

Annex A: Reporting Template

(For additional guidance on how to answer the Topics, organizations may refer to “Annex B: Topic Guide”)

Contextual Information

Company Details	
Name of Organization	AllHome Corp. (AllHome)
Location of Headquarters	AllHome Main Office Starmall Alabang, 3 rd Floor
Location of Operations	All over the Philippines
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	AllHome Corp.
Business Model, including Primary Activities, Brands, Products, and Services	Retail Industry, Home Improvement
Reporting Period	January 1, 2019 – December 31, 2019
Highest Ranking Person responsible for this report	Robirose M. Abbot, Investor Relations Head

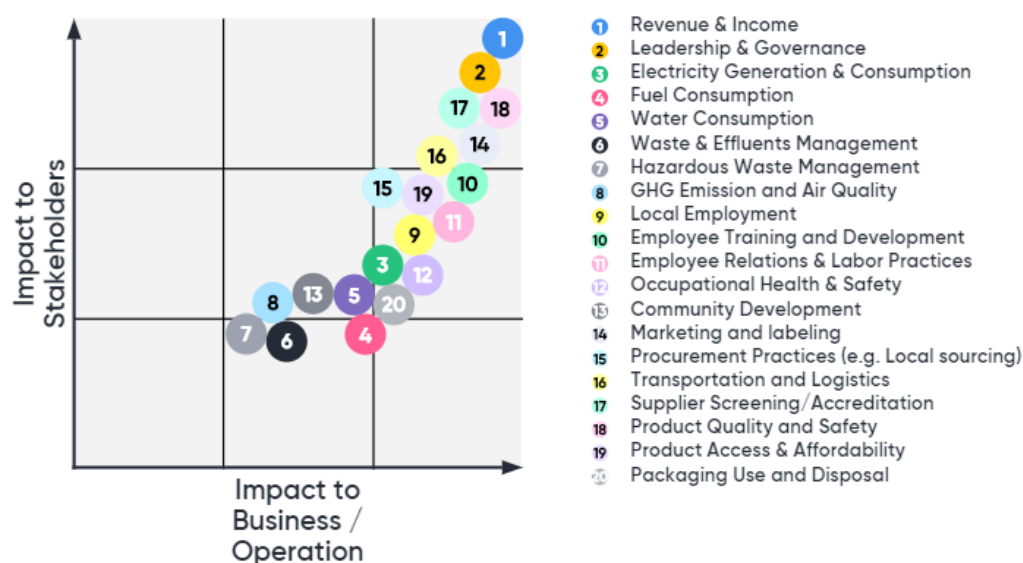
**If you are a holding company, you could have an option whether to report on the holding company only or include the subsidiaries. However, please consider the principle of materiality when defining your report boundary.*

Materiality Process

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics. ¹
<p>This report follows the Global Reporting Initiative (GRI) Standards guidelines in determining the topics material to AllHome.</p> <p>Since this is AllHome’s maiden Sustainability Report, sustainability topics material related to the Retail industry were obtained from GRI’s publication “<i>Sustainability Topic for Sectors: What do stakeholders want to know?</i>”. The topics applicable to AllHome were assessed by key managers from different departments of AllHome in terms of impact to business and impact to stakeholders through a dedicated workshop.</p> <p>The results of the workshop are shown in the materiality matrix below. HIGH criticality topics are those with high impact for both business and stakeholders, MEDIUM criticality topics are those with medium to high impact for both business and stakeholders, and LOW criticality topics are those with low impact for either business or stakeholders.</p> <p>The materiality assessment shows that AllHome puts a high value on its governance and the delivery of excellent service by ensuring the quality of products and a good supply chain. This is consistent with one of the mission statements of AllHome which is “to provide excellent service to all our stakeholders – our partners and suppliers, our employees, and most especially our customers”.</p> <p>LOW criticality topics include fuel consumption, waste & effluents management, and hazardous</p>

¹ See [GRI 102-46](#)(2016) for more guidance.

waste management since the operations and products of AllHome only have minimal emissions and do not include environmentally-hazardous products.



The table below shows the topics material to AllHome, the relevant GRI standards, and the Sustainable Development Goals (SDGs) in which these topics can contribute to. These topics constitute the scope of this Sustainability Annex.

Level of Criticality	Material Topic	Relevant GRI Standard	Contributing SDGs
High	Revenue & Income	GRI 201: Economic Performance 2016	8
	Leadership & Governance	GRI 102: General Disclosures 2016 GRI 205: Anti-corruption 2016 GRI 307: Environmental Compliance 2016 GRI 419 Socioeconomic Compliance 2016	16
	Product Quality and Safety	GRI 416: Customer Health and Safety 2016	-
	Supplier Screening/Accreditation	GRI 308: Supplier Environmental Assessment 2016 GRI 414: Supplier Social Assessment 2016	12
	Marketing and Labeling	GRI 417: Marketing & Labeling 2016	-
	Transportation and Logistics	GRI 302: Energy 2016	12
Medium	Employee Training and Development	GRI 404: Training & Education 2016	4
	Procurement Practices	GRI 204: Procurement Practices 2016	12
	Product Access and	-	

	Affordability		
	Employee Relations & Labor Practices	GRI 401: Employment 2016 GRI 402: Labor/Management Relations 2016 GRI 405: Diversity & Equal Opportunities 2016 GRI 406: Non-discrimination 2016	8
	Local Employment	GRI 202: Market Presence 2016 GRI 405: Diversity & Equal Opportunities 2016	8,1
	Electricity Consumption	GRI 302: Energy 2016	12
	Occupational Health & Safety	GRI 403: Occupational Health and Safety 2018	3
	Water Consumption	GRI 303: Water 2018	12
	Packaging Use and Disposal	GRI 306: Effluents and Waste 2016	12
	Community Development	GRI 413: Local Communities 2016	
	GHG Emission and Air Quality	GRI 305: Emissions 2016	13
Low	Fuel Consumption	GRI 302: Energy 2016	12
	Waste & Effluents Management	GRI 306: Effluents and Waste 2016	12
	Hazardous Waste Management	GRI 306: Effluents and Waste 2016	12

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)	12,060,276,883	PhP
Direct economic value distributed:		
a. Operating costs	2,069,721,185	PhP
b. Employee wages and benefits	273,159,416	PhP
c. Payments to suppliers, other operating costs	17,878,013,734	Php
d. Dividends given to stockholders and interest payments to loan providers	25,570,350	PhP
e. Taxes given to government	733,534,979	PhP
f. Investments to community (e.g. donations, CSR)	387,843	PhP

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>AllHome management takes proactive steps to ensure that sound strategic business management mechanisms are in place to maximize business opportunities, in order to benefit all its stakeholders in accordance with the principles of Transparency, Materiality, and Completeness.</p> <p>AllHome's compliance with the aforementioned principles allows it to publish accurate and reliable data and reports on its business and other financial dealings, which undergo rigorous and comprehensive auditing processes from internal and external auditors.</p>	AllHome, Employees, Investors, Business Partners, and Customers	<p>AllHome management encourages a strong culture of compliance throughout the company and its dealings, in accordance with the principles of Transparency, Materiality, and Completeness. Auditing is employed and institutionalized throughout the company via the Audit Committee.</p> <p>AllHome Audit Committee enhances the oversight capabilities of the management over the company's financial reporting, internal and external audit processes, and compliance with applicable laws and regulations among others. This approach results to consistent and fair representation of financial reports audited by one of the Top 4 audit firms in the Philippines.</p> <p>In addition to the above committee, AllHome has a dedicated</p>

		Compliance Officer to ensure the adherence of every member of the company to corporate principles and best practices.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
AllHome has an overarching Enterprise Risk Management framework that allows its leadership and management to identify risks in order to deliver optimum business gains to all stakeholders of AllHome. In terms of Financial Risks, AllHome has identified the five key risk areas to address; these are Market Risk, Interest Rate Risk, Credit Risk, Liquidity Risk, and Foreign Exchange Risk.	AllHome, Investors, Business Partners	<p>AllHome operates with a risk philosophy that focuses on making most of all business opportunities and making sure that all adverse results are reduced. This is made possible by AllHome's Enterprise Risk Management framework.</p> <p>The Enterprise Risk Management is a framework and process instituted by the company leadership designed to identify potential events that may affect AllHome and manage the risks that come with these events, and provide assurance that the business objectives of AllHome will continue to be achieved.</p> <p>The strategies to fulfill the aforementioned aims of the Enterprise Risk Management framework are codified in AllHome's Enterprise Risk Management Policy, which provides several disciplined approaches to risk in accordance with AllHome's business objectives.</p> <p>The key financial risks identified by AllHome are Market Risk, Interest Rate Risk, Credit Risk, Liquidity Risk, and Foreign Exchange Risk.</p> <p>To address the aforementioned financial risks, AllHome has employed the following risk-mitigating measures:</p>

		<ul style="list-style-type: none"> • Utilization of strategic location selection criteria for store network • Capitalizing on synergistic relationships with affiliates (i.e., access to prime locations across the country and consolidated purchases for similar product needs through Vista Land & Lifescapes Inc.; access to pool of third-party contractors or builders in the Villar Group of Companies (“Villar Group”); establish and maintain as primary captive market the residential communities by Villar Group) • Implementation of an effective cash and collection management • A sound cost and operational expenses control • Deployment of strategic and periodic merchandise buys to maximize volume discounts and logistics requirements • Efficient loan management
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>AllHome continues to benefit from its sound business strategies and risk-mitigating measures, as reflected in its year after year record of financial growth, increased revenues, and competitiveness in the market. These allow AllHome the opportunity to provide employees with more competitive compensation and benefit packages, consistent payments to suppliers, pay government taxes on time, as well as embark on new investments, enhance current investments, and fund and support different community programs.</p>	<p>AllHome, employees, business partners, government, local communities</p>	<p>The resulting financial gains of AllHome are manifested through the competitive compensation and benefits package it gives to employees together with additional incentives.</p> <p>The continued financial growth of AllHome enables it to embark on more activities under its Corporate Social Responsibility program, which helps local communities and allows them to appreciate the presence of AllHome in their locality.</p>

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Climate-related risks and opportunities²

Governance	
Disclose the organization's governance around climate related risks and opportunities	
a) Describe the board's oversight of climate-related risks and opportunities	<p>Through AllHome's Enterprise Risk Management framework, the Board of Directors has an enhanced oversight to effectively identify, monitor, assess, and manage key business risks. This framework guides the Board in pinpointing relevant business units and their risk exposures, as well as, in directing the deployment effective risk management and risk mitigation strategies to ensure that the company's business objectives are achieved.</p> <p>Under the Enterprise Risk Management framework, the Board oversees and directs the identification and implementation of risk-mitigating measures for climate-related risks and opportunities under "Risks relating to natural catastrophes".</p>
b) Describe management's role in assessing and managing climate-related risks and opportunities	<p>The Board operates using the Enterprise Risk Management Policy in order to identify key risk areas, designate key performance indicators, and direct the monitoring of these with due diligence. By doing so, AllHome is better equipped to anticipate and prepare for possible threats to its operational and financial viability.</p> <p>The Board also discusses and collaborates on the needed adjustments or expansions of policies to cover and include best practices from within and outside the company and industry to augment its mechanisms and strategies for climate-related risks and opportunities.</p>
Strategy	
Disclose the actual and potential impacts ¹⁶ of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material	
a) Describe the climate-	Within the Enterprise Risk Management framework, climate-related

² Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

related risks and opportunities the organization has identified over the short, medium, and long term	<p>risks are tackled under “Risks relating to natural catastrophes”.</p> <p>The Short-term climate-related risks that the management have identified include power outages which would require the increase use of generators.</p> <p>The Medium- and Long-term climate-related risks that the company have identified through the framework include high-intensity typhoons and flooding which can affect the supply chain, thereby disrupting store operations.</p>
b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning	Risks relating to natural catastrophes include high-intensity typhoons and floods, which impact operations by delaying supply deliveries and restocking. These can also lead to the unavailability of supplies, damages to facilities and products as well as customer traffic.
c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario	AllHome’s Enterprise Risk Management framework considers climate-related risks under the “Risks related to natural catastrophes”. To enhance the present mechanisms and measures in place, additional comprehensive measures will be included for this 2020 to respond to climate-related risk events like additional options to compensate for losses besides the procurement of insurance plans.
Risk Management Disclose how the organization identifies, assesses, and manages climate-related risks	
a) Describe the organization’s processes for identifying and assessing climate-related risks	AllHome Board together with key management personnel and other technical experts holds avenues for identifying the potential climate-related events and the risks they pose for AllHome. Through these, the management is also able to ideate and identify the appropriate risk-mitigation measures to ensure that AllHome continues to achieve its strategic business objectives.
b) Describe the organization’s processes for managing climate-related risks	The Enterprise Risk Management framework has built in control mechanisms to respond effectively in case of natural disasters. Through these, the management is able to create and deploy appropriate risk-mitigation measures to ensure that AllHome continues, and impact of climate-related risks are mitigated and well-managed.
c) Describe how processes for identifying,	Climate-related risks are accounted and considered in relation to all risk-events identified within AllHome’s Enterprise Risk

assessing, and managing climate-related risks are integrated into the organization's overall risk management	Management framework. The identification, planning, implementation, monitoring, and evaluation of all climate-related risks are specifically governed within the clause of "Risks related to natural catastrophes." This 2020, AllHome will be adding more comprehensive set of strategies to address climate-related risks.
Metrics and Targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material	
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	In line with AllHome's strategies and risk management process for climate-related risks, it keeps track of the total number of hours for generator use due to power outages. The company anticipates that effects of typhoons and threats of flooding to its stores and their respective locations by closely monitoring the rainfall and flooding alerts issued by pertinent government agencies such as PAGASA-DOST.
b) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	As the Philippines' first "one-stop shop" home improvement retailer, climate-related risks are taken into account in our product and service offerings. As such, every AllHome store and facility are designed to adapt to the challenges posed by climate-related events such as typhoons and flooding.

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	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
AllHome is the first "one-stop shop" home improvement retailer in the Philippines. AllHome was founded with the Filipino homeowners and builders as the primary market. As such, AllHome sources all its products from Philippine-based companies who specialize in construction, interior	AllHome	AllHome recognizes that some products may not be readily available among the pool of its suppliers in the Philippines. However, AllHome places preference in patronizing Philippine-made products and sourcing from local suppliers. To be able to do both, AllHome avails its imported

design, and other home-building and home-improving products.		products by coursing them through local importers and/or consolidators.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
<p>The home improvement market in the Philippines remains a vast source of untapped, potential revenue and innovation for the construction industry. As AllHome places importance in sourcing products from local suppliers, one of the challenges and risk-events that the company has identified is the possible lack of some local suppliers to produce the required quantity, quality, and novelty that AllHome requires.</p> <p>Another risk-event that AllHome has identified is the challenge of redundancy when it comes to product offerings since competitors have a high likelihood of offering the same products the same as AllHome. This falls under “Risks relating to competition” under our Enterprise Risk Management framework.</p>	AllHome, suppliers	AllHome operates using the Enterprise Risk Management framework. The supply risk that AllHome has identified is found under “Risks relating to competition” and “Operational Risks”. To respond to risk events posed by these risks, AllHome ensures that it has a diverse set of suppliers for each product category, with a mix of foreign and local manufacturers. In addition to these and to make its risk-mitigation approach more robust, AllHome also develops its own in-house brands to ensure product differentiation against its competitors.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
AllHome is the Philippines first and only “one-stop shop’ home-improvement retailer, and as such, it has continuously embarked on continuous improvements and expansion plans to live up to its name. Since the Philippine home-improvement market is filled with new demands and tastes from a younger, millennial population, AllHome can increase its competitive advantage by providing more options fitted to the aforementioned buyers and	AllHome, suppliers	AllHome is a company built upon innovation and a competitive spirit, as such, it continues to pursue its vision of being “the top-of-mind choice of Architects, Builders, Contractors, Designers, and Engineers (ABCDE) for ALL the products and ALL the services they need, ALL in one convenient location; a true home improvement one-stop shop made for home buyers and home builders alike.”

customers.		One of the ways that AllHome does is through the efforts of the Merchandising Team which works in tandem with various Product Category heads to be always on lookout for new and innovative products and designs available both locally and internationally.
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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	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of directors and management that have received anti-corruption training	100	%
Percentage of employees that have received anti-corruption training	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
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<p>Honesty is one of the corporate values of AllHome while Transparency serves as the cornerstone of its Corporate Governance. In line with these, the management has taken proactive steps to ensure that AllHome's relevant stakeholders are provided with a comprehensive and up-to-date communications and trainings on AllHome's anti-corruption policies and procedures.</p>	<p>AllHome, Business Partners, Investors</p>	<p>AllHome places high importance in the value of Honesty as one of the corporate values of every member of AllHome, and such aims to cultivate a workplace where all stakeholders and their dealings are marked by Transparency.</p> <p>The management believes that with a strong culture of Transparency in place for AllHome's internal workings, the mismanagement of AllHome and the misappropriation of its assets will be avoided as part of its corporate governance, specifically on Disclosure and Transparency.</p> <p>AllHome has several transparency and anti-corruption policies in place, which are codified within its Code of Business Conduct & Ethics:</p> <ul style="list-style-type: none"> • Conflict of Interest Policy – directors and employees must avoid situations where conflict of interest might occur • Insider Trading and Related Party Transactions Policy – all material information shall be publicly disclosed to promote transparency • Policy relating to Health, Safety and Welfare of Employees, including Company-sponsored Trainings – employees are not allowed to accept/give bribes to government entities, political parties, or business partners • Whistle-blowing Policy – any member or employee of AllHome may discuss or disclose in writing any form of potential violation of the company policies
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What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
In accordance with AllHome Enterprise Risk Management framework, it has identified risk-events such as data corruption and breach of confidentiality, loss of trust and good relationship with investors, employees and the public, increased costs due to manipulation of company resources, delayed and disrupted operations, and other regulatory threats.	AllHome	<p>In order to ensure that the principles of Transparency, Confidentiality, Trust, and Security are firmly observed, AllHome management has instituted that all New Hires are trained on anti-corruption policies as well as on the Company's Code of Business Conduct and Ethics during their employee orientation.</p> <p>Long-time employees, on the other hand, are required to undergo a refresher on the aforementioned company policies during their annual employee evaluation, while more senior employees are specially trained on these topics in accordance with the regulatory requirement.</p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
AllHome continues to do everything to ensure that its present policies ensure the confidentiality and security of information, transparency in the company's internal workings, and the proper management of operations and company assets. In this regard, AllHome is currently embarking on developing further its strategy to detect, prevent, and deter corruption within AllHome and throughout its dealings.	AllHome, Business Partners	AllHome strictly abides by its Code of Business Conduct & Ethics and as such, has already taken steps to make sure that its anti-corruption policies are introduced to suppliers and business partners before contract signing and the finalization of deals.

Incidents of Corruption

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	N/A	%
Number of incidents in which employees were dismissed or disciplined for corruption	N/A	%
Number of incidents when contracts with business partners were	N/A	%

terminated due to incidents of corruption		
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What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
There is no impact since there were no incidents of corruption during 2019.		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
AllHome is primarily engaged in buying, selling, distributing, marketing, at wholesale and retail, of all kinds of goods, commodities, wares and merchandise of every kind and description in the home-construction and home-improvement markets. This makes AllHome's operations heavy on procurement and selling transactions which are historically susceptible to corruption issues.	AllHome	<p>AllHome has a robust Code of Business Conduct & Ethics as part of its measures to encourage and institutionalize Transparency throughout its corporate governance. Hence, the company conducts compliance self-tests and internal audits to mitigate its operational risks. In addition to this, the Audit Committee together with the Compliance Officer ensures that processes and procedures are in place so that members of the company and every deals made by the company adhere to statutory laws and regulations.</p> <p>For cases of policy violations, any director, officer, manager, or employee may discuss or disclose in writing any concern or potential violation of national laws and company policies and procedures, without fear of retaliation as indicated by the AllHome Whistle-blower Policy.</p>
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
There is no significant opportunity identified.		

ENVIRONMENT

Resource Management

Energy consumption within the organization

Disclosure	Quantity	Units
Energy consumption (renewable sources)	N/A	GJ
Energy consumption (gasoline)	24,614	GJ
Energy consumption (LPG)	N/A	GJ
Energy consumption (diesel)	N/A	GJ
Energy consumption (electricity)	23,107	MWh

Reduction of energy consumption*

Disclosure	Quantity	Units
Energy consumption (renewable sources)	N/A	GJ
Energy consumption (gasoline)	N/A	GJ
Energy consumption (LPG)	N/A	GJ
Energy consumption (diesel)	N/A	GJ
Energy consumption (electricity)	N/A	kWh

*There is no available data for the year-on-year comparison of energy consumption since this is AllHome's maiden sustainability report.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
The business model of AllHome relies heavily on electric and on fuels such as gasoline. As a network of stores in different locations and with varying sizes all over the Philippines, AllHome's energy usage are utilized to power and maintain its generator sets, vehicles, and electricity-powered installations as part of its stores.	AllHome	<p>Since this is the maiden Sustainability Report of AllHome, the reduction of energy consumption has not been measured yet. Nevertheless, AllHome has the following energy-saving initiatives in place:</p> <ul style="list-style-type: none"> • using energy-efficient lighting and equipment • optimization of store lighting in all areas based on operational needs • regular preventive maintenance of equipment (air conditioning units, elevators, escalators, generator sets) • turning off devices and equipment when not in use

What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
The Enterprise Risk Management framework of AllHome identifies power interruptions as one of its main risk-events. In situations of prolonged power interruptions brought about by natural catastrophes such as intense typhoons and extreme flooding, the fuel consumption of AllHome may be affected due to the increased usage of generator sets to maintain and support business operations.	AllHome	AllHome makes sure that fuel wastage is mitigated or prevented. To do this, AllHome conducts a regular preventive maintenance of its generator sets to guarantee maximum fuel efficiency.
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
AllHome keeps up with the latest best practices for sustainable businesses and as such identified the utilization and maximization of natural lighting during daytime to lessen its electricity consumption. This also allows AllHome to become an environmentally-friendly enterprise.	AllHome	The branches of AllBuilders, AllHome's depot-type stores, were designed to accommodate natural lighting through the ceiling. This lessens the number of lights needed during daytime. In addition to this, all facilities of AllHome utilize energy efficient lighting fixtures and equipment.

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	N/A	Cubic meters
Water consumption	42,434	Cubic meters
Water recycled and reused	N/A	Cubic meters

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Water consumption has minimal impact on AllHome since its water usage is mainly for domestic use.		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
There is no significant risk identified.		

What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
There is no significant opportunity identified.		

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume	N/A	
a. renewable	N/A	kg/liters
b. non-renewable	N/A	kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	N/A	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
N/A		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A		

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

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A	
Habitats protected or restored	N/A	ha
IUCN ³ Red List species and national conservation list species with habitats in areas affected by operations	N/A	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
N/A		

³ International Union for Conservation of Nature

What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A		

Environmental Impact Management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	1,668	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions	16,457	Tonnes CO ₂ e
Emission of ozone-depleting substances (ODS)	N/A	Tonnes CO ₂ e

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
The business model of AllHome relies heavily on electric and fuels such as gasoline. As a network of stores in different locations and with varying sizes all over the Philippines, AllHome's energy usage are utilized to power and maintain its operations via generator sets, vehicles, and electricity-powered installations as part of its stores. Hence, the Greenhouse Gases (GHG) coming from AllHome are limited to its vehicles, generator sets, and electricity use.	AllHome	<p>Since this is the maiden Sustainability Report of AllHome, GHG emissions resulting from its energy consumption has not been measured yet.</p> <p>AllHome has energy-saving initiatives in place like using energy-efficient lighting and equipment and turning off devices and equipment when not in use, helps the company minimizes GHG emissions.</p>
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
There is no significant risk identified.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
There is no significant opportunity identified.		

Air Pollutants

Disclosure	Quantity	Units
NO _x	N/A	kg
SO _x	N/A	kg
Persistent organic pollutants (POPs)	N/A	kg
Volatile organic compounds (VOCs)	N/A	kg
Hazardous air pollutants (HAPs)	N/A	kg
Particulate Matter (PM)	N/A	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
AllHome's operations do not have significant emissions since it is in the retail industry.		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A		

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated		
Reusable	N/A	kg
Recyclable	2.4	tons
Composted	N/A	kg
Incinerated	N/A	kg
Residuals/Landfilled	N/A	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
AllHome is primarily engaged in buying, selling, distributing, marketing, at wholesale and retail, of all kinds of goods, commodities, wares, and merchandise of every kind and description for home-	AllHome	As an expansive business network across the Philippines with heavy reliance on carton usage, AllHome has an instituted waste segregation policy and program in place. The company also identifies recyclable

construction and home-improvement. As such, these products come with carton packaging, which has generated 2.4 tons of carton waste.		materials for sale or re-use. For the rest of the waste generated by the company's operations, third-party hauler services are contracted for further waste collection.
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
There is no significant risk identified.		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
<p>AllHome is a company concerned about the sustainability of its enterprise operations both in the industry and in the communities where it operates. It recognizes that the protection and conservation of the environment is vital to the longevity of its business.</p> <p>AllHome is conscious that continued reliance on plastic plastics (such as for packaging purposes) have adverse effects on the environment. As such, as a responsible business enterprise, AllHome will take progressive steps to significantly reduce the plastic waste generated by its operations.</p>	Customers, Local Communities	The management of AllHome has identified approaches for the progressive elimination of plastic usage in all its store operations nationwide, which are to be implemented this 2020. In addition to this, AllHome supports the policies and efforts of local government units to ban single-use plastics by encouraging its customers to use reusable bags upon bagging their purchases.

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated	N/A	kg
Total weight of hazardous waste transported	N/A	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
The Company does not handle its hazardous waste since the Malls and its branches are responsible for the management of hazardous waste.		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A		

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	N/A	Cubic meters
Percent of wastewater recycled	N/A	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
N/A		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A		

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	N/A	Php
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	N/A	#
No. of cases resolved through dispute resolution mechanism	N/A	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
N/A		
What are the Risk/s Identified?	Which stakeholders are affected?	Management Approach
N/A		
What are the Opportunity/ies Identified?	Which stakeholders are affected?	Management Approach
N/A		

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee Data

Disclosure	Quantity	Units
Total number of employees ⁴		
a. Number of female employees	272	#
b. Number of male employees	254	#
Attrition rate ⁵	Refer to management approach (risk)	rate
Ratio of lowest paid employee against minimum wage	1:1 (Mega Manila) 7:5 (Luzon and Visayas) 3:1 (Mindanao)	ratio

Employee Benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	100	100
PhilHealth	Y	100	100
Pag-ibig	Y	100	100
Parental leaves	Y	5	1
Vacation leaves	Y	64	60
Sick leaves	Y	38	59
Medical Benefits (aside from PhilHealth)	Y	100	100
Housing assistance (aside from Pag-ibig)	N	N/A	N/A
Retirement fund (aside from SSS)	Y	1	1
Further education support	N	N/A	N/A
Company stock options	N	N/A	N/A
Telecommuting	Y	19	15
Flexible-working Hours	N	N/A	N/A
(Others)			

⁴ Employees are individuals who are in an employment relationship with the organization, according to national law or its application (GRI Standards 2016 Glossary)

⁵ Attrition rate = (no. of new hires – no. of turnover)/(average of total no. of employees of previous year and total no. of employees of current year)

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>Part of AllHome's mission is "to provide excellent service to all our stakeholders", which includes all company employees nationwide. In accordance with this objective, AllHome has set in place a competitive compensation and benefits package for all its employees.</p>	<p>AllHome strictly adheres to the policies of the Department of Labor and Employment (DOLE). The entry-level salary provided by AllHome is at the same level with the minimum wage of Mega Manila, and is higher for Luzon, Visayas, and Mindanao. Aside from government-mandated benefits, AllHome also provides additional leave entitlement to regular employees, medical programs, and communication allowance.</p>
What are the Risk/s Identified?	Management Approach
<p>Since its incorporation in 2013, AllHome has continued to aggressively expand its network of "one-stop shop" home improvement retail stores in Luzon, Visayas, and Mindanao. From 23 stores in 2018, AllHome stores have grown to 45 stores in 2019.</p> <p>The aggressive and successful expansion of AllHome has increased its employee base. In 2019, 46% of its employees are new hires. This expansion has also resulted to an attrition rate of 33%. The threat of attrition has been identified as one of the company's Operational Risks as set down in its Enterprise Risk Management framework.</p>	<p>AllHome's corporate values include having a Competitive Spirit. AllHome recognizes the value of its employees and aims to ensure that all employees are high-performing and motivated to stay through different career longevity programs and retention policies which includes, but is not limited to the following:</p> <ul style="list-style-type: none"> • Competitive salary and compensation packages • Good, comfortable, and proper work environment and culture • Quarterly bonding for each department • Annual team-building sessions • Equal and fair opportunities and performance evaluation • Training and development sessions <p>To mitigate Operational Risks relating to our workforce, the Enterprise Risk Management framework includes audits and educational trainings for personnel throughout its stores to ensure that every member of the company knows and adheres to its policies.</p>
What are the Opportunity/ies Identified?	Management Approach

The continued expansion of AllHome has also resulted in continued growth in its revenues. Hence, AllHome continues to provide ways for its employees to enjoy perks, rewards, and incentives exclusive to AllHome employees.	As part of the career longevity and retention program of AllHome, it has instituted its rewards and incentives program by recognizing and rewarding employees through its Loyalty Awardee Program, giving local and foreign travels, and competitive salary increases based on performance evaluation.
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Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	2,000	hours
b. Male employees	2,746	hours
Average training hours provided to employees		
a. Female employees	7	hours/employee
b. Male employees	11	hours/employee

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
AllHome employs a large number of employees in its stores and in connection with its other operations. The success of AllHome depends on its ability to hire, retain and educate an effective workforce with the requisite skills and knowledge to serve its customers. Thus, it needs to provide proper and adequate training and development programs for its employees.	AllHome provides internal and external trainings to its employees. These focus on technical and behavioral programs. Trainings are provided based on the result of in-house audits, customer feedbacks, and store assessment of its workforce vis-à-vis store standards. These are also done in preparation for the employees' career advancement in the company.
What are the Risk/s Identified?	Management Approach
Failure to maintain a qualified workforce would impair the AllHome's ability to compete effectively in its target markets, provide high-quality customer service, open new stores, and execute its business strategy.	<p>AllHome provides regular trainings to its employees. This also includes a partnership with its third-party manpower providers. Their workers and employees also benefit from the Training Academy's basic training programs such as Customer Service, Product Proficiency Trainings, Retail Salesmanship, and company briefings.</p> <p>Trainings for both organic and inorganic employees ensure that AllHome maintains a qualified workforce and is able to operate effectively.</p>
What are the Opportunity/ies Identified?	Management Approach

AllHome considers regular performance evaluation to improve its employees' performance.	AllHome conducts an annual evaluation performance for each employee, using standards in evaluation from improvement of skills, work performance and adherence to corporate values.
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Labor-Management Relations

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
AllHome currently does not have any collective bargaining agreement with any employee and none of its employees belong to a union.	Nevertheless, it encourages the participation of employees through suggestion schemes wherein unique ideas are welcome and appreciated. Their involvement helps in making the organization a better workplace.
What are the Risk/s Identified?	Management Approach
AllHome recognizes the need for employees to have a clear and safe grievance mechanism in order to maintain a good and collaborative working environment.	<p>It makes sure to establish a clear framework in addressing grievances in the workplace through an established internal procedure for complaints. Such grievances are dealt with promptly, fairly and in accordance with the company policies.</p> <p>Common issues raised by employees in 2019 were regarding training and facility management. AllHome addressed these through the establishment of the Training Academy with proper assessment and analysis of trainings conducted, and through the establishment of stricter controls and procedure during inspection, handling, and maintenance.</p>
What are the Opportunity/ies Identified?	Management Approach
AllHome encourages employee participation in the realization of its goals and objectives. This provides an opportunity for the improvement of its products and services.	<p>Part of the culture of AllHome is to conduct an Annual Values Session activity wherein all voices of employees shall be heard. The summary of employee's concerns, thoughts and recommendations shall be part of Management decision making.</p> <p>AllHome also implements "It's time to K.I.S.S. (Keep it Simple and Straightforward) Program", a program which allows employees to suggest ways to simplify the current methods and practices of AllHome. Employees that provide the best ideas are recognized and rewarded by the Chairman, and</p>

	the suggested improvements are implemented.
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Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of females in the workforce	52	%
% of males in the workforce	48	%
Number of employees from indigenous communities and/or vulnerable sector*	N/A	#

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
AllHome is a company which actively promotes and practices equal employment opportunities. The 2019 audit of the AllHome's workforce shows a 1:1 ratio for female and male employees, which serves as a testament to its commitment for equality for all who wish to work at AllHome.	<p>In accordance with the policies of the Department of Labor and Employment (DOLE), AllHome has an institutionalized a Non-discrimination Policy in its recruitment and hiring process. No applicant is discriminated or preferred on the basis of gender, age, disability, educational attainment, race, and religion.</p> <p>Gender Equality evident in the employee composition of AllHome. Besides having a 1:1 ratio for female and male employees, the proportion of male and female in higher company positions is closer at a ratio of 3:2. In 2019, there were 294 male managers and 193 female managers as well as AllHome being led by a female CEO.</p>
What are the Risk/s Identified?	Management Approach
There is no significant risk identified.	
What are the Opportunity/ies Identified?	Management Approach
There are currently 45 AllHome stores throughout Mega Manila, Luzon, Visayas, and Mindanao. This expansive network of stores across the Philippines allows AllHome to provide more opportunities for employment for	AllHome strictly complies with the directives of the Department of Labor and Employment (DOLE) as well as its own corporate policies to practice fair and equal employment opportunities by providing accessible and diverse options for

the local communities around its branches.	<p>applicants.</p> <p>Interested individuals may file their job applications online, on-ground, and on site. AllHome prioritizes applicants from the local communities within the vicinity of its stores before considering applicants from other locations. Through these approaches, AllHome ensures that its employee base is diverse in terms of culture, religion, ethnicity, and socioeconomic backgrounds.</p>
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Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	756,288*	Man-hours
No. of work-related injuries & ill-health	15	#
No. of work-related fatalities	0	#
No. of work-related ill-health		#
No. of safety drills	2**	#

*Safe man-hours are equal to AllHome's total man-hours for 2019. It does not track safe man-hours since its operations do not pose high risks or hazards to its employees.

**Drills conducted by AllHome for stand-alone stores. Employees in mall and small stores have undergone safety drills covered by the Malls they are located in.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
AllHome's operations require employees to be involved in the transportation and installation of home improvement fixtures in the structures of its customers as well as in its facilities. As such, the company has put its Occupational Health and Safety Management in place.	AllHome employs safety personnel who have each undergone the mandatory trainings on basic occupational safety and health for safety officers as prescribed by the Department of Labor and Employment (DOLE). These safety personnel are responsible to ensure the occupational safety and health programs as mandated by DOLE is duly followed and enforced in all AllHome stores nationwide.
What are the Risk/s Identified?	Management Approach

The Enterprise Risk Management enterprise guidelines on Operational Risks does not identify any major risks in terms of occupational health and safety. Risk-events that have been identified through the framework include minor occupational injuries such as falls and slips.	<p>AllHome employees are informed during company-mandated trainings about the safety procedures and standards they should observe at all times to promote physical safety as well as awareness of merchandising safety standards.</p> <p>Comprehensive job safety instructions are also provided to employees to inform them of the health risks involved, preventive measures, and steps to take in case of emergency.</p> <p>Every department is also equipped with a first aid kit and a person-in-charge in case of emergency. This person is professionally trained and certified by the Philippine Red Cross on basic emergency, disaster preparedness, basic occupational safety, and first aid.</p>
What are the Opportunity/ies Identified?	Management Approach
There is no significant opportunity identified.	

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	N/A
Child labor	N	N/A
Human Rights	Y	AllHome has adopted and based its human rights policy against sexual harassment on the definition of sexual harassment set forth in Section 3 of R.A. 7877. It provides that sexual harassment in the workplace is committed by an employer, employee, manager, supervisor, agent of the employer, or any other person who, having authority, influence or moral ascendancy over another in a work environment, demands, requires or otherwise requires any sexual favor from the other, regardless of whether the demand, requests or requirement for submission is accepted by the object of said act.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>AllHome ensures that its employees' human rights are protected. It has policies to prevent discrimination and allow grievances through its Whistle-blowing and Open Door policies. AllHome strictly adheres and conducts due process for cases of policy violations.</p>	<p>AllHome has created and implement a comprehensive Code of Business Conduct and Ethics to address violations, grievances, and ensure that transparency and proper conduct are consistently observed within the company and for all its dealings.</p> <p>AllHome has institutionalized that the company's Non-discrimination Policy is discussed during the new employee orientation.</p> <p>As a company employing people from diverse backgrounds across its 45 locations nationwide, employees are encouraged to respect differences in all aspects. Complaints on discrimination are acted on promptly with utmost confidentiality. Prevention and remedial actions are done after the investigations to prevent repeat incidents.</p> <p>For grievances, the Management gives everyone the opportunity to raise out their concerns with the assurance that it will be treated fairly and with utmost confidentiality. Employees who will air their grievances and report possible violations are protected through its Whistle-blowing policy.</p> <p>For cases of policy violations, AllHome has a procedural due process depending on the gravity of the offense. For just causes of termination of employment, due process comprises of the twin notice rule - that is to give the concerned employee a written notice as to the cause or basis on which his impending dismissal rests and reasonable opportunity to address the same.</p>
What are the Risk/s Identified?	Management Approach

The Enterprise Risk Management framework of AllHome identifies that non-compliance to labor laws and human rights puts the company at risk of being penalized with infringement of labor laws and court charges. In addition to this, grave human rights violation can affect the AllHome's reputation in the market and general public as indicated under "Risks relating to the Company's reputation".	To eliminate or mitigate the risks posed by possible instances of human rights violation and harassment in the workplace, AllHome proactively informs employees on the policies and procedures which are also in line with the country's labor laws.
What are the Opportunity/ies Identified?	Management Approach
There is no significant opportunity identified.	

Supply Chain Management

Do you have a supplier accreditation policy? If yes, please attach the policy or link to the policy:

Yes

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the company policy
Environmental performance	Y	Under its "Conduct of Business and Fair Dealings" policy, AllHome requires potential suppliers to provide information on their environmental performance such as safe operations in its facilities and offices. It also conducts a site inspection to verify the suppliers' claims. These are all required in the suppliers' accreditation.
Forced labor	Y	AllHome requires potential suppliers to provide information on its manpower. It also performs a background check to verify the details. These measures are done in accordance with the company's provision on the "Conduct of Business and Fair Dealings".
Child labor	Y	
Human Rights	Y	
Bribery and corruption	Y	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
As part of the retail industry which relies heavily on the procurement and transport of goods, AllHome puts great efforts in choosing its suppliers. The quality of the brands and products being sold would also reflect on the company's performance. This risk event has	Since its establishment, AllHome has established a stringent set of criteria for supplier selection. This is based on the brands and products that suppliers carry. AllHome places high premium on the quality and novelty of products as well as the capacity and capabilities of suppliers to deliver the

been identified within “Risks relating to the Company’s reputation” under the AllHome Enterprise Risk Management framework.	company’s product requirements. Suppliers are vetted, chosen, and accredited based on customer preference, product quality, profit margin, after-sales service, marketing support, and incentive program.
What are the Risk/s Identified?	Management Approach
The risks identified by the AllHome Enterprise Risk Management framework involves delivery delays in the company’s supply chain, security of products during transport, and supply availability. Any disruption could negatively impact its financial performance or financial condition as identified under Operational risks.	<p>In order to mitigate risks, AllHome employs a strict auditing mechanisms and processes for all its suppliers.</p> <p>New suppliers undergo a strict audit process before AllHome includes their products in its stores. Suppliers are required to conform to the standards set out in the terms of the contract. These standards include a commitment to timely and reliable delivery of products, meeting the required specifications, and adherence to relevant laws and regulations.</p> <p>In addition, prior to the delivery or display of the products in its stores, quality control teams conduct a sample check of the products by visual inspection. AllHome also does not rely on any single supplier as it maintains a wide network of suppliers. This ensures a robust source and network of suppliers that can respond to any supply-related challenges.</p> <p>As the home improvement industry is susceptible to changes in the market trends and customers preferences, it strives to continuously source new products. Inventory is also ordered in bulk to make way for allowance for supply chain disruptions as well as maximize volume discounts. This risk concern is addressed under the “Risks relating to specific target markets”.</p>
What are the Opportunity/ies Identified?	Management Approach
Since AllHome is a company that champions business and environmental sustainability, it has encouraged its suppliers to adapt sustainability as part of their mechanisms and processes.	Strict measures are embedded in the suppliers accreditation process as outlined in AllHome’s Code of Business Conduct and Ethics, which includes financial and operational capability as part of the metrics for accrediting a supplier.

	AllHome Merchandising Group also conducts a quarterly review of the suppliers' performance to see if AllHome will renew their annual contract.
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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)
N/A	N/A	N/A	N/A	N/A	N/A

**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).*

For operations that are affecting Indigenous People indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certificate Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available: N/A

Certificates	Quantity	Units
FPIC process is still undergoing	N/A	#
CP secured	N/A	#

What are the Risk/s Identified?	Management Approach
There is no significant risk identified since AllHome's operations do not have a major impact to local communities.	
What are the Opportunity/ies Identified?	Management Approach

<p>AllHome has always been mindful of the communities where its 45 stores are located nationwide. Aside from sourcing and hiring talents within the vicinity of their respective locations, these have also paved the way for AllHome to give back and benefit communities.</p>	<p>AllHome has AllHome Builds Program, a program which aims to promote sustainable lifestyle to all its stakeholders. If the need arises, the engagement and interaction between AllHome and its local communities increase in frequency.</p> <p>As of 2019, it has conducted activities during special occasions and conducts follow-up visits to ensure the improvement of the local communities.</p> <p>Being a member of the Villar Group, AllHome is also associated with the Villar Sipag program and projects, such as nutrition caravan, medical and dental missions, river rehabilitation programs, and various livelihood programs.</p>
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Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study? (Y/N)
Customer Satisfaction	8.7/10	N

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
<p>AllHome was able to deliver Satisfactory Service to its customers, evidenced by the results of its Customer Satisfaction Survey (CSat) for 2019. The CSat Surveys are conducted quarterly by the company's Market Research Team.</p>	<p>AllHome was able to satisfy its customers due to its innovative and consistently high quality approach towards its business and stakeholders:</p> <ul style="list-style-type: none"> Customer Experience – AllHome provides a complete shopping experience for Architects, Builders, Contractors, Designers, and Engineers. It is the Philippines' first one-stop shop for all home improvement needs, which offers all seven (7) categories of home-related/improvement merchandise under one roof. Product and Service offerings – AllHome provides a variety of merchandise to choose from. It also offers AllHome exclusives (its in-house brands), customizable furniture, free

	<p>interior design, and hassle-free delivery.</p> <ul style="list-style-type: none"> Co-located Retail Ecosystem – AllHome stores are located together with other retail stores under the AllValue group (i.e., coffee shop, supermarket grocery, restaurants). This provides the customers an enhanced shopping experience that also caters to their needs other than home-related/improvement. <p>All these make AllHome an innovative retail company.</p>
What are the Risk/s Identified?	Management Approach
AllHome has identified no significant risk on Customer Satisfaction other than three major concerns from customers regarding pricing of products, poor customer service, and limited product or brand choices. These topics were identified by only 4-16% of all respondents.	The AllHome responded to the top three customer negative concerns through the calibration of its product offerings, such as sourcing of missing products, replacement of supplier of defective items, and looking for new products that would interest the market.
What are the Opportunity/ies Identified?	Management Approach
AllHome will continue to employ CSat as a way to identify more opportunities for improvement.	Continuous feedback and improvement is an integral part of AllHome. Through the CSat, the company is able to include new value-added services, such as furniture assembly and water heater installation, which has been identified based on customer demand.

Health and Safety

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

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

What is the impact and where does it occur? What is the organization's involvement in the	Management Approach
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impact?	
There is no significant Health and Safety impact to AllHome since there was no substantiated complaint on product or service health and safety for 2019.	<p>AllHome is committed to maintain a safe shopping and working environment for customers and employees. Its employees are trained on safety procedures and standards to promote physical safety and ensure awareness of safety standards in cases of emergency.</p> <p>AllHome's product offerings have labels on their safe use, as provided by their respective brands. Aside from this, AllHome provides demos on the correct operation and use of the products. It also provides furniture assembly services that eliminate the risk of wrong assembly by customers which might lead to accidents.</p>
What are the Risk/s Identified?	Management Approach
There is no significant risk identified.	
What are the Opportunity/ies Identified?	Management Approach
There is no significant opportunity identified.	

Marketing and Labelling

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

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
There is no significant Marketing and Labelling impact to AllHome since there was no substantiated complaint on marketing and labeling for 2019.	<p>Through its comprehensive Code of Business Conduct and Ethics, AllHome is able to continue to employ marketing strategies that do not incur any risk event.</p> <p>AllHome uses mixed marketing strategies, such as: social media, partnerships with influencers, banners, billboards, flyers, print ads, LED walls, radio, online advertising, and in-store advertising.</p>

	The aforementioned strategies are used to promote AllHome's seasonal catalog, seasonal and major Sale events, exhibits, and Store events or demos. All promos go through the Department of Trade and Industry (DTI) for the necessary permits and a third-party agency is contracted for the production, delivery, and installation of the aforementioned marketing strategies.
What are the Risk/s Identified?	Management Approach
There is no significant risk identified.	
What are the Opportunity/ies Identified?	Management Approach
There is no significant opportunity identified.	

Customer privacy

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

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
There is no identified Customer Privacy impact to AllHome since there is no substantiated complaint on customer privacy for 2019.	AllHome strictly operates with a strict data security and information security in accordance with the Data Privacy Act (DPA). AllHome has established proper control and measures to protect customer data regarding its collection, handling, use, sharing, processing, disposal or storage, especially sensitive and critical ones.
What are the Risk/s Identified?	Management Approach
One of the risk events identified through the Enterprise Risk Management framework is that AllHome needs access to some of its client's information during the conduct of transactions.	AllHome ensures that all its forms, especially the ones requiring sensitive information from customers, has a data privacy consent clause stating that the information gathered will only be used for the stated purpose in the form.

	<p>Upon access to AllHome's website, customers are asked for their consent to share their cookies in order to present products matching their preferences.</p> <p>AllHome ensures that all user information and behavior are only used for the stated purpose and are protected in accordance with existing data privacy and cybersecurity laws.</p>
What are the Opportunity/ies Identified?	Management Approach
There is no significant opportunity identified.	

Data Security

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

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
There is no significant Data Security impact to AllHome since there was no data breach that happened in 2019.	AllHome takes the issue of data security seriously. Its processes are in line with the DPA and its Data Privacy Officer regularly attends training and seminars accredited and organized by the National Privacy Commission.
What are the Risk/s Identified?	Management Approach
Using the AllHome Enterprise Risk Management framework, the management has identified potential risks on data security like data breaches, leaks, thefts, and losses of data.	<p>Aside from strict adherence and compliance of existing Data Privacy and Cybersecurity laws, AllHome conducts regular inspections regarding policy form inclusion, physical and electronic storage of data, and processing and disposal of data.</p> <p>AllHome adopts a proactive stance towards data security and privacy. It continues to take steps to ensure that controls on data security are established properly and are regularly updated in preparation for possible data security threats.</p>

What are the Opportunity/ies Identified?	Management Approach
There is no significant opportunity identified.	

UN SUSTAINABLE DEVELOPMENT GOALS

Product of 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
Construction materials Hardware Tiles and sanitary ware	<p>#8 Decent Work and Economic Growth</p> <ul style="list-style-type: none"> Retail trade promotes economic growth through wide-sourcing of supplies from different local suppliers and establishment of an expansive retail network across the country which translates to job creation and employment opportunities for people living in different communities around AllHome stores. <p>#9 Industry, Innovation, and Infrastructure</p> <ul style="list-style-type: none"> Construction materials, hardware, tiles, and sanitary wares are intermediate and end products commonly used in infrastructure development. AllHome's home/facility improvement retail enterprise serves to cater to the structural improvement needs of Filipinos. <p>#11 Sustainable Cities and Communities</p> <ul style="list-style-type: none"> AllHome as a home-improvement enterprise helps to encourage the creation of sustainable cities and communities by making home-improvement materials and 	<p>The impact generated from the sales and distribution operations of AllHome are managed by the company and are discussed in earlier sections. The product offerings themselves do not have a significant negative impact since these are basic needs items which are used in constructing and furnishing homes.</p> <p>As of date, no negative impact has been identified by the management. However, AllHome adopts a proactive stance in the responsible and sustainable conduct of its enterprise to benefit all its stakeholders.</p>	

	<p>wares more affordable and accessible, which can contribute in making housing more affordable and accessible for more Filipinos.</p>	
<p>Furniture Appliances Homewares Linen</p>	<p>#8 Decent Work and Economic Growth</p> <ul style="list-style-type: none"> Retail trade promotes economic growth through wide-sourcing of supplies from different local suppliers and establishment of an expansive retail network across the country which translates to job creation and employment opportunities for people living in different communities around AllHome stores. <p>#9 Industry, Innovation, and Infrastructure</p> <ul style="list-style-type: none"> Furniture, appliances, homeware, and linen industry are continuously evolving. There is an increasing demand and need for innovative products in the market that could help improve the lives of people, even in simple ways. 	

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