

Solid waste

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

Solid waste is produced from discarded school and office materials, as well as waste from the kitchens and cafeterias. Solid waste is a risk to both human health and the environment. Improper disposal of solid waste can lead to the spread of diseases and the release of harmful substances into the environment. It is also violation of R.A. No. 9003 or the Ecological Solid Waste Management Act of 2000, and will pose regulatory risks and serve as a poor example to the Company's stakeholders, especially to the students. It will also have an impact on aesthetics and cleanliness of the schools.

The waste generated by IPO comes from the thousands of students, faculty, staff, and visitors who use the school facilities. In 2023, there was a substantial increase in the solid waste generated, resulting from the resumption of increased on site activities and normal operations in the IPO schools' campuses. However, the waste generated in 2023 is still substantially lower than the pre-pandemic 2019 levels.

Solid waste management in the schools is practiced through consistent reminders on solid waste management, waste segregation at source, recycling programs, waste reduction programs (e.g., promotion of Bring Your Own containers/cups/utensils to reduce single-use plastic) and having a Materials Recovery Facility (MRF) in each school. Solid waste disposal is done by DENR-accredited waste haulers and disposed at accredited landfills.

Discussion on Opportunities

IPO is still in the process of integrating approaches and identifying opportunities across all schools. However, each subsidiary school may explore ways to further reduce or find alternative uses for its solid waste and set targets for waste management.

Hazardous Waste

Table 13. 2019 to 2023 Hazardous Waste Generated

Disclosure	2019 (Pre-pandemic)	2020	2021	2022	2023	% PY Change
Total weight of hazardous waste generated (kg)	27,842.78	2,792.97	1,827.91	1,825.90	4,154.98	128%
Total weight of hazardous waste transported(kg)	27,842.78	2,792.97	1,827.91	1,825.90	4,154.98	128%

Figure 12. Comparison of 2019 to 2023 Hazardous Waste Generated



Hazardous Waste

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

Hazardous waste poses a serious risk to human health and safety and the environment. Risks include accidental spills, deliberate releases into the environment, improper storage, and improper disposal. These risks, if left unmanaged, may lead to injuries, potential fatalities, potential death of flora and fauna, and severe pollution of the environment. This may also result in legal and regulatory repercussions for the Company. In 2023, there is a continuing decrease in the amount of hazardous waste generated by IPO and its schools. The values in 2023 are substantially lower than the pre-pandemic levels.

Hazardous wastes are a serious health and safety concern. As such, all existing regulations on hazardous waste handling, storage, transport, and treatment/disposal are strictly observed. Majority of the hazardous wastes produced by the schools are chemical waste from the school laboratories. Students who work with chemicals in their laboratory classes (prior to the suspension of face-to-face classes due to the COVID pandemic in March 2020) are taught proper laboratory safety techniques. They are also not allowed to work without proper supervision and safety equipment, such as lab gowns and goggles. Laboratory assistants are licensed chemists to ensure that they know how to safely handle hazardous wastes. Appropriate personal protective equipment (PPE) is also provided. The wastes are stored in a secured, on-site hazardous waste storage room. Treatment/disposal is done via DENR-accredited hazardous waste haulers and treaters. Records are kept by the schools with the Certificate of Treatment provided by these treaters for the hazardous waste hauled and/or treated.

Discussion on Opportunities

Existing protocols, procedures, and technologies used are currently being assessed to improve the school's processes as to minimize the generation of hazardous waste.

Effluents

Table 14. 2023 Effluents

Disclosure	Quantity	Units
Total volume of water discharge	9,482.66	Cubic meters
Percent of wastewater recycled*	13	%

*Only MMCM recycles its wastewater.

Effluents

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

Improper wastewater discharge has a negative effect on the environment through pollution, increased sedimentation, and potentially spreading diseases. It may lead to legal and regulatory issues for IPO.

The IPO subsidiary schools are either connected to a centralized sewage treatment plant (STP) of the government accredited water concessionaires such as Maynilad or Manila Water, connected to its own septic tank, or operates its own STP like MCM. These are all in compliance with DENR requirements on wastewater discharge.

MMCM is the only school within IPO that operates its own STP. The STP has a Discharge Permit, and wastewater parameters are monitored and complied with in accordance with the permit requirements. This is accomplished through regular monitoring and preventive maintenance. MCM uses the treated wastewater for watering the landscape. This solution is also being adopted in the new Mapua campus in Makati. The rest of the schools are connected to the centralized sewage treatment plants of government accredited water concessionaires (i.e., Manila Water or Maynilad, etc.).

Discussion on Opportunities

IPO is still in the process of integrating approaches and identifying opportunities across all schools. However, individually, the subsidiary schools may explore ways to reuse treated water.

Environmental compliance

Table 15. Non-compliance with Environmental Laws and Regulations

Disclosure	Quantity	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	#

Compliance

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO strives to comply with all environmental laws applicable to the Company's operations. Any non-compliance has regulatory risk, resulting in fines and/or sanctions which could disrupt the schools' operations and/or classes. The Company did not receive any fines or sanctions for the reporting period. The company ensures that all subsidiary schools comply with applicable environmental laws. Most of the schools are required to have their own Pollution Control Officers who are tasked to closely monitor their respective school's compliance.

Discussion on Opportunities

No opportunities were identified during this reporting period.

SOCIAL

Employee Management

Employee Hiring and Benefits

Table 16. Employee data

Disclosure	Quantity	Units
Total number of employees ¹	1,848	#
a. Number of female employees	1,059	#
b. Number of male employees	789	#
Attrition rate ²	5%	rate
Ratio of lowest paid employee against minimum wage	1.05:1	ratio

¹ Direct Hires (computed as permanent employees + temporary employees for 2023)

² Attrition rate is computed as (number of new hires - number of turnover)/(average of total no. of employees of previous year and total no. of employees of current year. May also be considered as Labor Turnover.

Table 17. Consolidated employee benefits

List of Benefits	Y/N	% coverage to female employees	% of female employees who availed for the year	% coverage to male employees	% of male employees who availed for the year
SSS	Y	75%	68%	75%	40%
PhilHealth	Y	75%	68%	75%	30%
Pag-ibig	Y	75%	68%	75%	39%
Parental leaves ¹	Y	54%	43%	68%	34%

List of Benefits	Y/N	% coverage to female employees	% of female employees who availed for the year	% coverage to male employees	% of male employees who availed for the year
Vacation leaves ¹	Y	55%	55%	58%	53%
Sick leaves ¹	Y	40%	35%	45%	38%
Medical benefits (aside from PhilHealth)	Y	64%	37%	40%	39%
Housing assistance (aside from Pag-ibig)	N	0%	0%	0%	0%
Retirement fund (aside from SSS) ²	Y	11%	.33%	10%	.3%
Further education support ³	Y	15%	12%	14%	8%
Company stock options	N	0%	0%	0%	0%
Telecommuting ⁴	Y	35%	36%	34%	32%
Flexible Working Hours ⁵	Y	1%	.7%	1%	.5%

¹ "Coverage" was defined as the proportion of employees who are entitled to receive that benefit.

² "Availed" was defined as the proportion of covered employees who used the benefit. Benefits discussed are available to Permanent employees.

³ Parental, vacation, and sick leaves are provided upon regularization.

⁴ Offered by Mapua schools (MESI, MMCL, MMCM, MHSS), NTC, and UNC. Not offered by IPO parent company and APEC Schools.

⁵ Offered by MESI, MMCL, MMCM, NTC, and UNC. Not offered by IPO parent company, MHSS, and APEC.

⁶ Offered by all IPO schools due to the COVID pandemic.

⁷ Offered by all IPO schools on a limited scale due to the COVID pandemic.

Employee data and benefits

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO employs competent and highly qualified faculty to provide the best education to its students and establish its reputation of providing quality and accessible education. In 2023, the risks reported include delays in hiring qualified personnel, lack of qualified personnel for the position, and high personnel turnover. Inadequate number of faculty may result in operational disruptions (as some subjects may not be offered), and burnout of existing faculty (due to taking additional load to fill the gaps).

Faculty members are vital to the schools' operations. IPO subsidiary schools address the risk of losing good faculty by offering competitive salaries; providing benefits which are comparable to the other schools and above the minimum set by law; opportunities for training and development and for further study is given; research opportunities and incentives for research publications; and support for local and international paper presentations. Children of employees also receive discounts if enrolled in IPO schools. IPO also invests in a company culture that is nurturing and supportive.

IPO and its subsidiary schools experience high employee turnover due to the lingering effects of the pandemic. There was a continued reduction of personnel for the IPO schools, since some of the processes were digitized, classes were done remotely or online or converted to online processes. As a result, some job positions became redundant or obsolete. The reduction was a result of resignation, redundancy programs or retirement of employees.

Discussion on Opportunities

The Company is still in the process of integrating approaches and identifying opportunities across all schools. However, individually, the IPO are implementing policies to attract competent and distinguished faculty, but regularly evaluate the current employee salaries benefits to ensure that they are still competitive and at par with industry standards.

Employee Training and Development

Table 18. 2023 Employee Training Data

Disclosure	Quantity	Units
Total training hours provided to employees*	673,670	hours
a. Female employees	287,096	hours
b. Male employees	386,574	hours
Average training hours provided to employees*	364.5	hours/employee
a. Female employees	271.1	hours/employee
b. Male employees	490.0	hours/employee

*Includes both permanent and temporary employees

Employee training and development

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

Aside from supporting further education, IPO invests in its people through continuous in-house and external training to promote career and professional growth. Without this continued investment, IPO risks high employee attrition, operational disruptions, low quality of education provided to students, and loss of Company reputation.

IPO schools have regular assessment programs to assess the needs of their teaching and non-teaching employees. They also provide opportunities for training, certifications, and attendance in seminars and conferences to upgrade their skills. Faculty members are given opportunities for further study and research; incentives for publication; and support for paper presentations both local and international.

Most of the training conducted for faculty and staff were in relation to the shift to online delivery on classes and services. Schools also have strong in-house training programs with CPD credits (APEC Schools and Mapua) and in-house training for employees (Mapua). All schools have training facilities in various forms. Majority of the trainings were conducted online and which aimed to improve the online or remote delivery of courses. These online trainings or webinars included topics on the use digital tools and online processes, and certifications. Most trainings in 2023 were still conducted online but a number of trainings already shifted to onsite sessions.

Discussion on Opportunities

IPO and its subsidiary schools are regularly reviewing best practices and processes, leveraging on the YGC and AC connections, to effectively identify and improve career gaps reviews and designing more effective training programs for employees.

Labor-Management Relations

Table 19. Labor- Management Relations Data

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements ¹	15	%
Number of consultations conducted with employees concerning employee-related policies	As needed	#

¹ Only Mapua has unions for its teaching and non-teaching personnel.

Employee training and development

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

Only 15% of IPO employees are members of two separate Collective Bargaining Units (unions) and are covered by two separate Collective Bargaining Agreements (CBAs). Mapua is the only school with unions, namely: the Faculty Association of Mapua Institute of Technology (FAMIT) [faculty union] and the Mapua Institute of Technology Labor Union (MITLU) [non-teaching employees' union].

The unions represent all permanent employees of Mapua University, except for the confidential permanent employees and the Deans of the Schools. CBAs providing for employee benefits and other terms are effective for a period of three to five years. Financial items in the CBA are negotiated after three (3) years, while non-financial or political items are negotiated every five (5) years.

Risks due to negative relations with the union include effect on operations (work stoppage or strike); financial risk (effect on enrollment, productivity), and reputation (loss of confidence in the company by its stakeholders). Unresolved issues with the union may lead to unfair labor practice (ULP), which may be grounds for filing administrative (labor), civil, or criminal cases.

Proactively engaging with the union through informal dialogues and regular Labor Management Council (LMC) meetings and the adherence to transparent and frequent communication under CBA processes reduces the probability of employer-employee dispute. Through engaging and negotiating in good faith, the company and the union execute agreements that are fair and equitable to all concerned.

Discussion on Opportunities

To ensure that there is a fair and transparent resolution of all union-related issues, Mapua holds the regular LMC sessions every 2 months or whenever there is a relevant issue which needs to be resolved. LMC sessions may also be used as avenues to eventually agree on the policies that would be beneficial to both management and the employees and to ensure that good relations between the union and the company is maintained.

Diversity and Equal Opportunity

Table 20. Diversity and Equal Opportunity Data

Disclosure	Quantity	Units
% of female workers in the workforce ¹	57	%
% of male workers in the workforce ¹	43	%
Number of employees from indigenous communities and/or vulnerable sector*	3	#

*Vulnerable sector includes, elderly, persons with disabilities (PWDs), 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).

¹ Includes both Permanent and Temporary employees.

Diversity and equal opportunity

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO implements policies that provide equal opportunity to all employees regardless of sex, gender identity, race, or religion. This is evident in hiring faculty members and employees where such are not considered as factors in hiring.

At present, a number of employees are solo parents and thus belong to the vulnerable sector. These members of the vulnerable sector are given the benefits and consideration due to them in accordance with law and existing company policies.

Such activities for solo parents and adult learners include online lectures and trainings conducted in partner communities of Mapua, as stated in the table below:

Table 21. List of 2023 Online Trainings and Seminars for Solo Parents and Adult Learners

SCHOOL	ADULT EDUCATION/TRAINING
Mapua	Basic Electrical Circuits
	PC Troubleshooting and Networking
	Python App Development
	Micro Video Lectures for ALEAP
	Basic Welding Workshop

IPO 's CSR projects on diversity and equal opportunity continue to cater to women and children. Majority of IPO 's CSR projects also focuses on child education. Young members of the vulnerable sectors who are supported through education early on in their lives, have a greater chance to finish their schooling and to become gainfully employed later on.

Other projects continued to focus on child education which were conducted by Mapua for partner communities in Pandacan, Manila. Modules and micro-video lectures to supplement classroom subjects which were setup in 2021 are still being continued with auxiliary online learning resources in Mapua Dunong-Lingkod website (<https://dunonglingkod.mapua.edu.ph>), which is under Mapua's Social Office for Social Orientation and Community Involvement Programs (SOCIP), such as those mentioned in the table below:

Table 22. List of 2023 Online Modules for Children

SCHOOL	CHILD EDUCATION
UNC	Brigada Pabasa
Mapua	English Made Easy
	Exploring Singaporean Mathematics
	Art, Art Baby
	Mathang-Isip
	Letralino (smooth drive to our future)
	Literacy and Talent Program for Children
	Pagbasa at Pagintindi para sa Kinabukasan
	VocabuStory
	Glow Slime (The Science of Slime)
	Matematika Sa Pandacan Tungo Sa Magandang Kinabukasan
	MATHikayat
	Back To Your Roots
	MATHALINO
	Pangunahing Kaalaman, Kailangan ng Kabataan
	Explore Beyond Stories
	Mga Alaala ni Bonifacio
	LEARN-ingning
Mapua (Online Auxiliary Learning Resources)	Concepts and Principles of Ecology
	Principles of Environmental Science
	Science Lessons
	Good Health and Well-Being
	Basic Mathematics
	Four Basic Math
	Mathcraft
	English Made Easy
	Voting Awareness
	Ways to take Care of the Environment
	Waste Segregation
	Embracing the New Normal
	Netiquette
	Basic Welding
	LMS Best Practices
	Use of Canva as an LMS

Discussion on Opportunities

IPO is currently evaluating its policies and practices to strengthen its commitment to provide equal opportunity to all and look at possibly working with its partners to provide employment and other opportunities for the vulnerable sector.

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Table 23. Occupational Health and Safety Data

Disclosure	Quantity	Units
Safe Man-Hours	1,660,902	Man-hours
No. of work-related injuries	27	#
· Employees (non-disabling)	27	#
· Students (minor)	179	#
No. of work-related fatalities	0	#
No. of work-related ill-health	0	#
No. of safety drills	4	#

Occupational Health and Safety

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO considers the health and safety of its students, faculty, and staff as a top priority. Risks include unsafe facilities, lack of accessible healthcare in times of emergency, and lack of knowledge on proper safety procedures and what to do in times of emergency – all of which lead to potential loss of human life and reputation, as well as regulatory penalties.

Standard policies and procedures govern responses to health and safety incidents. In 2023, IPO schools continued to implement their respective Health and Safety Protocols based on IATF, CHED, DOH and DTI regulations and ensuring that there is strict compliance cross all the IPO schools. Health and safety reminders and bulletins on COVID 19 are also regularly communicated school-wide through postings in their websites, emails, and social media.

Safety drills are also conducted regularly as required by law and the schools' policies in 2023. First aid training is also given to both employees and students. Policies and emergency procedures are in place and may be readily implemented in case of natural disasters such as floods, fires, earthquakes, and other situations such as bomb threats and pandemic events (i.e., COVID pandemic).

In addition, as a minimum health standard each school has a clinic staffed with healthcare providers to address injuries or sickness that occur on-campus.

Discussion on Opportunities

IPO is the process of evaluating its health and safety protocols to ensure that such protocols cover all circumstances that may affect the health and safety of its employees and students, particularly in the event of calamities, natural disasters, and pandemic events. This includes the possibility of having regular structural audits to monitor and ensure the structural health of school buildings and other

structures within the schools' campuses, and regular review and audit of the IPO schools health and safety protocols which cover pandemic events such as the COVID pandemic.

Labor Laws and Human Rights

Table 24. Legal actions on Forced or Child Labor

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

Table 24. Policies Disallowing Violation of Human Rights

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	Not explicitly stated in company policy but done as a matter of practice
Child labor	N	Not explicitly stated in company policy but done as a matter of practice
Human Rights	Y	The Employee Manuals of each school and IPO Parent

Labor laws and human rights

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO strictly observes human rights laws, particularly those against forced labor and child labor. While forced labor and child labor are not explicitly addressed in company policy, it is addressed as a matter of practice as the Company complies with all relevant national and local laws in the areas where it operates in. Risks for non-compliance of labor laws include regulatory penalties, loss of reputation for the Company, and even civil and criminal penalties.

As a matter of policy, IPO schools do not tolerate bullying or harassment of any kind. The IPO schools have strict anti-bullying policies for students. These policies are specifically included in their student manuals, in compliance with existing laws against bullying. These policies also provide for the instances covered and the procedure for handling cases of bullying, including intervention, remedial measures, and penalties in case of violation.

IPO and its subsidiary schools also have strict sexual harassment policies that are incorporated in their respective employee manuals. The policies include the circumstances which constitute sexual harassment, the process for filing complaints, conduct of investigation and hearings, and the penalty for violation of the policies.

Online seminars, briefings and orientations are also conducted to ensure that employees and students are aware of the policies and to make sure that they comply with the provisions of the manuals.

Discussion on Opportunities

The Company is still in the process of integrating approaches and identifying opportunities across all schools. However, individually, the subsidiary schools are evaluating their current policies to update them and ensure that these policies comply with new laws and issuances.

Supply Chain Management

Supply chain management is performed at the YGC Group level. All vendors are screened and vetted, and purchases adhere to procurement policies, procedures and guidelines. The YGC Group has a supplier accreditation policy.

Table 25. Sustainability Topics Considered in Supplier Accreditation

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	Y	Now included in the YGG group supplier Accreditation Policy
Forced labor	N	Not explicitly mentioned in the Supplier Accreditation Policy, but it is implicit due to suppliers being required to comply with all laws.
Child labor	N	Not explicitly mentioned in the Supplier Accreditation Policy, but it is implicit due to suppliers being required to comply with all laws.
Human rights	N	Not explicitly mentioned in the Supplier Accreditation Policy, but it is implicit due to suppliers being required to comply with all laws.
Bribery and corruption	Y	Code of Ethics for Suppliers, section on Bribes, Kickbacks, and Gifts from Suppliers

For IPO parent and all Mapua Schools (MESI, MCL, MHSS and MCM) the accreditation of suppliers is handled by the YGC Group. The other schools (NTC, APEC Schools, and UNC) have their own supplier accreditation process.

Supply chain management

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO schools' operations require large amounts of supplies and outsourced personnel. Oftentimes in the supply chain, the end-users (such as IPO) are more visible to the public compared to their suppliers. Thus, any non-compliance or negative perception of IPO suppliers may result in reputational risks for the Company, as well as possible regulatory non-compliance.

Each vendor undergoes a strict vetting and accreditation process. As part of the accreditation process, they are required to submit valid proof of compliance with all applicable regulations, such as business permit, DOLE clearance, and environmental permits. In 2022, YGC group wide initiatives were implemented and continued in 2023 to encourage suppliers to adopt sustainability practices by including sustainability practices compliance as part of the accreditation process. This includes submission of a sustainability

compliance attestation and a vendors facilities checklist. These requirements cover environmental, ethical, social and economic aspects as part of the criteria for evaluating compliance.

Discussion on Opportunities

YGC Group procurement may consider the potential inclusion of ESG Policies in the accreditation process, particularly in the questionnaires and forms required from suppliers.

Relationship with Community

Table 26. Significant Impacts on Local Communities

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)
Operation of schools (K-12, undergraduate, post-graduate)	Luzon, Mindanao	The poor (Class D and E) as part of NSTP Adoption of Communities	No	None	None

*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 E)

Table 27. Free and Prior Informed Consent and Certification Pre-conditions

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: **NOT APPLICABLE**

Certificates	Quantity	Units
FPIC process is still undergoing	Not Applicable	#
CP secured	Not Applicable	#

Significant impacts on local communities

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO schools have significant impact on the local communities around the school as hubs for thousands of students, faculty, and staff. In areas near the schools, there is a significant number of businesses that cater to the needs of the students (e.g., eateries, photocopying services, dormitories, etc.). These contribute to the economic development of the area. However, a potential negative impact is the increased traffic around the school areas due to increased travel around the area to service students.

IPO works with the local government units (LGUs) to develop traffic routing schemes to lessen the schools' impacts on the traffic situation, and that vehicles and people around the schools do not hamper or impede the flow of traffic. In 2022, the schools continue to coordinate with the LGUs on the implementation of health and safety protocols mandated under IATF, DOH and CHED guidelines during the COVID pandemic. IPO, through its subsidiary schools, continue to offer online platforms to deliver classes, distance learning modules, and fully online programs to diversify its offerings. Currently, all IPO schools deliver online and hybrid classes on a school-wide level. Fully online degree programs continued to be offered, as well as online application, examinations enrollment and the use of e-books to minimize the need for onsite transactions and which facilitate faster processing of transactions.

Discussion on Opportunities

The Company is still in the process of integrating approaches and identifying opportunities across all schools. However, the schools have already implemented and completed several online and distance learning projects.

Customer Management

Customer Satisfaction

Table 28. Customer Satisfaction: Net Promoter Score and Happiness Survey

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction		
Net Promoter Score	38*	No. Done internally by the school
Student Happiness Survey	4.15*	No. Done internally by the school

*Net Promoter Score is based on Mapua, MMCL, MMCM, NTC and UNC.

**Student Happiness Survey is based on NTC, Mapua, MMCM, MCL and UNC schools.

Customer management

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO ensures that its offered programs, from K-12, undergraduate, and postgraduate, comply with applicable laws and regulations and meet the needs and expectations of students and parents in terms of knowledge and experience gained, overall school experience, and value for money.

Methodologies for student evaluations of the schools' services vary per school and grade level. In 2022, the IPO schools asked students to provide online evaluations of teachers and the schools' services and asked to answer the Net Promoter Score and Student Happiness surveys. The feedback from the evaluation is used to improve the schools' delivery of services and develop programs and plans which address various student issues and concerns.

Discussion on Opportunities

IPO continue to use these methods to improve their delivery of service. However, the surveys and methodologies are periodically reviewed to ensure that they provide a fair and accurate evaluation.

Health and Safety

Table 29. Complaints on Health and Safety

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.

Health and Safety

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO considers health and safety to be a top priority. Risks include the spread of diseases and pandemic events, natural disasters such as floods, fires, earthquakes, and other situations such as bomb threats. Policies and emergency procedures, safety and health protocols are in place and may be readily implemented in case of pandemic events or natural disasters. Orientations and briefings and safety and emergency drills are regularly conducted. Videos on safety procedures in case of earthquakes and fires were also made as part of the information and awareness campaigns to ensure employees and students know what to do in case of fires, floods, earthquakes, and other emergency situations.

IPO schools have Health and Safety Committees that regularly meet to update policies and discuss issues on health and safety. They also have written policies and guidelines to address complaints concerning health and safety. Schools are required to have licensed healthcare professionals (doctors, nurses, and dentist) on-site to provide adequate healthcare to students and employees. Aside from these, they also have designated Health and Safety Officers. To involve the population, awareness campaigns and seminars on health and safety are regularly conducted, as well as fire and earthquake drills. Awareness campaigns continued to be conducted online through regular postings and bulletins in websites and social media.

Discussion on Opportunities

IPO regularly evaluates the health and safety programs of the subsidiary schools (1) to ensure that all scenarios and the risks involved which affect the health and safety of students and employees are covered, and to (2) improve current programs to fill in gaps in the processes.

Marketing and Labelling

Table 30. Marketing and Labelling

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

Marketing and Labelling

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO takes particular care to not misrepresent itself to its customers and other stakeholders. Risks include loss of reputation of the company, especially with the widespread use and reach of social media. The schools' reputation is part of its marketing strength.

Marketing teams of the IPO Schools evaluate and check all marketing materials to ensure that information and claims made on the schools' successes are accurate. For time-sensitive information, such as rankings, certifications, and board exam passing rates, time references are always included in materials. Periodic review of the schools' websites and other relatively permanently available materials are also done to ensure that they are updated and contain accurate the information. IPO has policies and procedures to address complaints on marketing and false or inaccurate information.

Discussion on Opportunities

IPO and its subsidiary schools regularly evaluate current marketing and communication strategies of the schools. This is to ensure that the strategies are appropriate and responsive to the needs of the schools. Plans to upgrade the skills of its current marketing teams which includes crisis communications, management training, and social media management are also being evaluated.

Customer privacy

Table 31. Customer Privacy Data

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	0	#
No. of complaints addressed	0	#
No. of customers, users and account holders whose information is used for secondary purposes	0	#

* 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.

Customer privacy

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

As IPO and its subsidiary schools are primarily education providers, they collect and have access to personal and sensitive information of students and employees.

No substantiated complaint on data privacy was recorded in 2023. As a matter of policy, IPO and its subsidiaries respect and uphold data privacy rights and ensure that all personal data collected from students, their parents or guardians, employees, and other third parties are processed pursuant to provisions of the Data Privacy Act of 2012 as reflected in their respective Data Privacy Manuals.

Designated Data Privacy Officers (DPOs) are tasked to ensure compliance with the Data Privacy Act by implementing the data privacy policies of the schools. They also conducted seminars and orientations on the data privacy to ensure that the schools also strictly comply not only with the Data Privacy Act, but also with the provisions of the Manual of Regulations on Private Higher Education (MORPHE) and the Manual of Regulations on Private Schools (MRPS) on the confidentiality of student records and information. Privacy notices and data privacy statements are present in school forms so that students and parents are informed of how their information will be used. The schools also have policies and protocols in place to handle complaints and inquiries on data privacy.

Audits on the data privacy policies and their implementation are also regularly conducted for some of the schools. Online modules on data privacy are regularly cascaded to and answered by employees to ensure that they understand and apply the data privacy policies.

Discussion on Opportunities

IPO and its subsidiary schools regularly evaluate policies on customer privacy to ensure that they continue to secure the student and employee records and data, and that the policies are updated and compliant with current laws and regulations.

Data Security

Table 32. Data Breaches

Disclosure	Quantity	Units
No. of data breaches, security incidents, including leaks, thefts and losses of data	0	#

Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach

IPO schools have IT policies on data security that are strictly implemented and regularly updated by their respective departments. Data security drills and exercises are also conducted. Students, faculty, and staff are informed about data security through awareness campaigns on the prevention of cybersecurity crimes and data security issues.

The schools have their respective policies and procedures in case of data breach, or violation of data security policies. The schools also have existing data management policies, guidelines, and procedures for handling and reporting data breaches. Audits of the data security policies and systems are also regularly conducted for some of the schools. Online modules on data security are regularly cascaded and answered by employees to ensure that understand and apply the data security policies.

In 2023, no data security breach or incident was reported.

Discussion on Opportunities

IPO and its subsidiary school are strictly implementing their respective data privacy policies to ensure that they continue to secure the student and employee records and data. These policies are regularly updated to ensure that they are compliant with current laws and regulations, and that these are cascaded with the students and employees.

UN SUSTAINABLE DEVELOPMENT GOALS

Table 33. Product or Service Contribution to UN SDGs

Key products and services and the contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
Education from kindergarten to post-graduate (depending on the school); non-certificate courses and trainings	<p>4.3 Equal access to affordable technical, vocational, and higher education</p> <p>4.8 Expand higher education scholarships for developing countries</p> <p>4.C Increase supply of qualified teachers in developing countries</p> <p>8.6 Promote youth employment, education, or training</p>	<p>Inaccessible to lower-income Filipinos particularly since hybrid, online or remote delivery is being implemented</p> <p>Increase in number of internally funded-scholarships and discounts is not cost-effective for the schools</p> <p>High quality of graduates results in high demand and pay offered by companies both here and abroad, which results in loss of employees (e.g. qualified faculty) for IPO</p>	<p>Partnerships for scholarships (government and private)</p> <p>Internally-funded scholarships and discounts to allow the lower income segments to enroll.</p> <p>Offer competitive pay, benefits, and incentives for employees and faculty such as opportunity for further study, research incentives, and support for paper presentation</p>
Research and development	Innovation and research that contributes to knowledge and/or contributes to an improved quality of life for Filipinos.	Cost of R&D (overspending)	Develop commercially viable projects, those that are "useful to society", and those that may solve problems of communities or provide solutions to industries; Partner with government agencies (DOST) for funding of R&D projects.

SDG 4 Quality and Accessible Education

Enrollment. Composed of seven (7) schools with various campuses in Luzon and Mindanao, IPO offers education from kindergarten to post-graduate (depending on the school). In 2023, an average of 58,344 students enrolled in IPO schools, from basic education (K+12) to post-graduate, and an average of 33,768 students enrolled in non-degree certification programs and trainings. Fifty-one percent (51%) of the students belonged to economic segments E, D, and C2, with monthly household income ranging from below ₱10,000 to ₱64,999.

Scholarships. In 2023, IPO continued to provide ₱ 194,469,844 in scholarships to 4482 deserving students. IPO also assisted students in applying for government scholarships in the total amount of ₱ 411,707,470. Discounts on tuition and fees were also given to students amounting to around ₱ 48,517,715.

Aside from scholarships, providing affordable quality education that is accessible to the segments with lower income levels is also embedded in the business model of some IPO schools. APEC Schools (which merged with NTC in 2023, with the latter as the surviving entity) offering affordable education from Grades 7 to 12, with the goal of preparing its graduates for immediate employment and/or to pursue higher education. It has managed to do this even while offering a tuition fee rate that is relatively lower compared to other private high schools. In 2023, APEC Schools enrolled a total of 6597 students across all campuses, with 74% of them belonging to segments D and E (with monthly household income of ₱24,999 and below).

IPO's achievements in graduating students who are ready for higher education and/or employment is seen in high graduates' employment rate (72%). In 2023, IPO schools produced 8,316 graduates in senior high school, undergraduate, and post-graduate. Of these, 72% received job offers within 120 days of graduation, with 18% offered employment by multinational corporations or are offered jobs abroad. These graduates then become productive members of society. The schools also continue to assist students in applying online for jobs through a centralized and revamped online internship program, online career coaching and career fairs, and activities designed to mimic the job application process.

World Recognition. As a testament to IPO's continuing efforts to help improve the quality of education in the schools, and elevate the same to world class standards, Mapúa University debuted on the Times Higher Education (THE) World University Rankings (WUR) 2023 and has been placed among the top six percent of the world's higher educational institutions. Mapúa ranked 1501+ among 1,799 universities across 104 countries, and one of **only four (4)** universities from the Philippines who made it to the list. The achievement is a result of Mapúa's 20-year campaign focused on teaching quality and capability, research, and international linkages. In 2022, Mapúa was also ranked 551-600 in Quacquerelli Symonds (QS) Asian University Rankings 2023 and was also awarded an overall 4-star rating in the QS Stars. MMCL was also given a 3-star rating in the QS Stars.

For the 3rd straight year, Mapúa has been included in the Times Higher Education (THE) Impact Rankings which measures the social, economic and environmental impact of the school based on the United Nations Sustainable Development Goals (SDGs), increasing its overall rank to 601–800 out of 1,406 institutions worldwide in 2022, from the 801–1000 rank in 2021. It has been ranked in all 17 SDGs in 2022 which is an increase from six SDGs in 2021.

Mapúa's online delivery of courses also achieved recognition in 2022 with Mapúa University's ÚOx or Ubiquitous Online Experience Program being awarded the Gold Award for Digital Readiness from the prestigious Wharton-QS Reimagine Education Awards 2022. This was the first time a Philippine higher education institution (HEI) has received a top category award in the global competition, which honors groundbreaking approaches towards digital education, which increase student learning outcomes and improve student employability.

Board Examination Performance. For those taking board exams, the schools have correlation programs designed to assist and ensure that the examinees are prepared to take the board examinations. This is supplemented by holding review sessions that, in turn, translate to higher passing rates in the board examinations. The IPO schools consistently have passing rates which are well-above the national passing rates, which is proof of the quality of graduates that the schools are producing. The following table shows the passing rates for top-performing courses for 2023:

Table 32. 2023 Board Passing Rates for Top-Performing Courses

School	Top-Performing Courses	Board Exam Passing Rate (%) (Overall with re-takers)	National Average Passing Rate (%)
	Architecture	81.69%	61.12%
Mapua	Accountancy	100.00%	33.37%
	Electrical Engineering	63.33%	57.86%
	Environmental and Sanitary Engineering	77.27%	46.91%
	Mechanical Engineering	62.00%	50.34%
MMCL	Architecture	77.78%	61.12%
	Electrical Engineering	100.00%	57.86%
MMCM	Mechanical Engineering	91.67%	50.34%
	Civil Engineering	100.00%	34.76%
	Electronics Engineering	100.00%	33.36%

Research and Development

Table 33. 2022 vs. 2023 Research and Development Investment and Output

Disclosure	Unit	2022	2023	% Change
Research and Development Spending	Php	44,898,262	45,116,600	0.5%
Research Papers Published in ISI and/or SCOPUS Indexed Journals	Number	378	335	(11.38%)
Commercialized Research	Number	3	6	100%

Research and Development. Research and Development is a key product of the IPO schools. While Research and Development in itself is not an SDG goal, it underpins the success of the SDGs. In 2023, IPO Schools spent a total of ₱45,116,600 of internal university funds for Research and Development (amount does not include research funding received from external sources, such as government, funding agencies, etc.). The IPO schools were able to publish 378 research papers in ISI and/or SCOPUS-indexed journals from January to December 2022 and 335 in 2023. IPO schools have also taken other measures to improve research output, such as developed an institutional research agenda, revising their Research Incentive Policy, and providing support for presentation of papers in conferences both in the Philippines and abroad.

Mapua University also serves as an incubator for commercialized research. Mapua replicated the previous success of its first commercialized research resulting from a research project funded by the Department of Science and Technology- Philippine Council for Industry, Energy, and Emerging Technology Research and Development (DOST-PCCEIERD), the Universal Structural Health Evaluation and Recording (USHER) System which is designed to assess and provide real time status on the structural health of buildings and other structures. The DOST-Mapua Think and Tinker Laboratory, which was formally launched in 2022, is a technology business incubator (TBI) that intends to build and develop digital learning tools and solutions for education with a focus on various emerging technologies and industries was formally launched. Another potential project for commercialization is Mapua University's WEHLO (Localized Weather, Environment and Hydromet Solutions) which is currently in the market validation and spin-off set-up stage.

SEC eFast Initial Acceptance

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