholders
- **Completeness** - identified material topics which are covered within identified boundaries were ensured to provide sufficient information that reflects the significant economic, social and environmental in within the reporting period.

The Bank's sustainability performance indicators on corporate social responsibility demonstrates our pledge to support answers to education, people's welfare and partnering for organizational success.

The Banking data, of the bank's annual report, is where all this information is collected, and has been verified by the Punongbayan & Araullo (P&A), an independent firm that has also audited the PBB 's annual accounts in that year.

The data and contents of this report aims to provide complete, accurate, reliable, and timely information to the Bank's stakeholders especially about the risks that affect the bank and its environment. The actions that management implement to ensure that the risks identified are mitigated are also provided as disclosures.

## Contextual Information

<b>Company Details</b>	
<b>Name of Organization</b>	Philippine Business Bank Inc., A Savings Bank
<b>Location of Headquarters</b>	350 Rizal Avenue corner 8 <sup>th</sup> Avenue, Grace Park, Caloocan City
<b>Report Boundary: Legal entities included in this report</b>	-
<b>Primary Activities, Brands, Products, and Services</b>	<p><b>Deposits and investment services:</b> savings account, checking account, ATM account, CA/SA (auto-transfer), Campus Savers, peso time deposit, Hi-5 time deposit, FCDU savings, FCDU time deposit, Hi-Green deposit</p> <p><b>Commercial, industrial, and developmental loans:</b> agri-agra loans, bills purchase, bus and taxi loan, contract to sell financing, discounting line, fleet financing, loan line, omnibus line, specialized lending facilities for SMEs (DBP, IGLF, ISSEP, SSS developmental loans), term loan, trade finance</p> <p><b>Consumer loans:</b> auto, housing, salary, second-hand auto loans</p> <p><b>Trust products and services:</b> employee benefit plans under trust, escrow agency, individual FCDU trust, insurance trust, investment management account (personal or corporate), mortgage trust indenture, PBB diamond trust fund (UITF), personal management trust, safekeeping, trustee of pre-need plans</p> <p><b>Other services:</b> advisory services, SSS and Philhealth payments, bills payment/collection services, group payroll services, local payment orders, mail and telegraphic transfers, night depository box, PBB gold sale, safety deposit box facilities</p>
<b>Highest Ranking Person responsible for this report</b>	Judith C. Songlingco Assistant Vice President – Corporate Affairs Unit

## Economic Disclosures

### Revenue Generated and Distributed

Disclosure	Amount in Php
Direct profit/revenue generated	4,459,629,069
Direct profit/revenue distributed	3,262,367,167
<b>Operating costs (wages)</b>	
- Employee wages and benefits	1,054,049,100
- Payments to suppliers, other operating costs	210,509,596
- Dividends given to stockholders and interest payments to loan providers	195,015,940
- Taxes given to government	1,842,507,515
- Investments to communities (CSR)	2,958,712
<b>Revenue/Economic value retained</b>	<b>1,197,261,902</b>

### Management Approach Disclosure

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management approach
Revenue retained	Investors/Stockholders, clients, suppliers, regulators, society	<p>An existing Board approved policy, procedures and guidelines is in place for planning, setting strategic goals/targets and measuring the Bank's performance.</p> <p>Metrics and regular performance monitoring are in place to regularly check the bank's status.</p> <p>The Bank also adheres to the regulatory policies that allows the bank to set limits and aims to ensure capital preservation.</p>

<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
<p>Operational losses (such as loss of clients and financial losses) arising from reputational risks (issues of fraud/corruption)</p> <p>(Identified as Low Risk)</p>	<p>Clients, Investors, Stockholders, employees</p>	<p>Revenues that the Bank generates dividends and other monetary advantages to our investors, stockholders, employees as well as our clients.</p> <p>The Bank ensures that the economic metrics to measure and monitor the Bank’s performance are in place.</p> <p>For preserving our economic value generated, the Bank has existing policies and procedures to avoid exposure to various risks such as but not limited to operational and reputational losses.</p> <p>As part of sound corporate governance, the Bank’s Board of Directors is responsible for setting up the risk governance framework and ensuring proper implementation thereof. As such, Board approved policies are in place for mitigation of risks that are identified by the Bank.</p> <p>A system of managing risks is also in place for revenue preservation. All employees are required to adhere to the Bank’s Code of Conduct to avoid certain reputational risks as well as to adhere to certain policies that ensures that corruption issues are avoided.</p> <p>Rules from regulators are also adhered that minimize the Bank’s exposure to losses.</p>

		The Bank also has auditors as well as compliance personnel that conducts checking of the adherence of the employees to rules and regulations.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Development of new products and services that aims to increase the Bank's economic value and increase the profit to be distributed to its investors, employees and to the society	Investor/Stockholders, clients, employees, society	<p>The Bank has an existing Project Management Group that is in charge of product and service development that aims to capture additional clients and increase the Bank's profitability.</p> <p>Our organization also has marketing personnel who oversee that these products and services be available to its targeted clients.</p> <p>Performance of the marketing personnel are also measured to ensure that goals are achieved.</p>

### Climate related risks and opportunities

<b>Governance</b>	<b>Strategy</b>	<b>Risk Management</b>	<b>Metrics and Targets</b>
<b>Recommended Disclosures</b>			
Describe Board oversight of climate related risks and opportunities	Climate related risks are considered in the Bankwide assessment of risks as documented in the Bank's Risk and Control Self-Assessment. These climate related risks are also required to be reported thru the Bank's internal reporting system.	<p>The Bank has an existing Board approved policy for assessing, monitoring, and managing the climate related risks identified.</p> <p>Further, the Bank has an existing Business Continuity Plan to address the risk</p>	<p>Bank's exposures to climate risks are indicated in the Bank's Risk and Control Self-Assessment.</p> <p>Loss Events Report are also required to be used in assessing the value and impact of climate related risks.</p>

	These risks are regularly monitored and managed accordingly.	exposures to climate related risks.	The Bank has a business continuity plan (BCP) that addresses potential losses due to climate related risks.
Describe the management's role in assessing and managing climate related risks and opportunities	<p>Management is assigned to assess, monitor and implement the controls for climate related risks.</p> <p>Management is required to regularly report exposures to climate related risks.</p>	As required per Bank's internal policy on risk management, and business continuity plan, Management should implement the reporting and assessing of the risk exposures of the Bank to climate related risks.	The Bank has a business continuity plan (BCP) that takes into consideration potential climate risk individuals.

**Procurement Practices**

<b>Percentage of procurement budget used for significant locations of operations that is spent on local suppliers</b>	<b>Quantity</b>
	95%

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Procurement practice of the Bank affects its suppliers/vendors	Suppliers, vendors, clients	<p>The Bank has an existing Board approved procurement and vendor accreditation policies that provides guidelines to its employees and suppliers.</p> <p>The guidelines also set the bank's bidding process that opens opportunities to all</p>



		<p>prospective suppliers/vendors.</p> <p>Regulatory rules from BSP for the Bank's transactions with Vendors and third-party providers.</p> <p>For the bank's organization structure, the Bank has a General Services and Administration Group that handles the execution of procurement process.</p> <p>The Bank also has a Bid Committee in charge of processing the accreditation and procurement process.</p>
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
No material risk identified	None	Not applicable
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Incorporating good Corporate Social Responsibility and Sustainability practices	Suppliers, Vendors, Clients	<p>Board approved policies and procedures are in place on how to deal with suppliers, vendors. Accreditation policies which are followed by the Bank include checking the propriety of the documents of the suppliers (i.e financial capacity, legal existence/registration documents).</p> <p>The Bank also extends its business to its supplier by offering them the Bank's product and services hereby encouraging sustainability.</p>

## Anti-Corruption

### Training on Anti-Corruption Policies and Procedures

Disclosure	
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated	100%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated	100%
Percentage of directors and management that have received anti-corruption training	100%
Percentage of employees that have received anti-corruption training	99%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management approach
Risk exposure to corruption	Stockholders/Investors, Employees, Clients	<p>Board approved policies and procedures against corruption are in place such as but not limited to Whistle Blowing Policy, Conflict of Interest Policies, Insider Trading Policy.</p> <p>Compliance review with these policies is conducted by the Bank to protect its stakeholders.</p>

<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
<p>Reputational Risk  (Identified as Low Risk)</p>	<p>Stockholders/Investors, Employees, Clients</p>	<p>Board approved policies and procedures against corruption are in place such as but not limited to Whistle Blowing Policy, Conflict of Interest Policies, Insider Trading Policy.</p> <p>Compliance review with these policies is conducted by the Bank to protect its stakeholders.</p> <p>The Bank also has consumer protection policies that aims to address the concerns of its clients be it simple inquiries to complex concerns.</p> <p>Further, the Bank adheres to consumer protection policies that are implemented by its regulator, BSP.</p>
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
<p>Good company image attracts clients/customers that increase the Bank's economic value</p>	<p>Investors/Stockholders, Clients, employees</p>	<p>The Bank's employees are required to adhere to the Board approved policies that are in place to avoid corruption.</p> <p>The good company image hence attracts prospective clients, business partners and stakeholders.</p>

**Incidents of Corruption**

<b>Number of incidents in which directors were removed or disciplined for corruption</b>	0
<b>Number of incidents in which employees were dismissed or disciplined for corruption</b>	0
<b>Number of incidents when contracts with business partners were terminated due to incidents of corruption</b>	0

## Environmental Disclosures

### Energy Consumption Within the Organization

Disclosure	Quantity/Unit
Energy consumption (diesel)	530,233 liters
Energy consumption (renewable)	None
Energy consumption (LPG)	None
Energy consumption (electricity)	649,741 kwh

### Reduction of Energy Consumption

Disclosure	Quantity/Unit
Energy consumption (diesel)	2,000,906 liters
Energy consumption (renewable)	None
Energy consumption (LPG)	None
Energy consumption (electricity)	3,045,145 kwh

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Branches and Head Office premises	Employees, clients	The Bank is committed to achieve its energy efficiency goals to decrease operational cost and to reduce the environmental impact of its operations.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
None	None	Not applicable
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Reduction in energy consumption increases the Bank's economic value	Employees, Client, Stockholders/Investors	The Bank will include in its planning the possibility of energy reduction.

### Water Consumption Within the Organization

Disclosure	Quantity/Unit	
Water withdrawal	Maynilad and Manila Water	
Water consumption	5,513 cubic meters (estimate only)	
Water recycled and reused	Amount is not material to the Bank	
<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank

### Materials Used by the Organization

Disclosure	Quantity/Unit
<b>Materials used by weight or volume</b>	
Paper	8,000 reams
Cartridges/toner	7,400 pcs
Ballpen	1,100 pcs
Adding Machine Tape	1,000 pcs
Blue Binder (short)	3,500 pcs
Blue Binder (long)	2,500 pcs
Brown envelope (short)	6,000 pcs
Brown envelope (long)	6,500 pcs
Continuous form (long)	1,000 bxs
Continuous form (short)	1,000 bxs
Epson Ribbon (FX2175)	1,000 pcs
Fastener -	500 pcs
Folder	11,000 pcs

<b>Masking tape</b>	30 pcs
<b>Packaging tape</b>	313 pcs
<b>Paper clip jumbo</b>	165 pcs
<b>passbook Ribbon -Epson PLQ -20</b>	999 pcs
<b>Scotch Tape</b>	2,000 pcs
<b>Staple wire</b>	1,000 pcs
<b>Thermal roll (ATM receipt)</b>	1,500 pcs
<b>Window envelope</b>	600 bxs
<b>Percentage of recycled input materials used to manufacture the organization's primary products and services</b>	Not material to the Bank.

#### Management Approach Disclosure

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank

#### Ecosystems and Biodiversity (upland/watershed/coastal or marine) –

**NOTE:** This section is not material to the Bank.

<b>Disclosure</b>	<b>Quantity/Unit</b>
Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected	Not material to the Bank
Habitats protected or restored	Not material to the Bank
IUCN Red List species and national conservation list species with habitats in areas affected by operation	Not material to the Bank

**Management Approach Disclosure**

**NOTE:** This section is not material to the Bank

<b>What is the impact and where does it occur? What is the organization’s involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank

**Environmental Impact Management**

<b>Disclosure</b>	<b>Quantity/Unit</b>
Direct GHG Emissions (Scope 1)	5,398 tons CO2e (estimate)
Energy Indirect (Scope 2) Emissions	459 tons CO2e (estimate)
Emissions of ozone depleting substances (ODS)	PBB does not track ODS as this is not material to the Company.

**Management Approach Disclosure**

**Note:** This section is not material to the Bank.

<b>What is the impact and where does it occur? What is the organization’s involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Data not available for the reporting period. The Bank is currently in the planning phase.	Data not available for the reporting period. The Bank is currently in the planning phase.	Data not available for the reporting period. The Bank is currently in the planning phase.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Data not available for the reporting period. The Bank is currently in the planning phase.	Data not available for the reporting period. The Bank is currently in the planning phase.	Data not available for the reporting period. The Bank is currently in the planning phase.



<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Data not available for the reporting period. The Bank is currently in the planning phase.	Data not available for the reporting period. The Bank is currently in the planning phase.	Data not available for the reporting period. The Bank is currently in the planning phase.

### **Air Pollutants**

**Note:** This section is not material to the Bank

<b>Disclosure</b>	<b>Quantity/Unit</b>
<b>NOx</b>	PBB does not track NOx as this is not material to the Company.
<b>SOx</b>	PBB does not track SOx as this is not material to the Company.
<b>Persistent Organic Pollutants</b>	PBB does not track pollutants as this is not material to the Company.
<b>Volatile organic compounds (VOCs)</b>	PBB does not track VOCs as this is not material to the Company.
<b>Hazardous air pollutants (HAPs)</b>	PBB does not track HAPs as this is not material to the Company.
<b>Particulate matter (PM)</b>	PBB does not track PM as this is not material to the Company.

### **Management Approach Disclosure**

**Note:** This section is not material to the Bank

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	Not material to the Bank

**Solid and Hazardous Waste**

**Note:** Data is not available for the reporting period.

<b>Disclosure</b>	<b>Quantity/Unit</b>
<b>Total solid waste generated</b>	Data not available
<b>Reusable</b>	Data not available
<b>Recyclable</b>	Data not available
<b>Composted</b>	Data not available
<b>Incinerated</b>	Data not available
<b>Residuals/Landfilled</b>	Data not available

**Hazardous Waste:**

**Note:** In 2020, PBB had no electronic/hazardous waste collection initiative.

<b>Disclosure</b>	<b>Quantity/Unit</b>
<b>Amount of hazardous waste transported</b>	Data not available
<b>Amount of hazardous waste in storage</b>	Data not available

**Management Approach Disclosure (Non-hazardous and hazardous waste)**

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The Bank complies with relevant local policies for solid and hazardous waste management.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The Bank complies with relevant local policies for solid and hazardous waste management.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The Bank complies with relevant local policies for solid and hazardous waste management.

**Effluents**

**Note:** This is not material to the Bank

<b>Disclosure</b>	<b>Quantity/Unit</b>
<b>Total volume of water discharges</b>	Not applicable
<b>Percent of wastewater recycled</b>	Not applicable

**Management Disclosure Approach**

**Note:** This is not material to the Bank

<b>What is the impact and where does it occur? What is the organization’s involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach&gt;</b>
Not applicable	Not applicable	Not applicable
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Not applicable	Not applicable	Not applicable
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not applicable	Not applicable	Not applicable

**Environmental Compliance**

<b>Disclosure</b>	
<b>Total amount of monetary fines for non-compliance with environmental laws and/or regulations</b>	0
<b>No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations</b>	0
<b>No. of cases resolved through dispute resolution mechanism</b>	0

**Management Approach:**

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The adheres to the rules and regulations set by the DENR and other relevant regulatory agencies.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The adheres to the rules and regulations set by the DENR and other relevant regulatory agencies.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The adheres to the rules and regulations set by the DENR and other relevant regulatory agencies.

## Social Disclosures

### Employee Management, Employee Hiring and Benefits, Employee Data

<b>Disclosure</b>	<b>Quantity/Unit</b>
<b>Total number of employees</b>	1,615
<b>Female Employees</b>	1,063
<b>Male Employees</b>	552
<b>Attrition rate</b>	8.30%
<b>Monthly salary of the lowest paid employee</b>	12,000

### Provide list of benefits:

<b>Benefit</b>	<b>% of employees who availed for the year</b>
SSS	16.22%
PhilHealth	5.00%
Pag-Ibig	3.84%
Parental leaves	0.92%
Vacation Leaves	96.24%
Sick Leaves	67.01%
Medical benefits aside from PhilHealth	51.47%
Housing assistance aside from Pag-Ibig	0.06%
Retirement fund (aside from SSS)	0.99%
Further education support	3.28%
Company stock options	0.00%
Telecommunicating	36.53%
Flexible working hours	6.34%

**Management Approach Disclosure**

<p><b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b></p>	<p><b>Which stakeholders are affected?</b></p>	<p><b>Management approach</b></p>
<p>Talent acquisition, development and retention</p>	<p>Employees</p>	<p>The Bank has Board approved policies for and procedures that sets the guidelines to be followed during talent acquisition, development and to ensure employee retention.</p> <p>The Bank also offers competitive Board approved compensation and employee Benefit package to ensure employee retention.</p> <p>The employee is also entitled of the benefit packages that helps employees especially during in time of difficulty.</p> <p>Committee in charge for the evaluation of personnel is also in place.</p>

<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Employees needing refresher trainings for the emerging requirements/competencies needed for work	Employees	<p>The Bank supports its employees by providing internal training programs for its employees.</p> <p>The Bank also has existing policies for the availment of external trainings.</p>
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Enhancing the skills and potential of the employees increase the economic value of the company	Employees	<p>The Bank encourages the motivation of its employees by providing performance-based bonus to its employees as indicated in the Board approved employee benefit package.</p> <p>The Bank believes that increase in employee morale will promote good company image and will promote good service performance by its employees thereby attracting future clients and ensuring client retention.</p>

### **Employee Training and Development**

<b>Disclosure</b>	
<b>Total training hours provided to employees in 2020</b>	<b>21,281</b>
Female employees	12,855
Male employees	8,426
<b>Average training hours provided to employees</b>	<b>13.20</b>
Female employees	12.10
Male employees	15.26

### Management Approach Disclosure

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Learning and Development programs of the Bank	Employees	The Bank is offering internal trainings as well as supporting employees for external trainings for employee development.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Lack of training may cause poor service quality to clients and poor performance of job functions thereby decreasing the company's economic value	Employees, clients	The Bank has an existing Training programs for its employees especially for customer service to clients.  Also, the performance of the employees is reviewed regularly to ensure that the quality of the performance of employees are maintained or better improved.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Improved performance and service quality to clients	Employees, Clients	Board approved performance evaluation is installed to measure and monitor the performance of its employees.  Customer helplines are also in place to monitor the clients' concerns.



### Labor Management Relations

<b>Disclosure</b>	
% of employees covered by collective bargaining agreements	0%
Number of consultations conducted with employees concerning employee-related policies	15

### Management Approach Disclosure

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Employees	The Bank has existing Health, Safety and Welfare Program for its employees.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Employees	The Bank has existing Health, Safety and Welfare Program for its employees.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
To improve the existing health and safety program for employees	Employees, clients	The Bank has existing Health, Safety and Welfare Program for its employees.

### Diversity & Equal Opportunity

<b>Disclosure</b>	
Percent of female workers in the workforce in 2020	65.8%
Percent of male workers in the workforce 2020	34.2%
Ratio of male to female employees 2020	1:1.93
Number of employees from indigenous communities and/or vulnerable sectors 2020	51 senior citizens and PWDs

### Management Approach Disclosure

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Talent acquisition, management, development and retention	Employees	The Bank does not discriminate its employees based on gender, age, indigenous communities, and vulnerable sectors.  The Bank has existing policies that requires its employees to adhere and avoid disputes/labor issues.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Reputational Risk that may arise from labor issues due to discrimination	Employees, Stockholders/Investors	The Bank does not discriminate its employees based on gender, age, indigenous communities, and vulnerable sectors.  The Bank has existing policies that requires its employees to adhere and avoid disputes/labor issues.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Acquisition of employees which can increase the economic value of the company	Employees	The Bank uses various sources of employee acquisition wherein every applicant is equal opportunity to apply. The Bank also implements referral incentive program in order to enhance its sourcing of applicants.

### Workplace Conditions Labor Standards, and Human Rights

<b>Disclosure</b>	
<b>Safe Man-Hours in 2020</b>	3,372,120
No. of work-related injuries in 2020	1
No of work-related fatalities in 2020	0
No. of work-related ill health in 2020	24
Number of safety drills in 2020	51

### Management Approach Disclosure

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Across all units of the Bank	Employees, Clients	<p>The Bank has an existing Board approved Health, Safety and Welfare Program for its employees.</p> <p>Safety and Security Drills are also conducted to ensure that employees as well as its clients will be protected in case of peril.</p> <p>The Bank also adheres to the work and safety guidelines that is implemented by the government authorities.</p>
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Safety risks	Employees	<p>The Bank has an existing Board approved Health, Safety and Welfare Program for its employees.</p> <p>Safety and Security Drills are also conducted to ensure that employees as well as its clients will be protected in</p>

		case of peril. The Bank also adheres to the work and safety guidelines that is implemented by the government authorities.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
Improve the safety and security of the employees	Employees, Clients	The Bank has an existing Corporate Security Group which is in charge of conducting the safety drills to be conducted within the Bank.  The Security Group also monitors the conduct of safety and security drills.  The Bank also adheres to the work and safety guidelines by the government authorities.

#### Labor Laws and Human Rights

Topic	Quantity	Unit
No. of legal actions or employee grievances involving forced or child labor	0	0

Are there policies that explicitly disallows violations to labor laws and human rights (e.g. harassment, bullying) in the workplace

Topic	Y	N
Forced labor	✓	
Child labor	✓	
Human Rights	✓	
Environmental performance	✓	
Bribery and corruption	✓	

### Management Approach

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Across all units	Employees	The Bank adheres to the rules and regulations implemented by DOLE and other regulatory agencies.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The Bank adheres to the rules and regulations implemented by DOLE and other regulatory agencies.
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None	None	The Bank adheres to the rules and regulations implemented by DOLE and other regulatory agencies.

### Supply Chain Management

Do you have a supplier accreditation policy? If yes, provide a link to the policy or attach the policy.

**(attached: General Services Center Manual for Accreditation of Suppliers)**

<b>Topic</b>	<b>Y/N</b>	<b>If yes, cite reference in the supplier policy</b>
<b>Environmental performance</b>	General Requirement for the Satisfactory Rating on Supplier's Stakeholders	Page 1 – SELECTION OF SUPPLIERS/CONTRACTORS PORTION
<b>Forced Labor</b>		
<b>Child Labor</b>		
<b>Human Rights</b>		
<b>Bribery and corruption</b>		

**Relationship with Community**

**Significant Impacts on Local Communities**

List/Identify operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this has to be business operations)	Location	Vulnerable groups (if applicable)	Does the particular operation have impacts on indigenous peoples? (Y/N)	Collective or individual rights that have been identified as particular concerns for the community	Mitigating measures (if negative impact)/ Enhancement measures (if positive)
Blood letting	PBB Annex building	N/A	N/A	N/A	N/A

Every Valentine’s Day, the Human Resources Group and PBB volunteers in partnership with the Philippine Red Cross – Caloocan Chapter, observe Blood Letting Day to raise awareness about the importance of donating blood. It also aims to express gratitude to blood donors who play an important role in saving millions of lives and fosters a culture of community-driven initiatives highlighting the benefits of carrying out voluntary and unpaid blood donation campaigns throughout the year.

This year's theme, "Mobile Blood Donation," highlights the underpinning role of voluntary unpaid blood donors in maintaining a safe and adequate blood supply.

The blood donation activity generated 73 blood bags in total.

### Customer Management

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
All Business Generation Units (Branches, Lending, Trust, Treasury)	Clients	<p>The Bank ensures that the Client welfare are of utmost importance. As such, the Bank ensures that all employees are equipped with training to provide good customer service quality.</p> <p>Service Quality is also included in the performance assessment of the Bank's employees.</p> <p>Further, postings of information needed by the clients are also provided to help them with their concerns.</p> <p>Customer helplines are also in place to ensure that the needs and concerns of clients are addressed.</p> <p>The Bank adheres to the regulatory requirements for handling and management of customer concerns.</p>
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	
None	None	
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	
None	None	

### Health and Safety

<b>Topic</b>	
<b>Number of substantiated complaints on product or service health &amp; safety</b>	20
<b>Number of complaints addressed</b>	20

*Substantiated complaints include customer complaints that went through the organization's formal communication channels and grievance mechanisms, as well as complaints that were lodged with or acted upon by government agencies.*

### Management Approach

<b>What is the impact and where does it occur? What is the organization's involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
Not material to the Bank	Not material to the Bank	<p>The Bank has an existing Board approved Health, Safety and Welfare Program for its employees.</p> <p>Likewise, the Bank has a Board approved Consumer Protection Framework for protecting its clients.</p> <p>The Bank commits to resolve the concerns filed to the Bank within the required turnaround time per its internal policy and per BSP requirement.</p> <p>Further, the Bank implements a monitoring system to address the concerns of the clients and its employees.</p>
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	
Not material to the Bank	Not material to the Bank	
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	
To improve the standard of service provided to the clients.	Employees, Clients	

### Marketing and Labelling

<b>Topic</b>	
<b>Number of substantiated complaints on marketing and labelling?</b>	0
<b>Number of complaints addressed</b>	0

*Substantiated complaints include customer complaints that went through the organization's formal communication channels and grievance mechanisms, as well as complaints that were lodged with or acted upon by government agencies.*



**Management Approach**

<b>What is the impact and where does it occur? What is the organization’s involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None reported for the reference period	None reported for the reference period	None reported for the reference period
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
None reported for the reference period	None reported for the reference period	None reported for the reference period
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None identified for the reference period	None identified for the reference period	None identified for the reference period

**Customer Privacy**

<b>Topic</b>	<b>Number</b>
<b>Number of substantiated complaints on customer privacy</b>	0
<b>Number of complaints addressed</b>	0
<b>No. of customers, users, and account holders whose information is used for secondary purposes</b>	0

**Management Approach**

<b>What is the impact and where does it occur? What is the organization’s involvement in the impact?</b>	<b>Which stakeholders are affected?</b>	<b>Management approach</b>
None reported for the reference period	None reported for the reference period	The Bank has existing Board approved Data Privacy Protection Framework which implements the protection guidelines for the clients and employees.  The Bank also has an existing Data Privacy Unit that monitors the Bank’s compliance with Data
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	
None reported for the reference period	None reported for the reference period	
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	

Company which protects data privacy of its employees and clients attracts prospective clients as well as retain existing clients	Employees, clients	Privacy Regulations.  Trainings were also provided to employees for Data Privacy.
--	--------------------	---

**Data Security**

Topic	Number
Number of data breaches, including leaks, thefts and losses of data	0

**Management Approach**

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management approach
None reported for the reference period	None reported for the reference period	The Bank has existing Board approved Data Privacy Protection Framework which implements the protection guidelines for the clients and employees.  The Bank also has an existing Data Privacy Unit that monitors the Bank's compliance with Data Privacy Regulations.  Trainings were also provided to employees for Data Privacy.
<b>What are the risks identified?</b>	<b>Which stakeholders are affected?</b>	
None reported for the reference period	None reported for the reference period	
<b>What are the opportunities identified?</b>	<b>Which stakeholders are affected?</b>	
Company which protects data privacy of its employees and clients attracts prospective clients as well as retain existing clients	Clients, employees	

**End of Report.**