

2022
SUSTAINABILITY
REPORT



**ON TOP
OF OUR
GAME**



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GENERAL INFORMATION

CONTEXT INFORMATION

COMPANY DETAILS

Name of Organization	DigiPlus Interactive Corp. (formerly Leisure & Resorts World Corporation)
Location of Headquarters	26th Floor, West Tower Philippine Stock Exchange Centre Exchange Road, Ortigas Center, Pasig City 1605 Philippines
Location of Operations	<p>DigiPlus Interactive Corp. (formerly Leisure & Resorts World Corporation), through its subsidiaries included in this report, operates in multiple locations:</p> <p>Hotel Enterprises of the Philippines, Inc. (HEPI) – Midas Hotel & Casino operates in Roxas Boulevard, Pasay City</p> <p>Blue Chip Gaming and Leisure Corporation (BCGLC or Blue Chip) operates in the following locations:</p> <ul style="list-style-type: none">PampangaSubic, ZambalesMalate, ManilaSta. Rosa, LagunaDavao City <p>AB Leisure Exponent, Inc. (ABLE) & Total Gamezone Xtreme Incorporated (TGXI) operational sites were combined due to the recent reorganization and managed by one (1) team into the following areas:</p> <ul style="list-style-type: none">Area 1: Upper Luzon AreaArea 2: Pampanga, Bulacan and CamanavaArea 3: Southern Luzon AreaArea 4: East NCR + PasigArea 5: South NCRArea 6: Central NCRArea 7: Quezon City AreaArea 8: Visayas + PalawanArea 9: Mindanao <p>Specific locations of ABLE & TGXI operations are listed below.</p>
Report Boundary	This report covers the holding company, DigiPlus Interactive Corp. (DigiPlus), as well as the following subsidiaries:
Legal Entities (e.g. Subsidiaries) included in this Report	<ul style="list-style-type: none">AB Leisure Exponent, Inc. (ABLE)Total Gamezone Xtreme Incorporated (TGXI)Blue Chip Gaming and Leisure Corporation (BCGLC or Blue Chip)Hotel Enterprises of the Philippines, Inc. (HEPI) – Midas Hotel & Casino



COMPANY DETAILS

Business Model, including Primary Activities, Brands, Products, and Services

Business Model, including Primary Activities, Brands, Products, and Services
DigiPlus Interactive Corp. (DigiPlus) is a publicly listed company that has been in the forefront of the leisure and gaming industry in the Philippines. Its wide array of services includes management and operation of general amusement, recreation enterprises, hotel, and gaming facilities. With its expertise as an industry leader for over 20 years, DigiPlus dominates the country's retail gaming market by providing world-class multi-gaming platforms. The company has a wide network of gaming and entertainment salons in some of the best commercial locations in the Philippines.

The businesses of DigiPlus, through its subsidiaries, specifically includes commercial bingo gaming, operations of slot arcades, online gaming, hospitality, real estate, and Information Technology (IT) services.

AB Leisure Exponent, Inc. (ABLE) provides amusement and recreation to the public by offering traditional, electronic, pull tabs, and rapid bingo games. The BingoPlus brand and business entity has established itself as the pioneer in live-streaming bingo gaming in the Philippines.

Total Gamezone Xtreme, Inc. (TGXI) is the entry of DigiPlus into the Electronic Casino market with over thirty (30) sites currently in operation.

Blue Chip Gaming and Leisure Corporation (BCGLC or Blue Chip) is one of the strongest performing business unit of DigiPlus with five (5) gaming sites strategically located in:

- (1) Kings Royale Hotel in Pampanga;
 - (2) Venezia Hotel in Subic Bay Freeport Zone, Subic, Zambales with Palmgold International Limited;
 - (3) Pan Pacific Hotel in Malate, Manila with Pacific Palm Corporation;
 - (4) Paseo Premier Hotel in Sta. Rosa, Laguna with Pacific Palm Corporation; and
 - (5) Apo View Hotel in Davao City with Pacific Palm Corporation.
- DigiPlus entered the hotel operations industry on 11 November 2012 when DigiPlus executed an Investment Agreement with Eco Leisure and Hospitality Holding Company, Inc. (Eco Leisure) for the acquisition of 51% of the outstanding capital stock of Hotel Enterprises of the Philippines, Inc. (HEPI) on the ownership and operations of Midas Hotel and Casino.

Reporting Period

CY 2022 (01 January 2022 – 31 December 2022)

Highest Ranking Person Responsible for this Report

MR. TSUI KIN MING
President

SN	SITE	SITE ADDRESS
AREA 1: UPPER LUZON AREA		
1	SM CITY BAGUIO	SM City-Baguio, Luneta Hills, Upper Session Road, Baguio City
2	CENTERMALL BAGUIO	Baguio Center Mall, Magsaysay Avenue, Baguio City
3	SKYONE ILOCOS SUR	Sky 1 Building, McArthur Hi-Way, Bantay Ilocos Sur
4	SYQUIO CABANATUAN	Syquio Business Centre, Maharlika Highway, Brgy. Daan Sarile, Cabanatuan City
5	SOGO CABANATUAN	SOGO HOTEL , Distrito 1, Purok 7, Maharlika Highway, San Juan ACCFA, Cabanatuan City
6	GUIMBA NUEVA ECIJA	2/F LG Bldg., Afan Salvador Street, Guimba , Nueva Ecija
7	ALAMINOS PANGASINAN	Blue Horizon Bldg., Alaminos- Sual Road, Alaminos City, Pangasinan
8	ROB PLACE CALASIAO	Robinson Calasiao, Bayombong Road and De Venecia Highway, Calasiao Pangasinan
9	SNR CALASIAO	S and R Centre De Venecia Ave., Nalsian Calasiao, Pangasinan
10	SM CITY ROSALES PANGASINAN	SM City- Rosales (formerly SM Supercenter -Rosales) Carmen East, Rosales, Pangasinan
11	IBA ZAMBALES	Sapphire Building, Govic Avenue, Paulien Dirita, Iba, Zambales
12	TROPICANA NUEVA VIZCAYA	Josephines Hotel, #424 Diversion Rd., Sta. Rosa Bayombong Nueva Viscaya
13	ROXAS ISABELA	G/F Blocks 7 & 8 Roxas Boulevard, Sergio Osmeña Avenue, Roxas Isabela
14	SM CITY CAUYAN ISABELA	SM City-Cauayan ,San Fermin, National Highway, City of Cauayan Isabela
15	SYCANGCO BLDG TARLAC	G/F Sicangco Bldg., Brgy. San Rafael, Tarlac City
16	ROBINSON LUISITA	G/F Robinsons Luisita, MacArthur Highway, Brgy. San Miguel, Hacienda Luisita, Tarlac City
17	SM CITY TARLAC	SM City Tarlac, MacArthur Highway Brgy. San Roque, Tarlac City

AREA 2: REGION 3 AREA		
1	SM CITY PAMPANGA	SM City-San Fernando, Brgy. San Jose, San Fernando City, Pampanga
2	SM CITY CLARK	SM City Clark, Clark Field, Angeles City, Pampanga
3	TLJ MABALACAT	TLJ Building, Brgy. Mabiga, Mabalacat City, Pampanga
4	MABALACAT	Stall #19 Pineda Bldg..4, McArthur Highway, Mabiga, Mabalacat, Pampanga
5	SUMMIT ANGELES	New Street Building, McArthur Highway, Balibago, Angeles City, Pampanga
6	DIZON BLDG ANGELES	G/F Dizon Bldg., # 243 Entiero St., Brgy. Sto.Cristo, Angeles City
7	FORTUNE PLAZA BALAGTAS	Fortune Plaza, MacArthur Highway, Balagtas, Bulacan
8	GD PLAZA GUIGUINTO BULACAN	GD Plaza-Guiguinto,#8002 McArthur Highway, Brgy. Ilang-Ilang, Guiguinto Bulacan
9	GUIGUINTO BULACAN	GD Plaza-Guiguinto, 2/F #8002 McArthur Highway, Brgy. Ilang-Ilang, Guiguinto Bulacan
10	HOLLYWOOD SUITE MARILAO	Hollywood Suites and Resort McArthur Highway, Ibayo Marilao, Bulacan
11	EMMA MALL MEYCAUYAN	Robinson's Supermarket, Ema Town Center, El Camino Real Sto. Niño, Brgy. Camalig, Meycauayan City, Bulacan

SN	SITE	SITE ADDRESS
AREA 2: REGION 3 AREA		
12	MEYCAUAYAN	665-A McArthur Highway, Brgy. Bancal Meycauayan, Bulacan
13	STARMALL SJDM BULACAN	Starmall-San Jose Del Monte Quirino Highway and Francisco Drive, Northwinds City, San Jose Del Monte City, Bulacan
14	SAN JOSE DEL MONTE	Umerez Compound, Tungkong Mangga, San Jose Del Monte City Bulacan
15	SAN MIGUEL	Total Gas Station, National Highway, Cagayan Valley Rd. Brgy. Camias, San Miguel, Bulacan
16	SAN RAFAEL	141 Cagayan Valley Rd., Brgy. Sampaloc San Rafael Bulacan
17	STA MARIA	112-C Gov. Halili Ave., Brgy. Bagbaguin Sta. Maria, Bulacan
18	CAMARIN CALOOCAN	Imall-Camarin , Kiko Road, Camarin, Caloocan City
19	TINAJEROS MALABON	Unit G3 Francis Market, Gov. Pascual cor. M.H. del Pilar Sts., Tinajeros Malabon City
20	MANLY VALENZUELA	Manly Bldg., McArthur Highway Dalandanan, Valenzuela City
21	PASO DE BLAS	2nd Floor , LB Bldg., Paso De Blas cor. Quirino Highway, Malinta Valenzuela City
22	VALENZUELA 2	Ground Floor, Puregold Valenzuela, 419 McArthur Highway, Dalandanan Valenzuela

AREA 3: SOUTHERN LUZON AREA

1	SM CITY NAGA	SM City- Naga, Brgy. Triangulo, Naga City
2	ALDP NAGA	ALDP Plaza Mall, Roxas Avenue, Brgy. Triangulo, Naga City
3	GAISANO MASBATE	Lower Ground Floor, Gaisano Capital Cagba, Brgy. Tugbo, Masbate City
4	SM CITY BATANGAS	SM City- Batangas, Brgy. Pallocan West, Batangas City
5	ATDRMAM BATANGAS	ATDRMAM Bldg., National Road, Kumintang Ibaba, Batangas City
6	LEMERY BATANGAS	Victory Town Center, Lemery Batangas
7	NASUGBU BATANGAS	RSAM Bldg., Nasugbu, Batangas
8	CENTRO MAL LOS BAÑOS	Centro Mall, Lopez Avenue, Brgy. Batong Malake, Los Baños, Laguna
9	PUREGOLD SAN PEDRO	Puregold-San Pedro, Old National Highway cor. Magsaysay Blvd., Brgy. San Antonio, San Pedro Laguna
10	STA. CRUZ LAGUNA	G/F A.S. Commercial Building, Falcon Street, Brgy. Poblacion 5, Sta. Cruz, Laguna
11	SM BACoor	3/F SM City-Bacoor, Tirona Highway corner E. Aguinaldo Highway, City of Bacoor Cavite
12	SM MOLINO	SM Supercenter Molino, Molino Road, Bacoor City, Cavite
13	CARMONA	Unit 5 Paseo De Carmona , Governor's Drive, Brgy. Maduya, Carmona Cavite
14	MANGGAHAN 1	2nd Floor, MS1 Building, Governor's Drive, Bo. Manggahan, Gen. Trias, Cavite
15	KAWIT	Unit 11 Bautista Arcade, Tirona Highway, Binakayan, Kawit, Cavite
16	SM CITY ROSARIO CAVITE	SM City-Rosario, Gen. Trias Drive, Tejeros Convention, Rosario Cavite
17	CUEVASVILLE	Units 10 & 11, Bldg. 3, Daanghari, Cuevasville Commercial Center, Molino IV, Bacoor, Cavite

SN	SITE	SITE ADDRESS
AREA 3: SOUTHERN LUZON AREA		
18	V-CENTRAL MOLINO	V Central Mall, Molino Boulevard, Bayanan, City of Bacoor, Cavite
19	678 MOLINO	678 Commercial Complex Molino Boulevard, Bayanan City of Bacoor
20	SILANG CAVITE	Brgy. Buho Silang Cavite
21	SM CITY LIPA	SM City-Lipa, Lipa City Batangas

AREA 4: REGION 4 AREA		
1	SKYONE ANGONO	Building ML Quezon Avenue, Barangay San Isidro Angono Rizal
2	STA. LUCIA EAST MALL	Building 1 Sta Lucia East Grandmall, Marcos Highway corner Imelda Avenue Cainta Rizal
3	IL CENTRO STA. LUCIA	Building 1 Sta Lucia East Grandmall, Marcos Highway corner Imelda Avenue Cainta Rizal
4	ARDI CAINTA	Ardi Commercial Complex, A. Bonifacio Ave. Parola Cainta Rizal
5	ROB PLACE CAINTA BTQ	Ground floor, Robinsons Place Junction Ortigas Ave. Cainta Rizal
6	ROB PLACE CAINTA	3rd floor, Robinsons Place Junction Ortigas Ave. Cainta Rizal
7	CAINTA 4	2nd floor Saunterfield place Km20 Ortigas Avenue Ext. Brgy Santo Nino Cainta Rizal
8	GRACELAND MARIKINA	2nd floor Graceland Plaza JP Rizal Brgy Lamuan Marikina City
9	SM CITY MARIKINA	SM City Marikina Brgy. Calumpang, Marikina City
10	PUREGOLD SAN MATEO	21D Puregold General Luna Street Banaba
11	TANJUATCO TANAY	#14 Sampaloc Road Tanjuatco Building Tanay Rizal
12	ITSP TAYTAY RIZAL	KM 6 ITSP Building Ortigas Extension Brgy San Isidro Cainta Rizal
13	SM CITY TAYTAY RIZAL	Building B basement 1, Barangay Dolores Taytay Rizal
14	LIANAS SUPERMARKET	Lianas Shopping Mall, Caruncho Avenue, Pasig City
15	ROBINSON METRO EAST	Lower Ground Floor Robinson Metro East, Marcos Highway, Pasig City
16	DJET PASIG	D'Jet Commercial Bldg., Phase II-A, Lot C, NO.25-26, Imelda Ave. Karangalan Village, Pasig City
17	MAYBUNGA	2nd Floor SGC Bldg, 172 C. Raymundo Avenue, Brgy. Maybunga, Pasig City
18	SILVER CITY	Ground Floor, Silver City Bldg., Frontera Verde Drive cor. Doña Julia Vargas Ave., Brgy. Ugong Pasig City
19	SILVER CITY PASIG	Silver City, Frontera Drive cor. Julia Vargas Ave., Pasig City
20	BB MAYBUNGA	2nd Floor SGC Bldg, 172 C. Raymundo Avenue, Brgy. Maybunga, Pasig City

AREA 5: NATIONAL CAPITAL REGION (NCR) AREA		
1	MADISON SQUARE LAS PIÑAS	Madison Square, Alabang -Zapote Road. Las Piñas City
2	ROBINSON LAS PIÑAS	Robinsons Place-Las Piñas, Alabang-Zapote Road, Talon Uno, Las Piñas City

SN	SITE	SITE ADDRESS
AREA 5: NATIONAL CAPITAL REGION (NCR) AREA		
3	SM CITY SOUTHMALL	SM Southmall , Almazna Uno, Las Piñas City
4	METRO-TOWNE CENTER	Metro Towne Center ,2020 Marcos Alvarez Ave., Talon 5, Las Piñas City
5	SM BICUTAN	SM City Bicutan, Bicutan, Parañaque City
6	SM CITY SUCAT	3/F TFA SM Supercenter Dr. A. Santos Avenue, Brgy. San Dionisio, Parañaque City
7	BF PARANAQUE	G/F R.F. Lopez Bldg., #6 N. Lopez Ave., Lopez Village, Brgy. San Isidro, Parañaque City
8	CITY MALL PASAY	Pasay City Mall and Public Market Taft Ave. cor. Arnaiz Avenue, Pasay City
9	SM MOA PASAY	SM Mall of Asia, Bay Boulevard , Pasay City
10	METROPOINT MALL BTQ	Metro Point Mall, EDSA cor. Taft Ave. & Zamora St., Pasay City
11	GZ METROTOWNE	Metro Towne Center ,2020 Marcos Alvarez Ave., Talon 5, Las Piñas City

AREA 6: METRO MANILA AREA		
1	MAKATI SQUARE	Makati Cinema Square, Pasong Tamo, San Lorenzo Village, Makati City
2	SM MEGAMALL	Building A, SM Megamall, J. Vargas Street, EDSA, Mandaluyong City
3	MADISON	Unit 8, Ground Floor, Building B, Madison Square #4 Pioneer St., Mandaluyong City
4	STARMALL EDSA	2nd Floor Starmall, EDSA cor. Shaw Blvd. Mandaluyong City
5	BOCOBO MANILA	2nd Floor Bocobo Commercial Center, # 1253 J. Bocobo St., cor. Padre Faura St., Ermita Manila
6	LUCKY CHINATOWN	Lucky China Town Mall, # 293 Lachambre St., Binondo Manila
7	ROBEN THEATRE	G/F Roben Theatre, C.M Recto Ave., Brgy. 313, Zone 31 Sta. Cruz Manila
8	ROBINSON PLACE ERMTA	Robinson Place-Manila, Ermita Manila
9	168 MALL DIVISORIA	168 Shopping Mall, Soler St., Binondo Manila
10	SM MANILA	SM City Manila, Arroceros St., Manila
11	SM CITY SAN LAZARO	SM San Lazaro , Tayuman Manila
12	PACO	Unit 3, Topmark Bldg., 1763 Paz Mendoza Guazon St., Paco Manila
13	F MANALO SAN JUAN	San Juan commercial Building, F. Blumentritt cor. F. Manalo Sts. Brgy. Kabayanan, San Juan City
14	WILSON SAN JUAN	G/F Wilson Square Commercial Center, Wilson corner P. Guevarra Streets, San Juan City
15	SM LAND MAKATI	SM Land Anza Bldg. Makati Ave. Cor Anza St., Bel -Air, Makati City
16	AYALA CIRCUIT MALL	Ayala Circuit Makati 1207 Makati Metro Manila

SN	SITE	SITE ADDRESS
AREA 7: QUEZON CITY AREA		
1	SM CENTERPOINT	SM Centerpoint 3rd Floor Araneta Ave., cor. Magsaysay Blvd. Sta. Mesa, Quezon City
2	SM CITY NORTH EDSA	SM City-North Annex Building, EDSA, Quezon City
3	ICON HOTEL NORTHEDSA	ICON Hotel, # 967 EDSA Corner West Avenue Quezon City
4	CTC CONGRESSIONAL	Congressional Town Center, Congressional Avenue, Quezon City
5	SM FAIRVIEW	SM City Fairview, Quirino Highway Fairview, Quezon City
6	SM CITY NOVALICHES	2/F SM City- Novaliches Quirino Highway, Novaliches Quezon City
7	GTC GREENHILLS	G/F Greenhills Town Center, Granada St., Corner Valencia St., Brgy. Valencia, Quezon City
8	BALINTAWAK MARKET QC	G/F and 2/F Romero Building, 1337 Balintawak Market, EDSA, Quezon City
9	TOMAS MORATO	QY Plaza, 233 Tomas Morato Ave., South Triangle, Quezon City
10	RMR TANDANG SORA	(RMR Square) Graceland Plaza- Tandang Sora, Tandang Sora Avenue, Quezon City
11	SR TOMAS SQ MATALINO	Sir Thomas Square, Matalino St., Cor. Matatag St., Diliman, Quezon City
12	EXTREME TIMOG	#94 Timog Avenue , Quezon City
13	NEW FARMERS PLAZA	4th Floor New Farmers Plaza, Araneta Center ,Cubao, Quezon City
14	VISAYAS AVE	2/F, MSK Building, 241 Visayas Avenue, Tandang Sora , Quezon City
15	KATIPUNAN	Unit SF-206 Citigold Plaza,175 Katipunan Ave. cor. Boni Serrano Ave, Quezon City
16	DON ANTONIO	2nd Floor, Don Antonio Sports Center, Block 17, Lot 5, Holy Spirit Drive, Brgy. Holy Spirit, Commonwealth Ave., Quezon City
17	BANAWE	2/F 238 Banawe Center, Banawe St., Manresa Quezon City
18	DEL MONTE	716 Del Monte Ave., Brgy. Talayan, Quezon City
19	PUREGOLD NOVALICHES	Puregold-Novaliches,#1018 Brgy. Sta. Monica, Quirino Highway , Novaliches ,Quezon City

AREA 8: VISAYAS REGION AREA

1	SM CITY ILOILO	SM City Iloilo
2	JARO ILOILO	G/F JEA Building 2, E. Lopez St. cor. Jalandoni St.
3	MANDALAGAN BACOLOD	Lopue's Art District Bldg., Lacson Street, Mandalagan
4	GAISANO BACOLOD	G/F Gaisano Grand City Mall, Araneta St., Brgy. Singcang Airport
5	CITY MALL MANDALAGAN	City Mall-Mandalagan, Lacson St., cor. G. M. Cordova Ave., Mandalagan
6	CITY MALL GOLDENFIELD	G/F City Mall Golden Field-Bacolod West Side, Araneta Ave.
7	MANAPLA BACOLOD	Gustilo Town Center Provincial Road corner National Highway Manapla
8	TONIS MART PALAWAN	2nd Floor, Tonies Mart Mall, Malvar St.
9	CITY MALL DUMAGUETE	G/F City Mall Dumaguete , Veterans Ave., National Highway

SN	SITE	SITE ADDRESS
AREA 8: VISAYAS REGION AREA		
10	LEE PLAZA DUMAGUETE	Lee Plaza, IT Park, J. Romero Road, Brgy. Bagacay
11	MARINA MALL MACTAN	Mactan Marina Mall, MEPZ 1, Ibo
12	PUEBLO VERDE MACTAN	Pueblo Verde, Mactan Economic Zone-II-SEZ, Brgy. Basak
13	GAISANO MACTAN	Gaisano Grand Mall-Mactan, Basak-Marigondon Road Cor. Ibabao-Gisi-Agus Road
14	INSULAR MANDAUE	Insular Square Mall, J.P. Rizal Street, Brgy.Tabok
15	PARKMALL MANDAUE	2/F ParkMall, Ouano Avenue, Southpoint, Tipolo
16	ELIZABETH MALL CEBU	Elizabeth Mall, Leon Kilat St.
17	SM CITY CEBU	SM City-Cebu
18	TALISAY CEBU	1/F and 2/F Door No. 5 Rosalie Building, Gaisano Grand Fiesta Mall, Cebu South Road , Brgy. Tabunok

AREA 9: MINDANAO REGION AREA		
1	GAISANO DIGOS DAVAO	Gaisano Grand - Digos, G/F unit 8 & 9 , Quezon Avenue Digos City, Davao Del Sur
2	SM CAGAYAN DE ORO	SM City- Cagayan de Oro, Masterson's Avenue, Brgy. Canitoan, Cagayan de Oro City
3	ROBINSONS GENERAL SANTOS CITY	Robinson's Mall GenSan, G/F Robinson Mall, J. Catolico Sr. Avenue Lagao, General Santos City
4	CHIMES MALL DAVAO	Chimes Mall, Brgy. 27 C, Gov. Sales St. cor. Sta. Ana Avenue, Davao City
5	FELCRIS DAVAO	2/F Felcris Centrale, Quimpo Blvd., Brgy. 40-D, Davao City
6	SM CITY LANANG DAVAO	SM Lanang Premier, Jose P. Laurel Ave., Brgy. San Antonio Agdao, Davao City
7	JLF PARKWAY DAVAO	G/F Doors 107 and 108, JLF Parkway Building A. Pichon Cor. Quirino Sts., Davao City
8	SM CITY DAVAO	SM City-Davao, Quimpo Blvd. Cor. Tulip Drive Matina, Davao City

MATERIALITY PROCESS

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics.*

*See GRI 102 – 46 (2016) for more guidance.

In preparing its Sustainability Report, the organization made reference to the GRI Standards, particularly *GRI 102: General Disclosures*.

The Organization adopted the subsequent approach to identify material topics:



Figure 1 Materiality Assessment Approach

The Organization has identified and prioritized the following Core Drivers for the Company and its stakeholders as duly reflected in its Sustainability Framework based on the Materiality Assessment:



Figure 2 Sustainability Framework



Figure 3 Materiality Assessment Matrix

Data for some disclosure topics in this report are from specific subsidiaries of the Organization and not all companies within the Group. This is reflective of its materiality and relevance to the operation of the subsidiary, and we can provide specific information on such disclosures, if necessary.



ECONOMIC PERFORMANCE

ECONOMIC PERFORMANCE

Direct Economic Value Generated and Distributed

DISCLOSURE	AMOUNT	UNITS
Direct Economic Value Generated (Revenue)	8,905,589,951	PHP
Direct Economic Value Distributed:		
a. Operating Costs	8,274,290,498	PHP
b. Employee Wages and Benefits	508,281,450	PHP
c. Payments to Suppliers, Other Operating Costs	2,695,753,330	PHP
d. Dividends given to Stockholders and Interest Payments to Loan Providers	203,664,096	PHP
e. Taxes given to Government	925,635,220	PHP
f. Investments to Community (e.g. Donations, CSR)	1,100,000	PHP

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The Organization has continuously sustained its financial performance through its Group's primary business operation. It has been highly involved in generating growth in revenue and controlling its costs, despite the tight competition and regulations in the gaming industry in the country.</p> <p>The economic value generated from the Organization's retail business segment are distributed as a result of operations through payments to different service providers, employee wages and benefits, and taxes to government agencies.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The suppliers of the Organization; • The customers of the Organization; • The government regulators; 	<p>The organization asserts its commitment to providing the best experience to its consumers. Through its evident efforts towards a seamless approach for improvement in ensuring that all obligations to those affected are always met, the Organization further creates different initiatives such as conducting annual strategic planning for the succeeding business year, and sales and marketing reviews will help in securing a prominent performance management</p>

WHAT ARE THE RISK/S IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>As the Organization has a strong involvement in generating revenue and controlling all operating costs, poor economic performance could lead to a serious downfall of different aspects for the Organization. This may result in an insufficient return of target revenues to the shareholders, lost confidence of clients and suppliers, and may also result in low employee morale.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders of the Organization; • The employees of the Organization; • The suppliers of the Organization; 	<p>The Organization has identified the need for diversifying its client base and establishing a stronger program for different safety and drills training, discussing insurance coverage plans, while maintaining a healthy and competitive work benefits and work-life balance lifestyle.</p>

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The Organization's aggressive growth in the expansion of its teams and services assures stable and sustainable growth. Through the improvement of the gaming facility/ies, this development will create more opportunities for the Organization to be more competitive in the gaming industry and to continuously be the top choice for consumers.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders of the Organization; • The employees of the Organization; and • The community where the business operates. 	<p>With the Organization's Business Units and Shared Service Units' consistent efforts in achieving the target revenues, profits, and expectations within the year, different projects will be further listed down on the company's pipeline for studies in other potential business growth avenues.</p>

ECONOMIC PERFORMANCE

Training on Anti - Corruption Policies and Procedures

DISCLOSURE	AMOUNT	UNITS
Percentage of Employees to whom the Organization's Anti - Corruption Policies and Procedures have been Communicated To	40%	%
Percentage of Business Partners to whom the Organization's Anti - Corruption Policies and Procedures have been Communicated To	49%	%
Percentage of Directors and Management that have Received Anti - Corruption Training	50%	%
Percentage of Employees that have Received Anti - Corruption Training	50%	%

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Corruption within the Organization has a significant impact on its reputation as this will greatly affect the competitiveness of the brand in the market. This will impact the company's relationship with all the stakeholders affected and can eventually lead to serious damage to the Organization in totality. Corruption will also affect the entire business structure as different cases may occur in different departments such as any anomalous transactions or even through potential kickbacks or grafts.agencies.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The suppliers of the Organization; and • The government regulators. 	<p>The Organization diligently observes its Anti-Corruption Policy disclosed in the Employee Code of Discipline and is strictly observed by the employees and suppliers.</p> <p>The active implementation and commitment to adhering to the provisions of this policy's inclusions such as infractions pertaining to bribery, unauthorized solicitation, kickbacks, and other related anomalous transactions are reinforced through regular training for the employees and in an annual review in the company's supplier's accreditation process.</p>

WHAT ARE THE RISK/S IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The Organization is very vigilant about any risk of corruption within the company and is always committed to taking necessary actions in ensuring that all suppliers' and employees' integrity are highly aligned with the Organization's anti-corruption practices.</p> <p>Employees and/or suppliers scheming in any form of corrupt practices shall put the Organization's reputation and total business at risk and thus, any of these actions will be dealt with accordingly</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The suppliers of the Organization; and • The customers of the Organization. 	<p>The Organization upholds a strict and clean supplier accreditation process and practices a robust implementation of the Anti-corruption policy stated in the Employee Handbook. Should violators be proven guilty of any wrongdoings, necessary actions done in due process shall be dealt with high importance.</p>

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The Organization has continuously strived to be a company that fosters a strong sense of integrity and honesty with full transparency through all its employees and partners. This kind of environment nurtures a culture of a healthy company that lets its employees from all levels across the whole Organization grow.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The suppliers of the Organization; and • The customers of the Organization. 	<p>The Organization has undertaken different initiatives such as preparing different appropriate training programs for directors, employees, and business partners that will help them in their respective roles in building an Organization with a strong sense of integrity in all facets.</p>

Incidents of Corruption

DISCLOSURE	AMOUNT	UNITS
Number of Incidents in which Directors were Removed or Disciplined for Corruption	0	#
Number of Incidents in which Employees were Dismissed or Disciplined for Corruption	0	#
Number of Incidents when Contracts with Business Partners were Terminated due to Incidents of Corruption	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Corruption within an Organization will possess a significant impact on its reputation and competitiveness. Any incidents of corruption can affect the relationship with its suppliers, diminish shareholder value, and can even lead to loss of shareholders' and investors' confidence that will eventually lead to missed business opportunities.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The suppliers of the Organization. 	<p>The Organization's committed to complying with existing laws and regulations and has implemented strict compliance with the anti-corruption policy incorporated in the Employee Code of Discipline / Good Behavior which is also extended to suppliers through the Supplier Code of Conduct.</p>

WHAT ARE THE RISK/S IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The Organization is very vigilant about any risk of corruption within the company and is always committed to taking necessary actions in ensuring that all suppliers' and employees' integrity are highly aligned with the Organization's anti-corruption practices.</p> <p>Employees and/or suppliers scheming in any form of corrupt practices shall put the Organization's reputation and total business at risk and thus, any of these actions will be dealt with accordingly.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The stockholders and investors of the Organization; • The clients and investors of the Organization; • The employees of the Organization; and • The suppliers of the Organization. 	<p>The Organization upholds a strict and clean supplier accreditation process and practices a robust implementation of the Anti-corruption policy stated in the Employee Handbook. Should violators be proven guilty of any wrongdoings, necessary actions done in due process shall be given high importance.</p>

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>The Organization has continuously strived to be a company that fosters a strong sense of integrity and honesty with full transparency through all its employees and partners. This kind of environment nurtures a culture of a healthy company that lets its employees from all levels across the whole Organization grow.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The suppliers of the Organization; and • The customers of the Organization. 	<p>The Organization has undertaken different initiatives such as preparing different appropriate training programs for directors, employees, and business partners that will help them in their respective roles in building an Organization with a strong sense of integrity in all facets.</p>

The policy of the Organization on anti-corruption is embedded in LRWC Code of Business Conduct and Ethics (https://lrwc.com.ph/wp-content/uploads/2020/09/LRWC-Code-of-Business-Conduct-and-Ethics_v14-09-2020.pdf) as well as in LRWC New Manual on Corporate Governance (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>) and in LRWC Conflict of Interest Policy (<https://lrwc.com.ph/wp-content/uploads/2020/09/CONFLICT-OF-INTEREST-POLICY-LRWC.pdf>)



ENVIRONMENT



ENVIRONMENTAL COMPLIANCE

Non - Compliance with Environmental Laws and Regulations

DISCLOSURE	AMOUNT	UNITS
Total Amount of Monetary Fines for Non - Compliance with Environmental Laws and / or Regulations	0	PHP
No. of Non - Monetary Sanctions for Non - Compliance with Environmental Laws and / or Regulations	0	#
No. of Cases Resolved through Dispute Resolution Mechanism	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>With the continuous and rigorous involvement of the Organization in supporting Environmental Laws and Regulations, employees are involved in the best practices when conforming with the laws of the land on water pollution management.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The shareholders and investors of the Organization; • The employees of the Organization; • The community where the business operates 	<p>With the confidence of being compliant with all Environmental Laws and Regulations, the Organization constantly strives to be certain that all actions that have been taken must be reported to the people in-charge. All associates will continue to be aware of and abide by the policies of the law.</p> <p>The Organization also encourages employees to shift to a more digital working practice which should lead to a reduction in solid waste and energy consumption.</p>

WHAT ARE THE RISK/S IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Complying with the Environmental Laws and Regulations will help secure the protection of the Organization from any possible imposition of any penalties, such as but not limited to monetary penalties, imprisonment, and even closure of the business. Such penalties should be imposed on the Organization, will not only affect its image but the business structure itself.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The stockholders and investors of the Organization; • The employees of the Organization; and • The community where the business operates 	<p>As the Organization constantly believes that there should be responsible actions taken in place, creating a strong process of streamlining all its efforts in complying with Environmental Laws and Regulations must be strengthened and proactively managed.</p>

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Being fully compliant with all Environmental Laws and Regulations helps the Organization contribute to clean and sustainable business operations thus leaving a minimal carbon footprint on the environment.</p> <p>Furthermore, being fully compliant will reduce the company costs of paying possible penalties and spending for remedies needed to be done due to the violations.</p>	<p>The stakeholders affected are:</p> <ul style="list-style-type: none"> • The stockholders and investors of the Organization; • The employees of the Organization; and • The community where the business operates 	<p>The Organization shall continue exercising its policies and programs on practicing efficient ways of being compliant with the laws. Following through with sustainable practices such as conscious efforts of lowering the carbon footprint of the company will not only help the Organization but most of all the environment.</p>

The policy of the Organization on environmental protection and management is embedded in LRWC Code of Business Conduct and Ethics (https://lrwc.com.ph/wp-content/uploads/2020/09/LRWC-Code-of-Business-Conduct-and-Ethics_v14-09-2020.pdf) as well as in LRWC New Manual on Corporate Governance (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>)



SOCIAL

EMPLOYEE MANAGEMENT

Employee Hiring and Benefits Employee Data

DISCLOSURE	AMOUNT	UNITS
Total Number of Employees*		
a. Number of Female Employees	1,061	#
b. Number of Male Employees	515	#
Attrition Rate	0.42	Rate
Ratio of Lowest Paid Employee Against Minimum Wage	1:1	Ratio

*Employees are individuals who are in an employment relationship with the organization, according to national law or its application (GRI Standards 2016 Glossary)

**Attrition Rate = (No. of New Hires less No. of Turnover) / (Average of Total Number of Employees of Previous Year and Total Number of Employees of Current Year)

Employee Benefits

DISCLOSURE	Y / N	% FEMALE EMPLOYEES WHO AVAILED THIS YEAR	% MALE EMPLOYEES WHO AVAILED THIS YEAR
SSS	Y	13.51%	10.78%
PhilHealth	Y	0.99%	0.97%
PAG - IBIG	Y	11.60%	10.68%
Parental Leaves	Y	4.11%	2.64%
Vacation Leaves	Y	53.09%	26.35%
Sick Leaves	Y	23.14%	16.60%
Medical Benefits (Aside from PhilHealth)	Y	12.47%	13.83%
Housing Assistance (Aside from PAG-IBIG)	N	0.00%	0.00%
Retirement Fund (Aside from SSS)	Y	0.00%	0.00%
Further Education Support	N	0.00%	0.00%
Company Stock Options	N	0.00%	0.00%
Telecommuting	N	0.00%	12.06%
Flexible Working Arrangement (FWA)	N	2.62%	3.56%

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Competitive employment benefits play a huge role in employee welfare and retention and will also set the company apart from the other companies in the industry. This will also attract quality talents that will be happy working with the company for a longer period.</p>	<p>The affected stakeholders are:</p> <ul style="list-style-type: none"> • The community where the Organization operates; and • The employees of the Organization. 	<p>The Organization continuously commits to having healthy employee welfare and well-being as one of its top priorities as a business. As it regularly provides different HR initiatives and programs that are instrumental for the employees' security, the Organization strictly complies with all applicable laws, rules, and regulations of the Department of Labor and Employment (DOLE) and all appropriate government entities.</p>

WHAT ARE THE RISK/S IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
<p>Failure to provide and deliver different benefits to employees of the Organization will result in their dissatisfaction. Consequently, high performing employees may leave the company and look for better opportunities with a more attractive set of compensation and benefits. Shortage of staff may sooner or later be a bigger problem for the company's business along the way.</p>	<p>The affected stakeholders are:</p> <ul style="list-style-type: none"> • The employees where the Organization operates; and • The senior management of the Organization. 	<p>Beyond the benefits the Organization continuously provides to its employees, it also assures everyone involved that there are different programs provided to them that will support and help both their personal and professional growth.</p> <p>Furthermore, the Organization proactively enrolls relevant employees thru active membership and participation in an annual review of compensation and benefits vis-à-vis the present industry standards-related associations of Human Resources and Accounting Profession-</p>

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?	WHICH STAKEHOLDERS ARE AFFECTED?	MANAGEMENT APPROACH
A strong business is only as good as its people, which is why the Organization continuously provides an avenue called the "Employee Suggestion Program" and HR's open-door policy for its employees to air out any of their concerns or suggestions that they wish to tell the Management. Employee satisfaction with the benefits provided may increase employee morale and productivity and would, later on, have a good effect on the	<p>The affected stakeholders are:</p> <ul style="list-style-type: none"> • The employees where the Organization operates; and • The employees of the Organization. 	The organization strives to provide a benefit and compensation package that is not only at par but above industry practice. And as the company values its employees' quality of life and contributions, an Annual Organizational climate survey for the periodic assessment of employees' satisfaction is done.

Employee Training and Development

DISCLOSURE	QUANTITY	UNITS
Total Number of Employees		
a. Number of Female Employees	25,147.5	Hours
b. Number of Male Employees	10,993.5	Hours
Average Training Hours Provided to Employees		
a. Number of Female Employees	23.7	Hours / Employee
b. Number of Male Employees	21	Hours / Employee

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	MANAGEMENT APPROACH
Skilled and well-trained employees as a result of sufficient training and programs led by the Organization improve job knowledge skills at all levels. This may also enhance employee morale amongst peers and may help them identify with the Organization's goals. Moreover, the support of the management in employee upskilling and re-skilling will help improve the standards of the company in its business operations.	<p>The Organization provides an intensive employee training plan per department where learning and development opportunities for employees are given high importance to. With the continuous commitment to producing and having quality employees within the company, training hours attendance of the employees are part of their Key Performance Indicators (KPIs).</p> <p>A dedicated Training Officer is one of the steps considered to assure the Organization that there is proper implementation of learning in the programs provided.</p>

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

While there are different trainings and programs provided by the Organization, if the employees for some reason cannot commit to every learning opportunity provided, the goal of the program will be a challenge to achieve.

As learning and development opportunities are sternly considered one of the top priorities of the Organization, different programs are still continuously provided to its employees. As such, the company has taken the initiative to include the training as one of the employees' KPIs during performance reviews.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

For the Organization to continuously deliver training that will create a strong impact on the attendees, employees are highly encouraged to provide their feedback that will urge the management to accurately design a training program that fits their needs. Learning and development programs will not only improve employee competencies in the industry but will also provide an opportunity for innovation in business operations.

In addition to the training programs prepared by the HR Department, an initiative requiring Department heads to submit a tailor-fitted training program for their own team shall continue and must be set with realistic learning goals for the business.

The policy of the Organization on training and development is embedded in LRWC Code of Business Conduct and Ethics (https://lrwc.com.ph/wp-content/uploads/2020/09/LRWC-Code-of-Business-Conduct-and-Ethics_v14-09-2020.pdf) as well as in LRWC New Manual on Corporate Governance (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>)

WORKPLACE CONDITIONS, LABOR STANDARDS AND HUMAN RIGHTS

Occupational Health and Safety

DISCLOSURE	QUANTITY	UNITS
Safeman-Hours	3,952,603	Man-Hours
No. of Work - Related Injuries	0	#
No. of Work - Related Fatalities	0	#
No. of Work - Related Ill-Health	0	#
No. of Safety Drills	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	MANAGEMENT APPROACH
<p>Non - compliance with government regulations may affect the Organization's image and reputation and may be put the company at risk for any legal cases, disruption of permit issuances, or even a halt in business operations. Moreover, an unsafe workplace with a disregard for respecting human rights will make employees feel unprotected and may leave the company which can eventually turn into a loss in revenue in the long run.</p>	<p>The Organization upholds the implementation of its existing policies under the Occupational Health & Safety (OHS) based on Republic Act 11058. The following are the policies and standards in providing safe workplace for employees that are already in place:</p> <ul style="list-style-type: none"> • Medical / Fit-to-work clearance • Periodic / annual medical check-up • Health and safety rules and sanitary practices of Employee Code of Good Behavior • Non-smoking in prohibited or restricted areas of Employee Code of Good Behavior • Drug-Free Working Environment Policy • HIV / AIDS Prevention Policy • Tuberculosis (TB) Prevention Policy • Hepatitis B Prevention Policy • Mental Health & Wellbeing Policy • Mother-Baby Friendly Workplace Policy • Solid Waste and Hazardous Waste Management Policy • Emergency Policies & Procedures • Emergency & Evacuation Drills • On-site Medical Clinic • On-site Dental Clinic • Memorandum of Agreement with the nearest hospital for emergency cases • Occupational Safety & Health Committee • Internal Emergency Response Team

WHAT ARE THE RISK/S IDENTIFIED?

In an unsafe working environment, employees will feel vulnerable which may lead to a decrease in their productivity and focus, thus affecting the business. Also, risks such as but not limited to injuries, illness, and death may result in legal cases which may expose the Organization to monetary penalties and a terrible reputation that will have a grave impact on the company.

MANAGEMENT APPROACH

The Organization ensures its strict compliance with the Occupational Health & Safety (OHS) based on Republic Act 11058 and has undertaken conscious initiatives to identify any risks and hazards in the workplace.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

With the absence or less safety and health issues in the company, employees will feel assured that their health and safety are protected at all costs. Employees' satisfaction will help the company to avoid any risks of legal issues and penalties, thus giving a chance for the management to focus more on other important matters in the business.

MANAGEMENT APPROACH

The Organization ensures its strict compliance to the Occupational Health & Safety (OHS) based on Republic Act 11058.

The policy of the Organization on Occupational Health & Safety (OHS) is embedded in LRWC Code of Business Conduct and Ethics (https://lrwc.com.ph/wp-content/uploads/2020/09/LRWC-Code-of-Business-Conduct-and-Ethics_v14-09-2020.pdf) as well as in LRWC New Manual on Corporate Governance (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>) and in LRWC Policy Relating to Health, Safety, and Welfare of Employees (<https://lrwc.com.ph/company-policies/>)

LABOR LAWS AND HUMAN RIGHTS

DISCLOSURE	QUANTITY	UNITS
No. of Legal Actions or Employees Grievance involving Forced or Child Labor	0	#

Do you have policies that explicitly disallow violations of labor laws and human rights (e.g. harassment, bullying) in the workplace? **YES**

TOPIC	Y / N	IF YES, CITE REFERENCE IN COMPANY POLICY
FORCED LABOR	Y	<p>Employee Code of Good Behavior, with provisions on the following infractions:</p> <ul style="list-style-type: none"> • Indecent acts and utterances • Immoral or unethical practices, or engaging in any immoral or unethical practices • Threat or coercion • Discourtesy or insult • Libel / slander • Fighting or inflicting bodily harm • Abuse of authority
CHILD LABOR	N	<p>No policy in place, but in practice, sourcing of applicants for potential employment includes screening of age of not less than 21 years old.</p>
HUMAN RIGHTS	Y	<p>Employee Code of Good Behavior, with provisions on the following infractions:</p> <ul style="list-style-type: none"> • Discourtesy or insult • Libel / slander • Fighting or inflicting bodily harm • Abuse of authority

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR?

WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?

With the Organization's honest company management, it strictly upholds and values fair labor practices at all costs. The importance of keeping this helps the Organization to increase employee morale and ensures that the company's image and business continue unquestionably. It is vital for the company to have continuous compliance with labor laws and respect human rights for each of its employees, customers, partners, and shareholders.

MANAGEMENT APPROACH

The Organization ensures an amiable work environment as it sorts out any grievances to mutual satisfaction between any two parties involved. It also helps the management to frame policies and procedures justifiable for the employees.

The following practices and company policies are in place that disallow violations of labor laws and human rights for potential and/or existing employees:

Employee Code of Good Behavior, with provisions on the following infractions:

- Indecent acts and utterances
- Immoral or unethical practices, or engaging in any immoral or unethical practices
- Pornographic exhibits or shows
- Unauthorized visit to guests' rooms
- Threat or coercion
- Unauthorized undertaking during work hours
- Holding of unauthorized meetings
- Abuse of authority
- Indecent acts and utterances
- Immoral or unethical practices, or engaging in any immoral or unethical practices
- Threat or coercion
- Discourtesy or insult
- Libel / slander
- Fighting or inflicting bodily harm
- Abuse of authority

In addition, sourcing applicants for potential employment includes a screening of age of not less than 18 years old that adheres to labor law against child labor.

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

An unsafe working environment that is non-compliant with existing labor rules and regulations may result in (1) victims of harassment may not come forward and complain due to shame or fear; (2) a decrease in employee morale; (3) and legal cases with monetary penalties that may expose the company and affect the business.

The Organization ensures its compliance with the laws, rules, and regulations of the Department of Labor and Employment (DOLE) and all appropriate government entities. As such, the company has always provided opportunities for employees to be heard when they have concerns/issues regarding harassment. Once reported to HR, a just and thorough investigation with due process is done so that sanctions can be given to people proven at fault.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

With the Organization's honor of upholding fair labor practices and respect for human rights, the policies assure each employee that such acts are never tolerated in the company as security and safety at work is one of its top priorities.

The Organization has continuously given importance to protecting its employees against sexual harassment and bullying. It ensures that victims are given justice through an unbiased and thorough investigation of the case.

CUSTOMER MANAGEMENT

Customer Satisfaction

DISCLOSURE	SCORE	DID A THIRD PARTY CONDUCT THE CUSTOMER SATISFACTION STUDY (Y/N)?
Customer Satisfaction	80.8%	Y

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR? WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?	MANAGEMENT APPROACH
<p>Satisfied customers are a crucial foundation for any business' success as this leads to customer retention, brand loyalty and affinity, and credible positive testimonials from consumers. As the Organization sustains a heavy receipt of great customer satisfaction, customer complaints may still arise and if not addressed properly may lead to negative feedback that may eventually overshadow the positives.</p>	<p>With the Organization's core goal of providing exemplary quality of service and customer experience, it highly values customer feedback done through surveys, focus group discussions, and feedback forms conducted on sites. This determines the needs and wants of consumers that will provide insights into having equal growth between the consumer and Organization. Through prioritizing the consumers' satisfaction, strict compliance in resolving complaints must be addressed immediately.</p>

WHAT ARE THE RISK/S IDENTIFIED?	MANAGEMENT APPROACH
<p>The risk of not meeting customers' satisfaction in their overall experience in the operational sites' cleanliness, location, and service may lessen the frequency of customer visits and/or shorter availment of services. Lower player count and spending will automatically affect revenues resulting in lower income for the Organization. Any complaints from the consumers if not addressed appropriately may reach Philippine Amusement and Gaming Corporation's (PAGCOR) attention and may be penalized in any matter raised.</p>	<p>The Organization's image may be affected by how employees interact with customers, and good customer rapport and customer satisfaction are foremost in the minds of all employees. To this end, it is the Organization's objective to maintain excellent customer relations in all areas of business, and having a dedicated team addressing all concerns is established to manage responses received through both online and offline reviews.</p>

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

With well-trained, skilled, and well-informed employees, this will result in providing excellent customer service and satisfaction to its consumers. As such, this will have a snowball effect on opportunities of having a firmer process of addressing concerns raised that may affect the reputation of the Organization.

The continuous usage of the Organization's internal commendation mechanism for the employees is regularly observed as an integral part of the program. The feedback gathered from this strongly helps the Organization determine the consumer needs that have to be addressed quickly.

The policy of the Organization on customer management is embedded in LRWC Code of Business Conduct and Ethics (https://lrwc.com.ph/wp-content/uploads/2020/09/LRWC-Code-of-Business-Conduct-and-Ethics_v14-09-2020.pdf)

DATA SECURITY

DISCLOSURE	QUANTITY	UNITS
No. of Data Breaches, including Leaks, Thefts, and Losses of Data	0	#

WHAT IS THE IMPACT AND WHERE DOES IT OCCUR?

WHAT IS THE ORGANIZATION'S INVOLVEMENT IN THE IMPACT?

The Organization has set up data security measures and has a rigid standard for protecting it. Any type of data breach, leak, theft, and loss of data will impact the Organization's image and reputation which may eventually lead to a loss of confidence among customers and investors. This may also result in lower revenue income, and loss of business operations if grounds for sanction under the Data Privacy Act of 2012 are applicable.

MANAGEMENT APPROACH

An end-to-end privacy program management approach is in the process of being implemented, in compliance with best practices and international standards. This is an integrated, self-sustaining, and evolving approach that covers governance, compliance, performance review and monitoring, privacy impact assessment, data protection, continuous improvement, awareness and training, and ability to respond to data subject requests and privacy breaches. As a holistic approach it allows the Organization to achieve privacy compliance, address data protection requirements of data subjects and 3rd parties, manage privacy risks, and the treatment of data privacy as an inherent part of corporate governance.

WHAT ARE THE RISK/S IDENTIFIED?

MANAGEMENT APPROACH

The overall business reputation of the Organization may be at risk if there is any unauthorized processing, accessing, disclosure, and improper disposal of personal and sensitive information of any person/customer. Any type of data breach may potentially hamper operations and legal cases may occur in accordance with the implementation of the Rules & Regulations of the Data Privacy Act of 2012.

The Data Privacy Committee of the Organization's end-to-end privacy program management is in the process of being implemented. This will secure and safeguard personal data against any accidental loss, fraudulent misuse, unlawful destruction, alteration, disclosure, and any other unlawful processing of information. Aside from this strict adherence and compliance with existing DPA, the company regularly conducts inspections of physical and electronic storage of data and processing and disposal of data.

WHAT ARE THE OPPORTUNITY/IES IDENTIFIED?

MANAGEMENT APPROACH

The Organization's effort in establishing a robust privacy management program puts the company at a competitive advantage versus its market competitors. Gaining the confidence of customers and other parties concerned with the Organization when it comes to data privacy will entail a trustful relationship between the two parties, and the fundamental human right of individuals to privacy is upheld.

The Organization's Data Privacy Committee's (DPC) end-to-end privacy management program efforts exhibit its strong commitment to maintaining the trust and confidence of customers in safeguarding their data. All vital information and system access are meticulously monitored, and any possible breach is to be immediately reported to designated teams.

The policy of the Organization on data security is embedded in LRWC Code of Business Conduct and Ethics (https://lrwc.com.ph/wp-content/uploads/2020/09/LRWC-Code-of-Business-Conduct-and-Ethics_v14-09-2020.pdf) as well as in LRWC New Manual on Corporate Governance (<https://lrwc.com.ph/wp-content/uploads/2018/08/LRWC-New-Manual-on-Corporate-Governance.pdf>)



DIGI
PLUS
INTERACTIVE

26th Floor, West Tower, Philippine Stock Exchange Centre,
Exchange Road, Ortigas Center, Pasig City, 1605 Philippines

