



Sustaining Health, Security, and Trust To a Purpose- Driven Future

A Sustainability Report



Message from our Company

At PhilCare, PhilLife, and PhilPlans, our work is centered on people. Every policy, plan, and service we provide carries a responsibility to protect health, secure the future, and support families at critical moments in their lives. Sustainability, for us, is not separate from the business. It is embedded in how we make decisions and how we fulfill our commitments.

Our ESG journey reflects both our purpose and the trust placed in us as healthcare, life, and pre-need providers. We begin by caring for our employees, supporting our communities, and operating with integrity and accountability. While our initiatives today are focused and practical, they are grounded in genuine intent and disciplined execution.

We recognize that sustainability is an ongoing process. As we move forward, we remain committed to strengthening our programs, improving transparency, and aligning our efforts with regulatory expectations and stakeholder confidence.





About us

Who are We?

PhilCare, PhilLife, and PhilPlans collectively serve individuals, families, and institutional clients across the Philippines. Each entity addresses a distinct but complementary aspect of protection, ranging from healthcare access and preventive services to life insurance coverage and long-term pre-need planning.

Our operations are conducted under the supervision of the Insurance Commission and other relevant authorities. As such, our approach to sustainability is shaped by prudential regulation, consumer protection standards, and governance requirements. We recognize that sound ESG practices support not only social and environmental outcomes but also financial resilience, reputational integrity, and policyholder confidence.



Sustainability Governance And strategic Approach



The Group's sustainability efforts are anchored on management oversight, internal controls, and alignment with regulatory expectations. ESG considerations are viewed through the lens of risk management, operational efficiency, and stakeholder impact rather than as stand-alone initiatives.

Our strategic approach to ESG is incremental and evidence-based. We prioritize initiatives that are relevant to our business model, measurable in impact, and scalable over time. This ensures that sustainability efforts remain practical, credible, and aligned with long-term value creation.



Our Commitments to the Community



Our commitment to sustainability begins with responsible stewardship. We aim to manage our operations thoughtfully, mindful of the resources we use and the impact we create.

We are committed to safeguarding the health and well-being of our employees and supporting communities through preventive care and accessible health initiatives. We believe that protecting people goes beyond products and is reflected in how we care for those within and beyond our organization.

We are equally committed to strong governance. We uphold ethical conduct, regulatory compliance, data privacy, and transparency as fundamental principles. Through sound governance, we seek to preserve trust and ensure that our decisions serve long-term interests.

Together, these commitments guide our actions today and shape how PhilCare, PhilLife, and PhilPlans continue to serve responsibly in the years ahead.



Our Commitments to the Community



Our sustainability efforts are guided by three interconnected pillars. Sustainable operations ensure responsible resource use and operational efficiency. Health, well-being, and community engagement reflect our role as health and protection providers. Effective governance and compliance reinforce trust and accountability in the insurance and pre-need sectors. Together, these pillars form the foundation of our ESG framework.

01 Sustainable Operations

Sustainable Operations
The nature of our businesses results in a relatively low direct environmental footprint.

02 Health, Well-being, and Community Engagement

Supporting health is core to our business and reflected in our employee and community programs.

03 Effective Governance and Compliance

Strong governance underpins trust in the insurance and pre-need industries.



Environment

Operational Footprint Management

The Group's environmental footprint is primarily operational in nature, given the service-oriented characteristics of healthcare administration, insurance, and pre-need services. Environmental management efforts therefore focus on reducing resource consumption and improving operational efficiency rather than on high-impact industrial mitigation.

Digital platforms are used extensively across PhilCare, PhilLife, and PhilPlans for claims processing, policy issuance, billing, and internal approvals. These systems reduce reliance on paper, streamline workflows, and support business continuity.

Resource Efficiency and Digitalization

Resource efficiency is pursued through digital transformation initiatives that support both environmental and operational objectives. The transition to electronic documentation, online member and policyholder portals, and internal workflow systems contributes to lower paper usage and reduced physical storage requirements. As part of ongoing improvements, the Group plans to formalize resource monitoring by establishing baseline measurements for paper consumption and electricity use across offices. This will enable trend analysis and more informed operational decision-making.



Environment

Environmental Policies and Future Initiatives

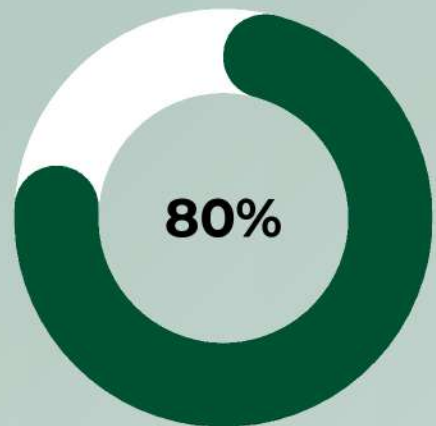


The Group intends to adopt internal environmental guidelines that promote responsible resource use. These may include waste reduction practices, energy-efficient office standards, and sustainability considerations in facilities management.

Environmental initiatives will be implemented progressively, taking into account operational scale, cost efficiency, and regulatory relevance. Environmental risk is currently assessed as low, but continuous monitoring will be maintained as part of operational risk management.

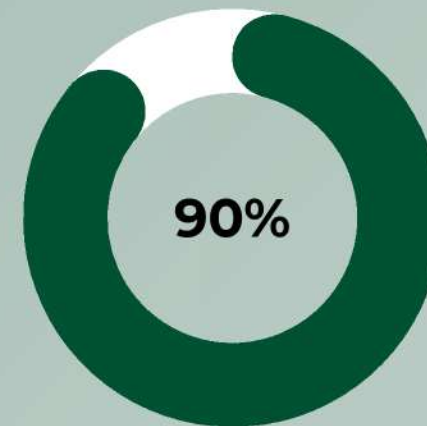


Sustainable Future Metrics



80% of transactions processed digitally

The group is transitioning to a digitalized set-up where majority of our transactions internally and externally are done digitally



90% offices with energy-efficient equipment

The group also adapted a more sustainable way in our premises where focuses on saving energy



Social

Employee Health and Preventive Care

Employee health and well-being are central to the Group's sustainability agenda. Preventive healthcare initiatives are designed to support early detection, reduce health-related work disruptions, and promote long-term workforce resilience.

During the reporting period, free X-ray screening was provided to employees to support occupational health. An annual flu vaccination program was also conducted to reduce the risk of preventable illness. These initiatives align with the Group's healthcare expertise and commitment to employee welfare.

Employee Benefits and Workplace Well-being

Employees of PhilCare, PhilLife, and PhilPlans receive health, insurance, and pre-need benefits consistent with the nature of the Group's businesses. Occupational safety and health standards are observed across all offices, and internal communications promote awareness of health, safety, and wellness practices.

To further strengthen workplace well-being, the Group plans to introduce mental health and counselling support services. These initiatives are intended to support emotional well-being and improve overall workforce engagement.



Community Health Engagement

Community engagement efforts are focused on health-related initiatives that align with the Group's core competencies. During the year, a blood donation activity was conducted in partnership with CeraCare. This initiative supported local healthcare institutions and contributed to emergency preparedness.

Future community initiatives may include health education activities and outreach programs coordinated with accredited medical providers. These efforts aim to extend the Group's impact beyond internal stakeholders while remaining aligned with operational capacity.



Social Metrics

The Group social metrics focus on measuring the effectiveness of initiatives related to employee health, well-being and community engagement. These indicators are designed to provide visibility on participation in preventive healthcare programs, coverage of employee benefits, workplace safety, and engagement in community health activities.



400+ Employee Vaccinated

70% Employee Participation

85% Employee Volunteer Rate

30+ Beneficiaries Reached



Governance

Regulatory Compliance and Oversight

Strong governance is essential in the healthcare, insurance, and pre-need sectors. PhilCare, PhilLife, and PhilPlans maintain governance frameworks aligned with Insurance Commission regulations and applicable laws.

Compliance is supported by internal policies, management oversight, and regular monitoring. These mechanisms help ensure adherence to prudential standards, consumer protection requirements, and reporting obligations.

Regulatory Compliance and Oversight

Internal controls are implemented across key operational functions, including underwriting, claims processing, finance, and data management. These controls are designed to mitigate operational, financial, and compliance risks.

ESG considerations are increasingly integrated into enterprise risk management. Environmental, social, and governance factors are assessed in relation to operational resilience, reputational risk, and regulatory compliance.



Governance

✓ Ethical Standards and Conduct

Employees and officers are guided by a Code of Conduct that sets expectations for ethical behavior, conflict of interest management, and professional responsibility. Compliance with ethical standards is reinforced through internal communication and training. Governance risks are monitored through compliance reviews, internal audits, and management oversight. No material governance breaches were identified during the reporting period.

✓ Governance Enhancements and ESG Oversight

As part of continuous improvement, the Group plans to formalize ESG oversight at the executive level. This includes clearer accountability for ESG initiatives and periodic reporting to senior management.

Additional enhancements under consideration include strengthened whistleblowing and ethics reporting mechanisms and expanded governance training programs.





Message

About us

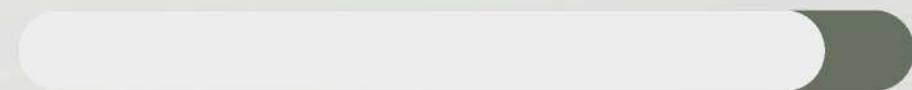
Our Commitments

Environment

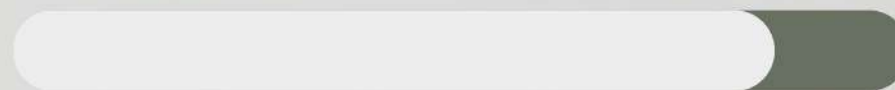
Social

Governance

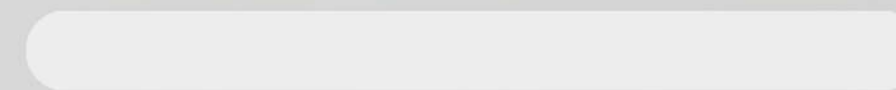
Our Future



90% resolved audit findings



85% trained employees on Code of Conduct



100% regulatory compliance

Governance Metrics



What Our Future holds

Our sustainability journey continues to evolve. In the short term, we aim to consolidate existing ESG-related activities under a unified Group ESG framework and establish baseline indicators consistent with Insurance Commission expectations.

Over the medium term, we plan to expand preventive health and community programs, formalize environmental tracking, and integrate ESG considerations into enterprise risk management and internal planning processes.

In the long term, PhilCare, PhilLife, and PhilPlans seek to embed sustainability into business strategy and decision-making. Through disciplined governance, responsible operations, and continued investment in people and communities, we aim to strengthen stakeholder trust and deliver sustainable, long-term value.

