


Annex A: Reporting Template

Contextual Information

Company Details	
Name of Organization	iPeople, Inc.
Location of Headquarters	3 rd Floor Grepalife Building, Sen. Gil J. Puyat Avenue, Makati City
Location of Operations	With schools across Metro Manila, Calabarzon, Bicol Region, and Mindanao
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	<p>Report includes information from the following:</p> <ol style="list-style-type: none"> 1. Malayan Education System, Inc. (Operating under the name “Mapua University”) – 1 school with 2 campuses (Mapua) 2. Malayan Colleges Laguna (A Mapua School), Inc. (MCL) 3. Malayan Colleges Mindanao (A Mapua School), Inc. 4. Malayan High School of Science, Inc. (MHSS) 5. Affordable Private Education Center, Inc. (Operating Under the Name “APEC Schools”) – 1 school with 23 branches (APEC) 6. University of Nueva Caceres (UNC) 7. National Teachers College (NTC)
Business Model, including Primary Activities, Brands, Products, and Services	<p>iPeople, Inc. (IPO) provides quality and accessible education to students from kindergarten to post-graduate across all income segments.</p> <p>IPO through its subsidiary schools, aims to promote research and innovation that addresses the concerns of communities and solve problems of industries. IPO also aims to become one of the best in the fields of Science, Technology, Engineering, and Mathematics (STEM) and leverage on the strength of its subsidiary schools in STEM, Outcomes-Based Education (OBE), distance learning, and cost-effective EdTech.</p> <p>https://ipeople.com.ph/home/our-company/corporate-profile/</p>
Reporting Period	January 1 to December 31, 2020
Highest Ranking Person responsible for this report	<p>Denise Jordan P. Arenillo</p> <p>IPO Compliance and Sustainability Officer </p>

**If you are a holding company, you could have an option whether to report on the holding company only or include the subsidiaries. However, please consider the principle of materiality when defining your report boundary.*

Materiality Process

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

Trainings and workshops were conducted in the previous year, and attended by the iPeople (“IPO”) Senior Management, on identifying material topics, while reviewing the role of sustainability within the company. It is a process where sustainability issues were communicated with the top executives in the company and widened perspectives to determine performance, driven not just by financial metrics, but also non-financial aspects. The materiality principle IPO employed are as follows:

1. Understanding the Sustainability Context: This step encouraged the Company to think outside financial aspects and allow a framework driven by sustainability to guide the discussions on how their core business can contribute to society.
2. Identifying material topics: An initial list of material topics was identified by the IPO Senior Management and further validated through group discussions with sustainability point persons per school, including middle management, school heads, stakeholder touch points (to grasp stakeholder perspectives), and data handlers and verifiers whose functions are highly related to the theme of each group. In finalizing the material topics, the Company used the guide questions in the memorandum:
 - (a) Is it a key capital/risk/opportunity?
 - (b) Does our key business activities impact it?
 - (c) Does our supply chain contribute significant impacts?
 - (d) Does our product/service contribute significant impacts to the topic?
 - (e) Is there a trend that will make the topic material in the future?
3. Defining Performance and Management Approach: Once the list of material topics were identified, the Company gathered metrics to measure business performance under the guidance of the GRI reporting standards, a globally recognized sustainability reporting tool. To further enhance this, management approaches were created to better improve and monitor performance against the set metrics.

The UN Sustainable Development Goals (SDGs) were also used as a guideline for identifying the Company’s societal, environmental, and economic impact and value.

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)	3,259,426,817.05	PhP
Direct economic value retained	455,022,885.90	PhP
Direct economic value distributed:	2,804,403,931.14	PhP
a. Employee wages and benefits	1,259,324,479.48	PhP
b. Payments to suppliers, other operating costs	858,295,771.11	PhP
c. Payments to Providers of capital; including dividends given to stockholders and interest payments to loan providers	275,528,115.59	PhP
d. Payments to government	186,917,809.72	PhP
e. Investments to community (e.g. donations, CSR)	224,337,755.24	PhP

Direct Economic Value

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

IPO's economic impacts are a result of its business activities, and the scale of the impact will increase or decrease according to the scale of IPO's business. IPO's economic performance was affected in 2020 by the COVID pandemic, particularly in terms of student enrollment and the way schools delivered their courses and services.

In March 2020, the Philippine government through the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID), placed the National Capital Region (NCR) and majority of the country under Enhanced Community Quarantine (ECQ). This resulted in the suspension of face-to-face classes and in-campus activities, and rendered majority of the employees working remotely.

To avoid disruption of classes and operations, IPO schools, particularly Mapua, MCL and MCM, immediately shifted to online classes with synchronous or asynchronous mode of delivery, using their Learning Management Systems, digital tools and online resources. Even prior to the COVID pandemic, the LMS and digital tools were already being used and deployed by the Mapua schools during typhoons and floods. The other IPO schools (NTC, UNC and APEC) also shifted to remote delivery using available digital tools and online resources during the COVID pandemic. Operations also shifted to online processes particularly for delivery of student services such as library services, guidance counselling and medical consultation.

Affected stakeholders in the economic aspect are students, faculty and staff, suppliers, local communities, and government. In 2020, IPO generated ₱3,242,679,529.68 of direct economic impact, of which 83% was distributed among suppliers, employees, providers of capital, government, and community investments/donations.

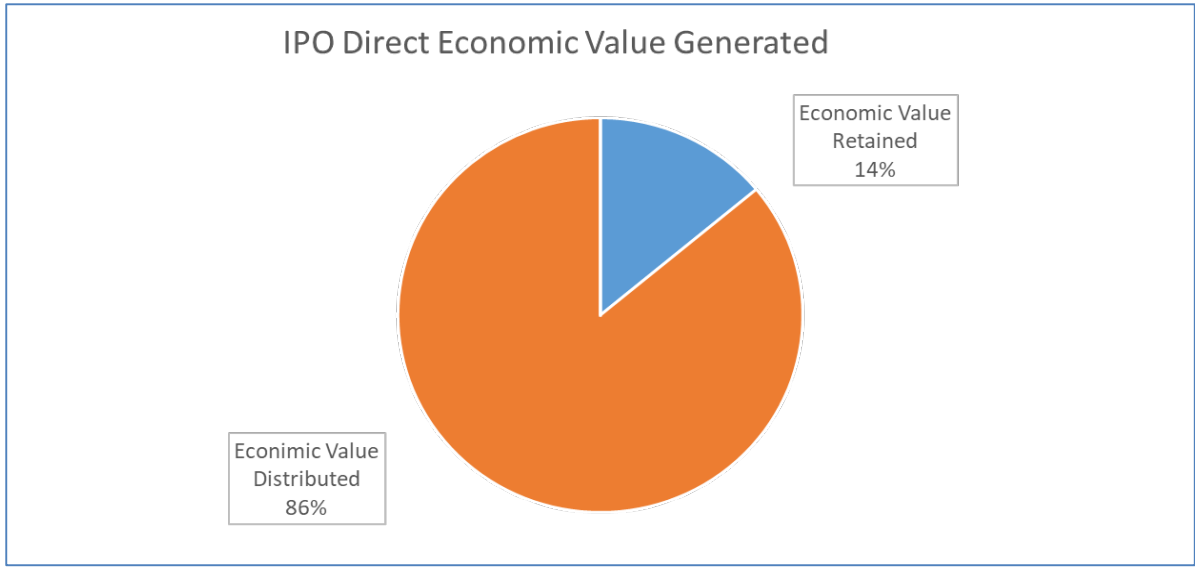


Figure 1 IPO Direct Economic Value Generated. IPO distributed 83% of direct economic value generated and retained 17%.

On the direct economic value distributed, majority of the value was distributed to employees as wages and benefits (47%) and as payment to suppliers and operating cost (32%).

IPO’s dedication to providing quality and accessible education was even highlighted during the time of the COVID pandemic with the distribution of 8% of its direct economic value generated in the form of scholarships tuition discounts, and corporate social responsibility (CSR) projects increased from 5.5% in the previous year. CSR projects include providing technical expertise and assistance to the national and local governments and communities, and community outreach projects, and donations to the COVID 19 response. These projects involved the schools, employees, and students.

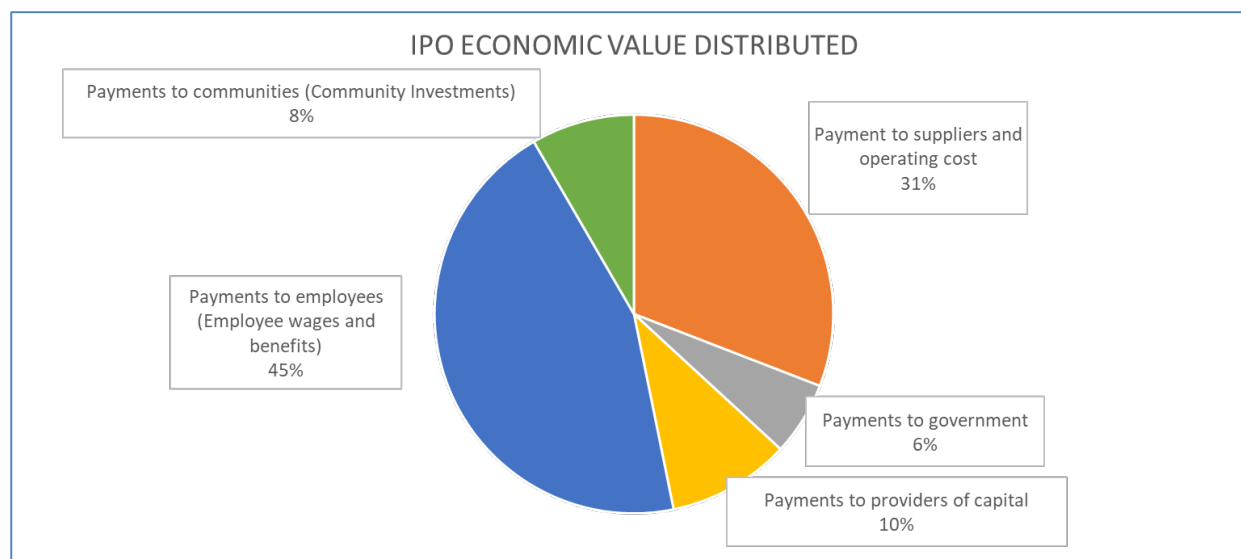


Figure 1 IPO Direct Economic Value Distributed. Majority of the value (47%) was distributed to employees as wages and benefits, followed by operating cost (32%).

In 2020, 48,410 students were enrolled in IPO schools, from Elementary (K+12) to post-graduate. Sixty-one percent (61%) of the students also belonged to economic segments E, D, and C2, wherein their monthly household income ranged from below ₱10,000 to ₱64,999.

To increase enrollment of lower income and high-performing students (academic) especially during the time of the COVID pandemic, IPO provided ₱131,431,943.02 in scholarships to 4,144 students. IPO also assisted students in applying for government and privately-funded scholarships. To ensure that students will continue their schooling despite the COVID-19 pandemic, IPO schools also provided discounts and rebates on tuition and fees, reasonable payment and installment arrangements, and implemented other policies to help students in the payment of their tuition fees.

IPO's achievements in graduating students that are ready for higher education and/or the workforce can also be seen in the graduates' employment rate despite the COVID pandemic. In 2020, IPO schools produced 9,411 graduates in senior high school, undergraduate, and post-graduate. Graduation ceremonies were conducted online due to government restrictions imposed which prohibited mass gatherings including the conduct of (physical) graduation ceremonies during the COVID 19 pandemic. 63% received job offers within 120 days of graduation (data from NTC and APEC Schools). These graduates eventually become productive members of society. Aside from their individual benefit of earning a higher salary versus a non-graduate, graduates contribute more to economies through direct spending and taxes.

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, established in 2012, is a chain of private high schools 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 2020, APEC Schools enrolled 10,340 students across all campuses, with 34.39% of them belonging to segments D and E (with monthly household income of ₱24,999 and below). The schools also provided ₱ 4,012,632.50 in scholarships (does not include discounts, e.g. employee benefit, family discount, etc.).

At the holding company level, IPO identified risks, mostly related to the COVID pandemic which are financial in nature, as well as those on health and safety of IPO schools' employees and students, and will also have direct impact to its direct economic performance. The COVID pandemic had direct economic effect since it resulted in the suspension of face to face classes, disrupted day-to-day operations, limited the mobility of schools' workforce, affected the schools' ability to optimize revenue generation, and increased schools' operational costs, particularly expenses for procuring digital tools, learning management systems, online facilities and resources.

It must be noted that most of the IPO schools are located in NCR, which for the majority of 2020 was under the General Community Quarantine (GCQ), where face-to-face classes for Basic Education and Higher Education are suspended. This resulted in the shift to remote/online learning for all IPO schools. Most of the IPO schools immediately shifted to online classes, particularly for Mapua, MCL, MCM and MHSS since they have been using the Blackboard Learning Management System even prior to the COVID-19 pandemic. NTC, UNC and APEC also utilized digital tools, online facilities and online resources to deliver courses remotely.

Executive management takes an active role overseeing the business operations of IPO schools. Management oversight is conducted through various meetings such as the regular IPO weekly Operations meeting which discusses current regulatory updates on the COVID pandemic as well as operational issues, and the monthly IPO Management Committee (Mancom) meetings. These meetings were conducted in addition to the various management meetings held at the school level to address issues and regularly assess the school's operations and performance and address the COVID pandemic. Discussion topics in 2020 include regulatory updates on the COVID pandemic, business developments, financial, subsidiary schools' operations and performance, governance, and regulatory compliance.

Implementation of the IPO Enterprise Risk Management Framework is carried out by the IPO Risk Team, which consists of Risk Officers from the schools in coordination with various units in the schools. The Risk Team is overseen by the IPO Chief Risk Officer (CRO). The IPO Sustainability Team, headed by the IPO Sustainability Officer, coordinates, supports and provides necessary feedback on sustainability related issues and risks to the IPO Risk Team. IPO Internal Audit continues to provide valuable input to risk management through their regular audits. Risk related concerns are discussed during the quarterly Board Risk Oversight Committee (BROC) meetings. For a more detailed discussion on risks faced by IPO particularly on the effects of the COVID-19 pandemic, please refer to the Risk Management Section of the 2020 IPO Annual Report (Form 17A).

For 2020, IPO and all schools issued protocols and procedures to manage each particular type of risk, particularly the health and safety risks due to the COVID pandemic as well as economic risks brought about by suspension of face to face classes, limitations on mobility of the workforce and low enrollment. To minimize the risk during the COVID pandemic, IPO schools have implemented their health and safety protocols to manage, prevent and control the health and safety risks based on the minimum standards provided under IATF, DOH and CHED regulations.

In particular, Mapúa pioneered, tested and instituted the use online facilities such as its learning management system, the Cardinal Edge (powered by Blackboard), which enabled the school to conduct synchronous (real-time online classes) and asynchronous delivery of courses which has been subsequently adopted by the IPO schools. Other IPO schools also conducted online classes by the use of online tools and facilities that approximate a learning management system. This enabled IPO schools to continue classes with minimal disruption during the COVID pandemic.

In order to manage the economic risks brought about by the COVID pandemic (i.e. low enrollment, health and safety concerns), IPO schools have intensified their online marketing campaigns and re-organized their marketing teams in order to come up with effective strategies to attract more students and to effectively cascade health and safety measures implemented by the schools. The schools upgraded their online facilities and obtained online resources. New online program offerings, fully online degree programs (for Mapua and MCL), certificate courses (Coursera), scholarships and discounts were likewise offered. IPO schools also coordinated with Smart and Globe to provide discounts and special rates for data plans for students and employees for online learning/ remote work.

Fully online undergraduate degree programs were also offered in 2020. Mapua and MCL were given authority by CHED to offer fully online undergraduate courses, in addition to the fully online postgraduate degree courses previously offered. Mapua, MCL and MCM also implemented fully online admission and examination, and the use of e-books and online resources instead of traditional school textbooks for all undergraduate and Senior High School students through subscriptions to Wiley and Cengage. Such technologies are also currently being adopted by other IPO schools in addition to printing and delivery on modules for students for APEC, UNC and NTC. IPO schools likewise invested in subscription and use of online videoconferencing facilities such as Zoom, MS Teams, BB Collaborate, etc., and various digital tools and online learning resources (Coursera, LinkedIn Learning) to facilitate and/or supplement online learning.

IPO schools also converted manual processes to online processes, shifted to alternative work arrangements, video-conferencing for meetings and online facilities were used to transact business and to ensure operations are not hampered during the COVID pandemic. Online support services were also implemented such as online medical consultation and counselling were provided for employees and students, and constant monitoring for COVID cases employees and students was also conducted.

Discussion on Opportunities

IPO and its subsidiary schools are currently looking for more opportunities to expand, offering more fully online BS programs, intensified and efficient use of other online and remote learning, and expansion of current programs offered, and mitigation of the effects of the COVID 19 pandemic.

Climate-related risks and opportunities

Although currently, climate-related risks are already being discussed by IPO's Board Risk Oversight Committee (BROC) and the IPO Sustainability Team, IPO does not yet have a complete working plan for addressing climate-related risks to the group. The Company is putting together the system to understand its vulnerabilities at different climate change scenarios to be able to fully disclosure on this. Due to the challenges posed by the current COVID pandemic, IPO will begin work on the plan for climate related risks after the COVID pandemic, and possibly be able to disclose in 2022.

Governance – Disclose the organization's governance around climate-related risks and opportunities

1) Describe the board's oversight of climate-related risks and opportunities

IPO has a Board Risk Oversight Committee (BROC), an extension of the full Board of Directors, which meets every quarter to discuss key risks and opportunities of the company. One of the BROC's main roles is to review management's effectiveness in managing risks. The BROC also provides direction and guidance on how the company will not only respond to risks, but also take advantage of opportunities. From 2021 onwards, monitoring efforts towards meeting goals set forth in the to-be-developed Environmental Impact Reduction Plan (EIRP) will be communicated and evaluated by the BROC.

Risks and opportunities related to climate change is one topic in these meetings, and its effect to operations and strategy are discussed. Typhoons and floods have become more frequent. Such phenomena impact employee safety and well-being. IPO has policies and procedures in place to protect its employees.

2) Describe management's role in assessing and managing climate-related risks and opportunities

Assessment of climate risks is led by IPO Sustainability and Risk Management through the IPO Sustainability Team under the IPO Sustainability Officer and the IPO Risk Team under the IPO CRO. Currently, risks identified are those that relate to natural occurrences such as flood, typhoons, pandemics and earthquakes. For 2021, IPO Sustainability and Risk Management will present plans for adoption by the Board that would ensure that climate-related risks, in addition to natural calamities and pandemics, are adequately identified and addressed.

Strategy – Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material

- 1) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term

Performance targets for climate change risk are currently under evaluation by IPO Sustainability Team and Risk Management. These will be part of the EIRP.

- 2) Describe the impact of climate- related risks and opportunities on the organization's businesses, strategy and financial planning.

IPO acknowledges the existence of climate change and its intensifying effect. The company has set aside sufficient amount of funds for managing the effects of this risk to the company. As awareness of climate change risk increases throughout IPO, additional risks and opportunities identified and required funding (if necessary) will be integrated onto the operations of the company.

- 3) Describe the resilience of the organization's strategy, taking into consideration different climate- related scenarios including a 2°C or lower scenario

IPO's experience during 2020 COVID pandemic has shown that continuing the conduct of classes online can be done on a large scale, effectively and efficiently. Nonetheless, IPO will continue to assess other vulnerabilities at different climate change scenarios.

The Company is committed to identify and understand its vulnerabilities at different climate change scenarios. Due to the challenges posed by the current COVID pandemic, IPO will begin work on the plan for climate related risks after the COVID pandemic, and possibly be able to disclose in 2022.

Risk Management – Disclose how the organization identifies, assesses, and manages climate-related risks

- 1) Describe the organization's processes for identifying and assessing climate- related risk

The company has a Risk Management Council composed of IPO top management. It meets every quarter to discuss the top risks and opportunities to the company and strategies needed to manage such risks. All risk-related concerns are presented to the BROCC. Recommendations by the BROCC are implemented by management, the IPO Risk Team, and overseen by the CRO. The IPO Sustainability Team, headed by the IPO Sustainability Officer, coordinates, supports and assists the IPO Risk Team in implementation of sustainability related recommendations. For 2021, IPO top risks will incorporate climate change risk strategies, mitigation measures, and opportunities. In addition, the IPO Sustainability Team will coordinate the IPO Risk Team and the IPO CRO in initiating climate risk management.

- 2) Describe the organization's processes for managing climate- related risks

Managing climate-related risks will be led by IPO Sustainability Team in coordination with the IPO Risk Team and the IPO CRO. Risk identification and management strategies are formulated at this level, then elevated to the RMC, and overseen by the BROCC.

- 3) Describe how processes for identifying, assessing, and managing climate- related risks are

integrated into the organization's overall risk management

Identification and assessment of climate change risks is led by IPO Sustainability Team, the IPO Risk Team and the IPO CRO, supported by the RMC, overseen by the BROCC. IPO's current Risk Management process will be updated to incorporate climate-related risks. The Company believes climate change risk is an integral part of the business and just like traditional risks, they must be prudently managed.

Metrics and Targets – Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material

- 1) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process

From 2021 onwards, the scope of climate change risk will be expanded to include the need for IPO to make a commitment in reducing the impact of its operations on the environment. The Company will decide on the metrics that will be used to measure climate change impact and incorporate into its EIRP.

- 2) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets

From 2021 onwards, IPO will commit to doing its part in limiting a global rise in temperature to under 2°C by 2030. IPO will develop strategies aimed at reducing the environmental impact of its operations, specifically those that would limit a rise in global temperatures by 2°C. Using data collected from 2019, IPO will commit to reducing its environmental impact by consistently reducing GHG emissions, materials consumption, and waste generation.

Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers ¹	97	%

¹ "Local suppliers" were defined as suppliers with operations in the Philippines.

Procurement Practices

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

Aside from providing accessible high-quality education to Filipinos, IPO further contributes to nation-building by purchasing from local suppliers when possible. Risks related to procurement include rush orders (and thus the risk of not getting the best price due to time constraints) and lack of suppliers for what operations need.

At the YGC Group level, all suppliers are vetted and accredited. As of 2020, APEC Schools, UNC, and NTC supplier and accreditation policies are still in the process of evaluating possible integration into YGC procurement.

With 97% procurement spend on local suppliers, IPO directly impacts its suppliers and its schools (as the end-users of the purchased goods and services). Prices for repeat items are agreed upon beforehand with suppliers to prevent price increases due to rush orders. For schools not yet enrolled into the YGC Group, there is coordination with the Procurement Departments of other schools in order to increase the pool of potential suppliers.

Discussion on Opportunities

While the preference to purchase from local suppliers when possible is being practiced, there is no formal policy nor target metric for this. A formal policy and target metric is currently under consideration. Developing SME suppliers that employ PWDs and other vulnerable group to provide them access to economic opportunities may also be considered. In order to standardize procurement across all IPO schools, IPO plans to integrate the procurement policies of all schools into the YGC Group.

Anti-corruption

Training on Anti-Corruption Policies and Procedures

Disclosure	Quantity	Units
Percentage of employees to whom the organization’s anti-corruption policies and procedures have been communicated to ¹	57%	%
Percentage of business partners to whom the organization’s anti-corruption policies and procedures have been communicated to ²	63%	%
Percentage of directors and management that have received anti-corruption training ³	23%	%
Percentage of employees that have received anti-corruption training ⁴	1%	%

Only the Mapua Schools (Mapua, MCL, MCM and MHSS) have communicated the anti-corruption practices to all their employees (100%). For UNC, the policies were communicated to only 31% of their employees.
² Based on Mapua, MCL, MCM, MHSS and IPO parent only .
³ Based on Mapua and IPO parent only. Only Mapua and IPO parent have data on the directors who received anti- corruption.
⁴ Based on UNC only (no other school or entity has disclosed data on employee anti-corruption training).

Incidents of Corruption

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	0	#
Number of incidents in which employees were dismissed or disciplined for corruption	0	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	0	#

Anti-Corruption

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

IPO treats corruption as a serious issue, as the Company abides by the highest ethical standards and legal principles. Pursuant to this, IPO implements strict anti-corruption protocols and procedures that cover all employees, from officers to rank-and-file employees.

Any incident of corruption within IPO's ranks or operations has serious implications and risks on the Company's operations and reputation, and opens the Company to possible legal consequences. As IPO works within the education sector, damage to reputation is of particular importance since it will also affect reputation and the ability of the subsidiary schools to attract students.

IPO follows the highest ethical and legal standards set by its parent company, House of Investments (HI), and the Yuchengco Group of Companies (YGC). Among the policies issued and enforced in IPO are the following which are found in the IPO website:

- YGC Code of Business Conduct and Ethics: <https://ipeople.com.ph/wp-content/uploads/2018/08/YGC-Code-of-Business-Conduct-Ethics.pdf>
- HI Related Party Transactions: <https://ipeople.com.ph/wp-content/uploads/2018/09/IPO-Policy-on-Related-Party-Transactions.pdf>
- HI Conflict of Interest: <https://ipeople.com.ph/wp-content/uploads/2018/08/CODE-OF-BUSINESS-CONDUCT-AND-ETHICS.pdf>
- HI Insider Trading: <https://ipeople.com.ph/wp-content/uploads/2018/08/iPeople-Audit-and-Related-Party-Transactions-Charter-Revised-1.pdf>
- HI Whistleblowing Policy: <https://ipeople.com.ph/wp-content/uploads/2018/08/IPEOPLE-WHISTLE-BLOWER-POLICY-AND-RECEIVING-GIFTS.pdf>

The above-mentioned policies cover all IPO employees, as well as consultants, contractors, and subcontractors (e.g. Housekeeping and Security personnel) working in the Company's premises. Employees are required to re-familiarize themselves with the policies and sign commitments that they read and understand the policies.

IPO's Revised Manual on Corporate Governance also states that each officer and employee holds a position of trust. Thus, officers and employees shall avoid situations where their personal interest is in conflict or appears to be in conflict with the interest of the Company or its clients. More details on provisions of said Manual can be found in the Company's website: <https://ipeople.com.ph/wp-content/uploads/2018/09/2020-Revised-IPO-Manual-on-Corporate-Governance.pdf>

Suppliers must also abide by the Supplier Code of Conduct. For IPO parent and the Mapua schools, supplier accreditation is done at the YGC Group level. APEC Schools, NTC, and UNC have their own supplier accreditation policies and procedures.

For termination of contracts with suppliers on account of corruption, an internal investigation is conducted by the school's Administration, which includes the Legal Department and Human Resources (if employees are involved). The usual requirements of due process are followed, such as notice and opportunity to be heard, before actual termination.

Discussion on Opportunities

By looking at the extent to which IPO schools have disseminated and trained the Company's stakeholders on anti-corruption, as well as the extent to which these are also carried out in the operating schools, there is much opportunity for anti-corruption procedures to be implemented in the Company.

As stated in the YGC Code of Business Ethics, "YGC member-companies needing stricter or more extensive guidelines applicable to their particular industry or business line should create and maintain their own specific business codes, but the latter should be supplementary and must not permit more lenient standards or in any way be inconsistent with this Code." IPO may pursue crafting a version of this Code that is more tailor-fit to an academic setting. Moreover, the Company will be stricter in communicating anti-corruption policies and procedures and ensure 100% coverage for employees and business partners for the next report.

ENVIRONMENT

Resource Management

2020 Energy consumption within the organization

Disclosure	Quantity	Unit	Quantity	Units
Energy consumption (renewable sources)	0	kwh	0	GJ
Energy consumption (gasoline)	0	Liters	0	GJ
Energy consumption (LPG)	0	m ³	0	GJ
Energy consumption (diesel)	18,783.87	Liters	717.54	GJ
Energy consumption (electricity)	4,535,915.83	kWh	16,329.30	GJ

Reference for gigajoules conversion: Biomass Energy Data Book which refers to GREET, The Greenhouse Gases, Regulated Emissions, and Energy Use in Transportation Model, GREET 1.8d.1, developed by Argonne National Laboratory, Argonne, IL, released August 26, 2010.

There was a significant recorded energy reduction in electricity and gasoline consumption, and slight increase in diesel consumption in 2020, as seen in the Table below:

2019 vs 2020 Energy Consumption

Disclosure	2019 Quantity (liters)	2020 Quantity (liters)	Increase/ Decrease	% Change
Energy consumption (renewable sources)	0	0	0	
Energy consumption (gasoline)	1,475.00	0	100%	
Energy consumption (LPG)	0	0	0	
Energy consumption (diesel)	16,924.83	18,783.87	1841.04*	11%
Energy consumption (electricity)	13,003,679	4,535,915.83	(8,467,763.17) **	(65%)

*Slight increase in diesel consumption is due to shift from gasoline to diesel for company vehicles.

** Significant Decrease in energy consumption due to suspension of face to face classes from March 2020.

Energy consumption and reduction

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

IPO's school operations are dependent on a consistent source of energy. Without electricity, the classrooms and equipment will not run. Fuel is used for the Company's service vehicles and for the backup generators. Energy consumption impacts the students, faculty, and staff present in the schools.

Increased energy consumption means increased costs for the Company. The schools have strict implementation of preventive maintenance for facilities and equipment, replacement of LED lights from fluorescent units, replacement of non-inverter air conditioning units to inverter-type, as well as behavioral approaches such as checking and shutting off all electrical equipment when not in use. Environmental programs were established by Mapua to reduce the consumption of electricity and in line with its ISO 14001:2015 Certification.

There were significant energy reductions for 2020 due to suspension of face to face classes and in-campus activities due to the COVID 19 pandemic.

Discussion on Opportunities

IPO is still in the process of integrating management approaches and identifying opportunities. However, individually, the subsidiary schools have already started to implement energy reduction/saving policies such as using more energy efficient lights and appliances (LED lights, inverter appliances); implementing energy conservation policies where lights and appliances are turned off when there are no classes or activities and will continue to implement these on a wider scale to further reduce energy consumption.

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	331,810.38	Cubic meters
Water consumption	258,313.76	Cubic meters
Water recycled and reused	12,313.84	Cubic meters

Water consumption

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

Water is a necessity for IPO and its subsidiary schools' operations and its students, faculty, employees. The main risk associated with water withdrawal and consumption is water shortage. Although this was not experienced in 2020 due to lower water consumption due to the COVID pandemic, even with low

water levels in Angat and Ipo Dams due to the lack of rain, water supply in Metro Manila was sufficient. For schools, water consumption was significantly reduced mainly due to suspension of face to face classes and limited onsite operations from March 2020.

Nonetheless, even without any water shortage in 2020, the IPO schools continue to implement various programs and activities to reduce water use such as reducing watering of plants, and quickly fixing leaks or other defects. Water reduction initiatives such as regular preventive maintenance, installation of low-flow fixtures, and usage of rainwater collection systems were already in place. Both Mapua and MCM collect rainwater for use such as cleaning and watering plants.

Discussion on Opportunities

IPO is still in the process of integrating approaches and identifying opportunities across all subsidiary schools. However, individually, the schools already implemented several initiatives designed to conserve water (i.e. collection of rainwater for watering plants, immediate repair of leaks). These initiatives may be further enhanced and improved to help in the water conservation efforts of the company.

Materials used by the organization

Disclosure	Material	Quantity	Units
Materials used by weight or volume			
• renewable	Paper	9,569.51	reams
• non-renewable	n.a	0	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services		0	%

Materials consumption

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

As IPO has several educational institutions under its fold, the most significant material that the Company consumes is paper. Paper is used in all aspects of the schools' operations: from application, admissions, enrollment, teaching, recording of grades, student services, to contracts and administrative work. Employees, faculty, students, suppliers, contractors and academic partners all use paper in a considerable amount.

In 2020, IPO consumed 9,569.51 reams of paper which is a drastic reduction from 14,654 reams consumed in 2019 due to the effects of suspension of face to face classes resulting in the online or remote delivery of classes, which significantly decreased paper consumption for IPO. In particular, IPO schools implemented online application and examination for prospective students, fully online degree programs, online classes and examinations to lessen paper consumption, and the use of e-books instead of regular textbooks. Paperless transactions (i.e. online filing of leave for employees, online enrollment, and

submission of reports on Blackboard for students) were also implemented. Implementation of online delivery of classes and online processes resulted in reduction in paper consumption.

Though renewable, the Company also recognizes that the process of making paper has considerable environmental impact if it is not sustainably sourced. With this in mind, the individual schools continue to implemented various programs designed to reduce paper consumption.

Discussion on Opportunities

There is an opportunity to ensure that the paper used by the Company is sustainably sourced. IPO is also looking for ways to (1) integrate paper reduction initiatives in its processes, (2) provide more programs and processes that are less paper- and material-intensive, and (3) replicate and improve current programs and practices among the subsidiary schools that are designed to reduce paper consumption.

Ecosystems and biodiversity

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	None	#
Habitats protected or restored	None	ha
IUCN Red List species and national conservation list species with habitats in areas affected by operations	None	

Ecosystems and biodiversity

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

This topic is not material to IPO as the Company does not have operations in or adjacent to protected areas or areas of high biodiversity value.

However, the schools still participate in environmental-related CSR activities, such as helping safeguard protected areas. Mapua regularly conducts native tree-planting activities and takes care of the trees already planted in a protected site in Rizal as part of its CSR activities.

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions ¹	95	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions ²	3,230.5	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS)	0	Tonnes CO ₂ e

1 Scope 1 emissions calculated using Greenhouse Gas Protocol calculation tools: <https://ghgprotocol.org/calculation-tools>

2 Scope 2 emissions calculated using Grid Emissions Factors (GEFs) provided by the Department of Energy (DOE): <https://www.doe.gov.ph/electric-power/2015-2017-national-grid-emission-factor-ngef>

GHG Emissions

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

Greenhouse gases (GHGs) are responsible for anthropogenic climate change, and climate change will have a severe impact on IPO's areas of operations through stronger and more frequent weather disturbances, changes in rainfall patterns, flooding, increasing surface temperature, and the like. Therefore, monitoring and controlling the Company's GHG emissions is also an important contribution to nation-building.

The Company's GHG emissions are dependent on the type and amount of energy used. Majority of the Company's GHG emissions are Scope 2 due to the extensive use of electricity in operations.

The schools have strict implementation of preventive maintenance for facilities and equipment, replacement of LED lights from fluorescent units, replacement of non-inverter air conditioning units to inverter-type, as well as behavioral approaches such as checking and shutting off all electrical equipment when not in use. Environmental programs were established by Mapua to reduce the consumption of electricity and in line with of its ISO 14001:2015 Certification.

Discussion on Opportunities

The Company is still in the process of integrating approaches and identifying opportunities across all its subsidiaries.

Air Pollutants

Disclosure	Quantity	Units
NO _x	Not applicable	kg
SO _x	Not applicable	kg
Persistent organic pollutants (POPs)	Not applicable	kg
Volatile organic compounds (VOCs)	Not applicable	kg
Hazardous air pollutants (HAPs)	Not applicable	kg
Particulate matter (PM)	Not applicable	kg

Air pollution

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

IPO potential sources of air pollutants are standby generator sets. As these are for standby only, they are only used if grid power is unavailable. All generators requiring Permit to Operate (PTO) are compliant to the PTO's conditions, including NO_x and CO emissions. Compliance is met through emissions testing and quarterly submission of the Self-Monitoring Report (SMR) to DENR. Thus, air pollution is not a material topic for the Company.

Discussion on Opportunities

IPO is still in the process of integrating approaches and identifying opportunities across all schools. However, individually, the subsidiary schools such as Mapua, MCL, MCM and NTC through research and innovation can help find solutions to reduce air pollution.

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	74,769.14	kg
Reusable	0	kg
Recyclable	18,946.67	kg
Composted	0	kg
Incinerated	0	kg
Residuals/Landfilled	55,822.47	kg

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 wastes from the kitchens and cafeterias. Solid waste is a risk to both human health and the environment as a whole. 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 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. However, due to the COVID pandemic in 2020, resulting in the suspension of face to face classes and limited onsite operations in the IPO schools’ campuses, the amount of solid waste generated was significantly reduced.

Even with limited onsite operations during the COVID pandemic, solid waste management in the schools is practiced through consistent reminders on SWM, waste segregation at source, recycling programs, waste reduction programs (e.g. promotion of Bring Your Own containers/cups/utensils in order 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.

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	2,792.97	kg
Total weight of hazardous waste transported	2,792.97	kg

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 as a whole. Risks include accidental spills, deliberate releases into the environment, improper storage, and improper disposal. These risks, if unmanaged, may lead to injuries, potential fatalities, severe pollution of the environment, and potential death of flora and fauna. It also opens the Company to legal repercussions.

Hazardous wastes are a serious health and safety concern. As such, all regulations regarding hazardous waste handling, storage, transport, and treatment/disposal are observed. Majority of the hazardous wastes produced by the schools are chemical waste from the 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) are provided.

The wastes are stored in a secured, onsite hazardous waste storage room. Treatment/disposal is done via DENR-accredited hazardous waste haulers and treaters. Records are kept via the Certificate of Treatment provided by these treaters.

Discussion on Opportunities

Current protocols, procedures, and technologies used may also be assessed to see if there are ways to improve the school’s processes as to avoid or minimize the generation of hazardous waste.

Effluents

Disclosure	Quantity	Units
Total volume of water discharges ¹	73,497	Cubic meters
Percent of wastewater recycled ²	16.8%	%

1 Data from MCM, NTC, and UNC only
 2 Only MCM 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 also opens IPO to legal repercussions.

All of the schools are either connected to a centralized sewage treatment plant (STP), connected to its own septic tank, or operates its own STP. This is in compliance with DENR requirements on wastewater discharge.

MCM 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 to the permit requirements. This is accomplished through regular monitoring and preventive maintenance. MCM uses the treated wastewater for watering the landscape.

The rest of the schools are connected to the centralized sewage treatment plants (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. MCM may explore the possibility of double-piping so that the treated wastewater can be used for other purposes, such as flushing toilets.

Environmental compliance

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	#

Environmental 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

Employee data

Disclosure	Quantity	Units
Total number of employees ¹	2433	#
a. Number of female employees	1082	#
b. Number of male employees	1351	#
Attrition rate ²	8.99%	rate
Ratio of lowest paid employee against minimum wage	1.05 : 1	ratio

1 Disclosure includes direct hires (computed as permanent employees +temporary employees +new hires – turnover for 2020)

2 Attrition rate is computed as (no. of new hires – no. 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.

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%	45%	40%
PhilHealth	Y	75%	68%	32%	30%
Pag-ibig	Y	75%	68%	37%	39%
Parental leaves ¹	Y	34%	34%	14%	34%
Vacation leaves ¹	Y	63%	60%	88%	85%
Sick leaves ¹	Y	63%	60%	62%	62%
Medical benefits (aside from PhilHealth)	Y	64%	59%	38%	38%
Housing assistance (aside from Pag-ibig)	N	0%	0%	0%	0%

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
Retirement fund (aside from SSS) ²	Y	15%	9%	1%	1%
Further education support ³	Y	17%	17%	2%	1%
Company stock options	N	0%	0%	0%	0%
Telecommuting ⁴	Y	63%	54%	83%	83%
Flexible Working Hours ⁵	Y	37%	36%	65%	63%

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

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

1 Parental, vacation, and sick leaves are provided upon regularization

2 Offered by Mapua schools (MESI, MCL, MCM, MHSS), NTC, and UNC. Not offered by IPO parent company and APEC Schools.

3 Offered by MESI, MCL, MCM, NTC, and UNC. Not offered by iPeople parent company, MHSS, and APEC

4 Offered by all IPO schools due to the COVID pandemic

5 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

As a nature of its business, IPO needs highly-educated and competent faculty in order to provide the best education to its students and establish its reputation of providing quality and accessible education. Risks include delays in hiring qualified personnel and high personnel turnover. If teaching positions are left unfilled, this 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, especially in the APEC Schools. This is because the APEC Schools offer basic education and teachers are poached by public schools. To address this, APEC invests in the training of its people, including building training capacities internally so they are not dependent on external trainers. By quickly upskilling new hires, they are able to make up the gaps left by more experienced teachers.

In 2020, the COVID pandemic resulted in the reduction of personnel for the IPO schools, since some of the processes were digitized, classes were done remotely/online or converted to online processes. As a result, some job positions became redundant or obsolete. The reduction was effected either through a redundancy program 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 subsidiary schools are exploring ways to attract competent and distinguished faculty and evaluate the current employee salaries benefits to ensure that they are still competitive and at par with industry standards.

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees ¹	138,417.00	hours
a. Female employees	53,152	hours
b. Male employees	85,165	hours
Average training hours provided to employees ¹	56.89	hours/employee
a. Female employees	63.04	hours/employee
b. Male employees	49.12	hours/employee

¹ 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 in-house training for employees (Mapua). All schools have training facilities in various forms. Majority of the training in 2020 was conducted in relation to the shift to online or remote delivery of courses, including orientation and training on the use digital tools and online processes. Most of the training for 2020 was conducted online due to COVID pandemic.

Discussion on Opportunities

IPO and its subsidiary schools are constantly 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

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	20.86	%
Number of consultations conducted with employees concerning employee-related policies	As needed	#

Employee training and development**Discussion on Impacts and Risks: Where they occur, stakeholders affected, and management approach**

Within IPO, 20.86 % of employees are covered by two separate Collective Bargaining Units (unions) and are covered by two separate Collective Bargaining Agreements (CBAs). They are members of the Faculty Association of Mapua Institute of Technology (FAMIT) [faculty union] and Mapua Institute of Technology Labor Union (MITLU) [non-teaching employees' union]. Mapua is the only school with unions. 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 are able to 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

Disclosure	Quantity	Units
% of female workers in the workforce ¹	55.53%	%
% of male workers in the workforce ¹	44.47%	%
Number of employees from indigenous communities and/or vulnerable sector*	24	#

*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).

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 and UNC, as stated in the table below:

SCHOOL	ADULT EDUCATION/TRAINING
Mapua University	Basic Electrical Circuits
	PC Troubleshooting and Networking
	Python App Development
	Micro Video Lectures for ALEAP
	Basic Welding Workshop
UNC	Project Oragon - A project that focuses on literacy, arts & livelihood

IPO's CSR projects on diversity and equal opportunity cater to women and children. Education and support is given to women, to encourage them to have gainful employment or alternative means of livelihood to augment their family's income. Majority of IPO's CSR projects also focuses on child education. This is because if young members of the vulnerable sectors are supported through education early on in their lives, the probability of finishing school and seeking gainful employment increases.

Some of these projects on women education include the UNC project "Crafted to Protect: Woman's Touch" which was conducted during the COVID pandemic in UNC's partner communities, as seen in the table below:

SCHOOL	WOMEN EDUCATION/SUPPORT
UNC	Crafted to Protect: Woman's Touch. This project provided an opportunity for women sewers in the community to have an additional sources of income this time of pandemic. The cloth face masks were distributed to front liners of the UNC's adopted barangays and employees.

Other projects focused on child education which were conducted by Mapua for partner communities in Pandacan, Manila through modules and micro-video lectures to supplement classroom subjects, such as those mentioned in the table below:

SCHOOL	CHILD EDUCATION
Mapua	MATHINIK
	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

Discussion on Opportunities

IPO is currently evaluating its policies and practices to strengthen its commitment to provide equal opportunity to all, and look into 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

Disclosure	Quantity	Units
Safe Man-Hours	3,781,884	Man-hours
No. of work-related injuries	186	#
· Employees	16	#
· Students	170	#
No. of work-related fatalities	0	#
No. of work related ill-health	0	#
No. of safety drills	24	#

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. For 2020, IPO schools issued their respective Health and Safety Protocols based on IATF, CHED, DOH and DTI regulations on prevention and control of COVID-19, and ensured that such protocols were implemented across 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, however for 2020, the only scheduled drills during the months of January and February were conducted due to the COVID pandemic. 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. During the 1st part of 2020 (January and February 2020), when face to face laboratory classes were allowed, students who work with chemicals in the laboratories were oriented with proper laboratory safety procedures. They were also not allowed to work without

proper supervision and safety equipment, such as lab gowns and goggles. Certified and trained laboratory assistants were on hand to assist then and ensure the safe handling of chemicals.

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

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	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 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.

Seminars 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.

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	N	Not explicitly mentioned in the Supplier Accreditation Policy, but potential suppliers must submit copies of relevant valid environmental permits as part of the Supplier Document Checklist required for accreditation.
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 in 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. During the course of a contract with a service provider (e.g. janitorial services), their progress billing payment will not be released without proof of remittance of SSS, Philhealth, and Pag-ibig remittances for their employees deployed in YGC companies.

Discussion on Opportunities

YGC Group procurement will study the potential inclusion of ESG Policies in the accreditation questionnaire for suppliers to declare. This may be required from particular suppliers if necessary.

Relationship with Community

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)*

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

As hubs for thousands of students, faculty, and staff, IPO schools have significant impacts on the local communities around the school. The most obvious positive impact is the increased number of businesses around the schools that cater to the needs of the students (e.g. eateries, photocopying services, dormitories, etc.), that then contribute to the economic development of the area. 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 to develop traffic routing schemes to lessen the schools' impacts on the traffic situation, and work with them to ensure that traffic around the schools do not hamper or impede the flow of traffic. For 2020, the schools coordinated 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, also offered online platforms to deliver classes, distance learning modules, and fully online programs so as to diversify its offerings and to lessen the risk and burden of students to go to school especially during the COVID pandemic. Currently, Mapua, MCL, and MCM have (Learning Management Systems (LMS) that enable them to deliver online classes on a school-wide level in case students are unable to go to school for face-to-face classes. Fully online degree programs are also offered, as well as online application, examinations enrollment and the use of e-books. Other IPO schools also utilized remote learning in 2020. This has become useful in case of flood, pandemic events, and other circumstances.

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 several online and distance learning projects.

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction		
Net Promoter Score	39 ¹	No. Done internally by the school
Student Happiness Survey	3.41 ²	No. Done internally by the school

1 Net Promoter Score is based on UNC only (due to the COVID pandemic the other schools had not yet completed their customer satisfaction surveys at the time of data collection or no data is available).

2 Student Happiness Survey is based on NTC, Mapua, MCM and UNC schools as due to the COVID pandemic the other schools had not yet completed their student happiness surveys at the time of data collection and no data is available.

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. Overall, students are asked to provide evaluations of teachers and the schools' services and asked to answer the Net Promoter Score and Student Happiness surveys. The feedback from these evaluations are used to look for ways to improve the schools and develop programs and plans which address student concerns.

Discussion on Opportunities

IPO plans to continue using these methods to evaluate the schools' surveys. However, the surveys and methodologies themselves will be periodically reviewed to ensure that they provide a fair and accurate evaluation.

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

As a hub for thousands of students, faculty, and staff, IPO considers health and safety to be a top priority. Risks include the spread of diseases which may turn into 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. 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.

Health and safety protocols on the COVID pandemic were also implemented in 2020, in accordance with IATF, DOH and CHED regulations. The school clinics and their personnel are also trained on how to handle these situations and have set policies in place which augment the institutional policies on health and safety.

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. For 2020, the awareness campaigns were done online through regular postings and bulletins in websites and social media.

Discussion on Opportunities

IPO is in the process of evaluating 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, particularly for the current COVID pandemic, and to (2) improve current programs to fill in gaps in the processes.

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 Labeling

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 now with the widespread use and reach of social media. The schools' reputation is part of its marketing strength.

IPO schools each have a marketing team that double-check all marketing materials to ensure that all claims made of 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 are in the process of evaluating 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

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.

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 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 of 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 are currently evaluating its policies to ensure that they continue to secure the student and employee records, and that the policies are updated and compliant with current laws and regulations.

Data Security

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

Data security

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 2020, no incident of breach or unauthorized access was reported. This is primarily due to the strict implementation of the data security policies.

Discussion on Opportunities

IPO and its subsidiary schools are currently evaluating its policies 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.

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
Education from kindergarten to post-graduate (depending on the school)	4.3 Equal access to affordable technical, vocational, and higher education 4.B Expand higher education scholarships for developing countries 4.C Increase supply of qualified teachers in developing countries 8.6 Promote youth employment, education, or training	Inaccessible to lower-income Filipinos particularly since online or remote delivery is being implemented High quality of teacher graduates results in high demand and pay offered by public schools and abroad, which results in loss of qualified teachers for IPO	Partnerships for scholarships (government and private) Internally-funded scholarships and discounts Offer competitive pay, benefits, and incentives for teachers such as opportunity for further study, research incentives, and support for paper presentation
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

* None/Not Applicable is not an acceptable answer. For holding companies, the services and products of its subsidiaries may be disclosed.

Education

Composed of 7 schools with various campuses, IPO offers education from kindergarten to post-graduate (depending on the school). In 2020, 48,410 students were enrolled in IPO schools, from Basic Education (K+12) to post-graduate. Sixty-one percent (61%) of the students also belonged to economic segments E, D, and C2, wherein their monthly household income ranged from below ₱10,000 to ₱64,999.

To increase enrollment of lower income and high-performing students (academic), IPO provided ₱131,431,943.02 in scholarships to 4,144 students. IPO also assists students in applying for government and privately-funded scholarships. Discounts and rebates on tuition and fees were also given to students as a result to the suspension of face to face classes and shift to remote/online learning due to the COVID-19 pandemic. In 2020, the schools also provided a total of ₱4,012,632.50 in scholarships (does not include discounts, e.g. employee benefit, family discount, etc.).

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, established in 2012, 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 2020, APEC Schools enrolled at total of 10,340 students across all campuses, with 34.39%% of them belonging to segments D and E (with monthly household income of ₱24,999 and below).

IPO's achievements in graduating students that are ready for higher education and/or the workforce can be seen in the graduates' employment rate despite the COVID-19 pandemic. In 2020, IPO schools produced 9,411 graduates in senior high school, undergraduate, and post-graduate. Of these, 63% received job offers within 120 days of graduation (data from NTC, and APEC Schools only). These graduates then become productive members of society. Aside from their individual benefit of earning a higher salary vs a non-graduate, graduates contribute more to economies through direct spending and taxes.

The schools also 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.

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. However, as a result of the COVID-19 pandemic, most board examinations scheduled in 2020, except for the following examinations which were conducted prior to March 2020, have been postponed to the following year:

School	Top-Performing Courses	Board Exam Passing Rate (%)	National Average Passing Rate (%)
Mapua	Architecture	80.39	55.72
	Sanitary Engineering	100	62.38
	Mechanical Engineering	82.33	38.45
UNC	Architecture	94.1	55.72
	Law	20	27.36

Research and Development

Research and Development is a key product of the IPO schools. While R&D in itself is not an SDG goal, it underpins the success of the SDGs.

In 2020, IPO Schools spent ₱19,590,221.68 of internal university funds for R&D (amount does not include research funding received from external sources, such as government, funding agencies, etc.). Among the IPO Schools, Mapua was able published 358 research papers in ISI and/or SCOPUS-indexed journals. 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. The Universal Structural Health Evaluation and Recording (USHER) System is designed to assess and provide real time status on the structural health of buildings and other structures. The USHER system resulted from a research project funded by DOST-PCCEIIRD. A spin-off company was established under the FASTRAC project, also funded by the DOST-PCCIIRD, based on the market and technical validation of the USHER project. The Intellectual Property on the USHER system is owned by Mapua (patent is pending), which is then licensed to the spin-off company for commercialization.