

Annex A: Discovery World Corporation's Sustainability Report 2020

Contextual Information

Company Details	
Name of Organization	Discovery World Corporation
Location of Headquarters	2159 Chino Roces Avenue, JTKC Centre, Makati City
Location of Operations	Discovery Shores Boracay - Station 1, Brgy. Balabag, Malay, Aklan Club Paradise - No. 1 Dimakya Island, Coron, Palawan
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	Discovery World Corporation under the style Discovery Shores Euro Pacific Resorts Inc. under the style Club Paradise
Business Model, including Primary Activities, Brands, Products, and Services	To carry on the business of resorts and recreational centers; to engage in the business of operating a hotel or other accommodations.
Reporting Period	Sustainability report for the year ending December 31, 2020
Highest Ranking Person responsible for this report	Compliance Officer

**The report is limited to the operating segment of the company and one of its operating subsidiaries which has significant impact on the consolidated financial performance of the company.*

Materiality Process

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics.
<p>“Material aspects” are those that reflect the organization’s significant economic, environmental and social impacts; or that substantively influence the assessments and decisions of stakeholders. A topic may be considered material to the organization if it falls to any of the following;</p> <ol style="list-style-type: none"> 1. It is a Key Capital, Risk or Opportunity that impacts value creation. 2. The key Business Activities impact the topic. 3. The subsidiaries, contractors or supply chain contribute significant impacts to the topic. 4. The product services contribute impacts to the topic. 5. There is a trend that points to a future where the topic will become material to the organization. <p>The organization referred to Sustainability Accounting Standards Board (SASB) Materiality Map in determining the topics which are material.</p>

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Discovery Shores Boracay

	Amount	Units
Direct economic value generated (revenue)	130,117,348.00	PhP
Direct economic value distributed:		
a. Operating costs	138,007,524.00	PhP
b. Employee wages and benefits	39,692,203.00	PhP
c. Payments to suppliers, other operating costs	97,174,621.00	Php
d. Taxes given to government	27,721,152.20	PhP
e. Investments to community (e.g. donations, CSR)	146,428.00	PhP

**No revenue was generated for the period March 16, 2020 to October 16, 2020 due to resort's closure brought by COVID-19 pandemic.*

Club Paradise Palawan

	Amount	Units
Direct economic value generated (revenue)	54,967,928.00	PhP
Direct economic value distributed:		
a. Operating costs	100,099,989.00	PhP
b. Employee wages and benefits	29,124,834.00	PhP
c. Payments to suppliers, other operating costs	166,868,044.99	Php
d. Taxes given to government	9,382,695.29	PhP
e. Investments to community (e.g. donations, CSR)	22,689.08	PhP

**No revenue was generated for the period March 16, 2020 to December 1, 2020 due to resort's closure brought by COVID-19 pandemic.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
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<p><i>In 2020, COVID-19 pandemic has definitely brought adverse impact not only to domestic business but also to global economy. This unprecedented and challenging situation has taken toll on the revenues and future projections of the company.</i></p> <p><i>Despite the pandemic, the Company was able to provide economic value to various stakeholders such as stockholders, suppliers, employees, government and community.</i></p>	<p><i>Employees, community, suppliers, government and stockholders.</i></p>	<p><i>To ensure achievement of financial objectives, the Company is implementing controls, programs and policies, including but not limited to the following;</i></p> <ul style="list-style-type: none"> <i>➤ Risk Management</i> <i>➤ Internal Audit</i> <i>➤ Department Policies and Procedures Manual</i>
<p>What are the Risk/s Identified?</p>	<p>Which stakeholders are affected?</p>	<p>Management Approach</p>
<p><i>Business interruption due to pandemic is one of the identified risks in achieving economic objectives. The pandemic has caused travel restrictions which greatly affected the revenue generation of the company.</i></p> <p><i>This risk is common in the global economy especially for tourist and travel-related industries which can be mitigated to an acceptable level by employing necessary controls and measures.</i></p>	<p><i>Employees, community, suppliers, government and stockholders.</i></p>	<p><i>Amidst the ongoing global crisis, the company ensures the viability of the business by pivoting to new strategies to cater the new demands of the travelers. With the closure of the borders to international leisure market, the focus is now on the domestic market.</i></p> <p><i>During travel restrictions, the company used the time to improve and develop the properties. Cost-saving measures were also implemented to ensure the economic stability of the company.</i></p>
<p>What are the Opportunity/ies Identified?</p>	<p>Which stakeholders are affected?</p>	<p>Management Approach</p>

<p>Global trends and forecasts show that the travel industry will need to refocus on the domestic market. As internal borders restrict foreign travel, value propositions must be revisited towards wellness, luxurious spaces and travel bubble trends.</p>	<p>Employees, customers, community, suppliers, government and stockholders.</p>	<p>With the view of expanding the business, the company is adding more rooms in the inventory and improving the facilities to ensure that the Resort remains competitive and relevant.</p>
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Climate-related risks and opportunities¹⁵

Governance	Strategy	Risk Management	Metrics and Targets
<p>The company has corporate environmental programs and action plans that address factors affecting climate change.</p> <p>The Board through Risk Management Committee performs risk oversight function including climate-related risk and opportunities.</p> <p>The management through its risk officer performs assessment of the climate related risk and opportunities and designs controls to address or mitigate the risk in consultation with the operations management.</p>	<p>Changing weather conditions may affect travel flights to properties. Stronger typhoons due to climate change can cause damage to properties which may result to business interruptions.</p> <p>The properties are assessing these climate related risks in order to adapt to its effects. Budgets and targets are established to consider effects of changing weather conditions.</p> <p>Facilities and designs are also built to withstand calamities brought by climate change.</p> <p>To ensure that contribution of the organization to climate change is insignificant,</p>	<p>Included in the organization's risk management program is the gathering of data to identify climate hazards and implementing controls to reduce or mitigate climate related risks.</p> <p>Drills are done to ensure preparedness of properties during calamities.</p> <p>Pollution Control Officers are also designated in each property to ensure compliance to environmental regulations.</p> <p>Insurance policies are procured to indemnify financial losses that calamities may</p>	<p>Carbon footprints (GHG emissions)</p> <p>Compliance with environmental regulations (Penalties and violations)</p> <p>Amount of property damage brought by typhoons.</p> <p>Number of typhoons in a year.</p> <p>Typhoon Strength</p>

	<p><i>the properties monitor their carbon footprints.</i></p> <p><i>Conservation of water and energy resources, maintenance of biodiversity either on land or seas, and sustainable farming are few of the practices of the organization to lessen the factors resulting to climate change.</i></p>	<p><i>cause.</i></p>	
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Procurement Practices

Proportion of spending on local suppliers

Discovery Shores Boracay

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	%

Club Paradise Palawan

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>All supplies are procured domestically (within the country) contributing economic value to local suppliers.</i>	<i>Suppliers, government and management.</i>	<i>A supplier accreditation policy is established to ensure the highest quality of products and services and to align company's sustainability practices to its suppliers.</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach

<i>Other supplies may not be available within the area where the properties are situated.</i>	<i>Suppliers, government and management.</i>	<i>A pool of accredited suppliers from Manila is created to augment supplies in case of any possible shortage within the area of the properties.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>With the ongoing business expansions and innovations on the company's products and services, additional economic value will be created for the local suppliers.</i>	<i>Suppliers and management.</i>	<i>Partnership with the local suppliers is one of the keys in developing sustainable supply for the business.</i>

Incidents of Corruption

Discovery Shores Boracay

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	-	#
Number of incidents in which employees were dismissed or disciplined for corruption	-	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	-	#

Club Paradise Palawan

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	-	#
Number of incidents in which employees were dismissed or disciplined for corruption	-	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	-	#

Discovery Shores Boracay

Disclosure	Quantity	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	N/A	%

Percentage of directors and management that have received anti-corruption training	N/A	%
Percentage of employees that have received anti-corruption Training	100	%

Club Paradise Palawan

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

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><i>None has reported as incident of corruption in the company since its inception.</i></p> <p><i>The organization's values stand firm against corruption. This high regard to ethical conduct is of primary importance in achieving company's sustainable growth.</i></p>	<p><i>Employees, suppliers, customers and management.</i></p>	<p><i>Honesty, integrity, dedication, prudence, diligence, high moral standards and decorum in the performance of duties are included in the Company's Code of Conduct.</i></p> <p><i>The company implements its code of conduct including the procedures on handling incidents of corruption.</i></p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Self and financial interest matched with an opportunity may result to employee and management fraud.</i></p>	<p><i>Employees, suppliers, customers and management.</i></p>	<p><i>To ensure that all employees are familiar with the organization's expectations on ethical and professional conduct, training on the Company's Code of Conduct is part of the employee on-boarding procedures.</i></p>

		<p>Aside from the company's code of conduct, it also implements whistle blowing policy to help the organization detect incidents of corruption.</p> <p>Employee and management fraud are also included in the scope of audit being performed by the internal audit department.</p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>Organization's ethical values regarding corruption may also be imposed to its business partners to help the nation fight the practice of corruption.</p>	<p>Employees, suppliers, customers and management.</p>	<p>In the selection of the organization's suppliers and business partners, company policies shall be implemented strictly to prevent any incidents of corruption in any business dealings.</p>

ENVIRONMENT

Resource Management

Energy consumption within the organization:

Discovery Shores Boracay

Disclosure	Quantity	Units
Energy consumption (Grid Electricity)	3049.70	GJ
Energy consumption (Diesel Fuel)	597.96	GJ
Energy consumption (LPG)	79.15	GJ
Energy consumption (Petrol Fuel)	551.30	GJ

Reduction of energy consumption*

Disclosure	Quantity	Units
Energy consumption (Grid Electricity)	6846.35	GJ
Energy consumption (Diesel Fuel)	2120.56	GJ
Energy consumption (LPG)	254.92	GJ
Energy consumption (Petrol Fuel)	1427.75	GJ

*Significant reduction in consumption of energy from previous year is due to resort's closure brought by COVID-19 pandemic for the period March 16, 2020 to October 16, 2020.

Club Paradise Palawan

Disclosure	Quantity	Units
Energy consumption (Diesel Fuel)	8.78	GJ
Energy consumption (LPG)	0.56	GJ
Energy consumption (Petrol Fuel)	0.85	GJ

Reduction of energy consumption*

Disclosure	Quantity	Units
Energy consumption (Diesel Fuel)	7.75	GJ
Energy consumption (LPG)	1.08	GJ
Energy consumption (Petrol Fuel)	1.56	GJ

*Significant reduction in consumption of energy from previous year is due to resort's closure brought by COVID-19 pandemic for the period March 16, 2020 to December 01, 2020.

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><i>Energy consumptions from grid electricity, diesel fuel, LPG and petrol fuel are closely monitored to assess the efficiency of the properties in utilizing energy resources.</i></p> <p><i>Power generators are the main source of energy in Club Paradise while Discovery Shores Boracay sources its electricity from Akelco, a local distributor in the island with power generators as backup.</i></p>	<p><i>Employees and customers.</i></p>	<p><i>The organization is utilizing the Resource Efficiency Data and Performance Monitoring Tool (REDPMT) in monitoring its energy consumption. REDPMT was designed by Philippine Center for Environmental Protection and Sustainable Development, Inc. (PCEPSDI), a non-profit organization and a partner of DWC in promoting sustainability practices in the hospitality industry.</i></p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Availability of energy supply is a critical issue in the region where the properties are located. This gives rise to costly self-generation of energy in Club Paradise.</i></p>	<p><i>Employees and customers.</i></p>	<p><i>Energy conservation plays an important role in minimizing the high cost of self-generation of energy.</i></p>
What are the Opportunity/ies	Which stakeholders are affected?	Management Approach

Identified?		
<i>With the accurate monitoring of data relating to energy consumption, energy conservation programs can be evaluated properly leading to increased energy efficiency.</i>	<i>Employees and customers.</i>	<i>Data are collected regularly to analyze them in a timely and relevant manner.</i>

Water consumption within the organization

Discovery Shores Boracay

Disclosure	Quantity	Units
Water withdrawal	N/A	m ³
Water consumption	3,128.57	m ³
Water recycled and reused	N/A	m ³

**Significant reduction in water consumption from previous year is due to resort's closure brought by COVID-19 pandemic for the period March 16, 2020 to October 16, 2020.*

Club Paradise Palawan

Disclosure	Quantity	Units
Water withdrawal	N/A	m ³
Water consumption	10,194	m ³
Water recycled and reused	N/A	m ³

**Significant reduction in water consumption from previous year is due to resort's closure brought by COVID-19 pandemic for the period March 16, 2020 to December 1, 2020.*

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><i>The company ensures that the water it uses in its operation is safe and clean. Club Paradise finished the construction of its desalination plant and is now providing additional source of water within the island.</i></p> <p><i>Discovery Shores Boracay sources its water from the local water distributors, Boracay Island Water</i></p>	<p><i>Employees, customers and suppliers.</i></p>	<p><i>Periodic water sampling is conducted to ensure water safety in the properties.</i></p> <p><i>Supply of water is also monitored to secure sufficient supply for water consumption in business operation.</i></p>

<i>Corporation and Boracay Tubi System Inc.</i>		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Supply of fresh water in Club Paradise Palawan is of primary concern since there is no available direct source of freshwater in the island. It is primarily dependent on the water delivered from the mainland.</i>	<i>Employees, customers.</i>	<i>In mitigating the risk of limited supply of fresh water, Club Paradise Palawan built a water desalination plant to sustain supply of freshwater in the island.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Discovery Shores Boracay and Club Paradise Palawan have their own water treatment facilities which may enable the company to reuse treated water for other purposes.</i>	<i>Employees and customers.</i>	<i>Water from further treatment of wastewater can be used for irrigation.</i>

Materials used by the organization

Discovery Shores Boracay

Disclosure	Quantity	Units
Materials used by weight or volume		
<ul style="list-style-type: none"> Renewable 	824.10	kg
<ul style="list-style-type: none"> Non-renewable 	1,111 20,620,996.51	kg liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	-	%

Club Paradise Palawan

Disclosure	Quantity	Units
Materials used by weight or volume		
<ul style="list-style-type: none"> Renewable 	29,315.42	kg
<ul style="list-style-type: none"> non-renewable 	1,535.446 4,001.403	kg liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	-	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>The organization ensures that design specifications and product quality standards are met and that they are elegant, sustainable and resource efficient. Most of the materials used in the properties are made from renewable sources.</i>	<i>Customers and management.</i>	<i>In the procurement of materials for the products of the organization, sustainability is one the criteria in selecting the supplier of the materials.</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Non-compliance to environmental and safety standards.</i>	<i>Customers and management.</i>	<i>One of the considerations in selecting our suppliers is that their materials are compliant to environmental and safety standards and at the same time contribute to the satisfaction of the guests.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Continuous innovation will play an important role in sustaining the business.</i>	<i>Customers and management.</i>	<i>As part of continuous innovation, research is to be conducted to incorporate the use of more sustainable materials in upcoming projects.</i>

Ecosystems and biodiversity (whether in upland/watershed or coastal/marine)

Discovery Shores Boracay

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	-	
Habitats protected or restored	-	Ha
IUCN Red List species and national conservation list species with habitats in areas affected by operations	-	

Club Paradise Palawan

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside	(Dimakya Island-waterlease)-	Meters

protected areas	400 (Diatoy Island-waterlease)- 100 (Malpagalen Island-waterlease)- 100	
Habitats protected or restored	Dimakya Island- 19 Diatoy- 14 Malpagalen -1	Ha Ha Ha
International Union for Conservation of Nature (IUCN) Red List species and national conservation list species with habitats in areas affected by operations	Green Sea Turtle, Hawksbill Turtle, Fruit Bats, Monitor Lizard, Rufous Night Heron	

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><i>The company values the importance of biodiversity in our environment. It promotes preservation of ecosystems by protecting the members of the ecosystems and their habitats.</i></p> <p><i>Club Paradise Palawan has made it to the TOP 100 Green Destination List-being the 1st private entity to be part of the list globally.</i></p>	<p><i>Employees, customers and community.</i></p>	<p><i>As outlined in the company's Environmental and Sustainability Policy, DWC is committed to integrate environmental, biodiversity, health and safety sustainability in all levels of work practices and relevant decision making processes.</i></p> <p><i>Biodiversity Action Plan including management of species is established to guide the organization in maintaining biodiversity in its properties. Guests and employees are also made aware of the environmental programs in the properties that</i></p>

		<i>promote protection of biodiversity.</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Biodiversity creates risk for the provision of quality infrastructures as it limits areas for project development.</i>	<i>Employees, customers and community.</i>	<i>The management considers the environmental impact of the projects it undertakes by complying with the environmental regulatory standards before the start of the project. Instead of degrading biodiversity to give way for construction projects, biodiversity is integrated as one of the key attractions of the properties.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Engage customers in activities related to preservation and conservation of biodiversity in the company's properties.</i>	<i>Employees, customers and community.</i>	<i>Involve guests on some of the biodiversity programs through their direct participation.</i>

Environmental impact management

Air Emissions

GHG*

Discovery Shores Boracay

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	87.49	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	474.80	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	N/A	Tonnes

Club Paradise Palawan

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	0.74	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	N/A	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	N/A	Tonnes

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><i>Data for greenhouse gases emissions are closely monitored to ensure that operations do not contribute significant amount of greenhouse gases to the total gases causing climate change.</i></p>	<p><i>Community, employees, guests, government.</i></p>	<p><i>The organization is utilizing the Resource Efficiency Tool (RET) in monitoring carbon footprints in its operation.</i></p> <p><i>The management uses less toxic raw materials or fuels to improve the efficiency of the process and reduce pollution.</i></p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p><i>Greenhouse gases contribute to the global issue of climate change which has a negative impact on the operations.</i></p> <p><i>Improper management of air pollutants will likely cause poor air quality which may affect job performance due to employee health risk.</i></p>	<p><i>Community, employees, guests, government.</i></p>	<p><i>The management, through its risk management program, identifies and assesses climate related risks. Each property has a business continuity plan to help operations manage natural disasters.</i></p> <p><i>Administrative controls are implemented in sites such as:</i></p> <ul style="list-style-type: none"> <i>a. Periodic testing of source of air pollutants to ensure results are within the standard parameters.</i> <i>b. Help employees understand the importance and value of clean environment.</i> <p><i>As part of the requirements of DENR in acquiring Permit to Operate, the organization conducts third-party air emission testing. To ensure air emission standards are set and/or within the quantitative limits in accordance to R.A 8749 Clean Air Act, testing is conducted annually instead of every two</i></p>

		<i>years, the minimum requirement in obtaining permit to operate</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Monitoring of these greenhouse gas emissions will help the company to identify and assess better their impact on climate change.</i>	<i>Community, employees, guests, government.</i>	<i>Data collected through REDPMT can be analyzed to assess if the greenhouse gases contribution of the organization is significant.</i>

Solid and Hazardous Wastes

Solid Waste

Discovery Shores Boracay

Disclosure	Quantity	Units
Total solid waste generated	6,607	Kg
Reusable	N/A	Kg
Recyclable	N/A	Kg
Composted	N/A	Kg
Incinerated	N/A	Kg
Residuals/Landfilled	N/A	kg

Club Paradise Palawan

Disclosure	Quantity	Units
Total solid waste generated	58,190.85	Kg
Reusable	1,183.30	Kg
Recyclable	1,508.05	Kg
Composted	46,610	Kg
Incinerated	None	Kg
Residuals/Landfilled	8,889.50	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
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<p><i>Solid wastes are being monitored on a regular basis to achieve targets for waste reduction. Restaurants ensure that recyclable wastes generated are being used again to reduce solid waste that need to be disposed.</i></p>	<p><i>Employees and guests</i></p>	<p><i>DSB & CP implement simple segregation scheme of waste by providing waste collection bin at each beached area, room accommodations, bar and restaurants, lobby and receiving area administration office and other public areas. Solid waste management includes collection, recovery of recyclables, composting of organic wastes and transfer of residuals in holding area.</i></p> <p><i>Reduction on waste generation is implemented through environmental programs such as reuse of material instead of disposing, organic farming where vegetable trimmings, egg shells, fish innards are being used as organic fertilizer, composting, and reduction of single use plastics.</i></p>
<p>What are the Risk/s Identified?</p>	<p>Which stakeholders are affected?</p>	<p>Management Approach</p>
<p><i>Improper disposal management of solid waste may harm environment and human health.</i></p>	<p><i>Employees, guests, community</i></p>	<p><i>Solid wastes are segregated in compliance with the mandate of the local government to avoid any harm to both humans and the environment.</i></p> <p><i>Solid waste disposals are monitored on a daily basis through Disposal of Waste Monitoring Sheet which shows the volume of waste disposal per category.</i></p>
<p>What are the Opportunity/ies Identified?</p>	<p>Which stakeholders are affected?</p>	<p>Management Approach</p>
<p><i>Other solid waste may be used for other purposes to reduce the solid waste residuals</i></p>	<p><i>Guests and employees</i></p>	<p><i>Some solid wastes from the kitchen operations may be used to serve as organic fertilizer in the farm operations of the properties.</i></p>

Hazardous Waste

Discovery Shores Boracay

Disclosure	Quantity	Units
Total weight of hazardous waste generated	7,495	kg
Total weight of hazardous waste transported	4,753	kg

Club Paradise Palawan

Disclosure	Quantity	Units
Total weight of hazardous waste generated	13,14680	kg
Total weight of hazardous waste transported	none	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Hazardous wastes generated are handled in a way that is compliant with the requirements of Environmental Management Bureau.</i>	<i>Employees, community, suppliers, government, guest</i>	<i>Solid and Hazardous Waste Management Procedures are implemented which include storage, proper labelling, collection, final treatment and disposal to prevent its negative impact on health and environment.</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Failure in managing hazardous waste has negative impact to environment, human health and company's reputation.</i> <i>Penalties arising from regulatory compliance would also affect the company's financial performance.</i>	<i>Employees, community, suppliers, government, guests</i>	<i>Sustainable practices such as organic farming, sewage treatment facility, proper labelling, segregation and disposal of hazardous waste as stated in the company procedure and employee awareness training are implemented.</i> <i>Health and safety protocols including enhanced and frequent sanitation requirement in the premises are implemented in the properties as response to threat of COVID-19 pandemic.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach

<i>By reviewing the materials to be used by the organization, hazardous waste reduction can be implemented including good receiving procedure to avoid unnecessary waste generation, and inventory control management to avoid materials expiration.</i>	<i>Employees, community, suppliers, government, guests</i>	<i>Providing technical assistance to the organization is an important component of the reduction program through the help of an expert in reviewing hazardous waste.</i>
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Effluents

Discovery Shores Boracay

Disclosure	Quantity	Units
Total volume of water discharges	3,068	m ³
Percent of wastewater recycled	N/A	%

Club Paradise Palawan

Disclosure	Quantity	Units
Total volume of water discharges	6,126	m ³
Percent of wastewater recycled	N/A	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>Both properties discharge their wastewater in a manner compliant to the requirement of the environmental regulatory agency. Water discharges are secured with permit from the authority.</i>	<i>Employees and guests</i>	<i>Aside from the water quality monitoring performed by DENR, both properties conduct internal testing of their water sample.</i>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Poorly treated wastewater can contribute to oxygen demand level on the receiving body of water and can cause problems to water quality and food supply.</i>	<i>Employees, guests</i>	<i>The organization ensures that Sewage Treatment Plant is running in good condition daily by implementing preventive maintenance scheduling, STP operators training, and monthly testing of wastewater.</i>

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>Wastewater recycling of the 80% to 90% of water usage that passes through Sewage Treatment Plant can be one of the tools of the management in its resource efficiency program.</i>	<i>Employees, guests</i>	<i>Quality of water discharge should be assessed for proper wastewater recycling technology.</i>

Environmental compliance

Non-compliance with Environmental Laws and Regulations

Discovery Shores Boracay

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	None	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	None	#
No. of cases resolved through dispute resolution mechanism	None	#

Club Paradise Palawan

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	None	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	None	#
No. of cases resolved through dispute resolution mechanism	None	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<i>There were no non-compliance with Environmental Laws and Regulations reported in 2020.</i>	<i>Employees, community, suppliers, government</i>	<i>To ensure environmental compliance, the organization created and implemented Environmental and Safety Program Policies. Individuals such as Safety Officer and Pollution Control Officer are being held responsible to mitigate compliance failures.</i>

What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<i>Increasing environmental legislative/regulatory requirements may impose limitations on property development.</i>	<i>Employees, community, suppliers, government</i>	<i>The organization is committed to undertake research to understand the implications of any additional regulatory requirements on its future developments.</i>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<i>All employees across the organization should be made aware of the environmental compliances that the company is subject to.</i>	<i>Employees, community, suppliers, government</i>	<i>The organization shall implement awareness program on environmental compliances to be participated by the employees.</i>

SOCIAL

[Employee Management](#)

[Employee Hiring and Benefits](#)

Discovery Shores Boracay

[Employee data](#)

Disclosure	Quantity	Units
Total number of employees	133	
a. Number of female employees	66	#
b. Number of male employees	67	#
Attrition rate	2%	rate
Ratio of lowest paid employee against minimum wage	1.02:1 (102%)	ratio

[Employee benefits](#)

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	0.12	0.12
PhilHealth	Y	-	-
Pag-ibig	Y	0.28	0.49
Parental leaves	Y	0	0
Vacation leaves	Y	50	50
Sick leaves	Y	50	50
Medical benefits (aside from PhilHealth)	Y	83.90	75.60

Housing assistance (aside from Pag-ibig)	N	-	-
Retirement fund (aside from SSS)	Y	0	0
Further education support	Y	0	0
Company stock options	N	N/A	N/A
Telecommuting	Y	0.7	0.06
Flexible-working Hours	N	0.12	0.21
Special leave benefit for women	Y	0	0
Uniform allowance	Y	0	0
Executive check-up	Y	0.5	0
Mobile load allowance	Y	0.11	0.09
Bereavement leave	Y	0	0
Outlet meal for for assistant managers and up	Y	100	100
Quarantine leave	Y	0	4.51%

Club Paradise Palawan

Employee data

Disclosure	Quantity	Units
Total number of employees	92	
a. Number of female employees	35	#
b. Number of male employees	57	#
Attrition rate	14.130%	rate
Ratio of lowest paid employee against minimum wage	1:1 (100 %)	ratio

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	25.0	58.333
PhilHealth	Y	4.166	0
Pag-ibig	Y	0	4.166
Parental leaves	Y	0	0
Vacation leaves	Y	100	100
Sick leaves	Y	100	100
Medical benefits (aside from PhilHealth)	Y	0	0
Housing assistance (aside from Pag-ibig)	N	N/A	N/A
Retirement fund (aside from SSS)	Y	None	None
Further education support	Y	N/A	N/A
Company stock options	N	N/A	N/A

Telecommuting	N	N/A	N/A
Flexible-working Hours	Y	33	66
Special Leave for Women	Y	4.166	N/A
Paternity Leave	Y	N/A	0
Quarantine leave	Y	0	0

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>Aside from employee benefits required by laws and regulations, employees enjoy other company initiated benefits. During the pandemic, an employee is also entitled to avail Quarantine Leave in cases where an employee is legally obliged to abide by a quarantine order confining the employee to a certain area or to certain premises in accordance to law.</i>	<p><i>The management through its Human Resource Department (HRD) develops various policies and programs to retain and attract good employees. HRD ensures that employees are well compensated and that their efforts are rewarded.</i></p> <p><i>HRD also developed additional benefit specifically during this time of pandemic. As the situation has resulted to temporary lay-off, employees have consumed their leave credits early on in 2020. Thus, this additional benefit was made to cover employees who might get infected of the virus. But this shall only apply to employees who, per investigation, acquired the virus in the workplace.</i></p>
What are the Risk/s Identified?	Management Approach
<i>Positions that require technical skills are sometimes not available in the locality where the property is. Location of the properties may also cause risk of attrition since they are located in islands.</i>	<i>The management sources employees from Metro Manila for positions that require specialized skills. The organization gives benefits sufficient to retain and attract good employees.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>Inculcating company values to the employee would be an opportunity for the company to lessen the risk of attrition and at the same time strengthening its brand value.</i>	<i>Through employee engagement activities, company values are instilled to the employees.</i>

Employee Training and Development

Discovery Shores Boracay

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	125	hours

b. Male employees	125	hours
Average training hours provided to employees		
a. Female employees	0.87	hours/employee
b. Male employees	0.87	hours/employee

**Decrease in training hours was due to the Resort's closure for the period March 16, 2020 to October 16, 2020. Trainings were basically for covid-19 protocols and updates.*

Club Paradise Palawan

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	140	hours
b. Male employees	140	hours
Average training hours provided to employees		
a. Female employees	3	hours/employee
b. Male employees	3	hours/employee

**Decrease in training hours was due to the Resort's closure for the period March 16, 2020 to December 1, 2020. Trainings were basically for covid-19 protocols and updates.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>Employees of the organization were provided sufficient training that will enhance their skills and will help them realize long term career and professional advancement.</i>	<i>Training policy is established to guide the organization in implementing training programs for the employees. Every training is documented including the attendance to monitor and assess training requirements of each employee. A posttraining evaluation form is also implemented to review the level of skills and learnings acquired from the training.</i>
What are the Risk/s Identified?	Management Approach
<i>Incompetency of employees due to lack of training could lead to complaints which could affect performance and image of the company.</i>	<i>The implementation of consistent training programs and validation through measures of success mitigates risk of employee incompetency.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>By developing employees through consistent training and by building a lasting employeeemployer relationship with them, future key leaders can be hired from the organization's current employees.</i>	<i>Management implements "train the trainers workshop" as a tool to develop future key leaders. The management values rewards and recognition as one of the major aspects in retaining employees.</i>
<i>Training can also be used as a form of an</i>	

<i>employee engagement activity that will also help the organization to retain its employees.</i>	
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Labor-Management Relations

Discovery Shores Boracay

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	-	%
Number of consultations conducted with employees concerning employee-related policies	-	#

Club Paradise Palawan

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	-	%
Number of consultations conducted with employees concerning employee-related policies	-	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>There is no Collective Bargaining Agreement between the organization and its employees.</i>	<i>Terms and conditions of employment regarding rates of pay, hours of work or other working conditions of employees are clearly expressed in the contract and agreed by the employee.</i>
What are the Risk/s Identified?	Management Approach
<i>Labor unrest as risk in labor-management relations is very unlikely to happen.</i>	<i>Risk of labor unrest is prevented through opening of communication channels to the employee for their employment grievances. A monthly town hall engagement also provides the employee the opportunity to raise their concerns.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>Though there are no threats to labor unrest, the management shall continue to build a balanced employer-employee relationship with its employees.</i>	<i>Wider and more accessible communication channels shall be available to the employees in raising their concerns relating to labor.</i>

Diversity and Equal Opportunity

Discovery Shores Boracay

Disclosure	Quantity	Units
% of female workers in the workforce	50	%
% of male workers in the workforce	50	%
Number of employees from indigenous communities and/or vulnerable sector*	0	#

Club Paradise Palawan

Disclosure	Quantity	Units
% of female workers in the workforce	38	%
% of male workers in the workforce	62	%
Number of employees from indigenous communities and/or vulnerable sector*	1 (solo parent)	#

**Vulnerable sector includes, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>Employees of the organization are well represented from diverse group of employees as to gender, age and community. The organization promotes diversity and equal opportunity in the recruitment and selection of employees. It also ensures that there's no incident of discrimination in the workplace relating to one's status, gender or race.</i>	<i>Hiring policy includes no restriction in age, gender and experience. HR policies against discrimination are also in place to secure that discrimination doesn't exist in the workplace.</i>
What are the Risk/s Identified?	Management Approach
<i>Employees need to be aware of how to coexist with a diverse range of people, as well as be cognizant of cultural sensitivity, to achieve harmony within a diverse workplace.</i>	<i>Sensitivity in the workplace training helps the organization manage diversity in the workplace by helping employees become more self-aware, which plays a vital role in helping employees understand their own cultural biases and prejudices.</i>
What are the Opportunity/ies Identified?	Management Approach

<i>The company may take into account the social, economic and political factors in defining its management aspects and measures that relate to the recognition and benefits of diversity.</i>	<i>To promote diversity and equality, the organization shall implement a diversity management strategy that promotes the openness and learning ability of the organization taking into account intercultural understanding and the intercultural skills of the employees.</i>
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Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Discovery Shores Boracay

Disclosure	Quantity	Units
Safe Man-Hours	169,776	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	1	#

Club Paradise Palawan

Disclosure	Quantity	Units
Safe Man-Hours	125,124.00	Man-hours
No. of work-related injuries	2	#
No. of work-related fatalities	0	#
No. of work related ill-health	1	#
No. of safety drills	2	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>Healthful and safe workplace condition is enjoyed by the employees of the organization through effective Occupational Health and Safety practices implemented by its Health and Safety Officer.</i>	<p><i>The management is compliant with the requirements mandated by law through the Department of Labor and Employment in providing healthy and safe workplace condition.</i></p> <p><i>Work permit system, safety inspection and reporting system for incident/accident are implemented.</i></p> <p><i>Enhanced health and safety protocols in the workplace are implemented in response to threat of COVID-19 pandemic.</i></p>

What are the Risk/s Identified?	Management Approach
<i>As an employer, the organization has legal responsibility to ensure employees' safety and protect them against health and safety hazards at work. These hazards, if not managed well, will cause loss of man hours and less productivity.</i>	<i>The organization has various health and safety policies in place to reduce or mitigate hazards in the workplace.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>The organization may strengthen its process of identification, monitoring and assessment of the risk associated with workplace hazards.</i>	<i>The process of identification, monitoring and assessment of the risk associated with workplace hazards should be integrated as one of the key activities of the OSH Committee.</i>

Labor Laws and Human Rights

Discovery Shores Boracay

Disclosure	Quantity	Units
No. of legal actions or employee grievances involving forced or child labor	0	#

Club Paradise Palawan

Disclosure	Quantity	Units
No. of legal actions or employee grievances involving forced or child labor	0	#

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

Topic	Y/N	If Yes, cite reference in the company policy
Forced labor	N	N/A
Child labor	N	N/A
Human Rights	Y	Anti Sexual Harassment policy, Leave for victims of violence against women & children, Workplace policies and programs.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
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<p><i>The Human Resources Department monitors its compliance to the existing labor laws and regulations. HR policies are implemented to secure that respect for human rights are being observed across the organization.</i></p>	<p><i>The organization ensures that it has sufficient policies upholding labor laws and human rights such as:</i></p> <ul style="list-style-type: none"> ➤ <i>Anti- Sexual Harassment Policy</i> ➤ <i>Whistle Blowing Policy</i> ➤ <i>Conflict of Interest</i> ➤ <i>Insider Trading</i> ➤ <i>Workplace Policy and Program for Hepa B</i> ➤ <i>Drug Free Workplace Policy & Program</i> ➤ <i>Work Place Policy of TB Prevention & Control</i> ➤ <i>Solo Parent Leave</i> ➤ <i>Leave for Victims of Violence Against Women & Children</i> ➤ <i>Special Leave Benefit for Women</i> ➤ <i>Paternity Leave</i> ➤ <i>Alcohol Free Workplace Program & Policy</i> ➤ <i>HIV/AIDS Workplace Program & Policy</i>
<p>What are the Risk/s Identified?</p>	<p>Management Approach</p>
<p><i>Though the company has its policies in place in the protection of labor laws and human rights, it has limited scope only with the employees under manpower agencies.</i></p>	<p><i>The management monitors manpower agency compliance by requiring manpower agencies to submit certificate of compliance to labor laws.</i></p>
<p>What are the Opportunity/ies Identified?</p>	<p>Management Approach</p>
<p><i>The organization may still enhance its compliance to labor laws and human rights by proper coordination with the manpower agencies.</i></p>	<p><i>The properties shall have coordination meetings with the manpower agencies to align the company's labor laws and human rights practices.</i></p>

Supply Chain Management

Do you consider the following sustainability topics when accrediting suppliers?

Discovery Shores Boracay

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	YES	Section 5.1.5.6 of the Supplier Accreditation Policy
Forced labor	NO	
Child labor	NO	
Human rights	NO	

Bribery and corruption	NO	
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Club Paradise Palawan

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	YES	Section 5.1.5.6 of the Supplier Accreditation Policy
Forced labor	NO	
Child labor	NO	
Human rights	NO	
Bribery and corruption	NO	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>The properties have supplier accreditation policy to manage its suppliers. Included in the checklist of accrediting a supplier is its environmental performance and compliance with laws and regulations.</i>	<i>Suppliers undergo the accreditation process performed by the purchasing department and food safety officer. Among the considerations in the accreditation is the suppliers' environmental compliance.</i>
What are the Risk/s Identified?	Management Approach
<i>Changes in the practices of suppliers resulting below the minimum standard will affect the supplies.</i>	<i>An audit of suppliers is conducted to ensure that all suppliers meet the standard criteria of the organization.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>The organization can improve on this topic by incorporating other sustainable criteria in its accreditation process.</i>	<i>The management shall review and revise the accreditation policy to integrate other criteria necessary for the achievement of sustainability.</i>

Relationship with Community

Significant Impacts on Local Communities

Discovery Shores Boracay

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 people (Y/N)?	Collective or individual rights that have been identified that or particular concern for the community	Mitigating measures (if negative) or enhancement measures (if positive)
Partnership with local third party suppliers and vendors (e.g. recreation activities, water sports, health and wellness)	Malay	N/A	N	None	N/A
Local Employment Hiring	Malay	N/A	N	None	N/A

Club Paradise Palawan

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 people (Y/N)?	Collective or individual rights that have been identified that or particular concern for the community	Mitigating measures (if negative) or enhancement measures (if positive)
Local Purchasing	Coron	N/A	N	None	N/A
Local Employment Hiring	Palawan Province	N/A	N	None	N/A

**Vulnerable sector includes children and youth, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and*

For operations that are affecting IPs, indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certification Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available: _____

Discovery Shores Boracay

Certificates	Quantity	Units
FPIC process is still undergoing	None	#
CP secured	None	#

Club Paradise Palawan

Certificates	Quantity	Units
FPIC process is still undergoing	1(Tagbanua)	#
CP secured	0	#

What are the Risk/s Identified?	Management Approach
<i>The indigenous people fear that they may lose their livelihood thinking that fishing grounds will be affected by the resort's operation.</i>	<i>We are presenting the proposal of the water lease to the IP's for their appreciation and information through National Commission on Indigenous (NCIP) informing them that the main purpose of the project is intended for the sustainability and protection of the marine environment and their fishing grounds as well.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>Further development in the properties will help the community to uplift people's lives while maintaining sustainability in the environment.</i>	<i>The organization offers livelihood opportunities to its community through local employment and partnership with local third party suppliers and vendors (e.g. recreation activities, water sports, health and wellness) and engages them in promoting protection to environment and natural resources.</i>

Customer Management

Customer Satisfaction

Discovery Shores Boracay

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	4.71/5	Yes. Review Pro conducted the survey

Club Paradise Palawan

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	4.54/5	Yes. Review Pro conducted the survey (Independent Online Property reputation survey- subscription basis)

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>The company receives good customer satisfaction rating from an independent party. The company values customers' feedback as a mechanism to improve its product and services.</i>	<i>The company monitors customer feedback it receives through independent online surveys such as Review Pro, Trip Advisor and Preferred Hotels & Resorts.</i>
What are the Risk/s Identified?	Management Approach
<i>Negative customer feedback may bring bad reputation/brand perception on the company.</i>	<i>The organization provides sufficient training to employees on handling customer's feedback. It also implements the following to protect its reputation in the hospitality industry.</i> <ul style="list-style-type: none"> ➤ <i>Online reputation management</i> ➤ <i>Social Media content enhancements</i> ➤ <i>Promotion of service excellence</i>

	➤ <i>Disclosure of awards and recognitions</i>
What are the Opportunity/ies Identified?	Management Approach
<i>Negative feedback from customers can be taken by the organization as a means in improving its product and services for strong market standing and increase in market share and value.</i>	<i>Areas for improvements can be identified and acted upon by gathering information regarding feedback to the organization's product and services.</i>

Health and Safety

Discovery Shores Boracay

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	0	#
No. of complaints addressed	0	#

Club Paradise Palawan

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	0	#
No. of complaints addressed	0	#

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>No incidents relating to health and safety were reported during 2020. The organization ensures compliance with Health and Safety standards in its products and services through the implementation of its Health and Safety Policies and Procedures.</i>	<i>In-house/External Clinic Physician is responsible for forwarding medical consultation findings and observations to Hygiene and Sanitation Officer.</i> <i>Policies and Procedure for Food Borne Illnesses is also in place. F&B Manager and/or F&B Supervisor is responsible in gathering information from the complainant, and to ensure that all food-borne incidents are investigated, concluded, action taken and closed on a</i>

	<p><i>timely manner.</i></p> <p><i>All employees are responsible to treat guests' complaints seriously by immediately reporting it to the property manager, and are also trained on all health and safety guidelines on COVID-19 pandemic implemented by the local government unit.</i></p>
What are the Risk/s Identified?	Management Approach
<i>Continuous spread of COVID-19 may severely affect the operations of the properties by putting the employees and customers' health and safety at risk.</i>	<i>Strict compliance on the health and safety protocols imposed by the local and national government should be observed.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>As part of enhancing customer satisfaction, addressing and resolving conflict/complaints relating to health and safety from the customers should be managed promptly and without delay.</i>	<i>Properties shall make all their employees aware of their health and safety policies and procedures to ensure prompt assistance to customers' complaint on health and safety.</i>

Marketing and labelling

Discovery Shores Boracay

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	0	#
No. of complaints addressed	0	#

Club Paradise Palawan

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	1	#
No. of complaints addressed	1	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p><i>Only one substantiated complaint has been reported during the reporting period for the two resorts.</i></p> <p><i>The said complaint was related to a promotional offer in Club Paradise. It was addressed immediately after being reported by the customer.</i></p>	<p><i>The organization has its Grievance Handling Policies & Procedures (P&P's) to resolve any complaints from the guest and other stakeholders. Several channels are also available to formally receive complaints from guests and other stakeholders.</i></p> <p><i>The department who receives the complaint initially addresses it by explanation and clarification. At times, to appease the guests, the property creates special offers.</i></p>
What are the Risk/s Identified?	Management Approach
<p><i>Unclear sales promotion mechanics often lead to customer complaints giving the public an impression that the company is giving false advertisement.</i></p> <p><i>Social media are now being used by many to raise their complaints with the result of damaging the public image of the organization.</i></p>	<p><i>Though social media is not the proper venue to raise complaints, the organization reaches out to the complainants to address their concerns and proper explanations are made to the guest and immediate updating of the advertisements is done to avoid future complaints.</i></p>
What are the Opportunity/ies Identified?	Management Approach
<p><i>Complaints from customers can be useful to the organization by using this as a tool in developing and enhancing company's practices in the delivery of products and services.</i></p>	<p><i>Complaints should be logged and documented by the organization and should be considered in developing business strategy.</i></p>

[Customer privacy](#)

Discovery Shores Boracay

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	None	#
No. of complaints addressed		#
No. of customers, users and account holders whose information is used for secondary purposes	None	#

Club Paradise Palawan

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	None	#
No. of complaints addressed		#
No. of customers, users and account holders whose information is used for secondary purposes	None	#

**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>No complaints related to customer privacy have been raised during the reporting period for the two resorts. Employees always observe customer privacy in dealing with the guests.</i>	<i>The organization has its Grievance Handling Policies & Procedures (P&P's) to resolve any complaints from the guest and other stakeholders. The employees are also trained to respect customer privacy in dealing with the guests.</i>
What are the Risk/s Identified?	Management Approach
<i>Lack of awareness regarding data privacy may lead to data breaches.</i>	<i>Data privacy programs are in place across the organization.</i>
<i>Data theft through cyber hacking can occur in vulnerable IT security controls.</i>	<i>Systems like anti-intrusion and penetration hardware are installed to ensure security of customer information.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>Awareness programs for all employees at all levels may be done to ensure full compliance of all data processors on the DPA.</i>	<i>Trainings initiated by NPC regarding data privacy for COPs and all data processors can strengthen its full compliance to DPA</i>

Data Security

Discovery Shores Boracay

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	None	#

Club Paradise Palawan

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	None	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<i>The organization ensures data security in its operation by observing compliance to the rules and guidelines set by National Privacy Commission. No data security breaches have been identified since the company's inception.</i>	<i>Data Privacy Officer thru Compliance Officer for Privacy in each resort implemented various programs to promote data security and prevent data leaks, thefts and losses such as Data Privacy Program, Grievance Handling P&P's and Data Privacy Briefing as part of new employee orientation to guide each employee in the collection, retention and use of sensitive information.</i>
What are the Risk/s Identified?	Management Approach
<i>With the advent of computers and technology, data theft through cyber attack or hacking is a threat that may lead to data breaches.</i>	<i>The management through its Information Technology department promotes data security by placing IT security features.</i> <i>Vulnerability Assessment and Penetration Testing is performed to determine the organizations vulnerability to cyber attack and identify any additional measures to enhance data security.</i>
What are the Opportunity/ies Identified?	Management Approach
<i>Relying on technology in processing information across the organization can be a great tool in making processes more efficient but the organization should ensure data security in using more advanced technology.</i>	<i>The management shall perform a periodic evaluation of the information system's vulnerability to allow assessments on any changes in the use of technology.</i>

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
Hotels and Resorts	Locals have access to decent work provided by the organization which results to economic growth.	Locals may limit their career development to what is available in their community.	Management ensures that employees are provided with career opportunities where they can develop and maximize their potential.
EcoPure Bottled Drinking Water	Guest and employees have access to safe and clean water. The product also promotes responsible consumption and production by using recyclable glass bottles as containers.	Club Paradise Palawan uses diesel to provide energy in running the water refilling station which may leave higher carbon footprint.	Refilling schedules are being managed to lessen the carbon footprint in the use of diesel.
Taranuman Farm, Taramnan Farm	Through organic farming, the organization contributes to the promotion of sustainable management of land.	The farm does not require chemically made pesticides to control pest in destroying the crops which may result to reduced production.	Organic fertilizers from solid wastes are used to achieve target production from the farm at a lower cost.
Bamboo Straws, Packaging, made of paper, Binalot, Food utensils made of starch	Life on land (Solid Waste Reduction)	Higher overhead cost for replacing plastic with reusable and biodegradable materials.	Product prices are adjusted to recover additional overhead cost.
Local Merchandise (Accessories, Shirts)	Selling of local merchandise provides livelihood to the locals where the property is located. It also promotes the culture of the people in the community.	Higher overhead cost due to limited supplies of merchandise from the locals.	Product prices are adjusted to recover additional overhead cost.