



Data and Disclosures

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BEHIND**

Sustainability Report 2023



About This Report

The 2023 Converge Information and Communications Technology Solutions, Inc. (Converge) Sustainability Data and Disclosures were reported in accordance with the Global Reporting Initiative (GRI) Standards 2021 for the period from January 1 to December 31, 2023. The report also includes disclosures recommended under the Telecommunications Sustainability Accounting Standard (Version 2023-06) of the Sustainability Accounting Standards Board (SASB). We have also reported information with reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

This report must be read in conjunction with the main 2023 Sustainability Report for more context on the sustainability ambition, plans, initiatives, and objectives of Converge.

Note: The 2022 Sustainability metrics adhere to GRI 2021 standards. Meanwhile metrics disclosed in 2021 were reported in accordance with GRI 2016, and metrics disclosed in 2020 were not in accordance with GRI, but in compliance with the requirements of SEC Reporting Template (Annex A of SEC MC No.4 s.2019).

All indexes for our GRI, SASB and TCFD disclosures are included in the GRI, SASB and TCFD indices section of this document.

External Assurance

GRI 2-4

As approved by our President and Chief Risk Officer, we have engaged SGS Philippines, Inc. to provide independent assurance on our 2023 Sustainability Report. The Board Risk Oversight Committee (BROC) and the Audit Committee were apprised of the selection process and decision. Further details can be found in the assurance report on page 70 of our main 2023 Sustainability Report.

Forward Looking Statements

Sustainability Report contains forward-looking statements and information that are, by their nature, subject to significant risks, uncertainties, and assumptions. These statements typically include words such as 'aims,' 'believes,' 'expects,' 'anticipates,' 'intends,' 'plans,' 'foresees,' 'seeks,' 'may,' 'might,' 'can,' 'could,' 'will,' 'would,' 'shall,' 'should,' 'is/are likely to,' or other words or phrases of similar import.

Similarly, statements that describe Converge’s objectives, plans, or goals are also forward-looking statements, including statements regarding our sustainability targets, goals, commitments, and programs, as well as other business plans, initiatives, and objectives.

Actual results in our sustainability performance could differ materially from those contemplated by the relevant forward-looking statement. Our actual future results, including the attainment of our targets, goals, or commitments, may vary significantly from our projected results due to changes in circumstances, unrealized assumptions, or other known and unknown risks. Key factors impacting Converge's actual sustainability results may include economic and business conditions in the Philippines; slower than expected implementation of key government policies related to climate change mitigation; inability to implement our sustainability strategy; damage to our network from natural disasters; cyberattacks; disruption of our key suppliers and business partners’ operations; changes in the legal and regulatory environment; political landscape shifts; and evolving environmental, social, and governance (ESG) standards and expectations.

The forward-looking statements included herein are made only as of the date of this report, and Converge undertakes no obligation to update such forward-looking statements publicly to reflect subsequent events or circumstances.

Feedback

For queries and feedback on Converge sustainability-related initiatives and overall performance, send us an email via sustainability@convergeict.com.

To download a digital copy of this report as well as our past reports, visit the Converge Website: <https://cnvrge.co/Sustainability>.

Feedback form

For questions, comments, or suggestions, please access our [Sustainability Feedback Form](#) by scanning the QR code:



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Pillar 1: Delighting customers by taking care of our own

1. Customer Privacy and Data Security

GRI 418: Customer Privacy 2016

GRI 418-1-a Complaints concerning breaches of customer privacy

	FY2023	FY2022	FY2021	Unit
Total number of substantiated complaints received concerning breaches of customer privacy, categorized by:	16 ¹	0		#
i. complaints received from outside parties and substantiated by the organization;	16	0		#
ii. complaints from regulatory bodies.	0	0		#

GRI 418-1-b Data breaches

	FY2023	FY2022	FY2021	Unit
Total number of identified leaks, thefts, or losses of customer data	0 ²	1	1	#

TC-TL-220a: Data Privacy

TC-TL-220a.1 - Description of policies and practices relating to behavioral advertising and customer privacy

Converge does not engage in behavioral advertising as part of our marketing practices. However, we are actively exploring this option for potential future implementation. As we consider adopting behavioral advertising, we are committed to developing robust policies and practices to ensure the protection of customer privacy.

¹ In 2023, the Data Privacy Team received complaints primarily concerning the unauthorized use of personal information, such as email addresses or mobile numbers. These incidents were attributed to erroneous input during the customer acquisition process in our systems.

² There were no security incidents or data privacy breaches in 2023 that required mandatory notification to regulators.

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TC-TL-220a.2 - Number of customers whose information is used for secondary purposes

	FY2023	FY2022	FY2021	Unit
Number of customers whose information is used for secondary purposes	0	1,001 or more	0	#

TC-TL-220a.3 - Total amount of monetary losses as a result of legal proceedings associated with customer privacy

	FY2023	FY2022	FY2021	Unit
Total amount of monetary losses as a result of legal proceedings associated with customer privacy	0	0	0	PHP (₱)

TC-TL-220a.4 - (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure

	FY2023	FY2022	FY2021	Unit
Number of law enforcement requests for customer information ³	21	2	1	#
Number of customers whose information was requested	21	2	11	#
Percentage resulting in disclosure	0	0	100	%

TC-TL-230a: Data Security

TC-TL-230a.1 - (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected

	FY2023	FY2022	FY2021	Unit
Number of data breaches	0 ⁴	1	1	#
Percentage involving personally identifiable information (PII)	0	100	100	%
Number of customers affected	0	1,001 or more	342	#

³ All requests received from law enforcement agencies in Q4 2023 were solely for the preservation of records.

⁴ There were no security incidents or data privacy breaches in 2023 that required mandatory notification to regulators.

2. Customer Welfare

GRI 416: Customer Health and Safety 2016

GRI 416-1-a Assessment of the health and safety impacts of product and service categories

	FY2023	FY2022	FY2021	Unit
Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	100% ⁵	100	100	%

GRI 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services

	FY2023	FY2022	FY2021	Unit
Total number of incidents of noncompliance with regulations and/ or voluntary codes concerning the health and safety impacts of products and services, by:	0 ⁶	3	0	#
Incidents of non-compliance with regulations resulting in a fine or penalty	0	0	0	#
Incidents of non-compliance with regulations resulting in a warning	0	0	0	#
Incidents of non-compliance with voluntary codes	0	3	0	#

GRI 417: Marketing and Labeling 2016

GRI 417-1-a Requirements for product and service information and labeling

Converge does not disclose component sourcing details, as we procure finished items and do not engage in manufacturing. However, our Customer Premises Equipment (CPE) Manual provides comprehensive environmental and social impact information. We ensure vendor compliance and safety commitment through certification requirements. Marketing materials offer practical product usage guidance, including tips on preventing issues like modem overheating and phishing. QR codes

⁵ In lieu of conducting our own quality assessment for our products (CPEs), we require all suppliers to provide a certification indicating that their product has passed standard quality assessment and meets safety standards to ensure the safety of our customers.

⁶ There were no incidents of noncompliance with regulations and/ or voluntary codes concerning the health and safety impacts of Converge products and services in 2023. Reports related to fraudulent activities of personnel during installation/repair) were consolidated and reported under confirmed incidents of corruption (refer to material topic Anti-Corruption for more details).

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on CPEs provide essential service impact information. Though disposal and environmental impacts are not in our marketing, we have CPE recovery processes upon customer deactivation.

GRI 417-1-b Product or service categories covered by and assessed for compliance

	FY2023	FY2022	FY2021	Unit
Percentage of significant product or service categories covered by and assessed for compliance with information and labeling	100	100		%

GRI 417-2-a Incidents of non-compliance concerning product and service information and labeling

	FY2023	FY2022	FY2021	Unit
Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling	0 ⁷	0	0	#
Incidents of non-compliance with regulations resulting in a fine or penalty	0	0	0	#
Incidents of non-compliance with regulations resulting in a warning	0	0	0	#
Incidents of non-compliance with voluntary codes	0	0	0	#

GRI 417-3 Incidents of non-compliance concerning marketing communications

	FY2023	FY2022	FY2021	Unit
Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications	0 ⁸	5	0	#
i. incidents of non-compliance with regulations resulting in a fine or penalty	0	1	0	#

⁷ There were no incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling in 2023.

⁸ There were no incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications in 2023.

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	FY2023	FY2022	FY2021	Unit
ii. incidents of non-compliance with regulations resulting in a warning	0	4	0	#
iii. incidents of non-compliance with voluntary codes	0	0	0	#

TC-TL-550a: Managing Systemic Risks from Technology Disruptions

TC-TL-550a.1 - (1) System average interruption duration, (2) system average interruption frequency and (3) customer average interruption duration

Metric	FY2023	FY2022	FY2021	Unit
System average interruption duration (SAID)	2,583.60			Minutes
System average interruption frequency (SAIF)	5.11	6.62 ⁹		Disruption per customer
Customer average interruption duration (CAID)	505.80	741 ⁹		Minutes

⁹ Restated per SASB TC-TL-550a.1 ver 2023-06 guidance. The updated SASB TCL-550a.1 version, effective June 2023, provides a formula for computing the SAIF and CAID. In contrast, the October 2018 version lacked this formula, leading to a varied interpretation in our previous disclosures. Furthermore, the recommended unit of measure for CAID changed from hours to minutes.

Internal Metrics

	FY2023	FY2022	FY2021	Unit
Net Promoter Score (Result from external party) ¹⁰	54.7 ¹¹	+115		%
Net Promoter Score (Internally based/computed)	25 ¹²	49	34	%
Customer Effort Score (Result from external party)	84 ¹³			%
Customer Effort Score (Internal based/computed)	53 ¹⁴	26	38	%
Average monthly churn rate (Residential)	2.12	1.95	1.08	%
Average monthly churn rate (Enterprise)	1.30	1.18	0.93	%

¹⁰ The 2022 Net Promoter Score (NPS) used NPS+ Score (scale of -50 to 150) based on our external service provider's proprietary methodology. Score has two components: 1) brand performance, and 2) likelihood that a customer will recommend or promote a brand. Meanwhile, the 2023 Net Promoter Score used the traditional NPS computation, which measures the quality of our relationship with customers. NPS is calculated as % of promoters - % of detractors based on an external party survey. (In both metrics, the higher the score, the better.) We chose to revert to the traditional method as it is more widely used across different industries and to compare our performance against our competitors.

¹¹ Converge garnered a high NPS score compared to its industry peers, primarily attributed to fast internet speed and reliable connection. Converge also excelled in efficiency during installation and onboarding processes. Customers highly recommend the app and website but suggest that both field sales and aftersales channels could be enhanced.

¹² NPS (internally based/computed) is calculated as % of promoters - % of detractors based on our in-house customer satisfaction survey. (The higher the score, the better.) In 2023, there was a significant decrease in customer participation rate for voice, email and welcome (order to activate) surveys which contributed to the decrease in the NPS internal score. Customer concerns include delays in resolution of connection issues and completion of repairs.

¹³ Customer Effort Score (CES) measures the ease of customers' interaction with our brand. CES is calculated as the sum of all Customer Effort Scores divided by the total number of respondents x 100%. (The higher the score, the better.) Addressing technical issues remained a hurdle for Converge, despite generally higher satisfaction levels than competitors.

¹⁴ CES (internal based/computed) is calculated based on the count of 'Yes' answers for First Contact Resolution and 'Yes' and 'Too Early to Tell' answers for Issue Resolution, divided by the total number of valid surveys. (The higher the score, the better.) Increase in internal CES is attributed to information campaigns on outages and operational level agreements on non-tech related concerns. These kept customers updated about the status of their concern, which lessened their effort in follow up transactions.

3. Workforce Welfare

GRI 2-7: Employees

GRI 2-7 Total Workforce¹⁵

	FY2023	FY2022	FY2021	Unit
Total	3,379	4,565	4,308	#
By Gender				
Female	856	1,585	1,105	#
Male	2,523	2,980	3,203	#
By Region				
National Capital Region	2,236	2,289		#
Rest of Luzon	632	1,738		#
Visayas and Mindanao	509	537		#
Overseas	2	1		#
By Employment Contract				
Non-guaranteed Hours	0	0		#
Permanent	3,370	4,517		#
Temporary	9	48		#
By Employee Type				
Full-time	3,379	4,565		#
Part-time	0	0		#

GRI 2-7 Total Workforce (Gender per Business Unit)

Business Unit	FY2023	FY2022	FY2021	Unit
Converge PH				
Female	717	1,372	905	#
Male	1,211	858 ¹⁶	1,809	#
Converge SG				
Female	0			#

¹⁵ Total number of employees is determined based on headcount at the end of the reporting period.

¹⁶ Consolidated data from Converge PH and Hong Kong

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Business Unit	FY2023	FY2022	FY2021	Unit
Male	2			#
MetroWorks				
Female	58	213 ¹⁷	200	#
Male	492	2,122 ¹⁷	1,394	#
Myriad				
Female	81	(17)		#
Male	818	(17)		#

GRI 2-7 Total Workforce (Region per Business Unit)

Business Unit	FY2023	FY2022	FY2021	Unit
Converge PH				
National Capital Region	1,320	1,350		#
Rest of Luzon	430	694		#
Visayas and Mindanao	178	185		#
Converge SG	2			#
MetroWorks				
National Capital Region	72	939 ¹⁷		#
Rest of Luzon	156	1,044 ¹⁷		#
Visayas and Mindanao	322	352 ¹⁷		#
Myriad				
National Capital Region	844	(17)		#
Rest of Luzon	46	(17)		#
Visayas and Mindanao	9	(17)		#

¹⁷ Consolidated data from MetroWorks and Myriad

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GRI 2-7 Total Workforce (Gender per Employment Contract)

Employment Contract	FY2023	FY2022	FY2021	Unit
Non-guaranteed Hours				
Female	0	0		#
Male	0	0		#
Permanent				
Female	853	1,056		#
Male	2,517	3,461		#
Temporary				
Female	3	15		#
Male	6	33		#

GRI 2-7 Total Workforce (Region per Employment Contract)

Employment Contract	FY2023	FY2022	FY2021	Unit
Non-guaranteed Hours				
National Capital Region	0	0		#
Rest of Luzon	0	0		#
Visayas and Mindanao	0	0		#
Permanent				
National Capital Region	2,227	2,253		#
Rest of Luzon	632	1,726		#
Visayas and Mindanao	509	537		#
Overseas	2	1		#
Temporary				
National Capital Region	9	36		#
Rest of Luzon	0	12		#
Visayas and Mindanao	0	0		#

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 2-7 Total Workforce (Gender per Employee Type)

Employee Type	FY2023	FY2022	FY2021	Unit
Full-time				
Female	856	1,071		#
Male	2,523	3,494		#
Part-time				
Female	0	0		#
Male	0	0		#

GRI 2-7 Total Workforce (Region per Employee Type)

Employee Type	FY2023	FY2022	FY2021	Unit
Full-time				
National Capital Region	2,236	2,289		#
Rest of Luzon	632	1,738		#
Visayas and Mindanao	509	537		#
Overseas	2	1		#
Part-time				
National Capital Region	0	0		#
Rest of Luzon	0	0		#
Visayas and Mindanao	0	0		#

GRI 2-8: Workers who are not employees

GRI 2-8-a Total no. of non-employee workers

Business Unit	FY2023	FY2022	FY2021	Unit
Groupwide	Over 10,000 ¹⁸	Over 16,000		#

¹⁸ Decrease in non-employee workers are mainly driven by the termination of our engagement with underperforming managed service providers and inactive agents. This decision was made to optimize efficiency and ensure that only the most effective partners are retained.

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GRI 2-30: Collective bargaining agreements

GRI 2-30-a Percentage of total employees covered by collective bargaining agreements

	FY2023	FY2022	FY2021	Unit
Percentage of total employees covered by collective bargaining agreements	0 ¹⁹	0	0	%

GRI 202: Market Presence 2016

GRI 202-1-a Ratio of standard entry level wage of employees compared to local minimum wage by gender and region compared to local minimum wage²⁰

	FY2023	FY2022	FY2021	Unit
Male				
BARMM	N/A	N/A		ratio
National Capital Region	1.22	1.00		ratio
Region CAR	2.26	1.39		ratio
Region I	1.65	1.03		ratio
Region II	1.70	1.44		ratio
Region III	1.51	1.05		ratio
Region IV-A	1.48	1.12		ratio
Region IV-B	2.03	1.51		ratio
Region IX	N/A	N/A		ratio
Region V	1.81	1.02		ratio
Region VI	1.57	1.11		ratio
Region VII	1.94	1.06		ratio
Region VIII	2.21	1.70		ratio
Region X	2.12	1.23		ratio
Region XI	2.15	1.26		ratio
Region XII	3.21	1.88		ratio
Region XIII	2.12	1.54		ratio
Female				

¹⁹ While there is no restriction on establishing a labor or trade union, there is currently no established union in Converge. Hence, no employees are covered by collective bargaining agreements.

²⁰ Minimum wage ratio was calculated using the entry level minimum wage requirements of the Department of Labor (DOLE) - National Wages and Productivity Commission per region.

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	FY2023	FY2022	FY2021	Unit
BARMM	N/A	N/A		ratio
National Capital Region	1.28	1.00		ratio
Region CAR	2.11	1.58		ratio
Region I	1.92	1.47		ratio
Region II	1.84	1.44		ratio
Region III	1.54	1.04		ratio
Region IV-A	1.54	1.22		ratio
Region IV-B	3.90	2.14		ratio
Region IX	N/A	N/A		ratio
Region V	1.29	1.26		ratio
Region VI	1.67	1.26		ratio
Region VII	1.66	1.32		ratio
Region VIII	2.65	1.64		ratio
Region X	1.88	1.42		ratio
Region XI	1.88	1.35		ratio
Region XII	2.45	1.88		ratio
Region XIII	2.44	1.64		ratio

GRI 202-1-b Ratio of standard entry level wage of non-employee workers compared to local minimum wage by gender and region compared to local minimum wage

We currently do not collect data on wages for non-employee workers. For 2024, we will continuously develop our supplier social assessment and strengthen our supplier engagement programs to cover other aspects of non-employee worker rights.

GRI 202-2-a Percentage of senior management at significant locations of operation that are hired from the local community

	FY2023	FY2022	FY2021	Unit
Percentage of senior management at significant locations of operation that are hired from the local community ²¹	100	100		%

²¹ Converge ICT Solutions' significant location of operations is in the Philippines based on the core operations of delivering internet services. Converge senior management (executives and senior leaders) consists of local hires based on the geographical areas they oversee or support.

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 401: Employment 2016

GRI 401-1-a Total number of new employee hires during the reporting period

	FY2023	FY2022	FY2021	Unit
Total	1,226	937	1,843	#
By Age Group				
Under 30 years old	396	398	835	#
30 to 50 years old	741	509	950	#
Over 50 years old	⁽²²⁾	30	58	#
51 to 60 years old	88			#
Over 61 years old	1			#
By Gender				
Female	218	237	465	#
Male	1,008	700	1,378	#
By Region				
National Capital Region	1,051	454		#
Rest of Luzon	118	260		#
Visayas and Mindanao	55	223		#
Overseas	2			#

GRI 401-1-a Rate of new employee hires during the reporting period

	FY2023	FY2022	FY2021	Unit
Total	30.9	21	51	%
By Age Group				
Under 30 years old	9.9	9	23	%
30 to 50 years old	18.7	11	26	%
Over 50 years old	⁽²²⁾	1	2	%
51 to 60 years old	2.2			%
Over 61 years old	0.1			%
By Gender				
Female	5.5	5	13	%

²² The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

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	FY2023	FY2022	FY2021	Unit
Male	25.5	16	38	%
By Region				
National Capital Region	26.5	10		%
Rest of Luzon	2.9	6		%
Visayas and Mindanao	1.4	5		%
Overseas	0.1			%

GRI 401-1-b Total number of employee turnover during the reporting period

	FY2023	FY2022	FY2021	Unit
Total	2,319	1,017	883	#
By Age Group				
Under 30 years old	640	442	389	#
30 to 50 years old	1,475	532	457	#
Over 50 years old	⁽²³⁾	43	37	#
51 to 60 years old	202			#
Over 61 years old	2			#
By Gender				
Female	408	315	238	#
Male	1,911	702	645	#
By Region				
National Capital Region	1,027	415		#
Rest of Luzon	1,227	500		#
Visayas and Mindanao	65	102		#

²³ The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

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GRI 401-1-b Rate of employee turnover

	FY2023	FY2022	FY2021	Unit
Total	58.4 ²⁴	23	24	%
By Age Group				
Under 30 years old	16.1	10	11	%
30 to 50 years old	37.1	12	12	%
Over 50 years old	⁽²⁵⁾	1	1	%
51 to 60 years old	5.1			%
Over 61 years old	0.1			%
By Gender				
Female	10.3	7	6	%
Male	48.1	16	18	%
By Region				
National Capital Region	25.9	9		%
Rest of Luzon	30.9	11		%
Visayas and Mindanao	1.6	2		%

GRI 401-3 Parental leave

	FY2023	FY2022	FY2021	Unit
Employees entitled to parental leave				
Female	856	1,071		#
Male	2,521	3,493		#
Employees who availed for the year				
Female	101	100	70	#

²⁴ Turnover rate is calculated as no. of employee turnover (further classified as voluntary or involuntary) divided by the average employee headcount for 2023. Voluntary turnover comprises employee resignation, while involuntary turnover is from redundancy or employee transfer to MSPs.

²⁵ The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

	FY2023	FY2022	FY2021	Unit
Male	97	114	77	#
Employees who returned to work after parental leave				
Female	83	70		#
Male	94	114		#
Employees retained 12 months after returning to work				
Female	15	19		#
Male	1	26		#
Return to work rate				
Female	82	70		%
Male	97	100		%
Retention Rate				
Female	18	53		%
Male	1	42		%

GRI 402: Labor/Management Relations 2016

GRI 402-1-a Minimum notice periods regarding operational changes²⁶

	FY2023	FY2022	FY2021	Unit
Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	4	4	4	#

²⁶ There are currently no workers council at Converge, but we ensure that all employees are freely able to communicate their work-related concerns. Establishing an Employee Council is part of our 2024 employee engagement program.

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI403: Occupational Health and Safety 2016

GRI 403-8 Workers covered by an occupational health and safety management system²⁷

	FY2023	FY2022	FY2021	Unit
Number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system	3,877 ²⁸	4,423		#
	30	22		%
Number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited	2,478 ²⁹	4,423		#
	19	22		%
Number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party	0 ³⁰	318		#
	0	2		%

GRI 403-9-a Work-related injuries (Employees)³¹

	FY2023	FY2022	FY2021	Unit
Work-related injury fatalities	0	0	0	#
	0	0	0	rate
High-consequence work-related injuries	0	1	0	#
	0	0.74	0	rate
Recordable work-related injuries	21 ³²	1	3	#
	1.53	0.74		rate

²⁷ Data has been compiled based on HR monitoring in 2023 and in compliance with Republic Act No. 11058 *An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof*

²⁸ This covers MetroWorks, Converge, and workers who are not employees that are rendering work within MetroWorks and Converge premises.

²⁹ This covers MetroWorks and Converge employees only.

³⁰ There were no external audits conducted in Converge sites for 2023.

³¹ The rates were calculated based on 1,000,000 hours worked.

³² Work-related injuries were primarily due to vehicular accidents. Employees involved in these incidents received assistance and were covered by the company's insurance policy. We have also implemented corrective measures to improve safety and prevent future occurrences.

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

	FY2023	FY2022	FY2021	Unit
Hours worked	6,866,128	10,582,848	10,273,536	#

GRI 403-9-b Work-related injuries (Non-Employee Workers)

	FY2023	FY2022	FY2021	Unit
Work-related injury fatalities	0			#
	0			rate
High-consequence work-related injuries	0			#
	0			rate
Recordable work-related injuries	0			#
	0			rate
Hours worked	Information Unavailable ³³			#

GRI 403-10-a Work-related Ill Health (Employees)

	FY2023	FY2022	FY2021	Unit
Work-related ill health fatalities	0	0	0	#
Recordable work-related ill health cases	0	0	0	#

GRI 403-10-b Work-related Ill Health (Non-Employee Workers)

	FY2023	FY2022	FY2021	Unit
Work-related ill health fatalities	0			#
Recordable work-related ill health cases	0			#

³³ Data for hours worked by non-employee workers was not previously monitored. In 2024, we aim to enhance our safety initiatives and programs throughout the organization. This involves accrediting more safety officers per business unit across Converge, MetroWorks, and Myriad.

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 404: Training and Education 2016

GRI 404-1-a Average hours of training per year per employee

	FY2023	FY2022	FY2021	Unit
Total	32.7 ³⁴	34	17	#
By Gender				
Female	40.3	55		#
Male	30.2	27		#
By Employee Category				
Management	⁽³⁵⁾	34		#
Executives	5.6			#
Senior Leaders	24.4			#
Managers	38.1			#
Supervisors	45.1	48		#
Team Members	29.4	31		#

GRI 404-3-a Percentage of employees receiving regular performance and career development reviews

	FY2023	FY2022	FY2021	Unit
Percentage of total employees who received a regular performance and career development review during the reporting period	100	100	100	%
By Gender				
Male	100	100	100	%
Female	100	100	100	%
By Employee Category				
Management	⁽³⁵⁾	100	100	%
Executives	100			%
Senior Leaders	100			%

³⁴ In 2023, our training hours decreased slightly due to lower employee participation. We acknowledge the importance of continuous improvement and are working to enhance our training initiatives.

³⁵ The classification for management in 2023 has been further refined to include “Executives,” “Senior Leaders,” and “Managers.”

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

	FY2023	FY2022	FY2021	Unit
Managers	100			%
Supervisors	100	100	100	%
Team Members	100	100	100	%

Internal Metrics

Metric	FY2023	FY2022	FY2021	Unit
Employee Engagement Survey Result ³⁶	88	93		%

³⁶ The decline in engagement score can be attributed to shifting priorities and changes in Converge's business model, potentially reflecting employees' increased focus on career development and market value amidst organizational evolution and market dynamics. External factors like nationwide remote work arrangements and commuting constraints may have also influenced perceptions of work flexibility.

4. Diversity, Equity and Inclusion

GRI 2-21 Annual total compensation ratio

GRI 2-21-a,b Annual total compensation ratio

	FY2023	FY2022	FY2021	Unit
Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	68.42	219.46		ratio
Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual)	0.45	1.60		ratio

GRI 405: Diversity and Equal Opportunity 2016

GRI 405-1-a Diversity of governance bodies

	FY2023	FY2022	FY2021	Unit
By Gender				
Female	29	14	14	%
Male	71	86	86	%
By Age Group				
Under 30 years old	0	0	0	%
30 to 50 years old	0	14	14	%
Over 50 years old	⁽³⁷⁾	86	86	%
51 to 60 years old	29			%
Over 61 years old	71			%

³⁷ The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 405-1-b Employee Diversity

	FY2023	FY2022	FY2021	Unit
By Gender				
Female	25	23	26	%
Male	75	77	74	%
By Age Group				
Under 30 years old	31	34	37	%
30 to 50 years old	61	59	57	%
Over 50 years old	⁽³⁸⁾	7	6	%
51 to 60 years old	7			%
Over 61 years old	1			%
By Employee Category				
Management	⁽³⁹⁾	8		%
Executives	1			%
Senior Leaders	2			%
Managers	8			%
Supervisors	18	15		%
Team Members	71	77		%
By Vulnerable Group				
Solo Parent	1	1	1	%

³⁸ The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

³⁹ The classification for management in 2023 has been further refined to include "Executives," "Senior Leaders," and "Managers."

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 405-1-b Employee Diversity (Gender per Business Unit)

Business Unit	FY2023	FY2022	FY2021	Unit
Converge PH				
Female	37	38	34	%
Male	63	62	66	%
Converge SG				
Female	0	N/A	N/A	%
Male	100	N/A	N/A	%
MetroWorks				
Female	11	9 ⁴⁰	13	%
Male	89	91 ⁴⁰	87	%
Myriad				
Female	9			%
Male	91			%

GRI 405-1-b Employee Diversity (Age Group per Business Unit)

Business Unit	FY2023	FY2022	FY2021	Unit
Converge PH				
Under 30 years old	37	40	42	%
30 to 50 years old	57	55	53	%
Over 50 years old	(41)	5	5	%
51 to 60 years old	5			%
Over 61 years old	1			%
Converge SG				
Under 30 years old	0			%
30 to 50 years old	50			%
Over 50 years old	(41)			%
51 to 60 years old	50			%
Over 61 years old	0			%

⁴⁰ Consolidated data from MetroWorks and Myriad

⁴¹ The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

Business Unit	FY2023	FY2022	FY2021	Unit
MetroWorks				
Under 30 years old	26	28 ⁴⁰	30	%
30 to 50 years old	63	63 ⁴⁰	63	%
Over 50 years old	(42)	9	7	%
51 to 60 years old	10			%
Over 61 years old	1			%
Myriad				
Under 30 years old	22			%
30 to 50 years old	69			%
Over 50 years old	(42)			%
51 to 60 years old	8			%
Over 61 years old	1			%

⁴² The generational diversity classification for 2023 has been further detailed by breaking down the category “Over 50 years old” into “51 to 60 years old” and “Over 61 years old.”

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 405-1-b Employee Diversity (Employee Rank per Business Unit)

Business Unit	FY2023	FY2022	FY2021	Unit
Converge PH				
Management	(43)	12		%
Executives	1			%
Senior Leaders	4			%
Managers	11			%
Supervisors	24	23		%
Team Members	60	65		%
Converge SG				
Management	(43)			%
Executives	50			%
Senior Leaders	50			%
Managers	0			%
Supervisors	0			%
Team Members	0			%
MetroWorks				
Management	(43)	4 ⁴⁴		%
Executives	1			%
Senior Leaders	1			%
Managers	4			%
Supervisors	12	8 ⁴⁴		%
Team Members	82	88 ⁴⁴		%
Myriad				
Management	(43)			%
Executives	0			%
Senior Leaders	1			%
Managers	2			%
Supervisors	9			%

⁴³ The classification for management in 2023 has been further refined to include “Executives,” “Senior Leaders,” and “Managers.”

⁴⁴ Consolidated data from MetroWorks and Myriad

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

Business Unit	FY2023	FY2022	FY2021	Unit
Team Members	88			%

GRI 405-1-b Employee Diversity (Vulnerable Group per Business Unit)

Business Unit	FY2023	FY2022	FY2021	Unit
Converge PH				
Solo Parent	1	1	1	%
MetroWorks				
Solo Parent	0	1 ⁴⁵	1	%
Myriad				
Solo Parent	0			%

GRI 405-1-b Employee Diversity (Gender per Employee Rank)

Employee Rank	FY2023	FY2022	FY2021	Unit
Management				
Female	(46)	35		%
Male	(46)	6		%
Executives				
Female	34			%
Male	66			%
Senior Leaders				
Female	31			%
Male	69			%
Managers				
Female	32			%
Male	68			%
Supervisors				
Female	32	31		%

⁴⁵ Consolidated data from MetroWorks and Myriad

⁴⁶ The classification for management in 2023 has been further refined to include "Executives," "Senior Leaders," and "Managers."

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

Employee Rank	FY2023	FY2022	FY2021	Unit
Male	68	69		%
Team Members				
Female	23	21		%
Male	77	79		%

GRI 405-1-b Employee Diversity (Age Group per Employee Rank)

Employee Rank	FY2023	FY2022	FY2021	Unit
Management				
Under 30 years old	(47)	4		%
30 to 50 years old	(47)	73		%
Over 50 years old	(49) (48)	24		%
51 to 60 years old	(47)			%
Over 61 years old	(47)			%
Executives				
Under 30 years old	0			%
30 to 50 years old	40			%
Over 50 years old	(48)			%
51 to 60 years old	60			%
Over 61 years old	0			%
Managers				
Under 30 years old	6			%
30 to 50 years old	76			%
Over 50 years old	(48)			%
51 to 60 years old	17			%
Over 61 years old	1			%
Senior Leaders				
Under 30 years old	1			%
30 to 50 years old	72			%
Over 50 years old	(48)			%

⁴⁷ The classification for management in 2023 has been further refined to include “Executives,” “Senior Leaders,” and “Managers.”

⁴⁸ The generational diversity classification for 2023 has been further detailed by breaking down the category “Over 50 years old” into “51 to 60 years old” and “Over 61 years old.”

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

Employee Rank	FY2023	FY2022	FY2021	Unit
51 to 60 years old	24			%
Over 61 years old	3			%
Supervisors				
Under 30 years old	18	18		%
30 to 50 years old	71	72		%
Over 50 years old	⁽⁴⁹⁾	10		%
51 to 60 years old	10			%
Over 61 years old	1			%
Team Members				
Under 30 years old	38	40		%
30 to 50 years old	57	55		%
Over 50 years old	⁽⁴⁹⁾	5		%
51 to 60 years old	4			%
Over 61 years old	1			%

GRI 405-2-a Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation⁵⁰

Employee Rank	FY2023	FY2022	FY2021	Unit
Management	⁽⁵¹⁾	0.91 ⁵²		ratio
Executives	0.22			ratio
Senior Leaders	0.33			ratio
Managers	1.45			ratio
Supervisors	0.91	1.14 ⁵²		ratio
Team Members	0.74	0.98 ⁵²		ratio

⁴⁹ The generational diversity classification for 2023 has been further detailed by breaking down the category "Over 50 years old" into "51 to 60 years old" and "Over 61 years old."

⁵⁰ Converge ICT Solutions' significant location of operations is in the Philippines based on the core operations of delivering internet services.

⁵¹ The classification for management in 2023 has been further refined to include "Executives," "Senior Leaders," and "Managers."

⁵² Restated due to erroneous data input in the previous report.

5. Supplier Social Assessment

GRI 407: Freedom of Association and Collective Bargaining 2016

GRI 407-1-a,b Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

We uphold the rights of our employees and non-employee workers to freedom of association and collective bargaining. While there are no restrictions on forming labor or trade unions at Converge, we do not currently have an established union.

To ensure our suppliers and partners adhere to similar standards and mitigate risks in our operations, our Third Party Code of Conduct and Due Diligence Checklist/Declaration include criteria focused on social impact. This encompasses upholding freedom of association, recognizing the right to collective bargaining, eliminating forced and compulsory labor, abolishing child labor, and eradicating employment discrimination.

Our top 10 vendors follow a Sustainability Reporting Protocol, while the rest, particularly those accredited in 2023, undergo a Sustainability Assessment Checklist as part of their accreditation process. Additionally, our Human Rights Policy extends to our vendors, suppliers, and business partners, ensuring their commitment to upholding freedom of association and collective bargaining.

GRI 408: Child Labor 2016

GRI 408-1-a,b,c Operations and suppliers at significant risk for incidents of child labor

We adhere to Child Labor Laws and maintain a strict "No Child Labor" Policy, ensuring that individuals under the age of 18 are not employed by our company.

Through our Human Rights Due Diligence, we have conducted a risk assessment and found no significant incidents of child labor, forced labor, or compulsory labor in our operations. Furthermore, our top 10 vendors adhere to their Sustainability Reporting Protocol, while the rest, especially those accredited in 2023, undergo a Sustainability Assessment Checklist as part of their accreditation process.

GRI409: Forced or Compulsory Labor 2016

GRI 409-1-a,b,c Operations and suppliers at significant risk for incidents of forced or compulsory labor

We are dedicated to eradicating all instances of forced or compulsory labor. Our Third Party Code of Conduct and Due Diligence Checklist/Declaration incorporate criteria aimed at evaluating social impact, including ensuring freedom of association, recognizing the right to collective bargaining, eliminating forced and compulsory labor, abolishing child labor, and eradicating employment and occupational discrimination. Moreover, our top 10 vendors adhere to their Sustainability Reporting Protocol, while the remaining vendors, especially those accredited in 2023, undergo a Sustainability Assessment Checklist as part of their accreditation process.

PILLAR 1: DELIGHTING CUSTOMERS BY TAKING CARE OF OUR OWN

GRI 414: Supplier Social Assessment 2016

GRI 414-1-a New suppliers that were screened using social criteria

	FY2023	FY2022	FY2021	Unit
Percentage of new suppliers that were screened using social criteria	99	63		%

GRI 414-2 Negative social impacts in the supply chain and actions taken

	FY2023	FY2022	FY2021	Unit
Number of suppliers assessed for social impact	301	207		#
Number of suppliers identified as having significant actual and potential negative social impacts	33 ⁵³	14		#
Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment	0	4		%
Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment	0	0		%

⁵³ Supplier assessments relied on responses to our Third-Party Due Diligence questionnaire, focusing on sustainability criteria. Risks were flagged if suppliers answered 'No'. While there were no specific instances of non-compliance, the absence of documented policies poses potential issues for both environmental and social factors due to the lack of controls or monitoring. Nevertheless, these partners have expressed commitment to establishing their policies and compliance frameworks going forward.

Pillar 2: Operating a responsible company and leading with integrity and good governance

6. Anti-Corruption

GRI 205: Anti-Corruption 2016

GRI 205-1-a Total no. of operations assessed for risks related to corruption

Business Unit	FY2023	FY2022	FY2021	Unit
Groupwide	15	12	0	#

GRI 205-1-a Percentage of operations assessed for risks related to corruption

Business Unit	FY2023	FY2022	FY2021	Unit
Groupwide	100	22	0	%

GRI 205-1-b Significant risks related to corruption identified through the risk assessment

Fraud has been identified as a high-risk area associated with corruption according to the company's risk assessment profile. For a more detailed discussion on risk factor assessment and mitigation, please refer to the Converge 2023 Annual Report.

GRI 205-2-a Total no. of governance body members that the organization's anti-corruption policies and procedures have been communicated to

	FY2023	FY2022	FY2021	Unit
Total	7	7	7	#
By Region				
National Capital Region	7	7	7	#
Rest of Luzon	0	0	0	#
Visayas and Mindanao	0	0	0	#

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

GRI 205-2-a Percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to

	FY2023	FY2022	FY2021	Unit
Total	100	100	100	%
By Region				
National Capital Region	100	100	100	%
Rest of Luzon	N/A	N/A	N/A	%
Visayas and Mindanao	N/A	N/A	N/A	%

GRI 205-2-b Total no. of employees that the organization's anti-corruption policies and procedures have been communicated to

	FY2023	FY2022	FY2021	Unit
Total	3,379	4,423	2,000	#
By Employee Rank				
Management	⁽⁵⁴⁾	366	291	#
Executives	15			#
Senior Leaders	74			#
Managers	269			#
Supervisors	611	697	125	#
Team Members	2,410	3,360	1,584	#
By Region				
National Capital Region	2,236	2,192	1,075	#
Rest of Luzon	632	1,695	888	#
Visayas and Mindanao	509	535	37	#
Overseas	2	1		#

⁵⁴ The classification for management in 2023 has been further refined to include "Executives," "Senior Leaders," and "Managers."

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

GRI 205-2-b Percentage of employees that the organization's anti-corruption policies and procedures have been communicated to

	FY2023	FY2022	FY2021	Unit
Total	100	97	86	%
By Employee Rank				
Management	(55)	96	47	%
Executives	100			%
Senior Leaders	100			%
Managers	100			%
Supervisors	100	100	78	%
Team Members	100	96	89	%
By Region				
National Capital Region	100	96	83	%
Rest of Luzon	100	98	69	%
Visayas and Mindanao	100	100	84	%
Overseas	100	100		%

GRI 205-2-c Total no. of business partners that the organization's anti-corruption policies and procedures have been communicated to

	FY2023	FY2022	FY2021	Unit
Total	40	87	74	#
By Type of Business Partner⁵⁶				
Supplier	22			#
Contractor	3			#
SLI/MSA	7			#
MSP	3	9		#
MSA (Until 2022 only)		51		#

⁵⁵ The classification for management in 2023 has been further refined to include "Executives," "Senior Leaders," and "Managers."

⁵⁶ The classification of business partner types for 2023 was adjusted to align with the new business model.

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

	FY2023	FY2022	FY2021	Unit
SLI (Until 2022 only)		12		#
Super SLI (Until 2022 only)		15		#
Other Service Provider	5			#
By Region				
National Capital Region	26	29		#
Rest of Luzon	13	36		#
Visayas and Mindanao	1	22		#

GRI 205-2-c Percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to

	FY2023	FY2022	FY2021	Unit
Total	100	100	68	%
By Type of Business Partner⁵⁷				
Supplier	100			%
Contractor	100			%
SLI/MSA	100			%
MSP	100			%
MSA (Until 2022 only)		100		%
SLI (Until 2022 only)		100		%
Super SLI (Until 2022 only)		100		%
Other Service Provider	100	100		%
By Region				
National Capital Region	100	100		%
Rest of Luzon	100	100		%
Visayas and Mindanao	100	100		%

⁵⁷ The classification of business partner types for 2023 was adjusted to align with the new business model.

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

GRI 205-2-d Total no. of governance body members that have received training on anti-corruption

	FY2023	FY2022	FY2021	Unit
Total	7	7	7	#
By Region				
National Capital Region	7	7	7	#
Rest of Luzon	N/A	N/A	N/A	#
Visayas and Mindanao	N/A	N/A	N/A	#

GRI 205-2-d Percentage of governance body members that have received training on anti-corruption

	FY2023	FY2022	FY2021	Unit
Total	100	100	100	%
By Region				
National Capital Region	100	100	100	%
Rest of Luzon	N/A	N/A	N/A	%
Visayas and Mindanao	N/A	N/A	N/A	%

GRI 205-2-e Total no. of employees that have received training on anti-corruption

	FY2023	FY2022	FY2021	Unit
Total	2,737	2,861	1,761	#
By Employee Rank				
Management	⁽⁵⁸⁾	249	316	#
Executives	10			#
Senior Leaders	59			#
Managers	224			#
Supervisors	526	541	159	#
Team Members	1,918	2,071	1,286	#

⁵⁸ The classification for management in 2023 has been further refined to include “Executives,” “Senior Leaders,” and “Managers.”

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

	FY2023	FY2022	FY2021	Unit
By Region				
National Capital Region	1,731	1,707	967	#
Rest of Luzon	537	838	753	#
Visayas and Mindanao	467	315	41	#
Overseas	2	1		#

GRI 205-2-e Percentage of employees that have received training on anti-corruption

	FY2023	FY2022	FY2021	Unit
Total	81%	63	75	%
By Employee Rank				
Management	⁽⁵⁹⁾	65	45	%
Executives	67			%
Managers	83			%
Senior Leaders	80			%
Supervisors	86	78	80	%
Team Members	80	59	47	%
By Region				
National Capital Region	77	75	75	%
Rest of Luzon	85	48	50	%
Visayas and Mindanao	92	59	77	%
Overseas	100	100		%

⁵⁹ The classification for management in 2023 has been further refined to include “Executives,” “Senior Leaders,” and “Managers.”

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

GRI 205-3-a,b,c Confirmed incidents of corruption and actions taken

	FY2023	FY2022	FY2021	Unit
Total no. of confirmed incidents of corruption	4 ⁶⁰	10	0	#
Total no. of confirmed incidents in which employees were dismissed or disciplined for corruption	4	10	0	#
Total no. of confirmed incidents when contracts with business partners were terminated	0	2	0	#

GRI 205-3-d Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.

No public legal cases regarding corruption have been brought against the organization or its employees.

⁶⁰ The confirmed incidents of corruption involved solicitation of bribes and receiving kickbacks in exchange for subscriber referrals. Following a thorough investigation, employees implicated in these incidents faced disciplinary action, including termination.

7. Competitive Behavior and Open Internet

GRI206: Anti-Competitive Behavior 2016

GRI 206-1-a Legal actions for anti-competitive behavior, anti-trust, and monopoly practices

	FY2023	FY2022	FY2021	Unit
Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	0	0	0	#

TC-TL-520a: Competitive Behaviour & Open Internet

TC-TL-520a.1 - Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations

	FY2023	FY2022	FY2021	Unit
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	0	0	0	PHP (₱)

TC-TL-520a.2 - Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content

Metric	FY2023	FY2022	FY2021	Unit
Average actual sustained download speed of owned and commercially-associated content	3 (Vision); 150-600 (BlasTV) ⁶¹	2 - 40	2 - 40	Megabits per second (Mbps)
Average actual sustained download speed of non-associated content	176 ⁶²	119	45	Megabits per second (Mbps)

⁶¹ Measured by Converge

⁶² Measured by Ookla®. Ookla® is the global leader in mobile and broadband network intelligence, testing applications, and related technologies.

PILLAR 2: OPERATING IN A SUSTAINABLE COMPANY AND LEADING WITH INTEGRITY AND GOOD GOVERNANCE

TC-TL-520a.3 - Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices

Unfair competition in the ICT sector can inflate prices, consolidate market control, and disrupt economic stability. A key concern is the absence of net neutrality rules in the Philippines, which may enable internet service providers to show preference to specific content or users. Proposed legislation, Senate Bill No. 2103 *Internet Consumer Protection And Net Neutrality Act Of 2021*, seeks to address this issue by introducing regulations to ensure fair competition and consumer safeguarding. Upon enactment, this law could substantially influence internet access and services nationwide.

8. Climate Adaptation and Resilience

TCFD Metrics and Targets

TCFD MT c) Assets (based on asset value) that are potentially exposed to physical risks (chronic and acute risks)

Metric	FY2023	FY2022	FY2021	Unit
Assets (based on asset value) that are potentially exposed to physical risks (chronic and acute risks)	0.021 to 0.257	0.021 to 0.248		%

Pillar 3: Giving back to our planet

9. Energy and Emissions

GRI 302: Energy 2016

Note:

The data for electricity and fuel consumption were collected from different sites' representatives. For the 2023 report, representatives provided the electricity consumption (in kilowatt-hour) and fuel consumption (in liters) per month based on the invoices, billing, and Statement of Accounts from local distribution utilities.

Conversion factors for energy consumption were based on [IOR Energy Engineering Conversion Factors](#). Conversion factors for GHG emissions were based on the [Intergovernmental Panel on Climate Change 2006 Guidelines for National Greenhouse Gas Inventories Volume 2](#).

For grid electricity, we used the [2015-2017 National Grid Emission Factor \(NGEF\)](#) from the Department of Energy. We used the Simple Operating Margin (OM) emission factor of 0.7122 tCO₂/MWh for the Luzon and Visayas grid, and 0.7797 tCO₂/MWh for the Mindanao grid.

GRI 302-1-a,b Energy consumption within the organization

	FY2023	FY2022	FY2021	Unit
Non-Renewable	100,717.5 ⁶³	113,538.4	82,217.1	(GJ)
Renewable	0	0		(GJ)

⁶³ Fuel consumption from diesel and gasoline used for vehicle, genset and forklift, breakdown as follows:

Gasoline = 51,474.2 GJ

Diesel = 49,243.3 GJ

PILLAR 3: GIVING BACK TO OUR PLANET

GRI 302-1-c Electricity, Heating, Cooling, Steam Consumption

	FY2023	FY2022	FY2021	Unit
Electricity	158,857.4	145,269.5	41,603.7	(GJ)
Heating	0	0	0	(GJ)
Cooling	0	0	0	(GJ)
Steam	0	0	0	(GJ)
Total	158,857.4	145,269.5	41,603.7	(GJ)

GRI 302-1-e Total Energy Consumption within the Organization

Business Unit	FY2023	FY2022	FY2021	Unit
Groupwide	259,574.9	258,807.9	149,235.1	(GJ)

GRI 302-2-a Energy consumption outside of the organization

	FY2023	FY2022	FY2021	Unit
Network Energy Intensity	17.9 ⁶⁴	23.3		(GJ/ petabyte)
Employee Energy Intensity	76.8 ⁶⁵	57		(GJ/ employee)

⁶⁴ GHG emissions intensity ratio was computed as the organization's electricity and fuel emissions (in GJ) within the organization divided by the total network traffic (in petabytes) as of the end of the reporting period.

⁶⁵ Energy intensity ratio was computed as electricity and fuel consumption (in GJ) within the organization divided by total number of employees at the end of the reporting period.

PILLAR 3: GIVING BACK TO OUR PLANET

GRI305: Emissions 2016

Note:

The data for electricity and fuel consumption were collected from different sites' representatives. For the 2023 report, representatives provided the electricity consumption (in kilowatt-hour) and fuel consumption (in liters) per month based on the invoices, billing, and Statement of Accounts from local distribution utilities.

Conversion factors for energy consumption were based on [IOR Energy Engineering Conversion Factors](#). Conversion factors for GHG emissions were based on the [Intergovernmental Panel on Climate Change 2006 Guidelines for National Greenhouse Gas Inventories Volume 2](#).

For grid electricity, we used the [2015-2017 National Grid Emission Factor \(NGEF\)](#) from the Department of Energy. We used the Simple Operating Margin (OM) emission factor of 0.7122 tCO₂/MWh for the Luzon and Visayas grid, and 0.7797 tCO₂/MWh for the Mindanao grid.

GRI 305-1-a Direct (Scope 1) GHG emissions

Business Unit	FY2023	FY2022	FY2021	Unit
Groupwide	7,309.4	7,781.2	4,874.4	(tCO ₂ e)

GRI 305-2-a Energy indirect (Scope 2) GHG Emissions

Business Unit	FY2023	FY2022	FY2021	Unit
Groupwide	25,583.8	21,145	7,150.7	(tCO ₂ e)

GRI 305-4-a GHG emissions intensity ratio for the organization

	FY2023	FY2022	FY2021	Unit
Network GHG Intensity	2.3 ⁶⁶	2.6		(tCO ₂ e/ petabyte)
Employee GHG Intensity	9.7 ⁶⁷	6		(tCO ₂ e/ Employee)

⁶⁶ GHG emissions intensity ratio was computed as the organization's electricity and fuel emissions (in tCO₂e) within the organization divided by the total network traffic (in petabytes) as of the end of the reporting period.

⁶⁷ GHG emissions intensity ratio was computed as electricity and fuel emissions (in tCO₂e) within the organization divided by total number of employees as of the end of reporting period.

PILLAR 3: GIVING BACK TO OUR PLANET

GRI 305-5-a Reduction of GHG emissions as a direct result of reduction initiatives

	FY2023	FY2022	FY2021	Unit
Total	10,078.8	7,594.2	1,079.9	(tCO2e)

TC-TL-130a.1: Environmental Footprint of Operations

TC-TL-130a.1. - (1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable

	FY2023	FY2022	FY2021	Unit
Total energy consumed	259,574.9	258,808	149,235.1	(GJ)
Percentage grid electricity	67.9	41.3	86.9	%
Percentage renewable	19.6	14.8	13.1	%

Internal Metrics

Ratio of power usage effectiveness

	FY2023	FY2022	FY2021	Unit
Ratio of power usage effectiveness (PUE) ⁶⁸	1.64	1.65	1.8	ratio

⁶⁸ PUE was calculated as the average total facility energy usage (in kW) divided by IT equipment energy usage (in kW) of the Data Center in Pasig and Clark.

10. Waste Management

GRI306: Waste 2020

GRI 306-3-a Waste generated

	FY2023	FY2022	FY2021	Unit
Hazardous Waste	92.5	115.50		(t)
Non-Hazardous Waste	79.2	271.90	15.60	(t)
Total	171.7	387.40	15.60	(t)

GRI 306-4-a,b,c Waste diverted from disposal (by composition of waste)

Disposal Type	FY2023	FY2022	FY2021	Unit
Hazardous				
Total Hazardous	68	115.5		(t)
Commercial Accredited Hauler (Recycling)	0	115		(t)
Commercial Accredited Hauler (Treatment)	0			(t)
Other recovery options	0	0.5		(t)
Preparation for reuse	39.4	0		(t)
Resell	28.6			(t)
Non-Hazardous				
Total Non-Hazardous	1.3	263.9	0.4	(t)
Commercial Accredited Hauler (Recycling)	1.3	263.9	0.4	(t)
Commercial Accredited Hauler (Shredding and Recycling)	0			(t)
Other recovery options	0	0		(t)
Preparation for reuse	0	0		(t)
Resell	0			(t)
Waste Diverted from Disposal				
Total	69.3	379.40	0.40	(t)

PILLAR 3: GIVING BACK TO OUR PLANET

GRI 306-4-d Waste diverted from disposal (by site)

Onsite/Offsite	FY2023	FY2022	FY2021	Unit
Onsite				
Total	69.3	0		(t)
Hazardous Waste	68	0		(t)
Non-Hazardous Waste	1.3	0		(t)
Offsite				
Total	0	379.4		(t)
Hazardous Waste	0	115.5		(t)
Non-Hazardous Waste	0	263.9		(t)
Waste Diverted from Disposal				
Total	69.3	379.4		(t)

GRI 306-5-a,b,c Waste Directed to Disposal (by composition of waste)

Disposal Type	FY2023	FY2022	FY2021	Unit
Hazardous				
Total Hazardous	24.6	0		(t)
Incineration (with energy recovery)	0	0		(t)
Incineration (without energy recovery)	0	0		(t)
Landfill	0	0		(t)
Other disposal operations	24.6	0		(t)
Non-Hazardous				
Total Non-Hazardous	79.2	8		(t)
Incineration (with energy recovery)	0	0		(t)
Incineration (without energy recovery)	0	0		(t)
Landfill	79.2	8		(t)
Other disposal operations	0	0		(t)
Waste Directed to Disposal				
Total	103.8	8		(t)

PILLAR 3: GIVING BACK TO OUR PLANET

GRI 306-5-d Waste directed to disposal (by site)

Onsite/Offsite	FY2023	FY2022	FY2021	Unit
Onsite				
Total	24.6	8.00		(t)
Hazardous Waste	24.6	0		(t)
Non-Hazardous Waste	0	0		(t)
Offsite				
Total	79.2	8.00		(t)
Hazardous Waste	0	0		(t)
Non-Hazardous Waste	79.2	8.00		(t)
Waste Directed to Disposal				
Total	103.8	8.00		(t)

GRI 306: Effluents and Waste 2016

GRI 306-3-a Waste Spills

	FY2023	FY2022	FY2021	Unit
Total number of significant spills	0	0		#
Volume of significant spills	0	0		liters

TC-TL-440a.1 Product End-of-life Management

TC-TL-440a.1 - (1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled

	FY2023	FY2022	FY2021	Unit
Materials recovered through take back programs	68	61.3	18.4	Metric tonnes (t)
Percentage of recovered materials that were reused	58 ⁶⁹	43	27	%
Percentage of recovered materials that were recycled	42	57	19	%
Percentage of recovered materials that were landfilled	0	0	54	%

⁶⁹ Refurbished CPEs

11. Supplier Environmental Assessment

GRI308: Supplier Environmental Assessment 2016

GRI 308-1-a New suppliers that were screened using environmental criteria

	FY2023	FY2022	FY2021	Unit
Percentage of new suppliers that were screened using environmental criteria	99	63		%

GRI 308-2 Negative environmental impacts in the supply chain and actions taken

	FY2023	FY2022	FY2021	Unit
Number of suppliers assessed for environmental impact	301	207		#
Number of suppliers identified as having significant actual and potential negative environmental impacts	98 ⁷⁰	65		#
Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment	0	20		%
Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment	0	0		%

⁷⁰ Supplier assessments relied on responses to our Third-Party Due Diligence questionnaire, focusing on sustainability criteria. Risks were flagged if suppliers answered 'No'. While there were no specific instances of non-compliance, the absence of documented policies poses potential issues for both environmental and social factors due to the lack of controls or monitoring. Nevertheless, these partners have expressed commitment to establishing their policies and compliance frameworks going forward.

Pillar 4: Creating a positive community impact

12. Access to Information and Communications

TC-TL-000 Activity Metrics

TC-TL-000.C - Number of broadband subscribers

	FY2023	FY2022	FY2021	Unit
Number of broadband subscribers ⁷¹	2,176,202	1,915,103	1,717,588	#

TC-TL-000.D - Network Traffic

	FY2023	FY2022	FY2021	Unit
Network Traffic	14,495	11,115.8		Petabytes

Internal Metrics

Metric	FY2023	FY2022	FY2021	Unit
Total homes passed	16,845,468	14,940,081	10,900,000	#
Number of cities and municipalities covered by our network (in the Philippines)	780			#

⁷¹ Number of broadband subscribers consists of 2,128,052 residential subscribers (Fiber X, HFC, BIDA, S2S) and 48,150 enterprise customers (SME, Enterprise, Wholesale).

13. Economic Contributions

GRI201: Economic Performance 2016

GRI 201-1-a Direct economic value generated and distributed

	FY2023	FY2022	FY2021	Unit
Economic Value Generated	36,432	34,010	26,612	Million PHP (₱)
Economic Value Distributed	27,333	26,571	19,454	Million PHP (₱)
Operating Costs	20,012	20,176	14,438	Million PHP (₱)
Payments to Employees	1,850	1,796	1,725	Million PHP (₱)
Payments to Capital Providers	2,079	1,732	486	Million PHP (₱)
Payments to government	3,344	2,855	2,789	Million PHP (₱)
Community investments	48,7	12	16	Million PHP (₱)
Economic Value Retained	9,099	7,439	7,158	Million PHP (₱)

GRI 201-1-a Payments to Government by Country

Country	FY2023	FY2022	FY2021	Unit
Hong Kong	0	3		Million PHP (₱)
Philippines	3,341	2,852		Million PHP (₱)
Singapore	3			Million PHP (₱)

GRI 201-4 Financial assistance received from government

	FY2023	FY2022	FY2021	Unit
Total monetary value of financial assistance received by the organization from any government	None (Note 1)	None (Note 1)		Million PHP (₱)
Tax relief and tax credits	None (Note 1)	None (Note 1)		Million PHP (₱)
Subsidies	None (Note 1)	None (Note 1)		Million PHP (₱)
Investment grants, research and development grants, and other relevant types of grant	None (Note 1)	None (Note 1)		Million PHP (₱)

PILLAR 4: CREATING A POSITIVE COMMUNITY IMPACT

	FY2023	FY2022	FY2021	Unit
Awards	None (Note 1)	None (Note 1)		Million PHP (₱)
Royalty holidays	None (Note 1)	None (Note 1)		Million PHP (₱)
Financial incentives; other financial benefits received or receivable from any government for any operation	None (Note 1)	None (Note 1)		Million PHP (₱)
Financial assistance from Export Credit Agencies (ECAs)	None (Note 1)	None (Note 1)		Million PHP (₱)
Other financial benefits received or receivable from any government for any operation	None (Note 1)	None (Note 1)		Million PHP (₱)

Note 1 We have not availed of the tax incentives granted by the Fiscal Incentives Review Board in 2022 and 2023.

14. Local Sourcing and Supplier Support

GRI 204: Procurement Practices 2016

GRI 204-1-a,b,c Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally)⁷²

Business Unit	2023	2022	2021	Unit
Converge	64 ⁷³	68	66	%
MetroWorks	100	89	95	%
Myriad	100			%

⁷² Converge ICT Solutions' significant location of operations is in the Philippines based on the core operations of delivering internet services. Local suppliers are those whose operations are located in the same geographical areas as the services they provide to Converge and its subsidiaries.

⁷³ For Converge, the procurement budget spent for local sourcing has slightly decreased. Prices of locally produced materials have increased, driven by inflation and other market forces. As such, we have shifted some of these planned spend to foreign resources for better prices, leveraging on volume purchases.

General Disclosures

GRI 2-27: Compliance with laws and regulations

GRI 2-27 Significant instances of non-compliance with laws and regulations

	FY2023	FY2022	FY2021	Unit
Total number of significant instances of non-compliance with laws and regulations during the reporting period	0 ⁷⁴	1		#
instances for which fines were incurred	0	1		#
instances for which non-monetary sanctions were incurred	0	0		#
Total monetary fines	0	1,000,000		PHP (₱)

⁷⁴ The company's improved performance was a result of Converge's implementation of controls and compliance measures. By reviewing past compliance, addressing gaps, and collaborating with stakeholders, we aim to uphold a culture of compliance.

GRI, SASB and TCFD Indices

GRI content index.....	57
SASB content index	65
TCFD content index.....	67

Global Reporting Initiative (GRI)
Content index

Statement of use	Converge Information and Communications Technology Solutions, Inc. has reported in accordance with the GRI Standards for the period January 1, 2023 to December 31, 2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	None

GRI STANDARD/ OTHER SOURCE	LOCATION / RESPONSE	OMISSION		
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021	2-1 Organizational details	Company Profile (pages 3-5)		
	2-2 Entities included in the organization’s sustainability reporting	Company Profile (pages 3-5)		
	2-3 Reporting period, frequency and contact point	About This Report (inside front cover)		
	2-4 Restatements of information	Restatement of Information (page 69)		
	2-5 External assurance	External Assurance (pages 70-71)		
	2-6 Activities, value chain and other business relationships	Company Profile (pages 3-5); Activities, Value Chain and Other Business Relationships (page 5) ; SEC Form 17-A - Business		
	2-7 Employees	Company Profile (pages 3-5); Performance Indicators Summary-Workforce Welfare (pages 9-22)		
	2-8 Workers who are not employees	Company Profile (pages 3-5); Performance Indicators Summary-Workforce Welfare Workforce Welfare (pages 9-22)		
	2-9 Governance structure and composition	Sustainability Governance and Management (pages 11); Manual on Corporate Governance; Board Committees ; SEC Form 17-A - Corporate Governance		
	2-10 Nomination and selection of the highest governance body	Refer to Nomination and Election Policy for nomination and selection process for the Board; Manual on Corporate Governance; Board Charter		
	2-11 Chair of the highest governance body	See Part IV - Corporate Governance of our SEC Form 17-A for details.		
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Governance and Management and Management of Sustainability-related Risks and Opportunities (pages 11-12); Manual on Corporate Governance; Sustainability Policy		
	2-13 Delegation of responsibility for managing impacts	Sustainability Governance and Management and Management of Sustainability-related Risks and Opportunities (pages 11-12); Manual on Corporate Governance; Sustainability Policy		

GRI Content Index

GRI STANDARD/ OTHER SOURCE	LOCATION / RESPONSE	OMISSION		
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION
2-14 Role of the highest governance body in sustainability reporting 2-15 Conflicts of interest 2-16 Communication of critical concerns 2-17 Collective knowledge of the highest governance body 2-18 Evaluation of the performance of the highest governance body 2-19 Remuneration policies 2-20 Process to determine remuneration 2-21 Annual total compensation ratio 2-22 Statement on sustainable development strategy 2-23 Policy commitments 2-24 Embedding policy commitments 2-25 Processes to remediate negative impacts 2-26 Mechanisms for seeking advice and raising concerns 2-27 Compliance with laws and regulations 2-28 Membership associations 2-29 Approach to stakeholder engagement 2-30 Collective bargaining agreements	Sustainability Governance and Management (pages 11); Manual on Corporate Governance ; Sustainability Policy			
	Manual on Corporate Governance			
	Management of Sustainability-related Risks and Opportunities (pages 11-12)			
	Management of Sustainability-related Risks and Opportunities (pages 11-12)			
	Management of Sustainability-related Risks and Opportunities (pages 11-12)			
	Management of Sustainability-related Risks and Opportunities (pages 11-12)			
	Management of Sustainability-related Risks and Opportunities (pages 11-12)			
	Performance Indicators Summary- Diversity, Equity and Inclusion (pages 23-30)			
	Joint Statement (Chairman of the Board Risk Oversight Committee, CEO and President) (pages 7-8), Message of the Chief Sustainability Officer (pages 9-10)			
	Policy commitments (page 16)			
	Approach to Sustainability (pages 10-11)			
	Stakeholder Engagement (pages 13-16)			
	Stakeholder Engagement (pages 13-16)			
	Performance Indicators Summary - General Disclosures (page 55)			
	Company Profile (pages 3-5)			
	Stakeholder Engagement (pages 13-16)			
Performance Indicators Summary - Workforce Welfare (pages 9-22)				
MATERIAL TOPICS				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Material Topics (pages 17-19)		
	3-2 List of material topics	Material Topics (pages 17-19)		
Economic performance				
GRI 3: Material Topics 2021	3-3 Management of material topics	Economic Contributions (page 60)		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Contributions (page 60); Performance Indicators Summary - Economic Contributions (pages 52-53)		
	201-2 Financial implications and other risks and opportunities due to climate change	Climate Adaptation and Resilience (pages 43-48)		
	201-3 Defined benefit plan obligations and other retirement plans	Workforce Welfare (pages 29-33)		

GRI Content Index

GRI STANDARD/ OTHER SOURCE		LOCATION / RESPONSE	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	201-4 Financial assistance received from government	Performance Indicators Summary - Economic Contributions (pages 52-53)			
Market Presence					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33)			
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Workforce Welfare (pages 29-33); Performance Indicators Summary - Workforce Welfare (pages 9-22)			
	202-2 Proportion of senior management hired from the local community	Performance Indicators Summary - Workforce Welfare (pages 9-22)			
Indirect economic impacts					
GRI 3: Material Topics 2021	3-3 Management of material topics	Access to Information and Communications (pages 58-59)			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Access to Information and Communications (pages 58-59); SEC Form 17-A			
	203-2 Significant indirect economic impacts	Access to Information and Communications (pages 58-59); SEC Form 17-A			
Procurement practices					
GRI 3: Material Topics 2021	3-3 Management of material topics	Local Sourcing and Supplier Support (page 62)			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Local Sourcing and Supplier Support (page 62); Performance Indicators Summary - Local Sourcing and Supplier Support (page 54)			
Anti-corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	Anti-corruption (page 39-40)			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Performance Indicators Summary - Anti-corruption (pages 33-39)			
	205-2 Communication and training about anti-corruption policies and procedures	Performance Indicators Summary - Anti-corruption (pages 33-39)			
	205-3 Confirmed incidents of corruption and actions taken	Anti-corruption (page 39-40); Performance Indicators Summary - Anti-corruption (pages 33-39)			
Anti-competitive behavior					
GRI 3: Material Topics 2021	3-3 Management of material topics	Competitive Behavior and Open Internet (pages 41-42)			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Competitive Behavior and Open Internet (pages 41-42); Performance Indicators Summary - Competitive Behavior and Open Internet (pages 40-41)			
Energy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Energy and Emissions (pages 50-52)			

GRI Content Index

GRI STANDARD/ OTHER SOURCE	LOCATION / RESPONSE	OMISSION			
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy and Emissions (pages 50-52); Performance Indicators Summary - Energy and Emissions (pages 43-46)	GRI 302-1-d	Not applicable	(75)
	302-2 Energy consumption outside of the organization	Performance Indicators Summary - Energy and Emissions (pages 43-46)	GRI 302-2	Information unavailable/incomplete	(76)
	302-3 Energy intensity	Energy and Emissions (pages 50-52); Performance Indicators Summary - Energy and Emissions (pages 43-46)			
	302-4 Reduction of energy consumption	Information unavailable	GRI 302-4	Information unavailable/incomplete	(77)
	302-5 Reductions in energy requirements of products and services	Information unavailable	GRI 302-5	Information unavailable/incomplete	(78)
Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	Energy and Emissions (pages 50-52)			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Energy and Emissions (pages 50-52); Performance Indicators Summary - Energy and Emissions (pages 43-46)	GRI 305-1-b	Information unavailable/incomplete	(79, 80)
			GRI 305-1-c	Information unavailable/incomplete	(81)
	305-2 Energy indirect (Scope 2) GHG emissions	Energy and Emissions (pages 50-52); Performance Indicators Summary - Energy and Emissions (pages 43-46)	GRI 305-2-b	Not applicable	We are using a location-based energy indirect (Scope 2) GHG emissions.
			GRI 305-2-c	Information unavailable/incomplete	(79, 80)
	305-3 Other indirect (Scope 3) GHG emissions	Information unavailable	GRI 305-3	Information unavailable/incomplete	(82)

⁷⁵ Not applicable as the Company does not sell electricity, heating, cooling, and steam energy.

⁷⁶ We are currently developing our capability to quantify our upstream and downstream energy consumption. We aim to start reporting this information in 2024.

⁷⁷ We do not have enough data currently to track reductions in energy consumption achieved as a direct result of conservation efficiency initiatives and the reductions in energy requirements of our services. In 2023, we conducted an electrical audit of our facilities, with rectification activities ongoing until Q1 2024. Following this, we will proceed with our roadmap for ISO 50001 Energy Management System certification, which includes the quantification of energy consumption.

⁷⁸ We currently lack sufficient data to track reductions in energy consumption achieved as a direct result of conservation efficiency initiatives and the reductions in energy requirements of our services. In 2023, there was no project aimed at reducing the energy requirements of our products and services. This will be part of our roadmap for ISO 50001 Energy Management System certification in 2024.

⁷⁹ We do not currently track absolute emissions of Carbon Dioxide (CO₂), Methane (CH₄), Nitrous Oxide (N₂O), and Hydrofluorocarbons (HFCs). We plan to include this information in our 2024 report.

⁸⁰ We do not have any potential sources of Perfluorocarbons (PFCs), Sulfur Hexafluoride (SF₆), or Nitrogen Trifluoride (NF₃) in our operations.

⁸¹ We do not currently track Ozone-Depleting Substances (ODS) emissions. We plan to include this in our 2024 report.

⁸² We do not currently track Scope 3 GHG Emissions. We intend to start estimating the consumption outside the organization in 2024.

GRI Content Index

GRI STANDARD/ OTHER SOURCE	LOCATION / RESPONSE	OMISSION		
		REQUIREMENT(S) OMITTED	REASON	EXPLANATION
	305-4 GHG emissions intensity	Energy and Emissions (pages 50-52); Performance Indicators Summary - Energy and Emissions (pages 43-46)		
	305-5 Reduction of GHG emissions	Performance Indicators Summary - Energy and Emissions (pages 43-46)		
	305-6 Emissions of ozone-depleting substances (ODS)	Information unavailable	GRI 305-6	Information unavailable/incomplete ⁽⁸¹⁾
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable	GRI 305-7	Not applicable ⁽⁸³⁾
Waste				
GRI 3: Material Topics 2021	3-3 Management of material topics	Waste Management (pages 53-54)		
GRI 306: Effluents and Waste 2016	306-3 Significant spills	Performance Indicators Summary - Waste Management (pages 47-49)		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management (pages 53-54)		
	306-2 Management of significant waste-related impacts	Waste Management (pages 53-54)		
	306-3 Waste generated	Waste Management (pages 53-54); Performance Indicators Summary - Waste Management (pages 47-49)		
	306-4 Waste diverted from disposal	Waste Management (pages 53-54); Performance Indicators Summary - Waste Management (pages 47-49)		
	306-5 Waste directed to disposal	Waste Management (pages 53-54); Performance Indicators Summary - Waste Management (pages 47-49)		
Supplier environmental assessment				
GRI 3: Material Topics 2021	3-3 Management of material topics	Supplier Environmental Assessment (page 56)		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supplier Environmental Assessment (page 56); Performance Indicators Summary - Supplier Environmental Assessment (page 50)		
	308-2 Negative environmental impacts in the supply chain and actions taken	Supplier Environmental Assessment (page 56); Performance Indicators Summary - Supplier Environmental Assessment (page 50)		
Employment				
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33)		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Workforce Welfare (pages 29-33); Performance Indicators Summary - Workforce Welfare (pages 9-22)		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Workforce Welfare (pages 29-33)		
	401-3 Parental leave	Performance Indicators Summary - Workforce Welfare (pages 9-22)		

⁸³ Air pollution was evaluated to be immaterial following the SASB materiality finder for telecommunication services.

GRI Content Index

GRI STANDARD/ OTHER SOURCE		LOCATION / RESPONSE	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Labor/management relations					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33)			
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Performance Indicators Summary - Workforce Welfare (pages 9-22)			
Occupational health and safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33)			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Workforce Welfare (pages 29-33)			
	403-2 Hazard identification, risk assessment, and incident investigation	Workforce Welfare (pages 29-33)			
	403-3 Occupational health services	Workforce Welfare (pages 29-33); Health and Safety Manual ; Health and Wellness Manual			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Workforce Welfare (pages 29-33)			
	403-5 Worker training on occupational health and safety	Workforce Welfare (pages 29-33)			
	403-6 Promotion of worker health	Workforce Welfare (pages 29-33)			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Workforce Welfare (pages 29-33)			
	403-8 Workers covered by an occupational health and safety management system	Performance Indicators Summary - Workforce Welfare (pages 9-22)			
	403-9 Work-related injuries	Workforce Welfare (pages 29-33); Performance Indicators Summary - Workforce Welfare (pages 9-22)			
	403-10 Work-related ill health	Performance Indicators Summary - Workforce Welfare (pages 9-22)			
Training and education					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33)			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Workforce Welfare (pages 29-33); Performance Indicators Summary - Workforce Welfare (pages 9-22)			
	404-2 Programs for upgrading employee skills and transition assistance programs	Workforce Welfare (pages 29-33)			
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance Indicators Summary - Workforce Welfare (pages 9-22)			

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GRI STANDARD/ OTHER SOURCE		LOCATION / RESPONSE	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Diversity and equal opportunity					
GRI 3: Material Topics 2021	3-3 Management of material topics	Diversity, Equity and Inclusion (pages 35-36)			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, Equity and Inclusion (pages 35-36); Performance Indicators Summary - Diversity, Equity and Inclusion (pages 23-30)			
	405-2 Ratio of basic salary and remuneration of women to men	Performance Indicators Summary - Diversity, Equity and Inclusion (pages 23-30)			
Freedom of association and collective bargaining					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33); Supplier Social Assessment (page 37)			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Performance Indicators Summary - Supplier Social Assessment (pages 31-32)			
Child labor					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33); Supplier Social Assessment (page 37)			
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Performance Indicators Summary - Supplier Social Assessment (pages 31-32)			
Forced or compulsory labor					
GRI 3: Material Topics 2021	3-3 Management of material topics	Workforce Welfare (pages 29-33); Supplier Social Assessment (page 37)			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Performance Indicators Summary - Supplier Social Assessment (pages 31-32)			
Supplier social assessment					
GRI 3: Material Topics 2021	3-3 Management of material topics	Supplier Social Assessment (page 37)			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supplier Social Assessment (page 37); Performance Indicators Summary - Supplier Social Assessment (pages 31-32)			
	414-2 Negative social impacts in the supply chain and actions taken	Supplier Social Assessment (page 37); Performance Indicators Summary - Supplier Social Assessment (pages 31-32)			
Customer health and safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer Welfare (pages 24-27)			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Performance Indicators Summary - Customer Welfare (pages 5-8)			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Customer Welfare (pages 24-27); Performance Indicators Summary - Customer Welfare (pages 5-8)			

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GRI STANDARD/ OTHER SOURCE		LOCATION / RESPONSE	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Marketing and labeling					
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer Welfare (pages 24-27)			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Customer Welfare (pages 24-27); Performance Indicators Summary - Customer Welfare (pages 5-8)			
	417-2 Incidents of non-compliance concerning product and service information and labeling	Customer Welfare (pages 24-27); Performance Indicators Summary - Customer Welfare (pages 5-8)			
	417-3 Incidents of non-compliance concerning marketing communications	Customer Welfare (pages 24-27); Performance Indicators Summary - Customer Welfare (pages 5-8)			
Customer privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	Customer Privacy and Data Security (pages 21-22)			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Privacy and Data Security (pages 21-22); Performance Indicators Summary - Customer Privacy and Data Security (pages 3-4)			

Sustainability Accounting Standards Board (SASB)
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Sustainability Disclosure Topics and Accounting Metrics

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION
Energy and Emissions					
Environmental Footprint of Operations	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	TC-TL-130a.1	Energy and Emissions (pages 50-52); Performance Indicator Summary - Energy and Emissions (pages 43-46)
Customer Privacy and Data Security					
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	Discussion and Analysis	n/a	TC-TL-220a.1	Customer Privacy and Data Security (pages 21-22); Performance Indicator Summary - Customer Privacy and Data Security (pages 3-4)
	Number of customers whose information is used for secondary purposes	Quantitative	Number, Percentage (%)	TC-TL-220a.2	Performance Indicators Summary - Customer Privacy and Data Security (pages 3-4)
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Reporting currency	TC-TL-220a.3	Customer Privacy and Data Security (pages 21-22); Performance Indicators Summary - Customer Privacy and Data Security (pages 3-4)
	(1) Number of law enforcement requests for customer information, (2) Number of customers whose information was requested, (3) Percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-TL-220a.4	Performance Indicators Summary - Customer Privacy and Data Security (pages 3-4)
Data Security	(1) Number of data breaches, (2) Percentage involving personally identifiable information (PII), (3) Number of customers affected	Quantitative	Number, Percentage (%)	TC-TL-230a.1	Customer Privacy and Data Security (pages 21-22); Performance Indicators Summary - Customer Privacy and Data Security (pages 3-4)
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-TL-230a.2	Customer Privacy and Data Security (pages 21-22)
Waste Management					
Product End-of-life Management	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	Quantitative	Metric tons (t), Percentage (%)	TC-TL-440a.1	Performance Indicators Summary - Waste Management (pages 47-49)
Competitive Behavior and Open Internet					
Competitive Behavior & Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting currency	TC-TL-520a.1	Competitive Behavior and Open Internet (pages 41-42); Performance Indicators Summary - Competitive Behavior and Open Internet (pages 40-41)
	Average actual sustained download speed of (1) Owned and commercially-associated content and (2) Non-associated content	Quantitative	Megabits per second (Mbps)	TC-TL-520a.2	Competitive Behavior and Open Internet (pages 41-42); Performance Indicators Summary - Competitive Behavior and Open Internet (pages 40-41)
	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion and Analysis	n/a	TC-TL-520a.3	Performance Indicators Summary - Competitive Behavior and Open Internet (pages 40-41)

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TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION
Systemic Risk Management					
Managing System Risks from Technology Disruptions	(1) System average interruption duration, (2) system average interruption frequency and (3) customer average interruption duration	Quantitative	Disruptions per customer, Hours per customer	TC-TL-550a.1	Performance Indicators Summary - Customer Welfare (pages 5-8)
	Discussion of systems to provide unimpeded service during service interruptions	Discussion and Analysis	n/a	TC-TL-550a.2	Customer Welfare (pages 24-27)

Activity Metrics

ACTIVITY METRIC	CATEGORY	UNIT OF MEASURE	CODE	REPORT SECTION
Number of wireless subscribers	Quantitative	Number	TC-TL-000.A	N/A ⁸⁴
Number of wireline subscribers	Quantitative	Number	TC-TL-000.B	N/A ⁸⁵
Number of broadband subscribers	Quantitative	Number	TC-TL-000.C	Access to Information and Communications (pages 58-59); Performance Indicators Summary - Access to Information and Communications (page 51)
Network traffic	Quantitative	Petabytes	TC-TL-000.D	Performance Indicators Summary - Access to Information and Communications (page 51)

⁸⁴ Not applicable. The company does not have wireless operations.

⁸⁵ Not applicable. The company does not have wireline (voice) operations.

Task Force on Climate-Related Financial Disclosures (TCFD)

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CORE ELEMENTS	RECOMMENDED DISCLOSURES	REPORT SECTION/RESPONSE	PAGE REFERENCE
Governance Disclose the organization's governance around climate related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	Sustainability Governance and Management Sustainability Policy	page 11
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	Sustainability Governance and Management Sustainability Policy	page 11
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.	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Climate Adaptation and Resilience	pages 43-48
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Climate Adaptation and Resilience	pages 43-48
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Climate Adaptation and Resilience	pages 43-48
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.	Sustainability Governance and Management Climate Adaptation and Resilience	page 11 pages 43-48
	b) Describe the organization's processes for managing climate-related risks.	Sustainability Governance and Management Climate Adaptation and Resilience	page 11 pages 43-48
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Sustainability Governance and Management	page 11
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.	Performance Indicators Summary - Climate Adaptation and Resilience	page 42
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Performance Indicators Summary - Energy and Emissions	pages 43-46
		Performance Indicators Summary - Energy and Emissions	pages 43-46
c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Message from the Chief Sustainability Officer		pages 9-10
	Performance Indicators Summary - Energy and Emissions Our targets are also disclosed on our Sustainability webpage .		pages 43-46