

# **SUSTAINABILITY REPORT**





SUSTAINABILITY  
REPORTING



SUSTAINABILITY  
BEYOND BANKING

**Bolder and  
bigger goals for  
people, planet  
and profit.**

102-50, 102-54

### About the Report

Sustainable Banking in the New Normal is the second Sustainability Report of Metropolitan Bank & Trust Company (the “Bank”) which communicates the manner by which the Bank’s management approach in governing economic, environmental, social and governance issues as well as the endeavors of the Foundation from January 1 to December 31, 2020 have created an impact, leaving an imprint of the Bank’s efforts in environmental and social responsibility concerns. This report has been prepared in accordance with the GRI Standards: Core Option. The Philippines’ Securities and Exchange Commission’s Sustainability Reporting Guidelines for Publicly listed Companies was also used as reference in making this report, which does not include international operations and those of its subsidiaries, unless otherwise specified.



# Journey towards Sustainability

102-1, 102-2, 102-3, 102-5, 102-6, 102-7

**M**etrobank was established 59 years ago in the historical community of Binondo, Manila. Through the decades, it has evolved into one of the most respected and prominent names in the field of banking in the Philippines and Asia. True to its signature slogan – You're in Good Hands – Metrobank has become the trusted partner and ally of businesses needing a financial institution that can be relied upon for their corporate and personal banking needs.

To continue helping industries grow and assisting individuals in achieving their aspirations, Metrobank has kept pace with the rise of a more socially inclusive and environmentally conscious society. It has been quick to integrate more sustainable principles in its operations, putting environmental and social responsibilities front and center of business decisions.

Metrobank's sustainability framework is anchored on achieving long term shareholder value and creating shared value for a sustainable future.

The Bank continues to embed sustainable practices to reduce the environmental impact of its business by promoting operational eco-efficiency while contributing to a thriving, resilient national economy.

Through the Metrobank Foundation, the Bank supports social causes in education, peace and order, and the arts, recognizing that promoting excellence in these fields plays an integral part in national development. It also creates value for clients and

society through financial education initiatives and the development of responsive and innovative products. Metrobank believes that banking is a business of trust. It highly esteems the trust given by customers and shareholders, and commits to the high standards of governance by espousing accountability, integrity and transparency.

We are able to contribute to the sustainability goals through four main drivers – 1) ensuring growth while managing future risks, 2) meeting customer demand, 3) attracting and retaining talent, and 4) managing brand and reputation.

With these, we believe we can create not just economic value but shared value, and we can help in building an inclusive and sustainable society.

Metrobank's material topics describe and communicate the economic, environment and social issues that the Bank and its stakeholders deem most relevant. These are anchored on the four main sustainability drivers and reported according to the GRI Standards and SEC Guidelines on Sustainability Reporting.

The Bank's material topics are subject to change with the times as to incorporate new guidelines from regulators such as BSP, and to anticipate and address the needs of our stakeholders. Hence, our materiality process is iterative, and our sustainability framework is to be reviewed and revised as the need arises.



## MATERIAL TOPICS

102-47

Sustainability Driver	Relevance	Material Topic	GRI Index
Ensuring Growth while Managing Future Risks	Risk is inherent in a financial institution. The Bank takes calculated risks to seize business opportunities. Metrobank ensures that it has efficient and transparent processes, exceptional people, and secure technology to properly manage the risks accompanying the strategic investments it makes to foster profitability and ensure environmental and social responsibility. We are your partner in growth.	<ul style="list-style-type: none"> <li>Revenue Growth</li> <li>Market Share</li> <li>Domestic Presence</li> <li>Overseas Activities</li> <li>Thorough Underwriting</li> <li>Responsible Business Practices</li> </ul>	201-1 102-7 102-4 102-4 102-11 102-12
Meeting Customer Demand	Metrobank strives to provide for the financial needs of its customers, whatever their aspirations may be. The Bank addresses customers' various needs through its diverse and ever evolving products and services, which are accessible and reliable in numerous platforms	<ul style="list-style-type: none"> <li>Customer Reach</li> <li>Customer Management</li> <li>Network Reliability</li> <li>Responsive Products</li> </ul>	102-6 Marketing and Labelling 203-2 102-2, 203-2
Attracting and Retaining Talent	We are able to provide exceptional experience because our employees find meaning in their work. For this reason, Metrobank invests in their health, professional growth, and personal development.	<ul style="list-style-type: none"> <li>Employee Retention</li> <li>Health and Safety</li> <li>Development and Training</li> <li>Community Involvement</li> </ul>	102-7, 401-1, 401-2, 403-3, 403-6 403-10 404-1, 404-2 413-1
Managing Brand and Reputation	Metrobank has built a stable and responsible brand with a credible and trustworthy reputation. Our track record in transparency, dependability and accountability allows us to build lasting relationships with our stakeholders as well as entice new partners and customers.	<ul style="list-style-type: none"> <li>Community Investment</li> <li>Energy and Materials Efficiency</li> <li>Data Security and Privacy</li> <li>Financial Literacy Endeavors</li> <li>Good Governance and Integrity</li> </ul>	413-1 301-1, 302-1, 305-1, 305-2 418-1 413-1 205-3

Note: Material topics' impacts occur within the Bank's local operations, except for Revenue Growth and Overseas Activities which include international operations

## STAKEHOLDER ENGAGEMENT

102-40, 102-42, 102-43, 102-44

Metrobank recognizes the crucial role its stakeholders play in the company's continued growth. As such, the Bank has established various channels to understand stakeholders' concerns and needs, and to encourage dialogue for resolutions.

Stakeholder Group	Engagement Platform	Concerns and Issues	Management Approach
<b>Customers or clients</b> Our business is to cater to the wide range financial needs of the Filipino people.	<ul style="list-style-type: none"> <li>Daily customer touchpoints with our front-line employees</li> <li>Monthly customer satisfaction surveys</li> <li>Annual Net Promoter Score studies</li> </ul>	<ul style="list-style-type: none"> <li>Responding efficiently to inquiries and requests</li> <li>Resolution to customer complaints</li> <li>Data privacy and security</li> </ul>	<ul style="list-style-type: none"> <li>Upgrade of systems and streamlining of processes</li> <li>Strict implementation of the Bank's Data Privacy Policy</li> </ul>
<b>Employees</b> Meaningful banking is achieved through our dedicated and empowered employees.	<ul style="list-style-type: none"> <li>Meetings</li> <li>Employee engagement survey conducted every other year</li> <li>Annual performance assessment</li> </ul>	<ul style="list-style-type: none"> <li>Compensation and benefits</li> <li>Career and personal development</li> </ul>	<ul style="list-style-type: none"> <li>Benchmark compensation and benefits against industry peers</li> <li>Offer training programs and educational assistance programs</li> <li>Career advancement and meaningful engagement</li> </ul>
<b>Suppliers</b> An extension of our business, suppliers allow us to provide innovative, seamless and secure solutions to the community we serve	<ul style="list-style-type: none"> <li>Vendor management process</li> <li>Annual performance review</li> </ul>	<ul style="list-style-type: none"> <li>Procurement terms</li> </ul>	<ul style="list-style-type: none"> <li>Transparency in vendor accreditation process</li> </ul>
<b>Investors</b> Together with our shareholders, we help build a better community.	<ul style="list-style-type: none"> <li>Annual Stockholders' Meeting</li> <li>Quarterly Earnings Call</li> <li>Regular meetings and teleconferences</li> <li>Roadshows</li> </ul>	<ul style="list-style-type: none"> <li>Financial performance</li> <li>Frequency of engagement</li> </ul>	<ul style="list-style-type: none"> <li>Provide full disclosure in compliance with the regulatory requirements</li> </ul>
<b>Regulators</b> The government ensures that businesses are conducted fairly and protects the rights of everyone.	<ul style="list-style-type: none"> <li>Regular correspondence through letters, memos, and emails</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with relevant national laws and regulations, as well as those mandated by the Bangko Sentral ng Pilipinas</li> </ul>	<ul style="list-style-type: none"> <li>Transparency in the disclosures required by law</li> </ul>
<b>Community</b> Through our business, we aim to contribute to the financial wellness of the community we are in by giving access to financial instruments, and boosting economic activities.	<ul style="list-style-type: none"> <li>Dialogues and surveys</li> <li>Community outreach programs</li> </ul>	<ul style="list-style-type: none"> <li>Stimulation of local economy</li> <li>Recipients and impacts of corporate social responsibility projects</li> </ul>	<ul style="list-style-type: none"> <li>Roll-out of recognition programs and community projects</li> <li>Financial support to education, arts and culture</li> </ul>



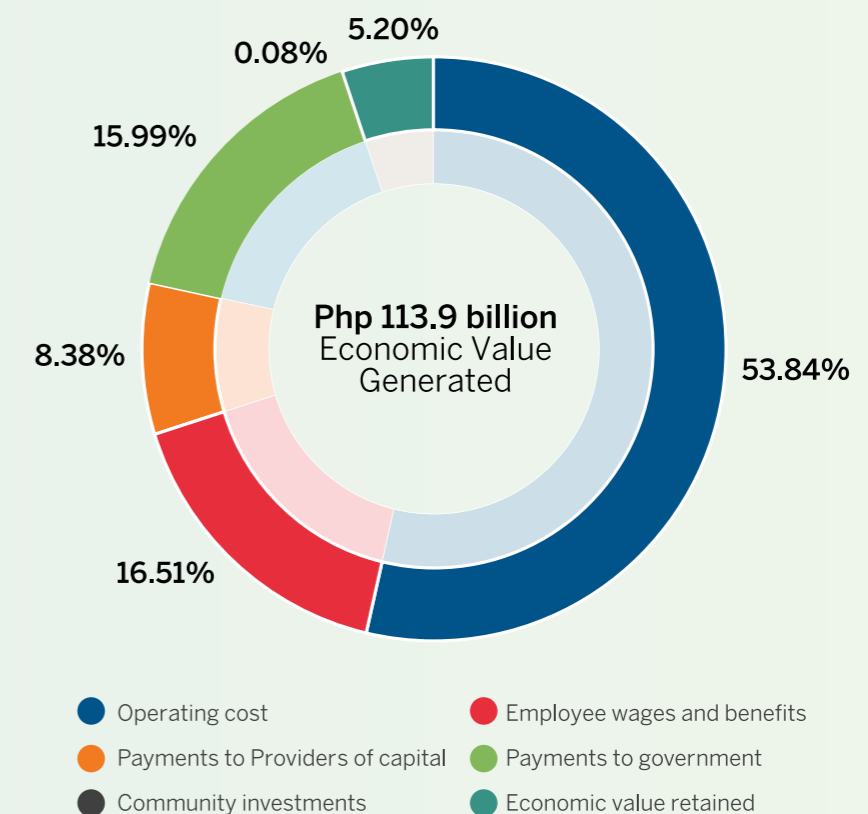
## ECONOMIC DISTRIBUTION

102-7, 201-1

Metrobank is relentless in its drive for continued growth and exceptional economic performance. The Bank's favorable returns in 2020 despite the challenges of the pandemic is credited to its high-performing human capital, and strong built-in systems and policies that further strengthened its corporate governance framework. In managing its sustainable business, the Bank continues to be a strong development partner, passionate and committed to its customer's financial well-being.

Despite a conservative provisioning strategy, Metrobank in 2020 registered a strong performance. Balance sheet recorded an asset base of Php 2.2 trillion and a total equity of Php 325 billion. Metrobank secured its customers' trust as evidenced by a Php 1.6 trillion in total deposits and receivables at Php 1.0 trillion.

Metrobank's direct economic value generated for 2020 amounted to Php 113.9 billion. Shareholders and other capital payments amounted to Php 9.5 billion while remuneration, rewards and welfare of our employees is at Php 18.8 billion. Majority of our economic value covered our operational expenses registered at Php 61.3 billion, which mainly revolved around the payments to our local suppliers and service providers. The Bank's contribution to the government in the form of taxes, licenses and other fees amounted to Php 18.2 billion. Meanwhile, the Bank's community investments amounted to Php 92.4 million.



## METROBANK AS A TRUSTED FINANCIAL PARTNER

### Financial Education: Customers Are People, Not Accounts

Metrobank continues to be guided by its commitment to improve its service by anticipating the needs of customers and delivering outstanding work. This promise enables Metrobank's customers to make well-informed financial decisions on how best to make their money work for them.

"Our customers are people, not accounts," says Metrobank Chief Marketing Officer Digs Dimagiba. This speaks of the customer-centricity culture that is alive and well in Metrobank.

To realize the vision of empowering customers to make meaningful financial decisions, Metrobank recently launched MoneyBasics and Earnest.

## THOROUGH UNDERWRITING

102-11

Thorough credit underwriting policies are crucial in selecting the right clients to maintain and sustain a strong balance sheet, good reputation, and zero credit risks.

Sudden financial defaults or questionable dealings linked to its clients would adversely impact the Bank's reputation, and even its business viability.

To avoid such circumstances, the Bank adopted a solid credit risk management system that covers credit policies, authorizations, risk evaluation, and compliance monitoring.

Credit policies are formulated in consultation with business units on collateral requirements, credit assessment, risk grading, reporting, and

compliance with regulatory requirements. There are authorization limits for the approval and renewal of credit facilities.

Metrobank also implements prudent concentration limits in granting loans to counterparties and industries, and by issuer, in the case of investment securities.

The Bank monitors credit quality by analyzing and categorizing the repayment ability of a borrower – whether an individual or company - through the Internal Credit Risk Rating System (ICRRS). The ten-grade rating system reflects the borrower's risk of default and availability of a collateral or other credit risk mitigation. Compliance with approved exposure limits is also closely monitored.

The ICRRS contains the Borrower Risk Rating (BRR) and the Facility Risk Factor (FRF).

- BRR assesses the borrower's creditworthiness, using their financial condition, the viability of the industry of the borrower, and the capabilities of its internal management.
- Facility Risk Factor (FRF) investigates details of the facility security arrangement and quality of documentation. This factor can downgrade or upgrade the BRR, depending on collateral, quality of documentation, and structure of transactions.

An individual's borrower risk rating is validated by the Credit Group to maintain accurate and consistent risk ratings across similar profiles in the credit portfolio. On the other hand, commercial loans' credit quality with the corresponding ICRRS Grade is divided into four grading groups:

- High Grade given to borrowers with a very low probability of default.
- Standard Grade given to borrowers with limited access to public capital or alternative financial markets and borrowers with a higher probability of default.

- Substandard Grade given to borrowers who belong to an unfavorable industry or have company-specific risk factors which are of concern. Borrowers who exhibit potential weaknesses that need close attention from the management are also given this grade.
- Impaired Grade given to borrowers who appear to involve a substantial or unreasonable degree of risk because of unfavorable records or unsatisfactory characteristics. This grade is also given to non-performing borrowers and to those which have assets that are not bankable.

The ICRRS has proven effective in minimizing risks and streamlining Metrobank's assessment of loan clients by the strong balance sheet it demonstrates. These metrics assist relationship managers in developing their skills and intuition in assessing potential clients and identifying which will be beneficial to the Bank and the stakeholders.

## CONTRIBUTION OF OUTSTANDING LOANS TO SUSTAINABLE DEVELOPMENT GOALS

102-12

In September 2015, 193 international heads of states and governments adopted the United Nation's (UN) 2030 Agenda, a comprehensive plan that details strategies to end extreme poverty, help resuscitate the environment, and diminish inequality. It is an inclusive, far-reaching, people-centered set of 17 goals and 169 targets called the UN Sustainable Development Goals (SDGs).

The sets of goals and targets demonstrate the scale and ambition that aim to transform the fundamental principles of the Agenda into concrete actions with definite, measurable results. As governments all over the world have agreed to these goals, it is now time for businesses to act.

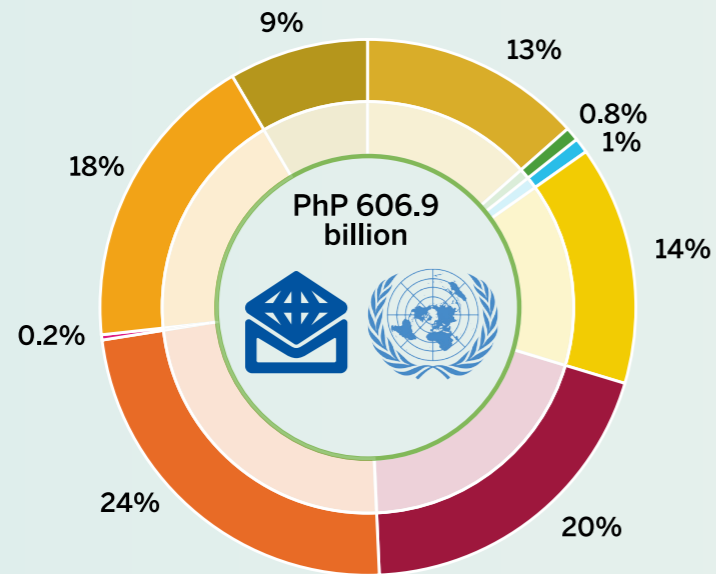
In adopting the UN's SDG framework, Metrobank connects its business strategies with the world's development priorities and contributes to positive change in the world. As an institution with a heart that is deeply immersed in communities, Metrobank believes that no one should be left behind in the sustainable and resilient path it treads.

Through its Institutional Banking Sector (IBS), Metrobank helped contribute to 9 of 17 SDGs in 2020. Building mechanisms that further develop social capital created more opportunities for economic and environmental conditions to advance in less developed communities. By investing on financial capital and providing Php 606.9 billion in capital loan disbursements, the Bank reduced hunger and inequality; improved education, health, sanitation, and work; helped build affordable and clean energy, better infrastructure, responsible consumption, and more livable communities.

As the bank continues to refine parameters on determining contribution of outstanding loans to the UN SDGs, the presented numbers in each goal may be amended.







### Goal 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture

The effect of COVID-19 on food production by small-scale food producers can only be described as monumental and nearly catastrophic. Due to the lockdown, mobility and movement of goods and services were curtailed. A semblance of normalcy for both consumers and producers only began when the economy reopened. Metrobank's Php 82.1 billion in loans that enabled food manufacturers to meet

increased demand may have been a turning point in ending and decreasing all forms of hunger and malnutrition because of the complications of the pandemic. Resilient partnership between the private sector and government, as well as benevolent private initiatives of organizations like the Metrobank Foundation, Inc. through their food distribution channels also made the difference. The immediate disbursements of the conditional cash transfers, and other benefits that local government units provided its constituents were the stimuli that helped spur economic activities that were largely attributed to increased food production and distribution.

**2** ZERO HUNGER

**Php 82.1 billion**

**Php 75.1 billion** - Universal Access to Safe and Nutritious Food

**Php 3.4 billion** - Sustainable Food Production and Resilient Agricultural Practices

**Php 1.1 billion** - Double the agricultural productivity and incomes of small-scale food producers

**Php 2.5 billion** - Invest in rural infrastructure, agricultural research and technology

**3** GOOD HEALTH AND WELL-BEING

**Php 4.8 billion**

Achieving Universal Health Coverage

### Goal 3. Ensure healthy lives and promote well-being for all at all ages

Prior to the pandemic, progress in decreasing cases of TB, HIV, and fostering child health, widespread immunization and better maternal health were globally advancing although rather slowly. However, the disruptions due to the health crisis could reverse decades of health improvements.

In the Philippines, there has also been a significant improvement in health coverage due to health program enhancements. Nonetheless, COVID-19 has upset the health order and any gains in healthcare the country had. The strain on public health, health of front liners and health services in spite of developed vaccines, all contribute greatly to the challenges the nation faces as

COVID-19 is only one of many communicable diseases that both government and private sectors continue to address, as with other non-communicable illnesses.

In its commitment to improving access to quality and affordable healthcare, Metrobank has disbursed Php 4.8 billion in loans directed towards healthcare and wellness.

### Goal 6. Ensure availability and sustainable management of water and sanitation for all

According to the World Wildlife Fund, clean fresh water is essential for a healthy human life, but 1.1 billion people all over the world still lack access to water and 2.7 billion will have no access to safe water supplies at least one month a year. Here in the country, 5% of Filipino families get drinking water from "unimproved" sources such as unprotected wells or springs. Although less than 1 percent acquire drinking water directly from rivers, dams, lakes, ponds, streams, or irrigation canals, there are still a million people who have no access to clean water.

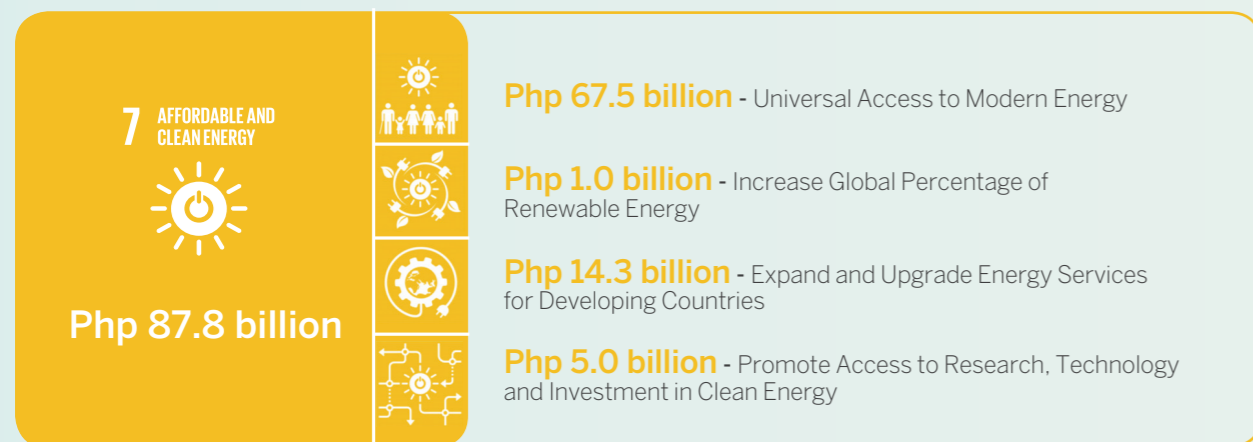
In 2020, Metrobank funded Php 5.6 billion worth of projects that target clean water and sanitation, to help ensure access to quality and safe drinking water for all Filipinos.

**6** CLEAN WATER AND SANITATION

**Php 5.6 billion**

**Php 2.6 billion** - Safe and Affordable Drinking Water

**Php 3.0 billion** - Improve Water Quality, Wastewater Treatment and Safe Reuse



**Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all**

For the last couple of centuries, fossil fuel energy has been easy to find and reliably used around the world. However, fossil fuels when burned are also the top contributor to global warming due to their high carbon output. As such, it is vital to pivot to alternative and sustainable sources of energy to counter climate change, to sustain, and ensure the safety of our planet.

The Asia-Pacific is still one of the most energy intensive region, and by 2030 will be reaching Europe’s energy levels should the current rate of progress in increasing energy efficiency not be improved. In 2019, 24% of electricity generated in the Philippines came from renewable sources while coal and natural gas accounted for 47% and 22%, respectively.

In 2020, Metrobank disbursed Php 87.8 billion in loans to the energy sector to support improved availability and access to electricity and the shift to renewable energy.

**Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**

A robust economy that hinges on the steady growth of its industries creates favorable opportunities that open more employment prospects to uplift the quality of life of every Filipino.

Before the pandemic, the Philippines’ per capita GDP recorded an all-time high of 4.6 percent growth, from Php 82,593 in 2017 to Php 86,370 in 2018. Unemployment also dropped to 5.3 percent in 2018, the lowest on record since 2005. The pandemic has sadly upended these economic achievements and brings to fore the need to create more jobs through investments and entrepreneurial initiatives.

As one of the strongest financial institutions, Metrobank has always played a significant role in the country’s financial system and economy. Last year, Metrobank extended Php 119.3 billion of commercial loans that created professional opportunities and decent work for Filipinos.



**SME LOANS**

Small and medium enterprises (SME) significantly contribute to the businesses and employment that are generated annually in the Philippines. SMEs account for nearly 2.9 million jobs or 33% of the country’s total employment. With its huge impact on the economy, sustaining SME growth also propels the economy at large. In support of SMEs, Metrobank extends several types of loans to the sector, each customized to the needs of small business owners:

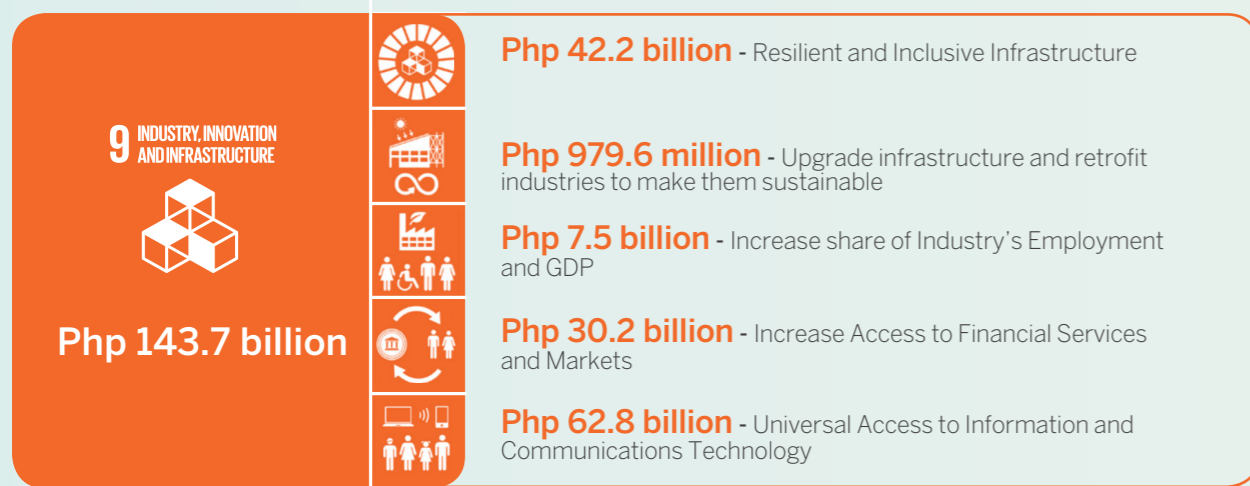
1. Puhunan Loan – for construction-related projects, facility acquisition, general merchandise trading, and product development
2. Agri Business Loan – for livestock and grain trading, food processing, and similar activities
3. Franchise Business – for acquiring franchise packages and pre-operating expenses, such as equipment, machinery, and construction.

**Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.**

Sustaining industrial productivity by judiciously managing resources and optimizing the use of technologies and breakthrough innovations will further bolster economic growth. This was evident with the way businesses responded to the pandemic challenges foisted against business continuity and growth through the creative work set-ups and altered consumer habits.

Metrobank fully supports industry, innovation, and infrastructure through three main lending thrusts:

1. Dedicated to enabling telecommunication providers in expanding mobile connectivity and access to the Internet.
2. Focused on financing infrastructure projects such as roads and ports that enable regional and transborder connectivity and boost economic development; and

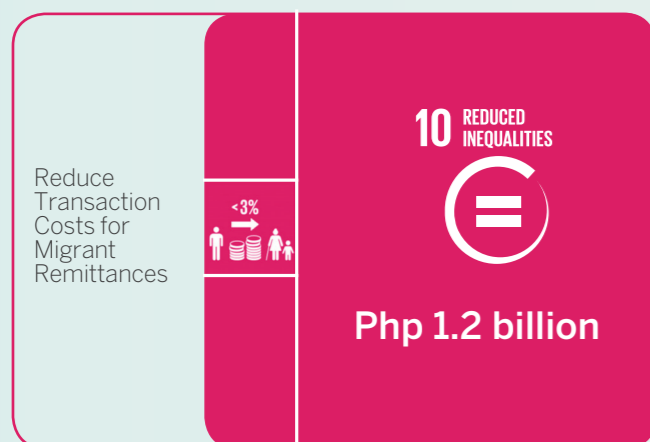


3. Geared towards assisting companies in adopting cleaner, more environmentally sound technologies.

Overall, outstanding loans that contribute to these thrusts amount to Php143.7 billion.

**Goal 10. Reduce inequality within and among countries**

Remittances are one of the economic growth drivers for the Philippines as disposable income from abroad boost household spending, propping up the country's economy. Recognizing this contribution, Metrobank has committed Php1.2 billion for systems improvement on remittances to facilitate better and easier transactions between OFWs and their families.



**Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable.**

The continued increase in population challenges the way managing and building urban spaces are maintained in creating inclusive growth and development of communities. Mobility through public transportation and mass housing are just some of these considerations.

In 2020, the Bank disbursed Php 110.3 billion to businesses that build and support these infrastructures, housing, and community spaces, as well as in expanding sustainable tourism in the country. This also includes both public and private sector initiatives to further improve public transportation.



**HOME LOANS**

The Bank supports Filipino families in acquiring their own homes through customized home loan packages. Metrobank will always be the Filipino family partner in achieving this dream, whether in purchasing a completed home, lot, construction, personal investment, reimbursement, or in refinancing an existing loan. In 2020, Metrobank disbursed Php 55.4 billion for its home loan portfolio.

As world consumption increases, it also continues to use natural resources unsustainably. However, the pandemic has created opportunities to develop recovery plans that build a more sustainable future. The Asia-Pacific region has struggled the most in advancing sustainable consumption and production, with East and Southeast Asia accounting for the biggest uptick share in the last decade.

In 2020, Metrobank disbursed Php52.2 billion in loans to counteract increased material consumption and support the advancement of efficient production and the use of waste disposal systems in businesses.

**Goal 12. Ensure sustainable consumption and production patterns**





## STEWARD OF THE ENVIRONMENT

301-1, 302-1, 305-1, 305-2

While Metrobank endeavors to ensure the highest standards of efficiency in the workplace, the cause of environmental protection is paramount in the corporate mind of Metrobank. It prioritizes the environmental impact of its operations as it consistently strives to reduce its waste production, energy, paper, water consumption, and its carbon footprint as part of its commitment in protecting the environment.

The Bank shifted to energy efficient LED fixtures in its Head Office and key business centers. Office equipment such as air conditioners and printers were closely monitored through policies on time-restricted use. Conventional air-conditioning units were replaced by more efficient VRF system. These initiatives which began in the head office and key centers have now been rolled out in all branches.

With the fixtures installation and policy application, the Bank aims to lower annual consumption of electricity. In 2020, the electricity consumption of Metrobank in selected facilities and areas reached 13,282,083 kWh. To further improve consumption efficiency and energy savings, the Bank is working on incorporating a monitoring system to check its electricity consumption and adjust usage accordingly. Last year, power and electricity consumption monitoring were limited to some bank facilities.

Water consumption from certain areas of the Bank reached 80,865 m<sup>3</sup> in 2020. Aside from improving electricity usage, the Bank intends to progressively reduce its overall water consumption through conservation initiatives in the coming years. It is working on a monitoring system to evaluate water consumption and calibrate accordingly. With the rapid shift in digitalization, Metrobank's consumption of office materials such as paper, transaction slips, and toners among other things

have been greatly reduced. Whenever paper is needed, the reverse side of non-confidential papers is used as draft paper. Documents with sensitive information are shredded.

Environmentally hazardous waste materials such as used printer toner cartridges and batteries are cautiously handled for appropriate disposal. The Bank is currently seeking to forge agreements with suppliers to handle the Bank's hazardous waste disposal. In 2020, Metrobank purchased 5,820 pieces of UPS batteries and 10,620 cartridges of printer toner.



## STRONG CORPORATE GOVERNANCE

In all seasons, in all circumstances, Metrobank operates under the philosophy that corporate governance is the cornerstone of its business. This firm adherence to governance is paramount especially at this time when established institutions like Metrobank must assure its customers and clients of innovatively customized products and services for their present needs.

The Bank's effective corporate governance sustains integrity, reliability, and stability, the qualities needed to be the bank of choice of all segments of business – from SMEs to big business – acknowledging that each one contributes in turning the wheels of Philippine economy.

## GUIDING MANUALS

The Bank created guiding manuals of major policies and procedures to strengthen its commitment to professionalism and ethics.

The Corporate Governance Manual serves as the guidebook for the Bank, its subsidiaries, and affiliates in the implementation of the corporate governance rules and regulations as provided under Bangko Sentral ng Pilipinas Circulars (Nos. 749, 757, and 969; Memorandum No. 2013 -002) and SEC Memorandum Circular No. 19, s2016.

A guide to identify and mitigate risks such as legal or regulatory sanctions, financial loss or loss to reputation is the Compliance Policy Manual. This manual provides firm assurance that the Bank and its employees comply with relevant banking and corporate laws, regulations, rules, and standards to promote safe and sound banking operations.

The Code of Conduct for Employees embodies the ethical principles and core values that guide the professional conduct of Metrobank employees.

Metrobank is guided by its core values, known as PITCH (Passion for Results, Integrity, Teamwork, Customer Service, and Heart for the Community). Through it, Metrobankers fulfill their promise to serve customers to the utmost of their abilities.

Metrobank's employees fulfill customer expectations with ethical standards such as Honesty and Integrity, Avoidance of Conflict of Interest, Customer Care, Professional Decorum, Quality Service and Operational Efficiency, Teamwork, Preservation of Confidential Information, Maintenance and Protection of Bank Property, Safety and Security, Attendance and Punctuality. These values serve as every employee's guidepost in serving the Bank and its customers well.

## RESPONSIBLE BUSINESS PRACTICES

102-12

Metrobank demonstrates a firm commitment to sustainable banking. Aligned with global and national sustainability goals, Metrobank provides reliable products and services that satisfy its

customers' financial needs to unlock wealth, create opportunities, and facilitate trade and commerce. The Bank also sustainably supports its customers through a thorough and effective underwriting that mitigates undue risks.

The Bank equips customers with the knowledge and skills to effectively manage finances and gain financial freedom through financial education initiatives like MoneyBasics and Earnest.

MoneyBasics is a compendium of tips found in social media sites to help customers develop the habit of saving. Earnest is a recently launched website and mobile app that offers concise and easy-to-understand insights for financial knowledge and management, and assists new investors to learn and subscribe to investments that match their needs and lifestyle.

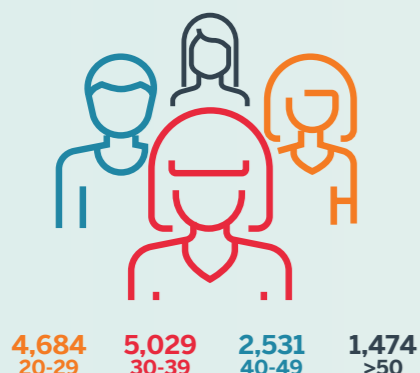
Metrobank's governance structure assigns specific and distinct responsibilities at the Board level and across all functions to drive its sustainability agenda and provide adequate resource allocation. The Bank operates on a full disclosure and transparent manner in sharing significant impacts and risks, and its progress on sustainable development through the annual publication of its Sustainability Report.

Metrobank supports the principles of the UN Global Compact and exercises its fundamental responsibility of upholding human rights, fair labor practices, environmental protection, and the prevention of corruption.

The Compliance Office ensures that the Bank conforms to relevant laws, rules and regulations affecting its operations, as well as all governance related circulars of regulatory agencies.

The Bank's Whistle-Blowing Policy empowers officers, staff, and stakeholders to report matters related to fraud, conflict of interest, and violation of internal and regulatory policies, procedures, and controls.

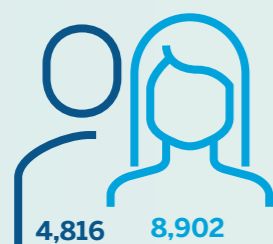
Employee Breakdown by Age



Employee Breakdown by Region



Employee Breakdown by Gender



## Teamwork

### CARING AND EMPOWERING SUCCESS

#### Metrobank: Employer of Choice

Organizations claim that its people are its greatest asset. This claim is refreshingly true in Metrobank which recognizes that its employees are the primary stakeholders that sustain its business. Their key talents are the Bank's lifeblood; their intellectual and human capital provide the operational efficiency and strategic direction to dutifully face both normal and challenging times for the institution. In this time of the pandemic, Metrobank's sustainable business meant creating more value for the people that provided meaningful banking. The Bank enabled and empowered its employees, equipped them with the right competencies to upscale their performance, and safeguarded their health, well-being, and rights. During periods of uncertainty and volatility, investing in people is the best move to uplift communities.

The Bank considers its employees as partners in building meaningful banking in communities and consistently looks out for their complete well-being. It will always prioritize employee safety, excellent performance, sense of belongingness and provide opportunities for their career development.

As one of Asia's best employers and companies to work for in 2019, Metrobank fosters a culture of caring, sharing the values of excellence, integrity, and professionalism with its employees who have now taken these to heart. Belonging to the Metrobank family is part of an inclusive work environment where harmony is nurtured in diversity.



## Recruitment

One does not have to look far to find amazing talent when one's organization is already labelled as one of the best employers and companies to work for in Asia. The best employers usually attract the best talent, and it all begins with the recruitment process.

In Metrobank, technology and innovation transformed the recruitment process to adapt to the limitations posed by the pandemic. Online interviews were conducted using video conference applications. Online forms replaced manual ones, while hiring endorsements were done via email approvals up to the level of the Management and Nominations Committee, including the Board of Directors as appropriate.

This transformation went beyond recruitment operations as it also changed foundational Human Resources (HR) goals, recruitment skills, and other related HR policies and processes. It standardized the application interviews across all levels, reviewed recruitment tools and policies to adapt to the industry's best practices, and re-evaluated sourcing talent from within.

The Bank's Talent Acquisition (TA) team was reorganized to streamline accountability and maintain its operational excellence. The end-to-end processing from sourcing to offer acceptance replaced the sourcing and recruitment operations formerly with Employee Records and Plantilla Management Department (ERPMD) to consolidate all application processes in one department.

HR leaders aligned their recruitment strategy with Talent Acquisition Department after recruitment skills training was rolled-out that disseminated process changes to HR officers. The interview process became a training program and was given to selected officers and heads of the Organizational Effectiveness and Learning Division and Human Resources Business Partner.

### TRAINING 404-2

The Metrobank Academy is a school of rigor, skills development and transformation that sharpens familiar management abilities like critical decision making, leadership, and adaptability that are required in the field. The programs offered range from the basic to the highly specialized technical courses. Aside from the Academy, the MBLearn is also available to employees who prefer online learning experience at their own pace.

### METROBANK ACADEMY 404-1, 404-2



Metrobank created an opportunity for growth and put value to its employees' professional enrichment that will help drive the Bank to achieve its goals. The Metrobank Academy was created for this purpose and offers a slew of courses developed by both in-house and externally-sourced subject matter experts.

In 2020, Metrobank's 13,718 employees expanded their professional knowledge and value after logging 169,012 training hours or half a day per employee. Both the Bank and the employees transitioned from classroom to online learning solutions in response to the workplace disruption.



The academy provided additional courses apt to the times. It included topnotch leadership and simulation exercises that reinforce critical decision-making skills and enable employees to continue providing excellent service amid turbulent times.

The Bank also created MBLearn, a learning platform on demand that allowed employees to take courses online, based on their work schedules. MBLearn provided modules on data security, business continuity planning, and cash management. It likewise offered courses that addressed the employees' well-being such as COVID-19 Safety Protocols and Social Media: Staying Secure in a Connected World.

## EDUCATIONAL ASSISTANCE

404-2

The value that Metrobank gives to continuous education does not end among its employees but extends to employees' dependents. The Bank believes that education increases the worth and capacity of its employees, their families and helps form better communities.

The Bank created the Metrobank Employees Graduate Assistance Program (MEGA) to finance qualified employees who wish to complete their MBA degrees. The program includes a study leave to allow employee-scholars to finish their studies.

The Bank also put up the Metrobank Educational Assistance for Dependents of Employees Program (MEADE) to financially support qualified and deserving employees' children who wish to complete their secondary or tertiary education.

## Testimonials from those who availed of the MEGA program:

- “What a great privilege to belong to an institution that never falters to be supportive of its employees' pursuit of professional enrichment! With the help of MEGA, I was able to fulfill my goal of taking up further studies. Aside from the financial support that Metrobank has so generously given me, I also appreciate how my heads were so encouraging. This environment of genuine support, more so in times of difficulty, makes the hard work worthwhile and the relationships more meaningful.”



-Patricia Moira Membrebe,  
Investment Analyst,  
Financial Markets Sector

- “I would like to express my sincere appreciation for your support with regards to your MEGA or Metrobank Employees Graduate Assistance Program. Although we are in the middle of the pandemic, your continuous generosity and kindness for the employees makes a big difference especially in achieving their educational goals. I feel so honored and blessed to be part of the program. It was a pleasure working with Metrobank through the years and gave me this wonderful opportunity and in fact, completing this MBA degree would really help me to take another step towards my career path in the future. Thank you again for the generous contribution which made my MBA degree possible.”



-Jay Marc Gaño, Facilities Administration Assistant,  
Financial & Control Sector

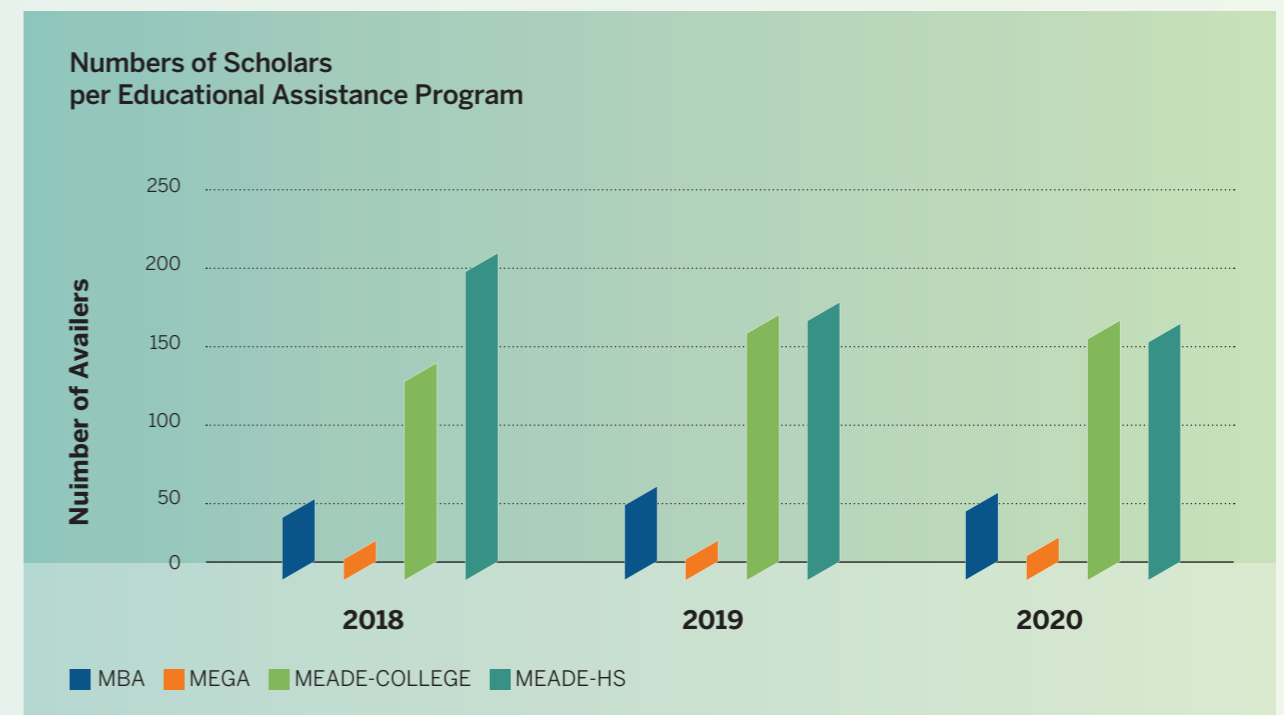
## CAREER DEVELOPMENT

The Bank believes that its annual performance is dependent, to a large extent, on the exceptional competence, work ethic, commitment, and dedication of its employees to make the organization achieve its goals. As the Bank adjusted working conditions to adapt to the pandemic, it revisited its performance management framework and processes to better monitor productivity and optimize employee performance. It launched an enhanced performance management program based on the principles of meritocracy, differentiation, and fairness. This allowed managers to recognize top performers and support those who can become better.

Performance assessments are done annually and provide the means for senior officers to provide feedback to their team members' performance. This would also be the basis for career advancement as the Bank considers qualified internal employees as priority candidates for promotion.

Metrobank launched the Leadership Potential Assessment which evaluates leadership markers of a Metrobank leader, namely: intellectual capacity, interpersonal skills, and intensity, regardless of age, ethnic background, or gender. These leadership markers are the parameters used to hire, appoint, promote, and develop Metrobank leaders who are charged to challenge the status quo and bring the Bank to the next level of performance.

We continue to identify and develop high-performing and high-potential talent through Talent Reviews. As we pursue our goal of maintaining a steady supply of credible successors, we continue to track our talents' career trajectory to ensure that they will unleash their full potential in Metrobank.



## EMPLOYEE WELFARE

102-41

Metrobank recognizes employees' rights to freedom of association and collective bargaining. The Bank has one labor union and 95% of its rank-and-file employees are covered by the collective bargaining agreement.

Collective Bargaining Agreement	2018	2019	2020
Total Union Members	5,923	6,111	6,692
Total Rank & File Employees	6,869	6,869	7,017
Percentage of total permanent employees covered by collective bargaining agreements	86%	89%	95%

## WORKPLACE SAFETY AND SECURITY

403-3

The Bank values work-life balance and has instituted preventive controls and recovery measures in response to the current worldwide health solution. One of these measures is putting in place the work-from-home arrangement.

Preventive controls have two components: Engineering and Administrative controls. The former includes IT-enabled meetings, online documentation & approvals, distancing in the workplace, frequent workplace disinfection, visual cues and reminders, and the MB COVID Care Bot that sends reminders, surveys, and quizzes thru work chat. These are all set-up to ensure continuous work efficiency. The latter consists of safety marshals, who make sure employees adhere to COVID safety and protection protocols in the workplace; a rotating workforce, health risk assessments (MARF), daily onsite screening (HDF); E-learning, and online reminders.

Recovery measures deal with case management and those who tested positive for COVID including close contacts, RTK and PCR testing, implementing the travel policy, and the Safe Together program which offer discounted COVID care support to employees and their dependents.

The travel policy encourages employees to refer to the travel decision guide before travelling, requiring employees to declare all travels to their immediate supervisor, and observe necessary protocols upon their return.

## HEALTH AND WELLBEING

403-6, 403-10



Metrobank's 360 COVID Care is an institution-wide health and wellness program in response to the pandemic that provides immediate medical, management, and both physical and mental health support to the organization.

The Bank partnered with ActiveOne Telemed, a team of medical experts who help facilitate and assist employees who undergo Inbound Consultation, Inbound Exposure, Outbound Monitoring, and Return to Work procedures.

The Bank supports increased physical and mental resilience and makes sure mental health services like

Maxicare Teleconsult, NCMH Crisis Hotline, CASA Telecounseling, and ActiveOne MH Teleconsultation are available to its employees 24 hours a day. It also implemented the MB Connect Reach Out service which facilitates a compassionate and supportive platform among Metrobankers who are overwhelmed by the current crisis. Online webinar sessions about mental health were provided that dealt with mental health in the workplace, the work from home phenomenon, caring for physical health during the pandemic, and embracing the Sleep, Eat right, Exercise, and De-stress (SEED) lifestyle. Employees also have Mindful Moments, a free online group meditation and are regularly updated on mental health concerns through Wellness Wednesdays. Topics shared since April 2020 include how to overcome burnout, the mental health benefits of staying informed, box breathing in reducing stress and anxiety, balanced well-being and productivity, and mental health psychosocial support, among others.

## COMPENSATION AND BENEFITS

401-2

Metrobank's compensation packages are at par with the industry's. Its employees receive benefits that exceed local labor laws' minimum standards.

With the pandemic, employees working onsite received additional support to continue providing excellent and meaningful service to clients. These include:

1. Allowances such as Enhanced Community Quarantine (ECQ) Meal & Transportation allowance and overtime pay for shortened work hours in ECQ and Modified Enhanced Community Quarantine (MECQ) areas
2. Payment grace period on employee loans
3. Provident Fund car loan special package for

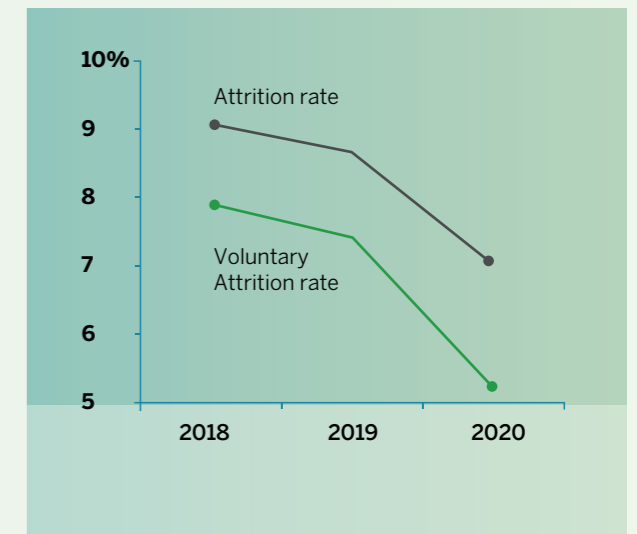
4. junior officers as well as rank and file
4. Bank-sponsored shuttle service
5. Free face mask and face shield for each employee
6. Use of emergency leave for COVID-related absences.

The Bank's added service and initiative in addressing employee mobility is the Drive Car Loan benefit. It is a separate and one-time special car loan program for employees who report for work on-site. Through the program, employees will not only have new vehicles that solve transportation concerns, but it will also encourage them to reach out to co-employees and set car-pools which builds relationships and even helps the environment.

## EMPLOYEE RETENTION

401-1

Metrobank continues to manage a declining rate of attrition, dropping further to 7.0% in 2020. The Bank constantly finds opportunities to retain its talent.





# Community Engagement

The sense of service through volunteerism and involvement in socio-civic initiatives that complements dedicated professionalism is another pillar that defines a Metrobanker. This is the Heart for the community and is embodied through the Purple Hearts Club, named after the oldest United States military award that recognizes valor in service.

Even during the pandemic, several calamities struck many parts of the country and the Bank willingly responded through these various programs:

1. Bangon Luzon – a fundraising program for Metrobankers affected by Typhoon Rolly and Ulysses
2. Metro Blood Bank – a database of blood donors in the Bank
3. Metro Good Wheels – an employee shuttle service that offers alternative transportation to employees while supporting school bus operators who have been affected by the pandemic. The employee shuttle service for a cause is headed by the Alcanzare School Bus Service.
4. MBFI Cash Assistance given to agency personnel.



## MEANINGFUL SERVICE TO EMPLOYEES

In appreciation for the Bank's constant concern in safeguarding their employees' well-being in 2020, Metrobankers shared their testimonials:

#ThankYouMetrobankers Dec 21, 2020

**Because of all your efforts this year, we are well-placed to weather the storm going into 2021, and I look forward to working with you to face the challenges ahead.**

**We're capable of entering 2021 feeling much stronger and better, because your commitment and sacrifice has enabled the Bank to be able to do so.**

1. Thank you, Metrobankers Video from the Heads
2. Taal, Metrobankers for Metrobankers: a fundraising initiative for employees affected by the eruption in January
3. RTK testing: a free rapid COVID testing for employees from May to October
4. Metro Good Wheels: Alternative Employee Transport + CSR for School Bus Drivers & Operators starting October 19
5. Mental Health: Mindful Moments and webinars on CVOD-19 awareness
6. Health & Safety protocols: Strict social distancing rules, regular disinfection routines and Health Declaration Form.

## COMMITMENT TO CUSTOMER SERVICE

Metrobank's corporate mantra has always been providing its customers with the best customer experience through meaningful banking. The Bank delights in anticipating customer needs and offering solutions for these. More than a business strategy,

it is the Metrobank's foundation for a sustainable relationship with its customers which it steadfastly nurtures through the years.

This enviable relationship between the Bank and its customers was highlighted during the challenging year of the pandemic. The Bank became a front liner, a much-needed solace to its clients who needed assurance that the Bank would be with them through thick or thin.

More than availability and presence, the Bank made sure that it implemented safeguards to protect the safety and health of its customers and bank employees. The Bank kept its promise of "being there when needed most."

## PROTECTING CUSTOMERS' DATA

Metrobank remains dedicated to nurturing and strengthening its relationship with its retail and corporate clients and constantly prioritizes their best interests. The Bank sets a culture that adheres to the BSP's customer protection standards and complies with its Consumer Protection Policy Manual (CPPM), a comprehensive manual that also serves as its guide. The Bank considers it the collective and shared responsibility of every Metrobanker to follow consumer protection standards.

## CONSUMER PROTECTION STANDARDS

Metrobank's Customer Protection Standards are inherent to the Bank's corporate culture and are always observed in its dealings with its customers.

- Metrobank sees to it that its customers have a reasonable and holistic understanding of all products and services it may choose to avail. Hence, the Bank provides full disclosure and transparency in empowering its customers to

make informed financial decisions. Customers are given ready access to information that accurately represent the nature and structure of the product or service, its terms, and conditions, as well as risks and fundamental benefits.

- The Bank's strong and reliable IT system, with well-defined protocols, secure database, and periodically re-validated procedures to protect the confidentiality, security, accuracy, and integrity of personal information, assures customers that their financial transactions and relevant personal information they disclosed, are kept confidential.
- The Bank, through the Fraud Management Division, is using several tools for fraud prevention and mitigation.
- Metrobank always demonstrates the principle of fair treatment towards its customers. In safeguarding the best interests of its customers, the Bank establishes necessary resources, procedures, internal monitoring, and control mechanisms. These include general rules, such as those addressing ethical staff behavior, acceptable selling practices as well as regulating products and practices where customers may be offered services that are inappropriate for their circumstances.

## CONSUMER EDUCATION

Metrobank regularly educates and informs customers through its website and social media – from tips on how to save and invest their money, to campaigns that instruct how to protect their personal information and personal accounts from being accessed by unauthorized groups.

In 2020, the Bank optimized its online platforms to regularly provide the latest information about its products and services, as well as established health protocols, among others for a more convenient

banking experience for its customers. These include the following:

- Daily list of open branches and modified branch hours
- Guidelines on the suspension of collection of Car & Home loan payments and the Skip-payment for Metrobank credit cards
- Fraud Awareness campaign to educate clients how to be vigilant, spotting fraudulent SMS, e-mails and calls and to avoid opening links embedded in e-mails. The campaign helps clients deal with these situations and prevents them from becoming victims of all types of fraud.
- Convenience and security of using online and mobile banking to continuously monitor funds and make banking transactions from the safety of their homes,
- Money basics during challenging financial times.

For more information on Metrobank's Privacy Policy, please visit: <https://metrobank.com.ph/privacy-policy>

## ACTIVELY SEEKING OUT CUSTOMER CONCERNS

Metrobank provides its customers an accessible, affordable, independent, fair, accountable, timely, and efficient means in resolving their complaints on their financial transactions.

The Bank promptly addresses clients' complaints through the mechanisms for complaint handling and redress.

- 1. Customer Incident Management Policy (CIMP)** – This standardizes the Bank's complaints management and includes a turnaround time for complaint investigation, resolution, and response to customer.

During this health crisis, Metrobank offered meaningful assistance to its customers across various banking touchpoints so they can focus on their safety and their loved ones' welfare.

- Most branches remained open Mondays through Fridays, albeit with reduced banking hours, to serve and respond to concerns or requests for assistance. Safety protocols were put in place for open branches for the protection of both customers and frontline personnel, and in compliance with national and local area guidelines.
- The Bank's Contact Center continued to operate from Monday to Sunday to address concerns, requests, and queries from customers. Additional personnel for voice operations were deployed to handle increased volume of calls.
- All necessary information that conveniently help customers during the pandemic is available in the Bank's website and in social media. These keep customers informed and connected without them visiting the branch or getting in touch with the Contact Center.
- Mobile ATMs were deployed weekly in various barangays in Metro Manila. These machines enable customers to continue withdrawing cash, checking their account balances, paying for services and bills, transferring funds between Metrobank accounts, or buying prepaid load, among others within the safety of their locality.

- 2. Customer Incident Management System (CIMS)** – This centralized system is where complaints are logged. As the single-source data for complaints analytics, it tracks the status of complaints until the time they are resolved and closed.

Business units in the Bank are identified to investigate and resolve the complaints within a defined turn-around time, provide feedback and resolution to customers with regards to their complaints, and implement and monitor actions to avoid recurrence and improve customer experience.

The different investigating units and Case Management Department are given adequate resources to manage complaints efficiently and effectively, including training to ensure that they have appropriate experience, knowledge, and expertise.

Metrobank identifies root causes of these complaints, provides appropriate resolutions to address these, and monitors its effectiveness to improve service recovery. The Customer Engagement Group is responsible for reporting the complaints metrics to Senior Management, as well as customer experience initiatives implemented and their impact to customers and to the business of the Bank.

In 2020, total complaints received by the Bank dropped by 3% compared with 2019.

The Bank maintained a high-resolution rate that reflects the prompt process by which complaints are investigated, addressed, and resolved within a short time frame.

Metrobank is committed to listen to customers' sentiments, identify opportunities, address their pain points, and improve their overall experience with the Bank. While the pandemic has scaled back the Voice of the Customer initiatives, the Bank continued with the usual customer feedback channels, and expanded ways of collecting responses:

- Net Promoter Score (NPS) via online survey
- Branch Customer Satisfaction (CSAT) via online survey
- Branch Customer Satisfaction via QR code at select branches to obtain real-time feedback from customers.

Meanwhile, the 2020 institutional CSAT score of Metrobank is 87%. The Bank continues to improve its products and services to meet the needs of its evolving clients and providing them with a meaningful banking experience.



## HEART FOR SUSTAINABLE COMMUNITY

413-1

### METROBANK FOUNDATION, INC.

The heart that beats for those who are marginalized, and underserved is the Metrobank Foundation, the Bank's philanthropic arm. It is at the core of sustaining communities through its special programs and long-term investments that share and increase the value of social capital in the Philippines, and was recognized as "Philanthropic Foundation of the Year" last 2020 by American Association of the Philippines (AAP). The Foundation recognizes excellence in the fields of arts, education, health, military, and civil authorities, and for decades, has honored modern-day heroes from these fields who have shown exemplary service for people, communities, and the nation. The Foundation is also the country's partner in times of natural disasters and calamities, providing immediate financial and logistical support whenever needed. These heartfelt efforts have endeared the Foundation to many, affirming its mission to be of service to the Filipino people, communities, and the nation

The Foundation's enduring support for education stems from its flourishing collaboration with like-minded institutions that help the conglomerate contribute to the United Nation's SDG 17 on building partnerships to achieve community goals. MBFI's alliance with GT Foundation (GTFI) and Pacific Paint has produced 113 architectural scholars, 103 graduates, and gained the support of more schools in 2020. The Foundation also continues to recognize esteemed educators and leads in



celebrating National Teachers' Month together with the Department of Education (DepEd). Both the Foundation and DepEd capitalized on a digital platform instead of the annual Metrobank-MTAP-DepEd Math Challenge (MMC) through the MMC Learn@Home, pursuing math drills, tips, math problem solving techniques, and success stories of MMC champions. MBFI's Professional Chair program in partnership with the Ateneo De Manila University published "Perspectives on Good Governance: Metrobank Foundation Professorial Chair Lectures at the Ateneo Professional Schools", a compilation of 11 lectures delivered by exemplary models of leadership and professionalism.

## HELPING HANDS DURING CALAMITIES

Metrobank Foundation and GTFI's immediate response and mobilization through "Helping Hands" during natural calamities is unparalleled. In 2020, Php 8.9 million was distributed to more than 15,000 displaced families from the Taal Volcano eruption, and those affected by typhoons Rolly and Ulysses. Food items, hygiene kits, sleeping mats and blankets were also provided.

## HELPING HANDS DURING COVID-19

At the height of the health crisis, MBFI's rapid mitigating action together with GTFI supported not only the conglomerate's employees and their families but large communities and front liners affected by the impact of the pandemic. The massive support that reached Php 321.5 million provided short-term relief and recovery assistance

to affected sectors, created a mid-term emergency response plan through strategic partnerships with the government and other stakeholders in communities and directly supported more than 522,000 beneficiaries of CSR initiatives.

## HEALTH

### WORLD CLASS HEALTHCARE

As the principal owner of the Manila Doctors Hospital (MDH), Metrobank Foundation is privileged to offer world-class care to the sick at this time by delivering quality and safe, patient-centered wellness. MDH carries on in attaining service excellence for all its patients across generations due to its high health standards. The recent health crisis expedited the construction of modern facilities like the new Molecular Pathology Laboratory with the support of GTFI, and to have accessible testing centers for the hospital that serve the city of Manila and the national capital region. New equipment, facility upgrades, renovations, and expansions of select areas and units were also done in response to the growing needs of its patients.

For more details about Metrobank Foundation's activities and advocacies it supports, kindly refer to the Metrobank Foundation Annual Report.

### 2020 NEW MACHINES

Videolaryngoscope System  
Molecular Laboratory equipment:

- Biosafety Cabinet
- Ultra Low Freezer -80 °C
- Laminar Flow
- Freezer -20 °C

- Dry Bath
- Combined Refrigerator & Freezer
- Real-Time PCR Detection System
- Automated Extractor
- Refrigerated Microcentrifuge
- Fully Automated Autoclave
- Mini Biosafety Cabinet
- Microplate Centrifuge w/ 3 rotors
- PCR Cabinet
- Biosafety Cabinet

### NEW AND BIGGER FACILITIES

- Molecular Pathology Laboratory
- Catheterization Laboratory
- Hemodialysis Unit
- ICU
- Isolation Unit

### PATIENT SERVICES

1. Aesthetics Center
2. Laboratory Services
3. Cardiac Rehabilitation
4. Linear Accelerator (LINAC)
5. Cardiovascular Catheterization Laboratory
6. Magnetic Resonance Imaging (MRI)
7. Cardiovascular Center
8. Mammogram
9. Child Neurosciences Center
10. Marine Medical Services
11. Clinical Nutrition Management Services (CNMS)
12. Neurophysiology Services

13. Computerized Tomography (CT Scan)
14. Nuclear Medicine
15. Coronary Care Unit / Telemetry Unit
16. Oncology Unit
17. Corporate Health Services
18. Pain Management
19. Dietary Department
20. Pharmacy
21. Emergency Medicine
22. Pulmonary Physiology and Sleep Lab
23. Endoscopy Unit
24. Radiologic Imaging Center
25. Executive Health Check
26. Rehabilitation Medicine
27. Hearing, Dizziness, Voice and ORL Endoscopy Center
28. Sports Medicine
29. Heart Care Service
30. Ultrasound
31. Hemodialysis
32. Vision Center
33. Intensive Care Unit (ICU)
34. Wellness Hub
35. Molecular Pathology Laboratory
36. Wound Care Center

ation of the American Association of the Philippines (AAP) last



# PHP 321M

## MEANINGFUL ASSISTANCE

Programs implemented by:



### Frontliners



## PhP 70M

Supplies for Hospitals



## PhP 2M

For Uniformed Frontlines

### Research



## PhP 5M

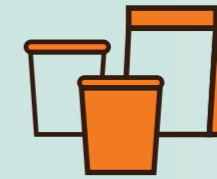
Research and development for testing kits



## PhP 10M

Project ARK (Antibody Rapid test Kits) for communities

### Food Relief



## PhP 100M

For Project Ugnayan for 1M families

## PhP 8M

Food packs for marginalized communities

### Medical Support



## PhP 16M

Support for supplies for a hospital or center

## PhP 61M

For molecular laboratories of Philippine Red Cross, T3/Ayala Consortium, DOH-Southern Med Center and Ateneo de Davao University, and Manila Doctors Hospital

### Additional Relief Efforts



## PhP 49M

For additional relief efforts



## MEMBERSHIP OF INDUSTRY ASSOCIATIONS

102-13

- 1 ACI PHILIPPINES THE FINANCIAL MARKETS ASSO., INC.
- 2 ASSOCIATION OF BANK COMPLIANCE OFFICERS INC.
- 3 ASSOCIATION OF BANK REMITTANCE OFFICERS, INC.
- 4 ASSOCIATION OF CERTIFIED FRAUD EXAMINERS (ACFE) PHIL CHAPTER INC.
- 5 ASSOCIATION OF PHILIPPINE CORRESPONDENT BANK OFFICERS INC.
- 6 BANK SECURITY MANAGEMENT ASSOCIATION, INC.
- 7 BANKERS ASSOCIATION OF THE PHILIPPINES
- 8 BANKERS INSTITUTE OF THE PHILIPPINES, INC.
- 9 BANK MARKETING ASSOCIATION OF THE PHILIPPINES
- 10 CLEARING OFFICERS CLUB, INC. (COCI)
- 11 CREDIT MANAGEMENT ASSOCIATION
- 12 EMPLOYERS CONFEDERATION OF THE PHILS. (ECOP)
- 13 EUROPEAN CHAMBER OF COMMERCE
- 14 FEDERATION OF INDIAN CHAMBERS OF COMMERCE (PHIL) INC.
- 15 FINANCIAL EXECUTIVES INSTITUTE OF THE PHIL.
- 16 FUND MANAGERS ASSOCIATION OF THE PHILIPPINES, INC.
- 17 INFORMATION SYSTEMS AUDIT AND CONTROL ASSOCIATION, INC.
- 18 INSTITUTE OF INTERNAL AUDITORS
- 19 INTEGRATED BAR OF THE PHILIPPINES
- 20 IT & BUSINESS PROCESS ASSOCIATION OF THE PHILIPPINES, INC.
- 21 INTERNET AND MOBILE MARKETING ASSOCIATION OF THE PHILIPPINES
- 22 MAKATI BUSINESS CLUB INC.
- 23 MANAGEMENT ASSOCIATION OF THE PHILS.
- 24 MONEY MARKET ASSOCIATION OF THE PHILIPPINES (MART)
- 25 NATIONAL ASSOCIATION OF SECURITIES BROKER SALESMEN, INC. (NASBI)
- 26 PEOPLE MANAGEMENT ASSOCIATION OF THE PHILS. INC.
- 27 PHILIPPINE ASSOCIATION OF NATIONAL ADVERTISERS, INC.
- 28 PHILIPPINE CHAMBER OF COMMERCE & INDUSTRY, INC.
- 29 PHILIPPINE PAYMENTS MANAGEMENT, INC.
- 30 PHIL-JAPAN ECONOMIC COOPERATION COMMITTEE INC.
- 31 THE AMERICAN CHAMBER OF COMMERCE OF THE PHILS. INC.
- 32 THE JAPANESE CHAMBER OF COMMERCE & INDUSTRY OF THE PHIL. INC.
- 33 THE PHILIPPINE STOCK EXCHANGE INC.
- 34 TRUST OFFICERS ASSOCIATION OF THE PHILS., INC.

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<b>General Disclosures</b>			
<b>GRI 102: General Disclosures 2016</b>	<b>Organizational Profile</b>		
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	102-2	Activities, brands, products, and services	p. 2, Refer to 2020 Annual Report Product and Services
	102-3	Location of headquarters	p. 2, Refer to 2020 Annual Report Contact Information
	102-4	Location of operations	See ATM, CAM and Branch Locator ( <a href="https://metrobank.com.ph/locator">https://metrobank.com.ph/locator</a> )
	102-5	Ownership and legal form	Refer to 2020 Annual Report Group Ownership
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	102-7	Scale of the organization	Refer to 2020 Annual Report Organizational Structure
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	102-30	Effectiveness of risk management processes	See 2020 Corporate Governance Manual: Risk Oversight Committee p. 79-81 ( <a href="https://metrobank.com.ph/img/mbtc-corporate-governance-manual-as-of-2020.pdf">https://metrobank.com.ph/img/mbtc-corporate-governance-manual-as-of-2020.pdf</a> )
	102-35	Remuneration policies	See 2020 Metrobank Corporate Governance Manual: Compensation Policy p. 46-47 ( <a href="https://metrobank.com.ph/img/mbtc-corporate-governance-manual-as-of-2020.pdf">https://metrobank.com.ph/img/mbtc-corporate-governance-manual-as-of-2020.pdf</a> )
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	102-46	Defining report content and topic boundaries	p. 4
	102-47	List of material topics	p. 4
	102-48	Restatements of information	Not applicable
	102-49	Changes in reporting	Not applicable
	102-50	Reporting period	p. 2
	102-51	Date of most recent report	2019
	102-52	Reporting cycle	p. 2
	102-53	Contact point for questions regarding the report	Refer to 2020 Annual Report Contact Information
	102-54	Claims of reporting in accordance with GRI Standards	p. 2
	102-55	GRI content index	p. 46 -50
	102-56	External assurance	Not applicable

## MATERIAL TOPICS

GRI Standard	Disclosure	Page number or direct answers	
<b>Economic</b>			
<b>Economic Performance</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	The Bank maintains profitability by addressing material risks that have financial impact to the business.
	103-3	Evaluation of the management approach	SEC Content Index: Economic Performance and Procurement Practices
<b>GRI 201: Economic Performance 2016</b>	201-1	Direct economic value generated and distributed	p. 6
<b>Indirect Economic Impacts</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	The Bank maintains profitability by addressing material risks that have financial impact to the business.
	103-3	Evaluation of the management approach	SEC Content Index: Economic Performance and Procurement Practices
	203-2	Significant indirect economic impacts	Refer to 2020 Annual Report Products and Services
<b>Anti-corruption</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	The Whistleblowing Policy is included on the Bank's Corporate Governance Manual <a href="https://metrobank.com.ph/img/mbtc-corporate-governance-manual-as-of-2020.pdf">https://metrobank.com.ph/img/mbtc-corporate-governance-manual-as-of-2020.pdf</a>
	103-3	Evaluation of the management approach	SEC Content Index: Anti-corruption
	205-3	Confirmed incidents of corruption and actions taken	No recorded incidents of corruption during the reporting period.
<b>Environment</b>			
<b>Materials</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 15
	103-3	Evaluation of the management approach	SEC Content Index: Resource Management
<b>GRI 301: Materials 2016</b>	301-1	Materials used by weight or volume	p. 15
<b>Energy</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 15
	103-3	Evaluation of the management approach	SEC Content Index: Resource Management
<b>GRI 302: Energy 2016</b>	302-1	Energy consumption within the organization	p. 15
<b>Emissions</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 15
	103-3	Evaluation of the management approach	SEC Content Index: Resource Management
<b>GRI 305: Emissions 2016</b>	305-1	Direct (Scope 1) GHG emissions	No Air Emission Testing conducted for 2020
	305-2	Energy indirect (Scope 2) GHG emissions	No Air Emission Testing conducted for 2020
<b>Social</b>			
<b>Employment</b>			
<b>GRI 103: Management Approach 2016</b>	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 17
	103-3	Evaluation of the management approach	SEC Content Index: Employment
<b>GRI 401: Employment 2016</b>	401-1	New employee hires and employee turnover	p. 22
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 22



Occupational Health and Safety			
GRI 103: Management Approach 2018	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 21 - 22
	103-3	Evaluation of the management approach	SEC Content Index: Workplace conditions, labor standards, and human rights
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	The Bank is compliant to Bangko Sentral ng Pilipinas' rules and regulations on bank protection (Circular No. 620). The Bank has a designated Security Officer who shall be responsible for the development and administration of a security program acceptable to BSP. There are security and safety measures conducted through office inspections, emergency drills, and safety equipment testing and refreshing.  We have Safety Marshals in Head Offices who conduct workplace safety inspections ensuring that the Bank's health and safety protocols are followed by the occupants.
	403-2	Hazard identification, risk assessment, and incident investigation	There are security and safety measures conducted through office inspections, emergency drills, and safety equipment testing and refreshing.  We also have certified Safety Officers in branches and head offices who conduct hazard identification, risk assessment and control (HIRAC) as part of OSH Program Commitment Form
	403-3	Occupational health services	p. 21
	403-4	Worker participation, consultation, and communication on occupational health and safety	Announcements on wellness checks and other health and safety programs are disseminated to all employees whenever applicable.
	403-5	Worker training on occupational health and safety	The Bank is susceptible to external security threats compared to other industries, all security personnel undergo safety trainings on bank security enhancement, gun safety, bomb identification and detection, robbery and hold-up procedures, disaster awareness, and security guard customer care.  Additionally, we have capability building programs, advocacies, and safety trainings to comply with the OSH Standards and OSH law such as Safety Officers (SO) Certification Training, First Aiders (FA), Pollution Control Officer (PCO) and Managing Heads (MH). We also conduct the Mandatory 8-hour Workers Safety Training as we continuously work to expand the reach of the capability building programs by maximizing the available technologies such as e-learning. In response to the Pandemic, we actively communicate relevant health and safety advisories via Workplace postings and Systems broadcast complemented by mandatory e-learning modules related to COVID-19 Protocols.
	403-6	Promotion of worker health	p. 21-22  We promote worker's health by including health advisories in the monthly branch meeting of their Health and Safety Committees (HSC). We regularly release Wellness advisories, tips, and relevant contents related not only to physical wellness, but mental wellness as well.
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Security personnel are employees of third-party agencies. Before these agencies are accredited, they must make sure that their employees undergo safety trainings on bank security enhancement, gun safety, bomb identification and detection, robbery and hold-up procedures, disaster awareness, and security guard customer care.  We engage the services of a third-party COVID Care provider employing a team of medical professionals who assess, diagnose, and monitor symptomatic employees at risk or suspected of COVID infection.
	403-10	Work-related ill health	2020 Diseases/Principal complaint count: 2,105
Training and Education			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 18 - 20
	103-3	Evaluation of the management approach	Post-training evaluation feedback are embedded in the e-learning modules
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	p. 18
	404-2	Programs for upgrading employee skills and transition assistance programs	p. 18 -19
Metrobank disclosure		Employees assessed based on their performance	p. 20
Freedom of Association and Collective Bargaining			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	SEC Content Index: Labor-management relations
	103-3	Evaluation of the management approach	SEC Content Index: Labor-management relations
Metrobank disclosure		Employees covered by collective bargaining agreement	p. 21
Metrobank disclosure		Percentage of employees covered by collective bargaining agreement	p. 21
Local Communities			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 26 - 27
	103-3	Evaluation of the management approach	p. 26 - 27
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	p. 26 - 27
Supplier Social Assessment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	SEC Content Index: Supplier chain management
	103-3	Evaluation of the management approach	SEC Content Index: Supplier chain management
Metrobank disclosure		Presence of Policy with Social Criteria	SEC Content Index: Supplier chain management
Marketing and Labelling			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	SEC Content Index: Customer Management
	103-3	Evaluation of the management approach	SEC Content Index: Customer Management
Metrobank disclosure		No. of substantiated complaints on marketing and labelling	SEC Content Index: Customer Management
Metrobank disclosure		No. of Complaints Addressed	p. 25
Customer Privacy			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	p. 4
	103-2	The management approach and its components	p. 25 - 26
	103-3	Evaluation of the management approach	p. 25 - 26
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None

# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
<b>Economic</b>		
<b>Economic Performance and Procurement Practices</b>		
	Direct economic value generated and distributed	p. 6
	Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	All business units create their own budget for operating supplies and equipment. Budget availments go through evaluation and approval process. The procurement team is in charge with the sourcing of approved requirements. The team consistently deals with local suppliers.
	Impacts and risks identified	Metrobank, being one of the biggest banks in the Philippines is in the position to support the economies in areas where its business are located. Obtaining the assistance of local suppliers could help stimulus the local economy and allow business activities to local companies.
	Management approach to impacts and risks	Metrobank conducts its business following risk management framework that ensures all its investments, ventures and other decisions are consistent with regulatory standards. It has a vendor accreditation policy from suppliers that meet its criteria.
	Opportunities	Expand the Bank's risk management framework to be in line with BSP's Sustainable Finance Framework.
	Management approach to opportunities	Formulation of a policy or policies in line with the BSP's Sustainable Finance Framework.
<b>Climate-related risks and opportunities</b>	Metrobank is reviewing its portfolio and continuously understanding on how to incorporate the guidelines set by Task Force on Climate-Related Financial Disclosures (TCFD). Different climate change scenarios using approved tools and methodologies could be explored which will eventually provide business decisions as well as opportunities.	
<b>Anti-corruption</b>		
Training on Anti-corruption Policies and Procedures	Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	The Anti-Bribery and Corruption Policy shall be part of the onboarding process for all new employees of the Bank. All existing employees shall receive regular training on the implementation and adherence to the policy upon release of the policy.
	Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	The Anti-Bribery and Corruption policy shall apply to dealings and transactions of the Bank, directors and employees, with its clients, service providers, counterparties and other third parties irrespective of jurisdiction or country upon release of the policy.
	Percentage of directors and management that have received anti-corruption training	The Anti-Bribery and Corruption policy shall apply to dealings and transactions of the Bank, directors and employees, with its clients, service providers, counterparties and other third parties irrespective of jurisdiction or country upon release of the policy.
	Percentage of employees that have received anti-corruption training	The Anti-Bribery and Corruption policy shall apply to dealings and transactions of the Bank, directors and employees, with its clients, service providers, counterparties and other third parties irrespective of jurisdiction or country upon release of the policy.
Incidents of corruption	Number of incidents in which directors were removed or disciplined for corruption	None
	Number of incidents in which employees were dismissed or disciplined for corruption	None
	Number of incidents when contracts with business partners were terminated due to incidents of corruption	None
Impacts and risks identified	Corruption disrupts normal economic flows from society to the Bank and vice versa and exposes the Bank to reputational, financial, and regulatory risks.	
Management approach to impacts and risks	Anti-corruption policies are communicated to the employees through the Bank's Code of Ethics and 2020 Anti-Bribery and Corruption Policy.	
Opportunities	The Bank regularly reviews and evaluates its anti-corruption policies and guidelines to ensure that these regulations remain relevant and effective.	
Management approach to opportunities	The Board of Directors shall also ensure that there is periodic assessment on bribery and corruption risks as part of the implementation of Anti-Bribery and Corruption Policy and effective monitoring	



# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
<b>Environment</b>		
<b>Resource management</b>		
Energy	Energy consumption within the organization	13,282,083 kWh - selected facilities ( centers only)
	Reduction of energy consumption	Baseline data will be provided once all facilities' energy consumption data is acquired
Water	Water withdrawal	80,865 m3 - selected facilities (centers only)
	Water consumption	80,865 m3 - selected facilities (centers only)
	Water recycled and reused	0 m3
Materials	Materials used by the organization	5,820 pieces of UPS batteries and 10,620 cartridges of printer toner
Impacts and risks identified		High consumption of natural resources may increase operational cost and higher ecological footprint. Improper management of resources may lead to faster depletion.
Management approach to impacts and risks		Energy Conservation initiatives such as installation of motion sensors to keep lights off when not used in a selected area, continuation on the upgrade of LEDs and implementation of AC scheduled operation across all centers limited only to office hours.
Opportunities		Projects that will help minimize utility consumption such as solar panels
Management approach to opportunities		Continued development of policies, and adoption of new technologies in order to take advantage of opportunities.
Biodiversity	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable
	Habitats protected or restored	
	IUCN Red List species and national conservation list species with habitats in areas affected by operations	
	Impacts and risks identified	
	Management approach	
	Opportunities	
	Management approach to opportunities	
<b>Environmental impact management</b>		
Air emissions	Direct (Scope 1) GHG emissions	No Air Emission Testing conducted for 2020
	Energy indirect (Scope 2) GHG emissions	No Air Emission Testing conducted for 2020
	Emissions of ozone-depleting substances (ODS)	No data available
	Impacts and risks identified	The Bank's air emission are directly related to resource management strategy. Improper management of air emisisions can lead to faster environment degradation.
	Management approach to impacts and risks	Monitoring of fuel consumption of vehicles and generator sets
	Opportunities	Continue to explore technologies that could lower resource consumption.
	Management approach to opportunities	Continued development of policies, and adoption of new technologies in order to take advantage of opportunities.
Air pollutants	Nox	This is not applicable to Metrobank since it does not have any operations that contribute significantly to air pollution
	Sox	
	Persistent organic pollutants (POPs)	
	Volatile organic compounds (VOCs)	
	Particulate matter (PM)	
	Impacts and risks identified	
	Management approach to impacts and risks	
	Opportunities	
Management approach to opportunities		

# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
<b>Solid and Hazardous Wastes</b>		
Solid waste	Total solid waste generated	6.63 tonnes (2020) - head office
Hazardous waste	Total weight of hazardous waste generated	0.0053 tonnes fluorescent tubes (2020) - head office
	Total weight of hazardous waste transported	Volume was insufficient for transport
Impacts and risks identified		Solid wastes and hazardous wastes have adverse impacts on the surrounding community and environment. With the negative impacts of wastes, improper transport and disposal of solid and hazardous wastes are violations to environmental laws and poses legal and reputational risks.
Management approach to impacts and risks		Solid waste reduction policy - paper, decreased use and increased re-use. Plastics - banning of single use plastics within bank premises.
Opportunities		Integrate solid waste segregation programs
Management approach to opportunities		Continued development of policies, and adoption of new technologies in order to take advantage of opportunities.
Effluents	Total volume of water discharges	No data available as bank offices' wastewater are combined with other tenants inside the leased property for treatment and discharge.
	Percent of wastewater recycled	No data available as bank offices' wastewater are combined with other tenants inside the leased property for treatment and discharge.
	Impacts and risks identified	Untreated wastewater has adverse impacts to local water bodies which could affect water quality and ecology.
	Management approach to impacts and risks	Regular maintenance of plumbing fixtures in facilities.
	Opportunities	There is an opportunity to measure effluents and report in future reporting cycles
	Management approach to opportunities	Metrobank is continuously managing water consumption to help decrease the resulting wastewater discharge.
<b>Environmental compliance</b>		
Non-compliance with Environmental Laws and Regulations	Total amount of monetary fines for non-compliance with environmental laws and/or regulations	None
	No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	None
	No. of cases resolved through dispute resolution mechanism	None
	Impacts and risks identified	Non-compliance to environmental laws could lead to regulatory fines and a risk on the Bank's reputation.
	Management approach to impacts and risks	Metrobank continues to adhere to environmental laws and regulations
	Opportunities	
	Management approach to opportunities to impacts and risks	
<b>Social</b>		
<b>Employment</b>		
Employee hiring and benefits	Total number of employees	Total employee count: 13,718 Employee breakdown based on gender: - Female: 8,902 - Male: 4,816
	Attrition rate	7.02%
	Ratio of lowest paid employee against minimum wage	10.31%
	Employee benefits	p. 22
	Impacts and risks identified	The Bank provides its employees with a competitive compensation package. However, the Bank also recognizes that it is still exposed to risks of employee turnover since their decisions still depend on their individual preference.
	Management approach to impacts and risks	Metrobank regularly benchmarks the compensation package against industry peers to ensure that the Bank remains competitive.
	Opportunities	The Bank continuously analyzes reasons for attrition which could inform strategies on improving employee retention.



# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
Employee hiring and benefits	Management approach to opportunities	Metrobank regularly reviews opportunities that can affect hiring and employment
Employee training and development	Total training hours provided to employees	169,011.59 hours
	Average training hours provided to employees	12.32 hours
	Impacts and risks identified	Training and developing employees helps them gain new skills and aid in career growth. Failure to properly train employees may lead to reduced productivity which could have financial impacts on the business. It could affect succession planning which could inhibit Metrobank's ability to raise the next generation of leaders.
	Management approach to impacts and risks	Metrobank invests in learning and development programs to increase employees' competency, and in effect, improve their productivity.
	Opportunities	The Bank regularly reviews and evaluates its learning and development programs to ensure that these remain relevant and effective.
	Management approach to opportunities	Metrobank shall continue to monitor industry trends to effectively update the trainings offered. The training programs are developed by both in-house and externally-sourced subject matter experts.
Labor-management relations	% of employees covered with Collective Bargaining Agreements	95%
	Number of consultations conducted with employees concerning employee-related policies	Three (3) Labor Management Council (LMC) meetings were held between Management and the Union in 2020 - 1/30, 6/30 and 9/30. The frequency of these meetings resulted to constant and open communication between the 2 parties. LMC meetings were used by Management to update to the Union of Bank policies released during the pandemic caused by COVID-19. Noteworthy to state that the Union acknowledged with these policies and even supported Management in communicating these to their members.
	Impacts and risks identified	The Bank recognizes the importance of maintaining a good relationship with its employees. Failure to maintain this relationship exposes the Banks to risks of labor strikes which negatively impacts productivity and profitability.
	Management approach to impacts and risks	Metrobank strictly complies to all labor-related laws and regulations of the country. Communication with the labor groups is conducted as necessary. Employees with grievances are also protected by the Bank's Whistleblowing Policy.
	Opportunities	There is an opportunity to review its current policies and practices on labor management to further enhance the current systems the Bank has.
	Management approach to opportunities	A review of the key concerns raised by the Bank could help it in updating its policies
Diversity and equal opportunity	% of female workers in the workforce	65%
	% of male workers in the workforce	35%
	Number of employees from indigenous communities and/or vulnerable sector	104 employees availed of Solo Parent Leave: Female: 95 Male: 9
	Impacts and risks identified	Companies face a high risk of competition for skilled employees. In addition, they may also face a reputational risk should there be any form of discrimination in their hiring process.
	Management approach to impacts and risks	Metrobank hires employees based on qualifications, regardless of age, gender, and ethnic background, to expand their candidate pools.
	Opportunities	The Bank shall continue its current policies and practices, and explore best practices as applicable.
	Management approach to opportunities	The Bank shall continue its current policies and practices, and explore best practices as applicable.
<b>Workplace conditions, labor standards, and human rights</b>		
Occupational health and safety	Safe Man-Hours	Not applicable
	No. of work-related injuries	Zero (0) injuries to or work accidents within office premises to report
	No. of work-related fatalities	0
	No. of work related ill-health	p. 21-22
	No. of safety drills	p. 21
	Impacts and risks identified	p. 21
	Management approach to impacts and risks	p. 21

# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
Occupational health and safety	Opportunities	The Bank has put in place initiatives that promote the physical health and well-being of employees, including touchpoints where employees can give feedback or have an open conversation relating to their mental well-being.
	Management approach to opportunities	The Bank shall continue its policies and practices and explore best practices to protect its employees' health and safety.
Labor laws and human rights	No. of legal actions or employee grievances involving forced or child labor	Not applicable
	Impacts and risks identified	Respect of human rights and upholding labor laws are ethical and moral responsibilities of any organization. Failure to do so is a blatant violation of these values which may lead to legal repercussions and adverse reputational impact to the Bank.
	Management approach to impacts and risks	p. 17 - 22
	Opportunities	The Bank shall continue to be vigilant in its policies and practices against any violation of labor laws and human rights.
	Management approach to opportunities	
<b>Supply chain management</b>		
Supplier accreditation policy		An existing Vendor Management policy is in effect to ensure suppliers are compliant with the Bank's guidelines and Bangko Sentral ng Pilipinas' regulations.
Impacts and risks identified		The procurement team continuously expands the network of reliable vendors. The team has backup vendors to ensure it has other options in case of extreme exigencies.
Management approach to impacts and risks		Per Vendor Management Policy, the Bank evaluates the legality and financial stability of the suppliers to ensure that they are able to deliver their obligations. Existing suppliers undergo re-accreditation every three years from date of approval of accreditation. Annual performance evaluations are conducted to ensure that suppliers remain compliant to Metrobank's policies.
Opportunities		With the use of technology, new products and innovations are efficiently manufactured resulting to lower prices and better quality. The procurement team is continuously doing market scan for the discovery of products that the Bank can capitalize in its operations. Good relationship with reliable vendors may lead to the discovery of new ideas and concepts.
Management approach to opportunities		The Bank continues exploring new products and services for its markets, and keeping abreast with new trends, developments and modern technologies.
<b>Relationship with community</b>		
Significant impacts on local communities		Metrobank's engagements with communities are primarily through its CSR activities.
Impacts and risks identified		
Management approach to impacts and risks		
Opportunities		
Management approach to opportunities		
<b>Customer management</b>		
Customer satisfaction	Customer satisfaction	87%
	Impacts and risks identified	<p>Customers are Metrobank's key stakeholders. Metrobank is committed to providing a convenient, hassle-free experience of our customers with our products and services, ensuring their concerns and complaints are addressed appropriately is a priority of the Bank.</p> <p>Voice of the customer surveys are regularly conducted to get customer experience and desired improvements in order for the Bank to assess and consider as part of enhancing the Bank's products and services. Moreso, the Bank has established metrics related to customer complaints handling which are regularly monitored.</p> <p>Satisfied customers lead to customer loyalty and a higher likelihood of being promoted to other potential customers. This in turn leads to new customers, higher revenues, and growth for the Bank. A high rate of dissatisfaction, meanwhile, could lead to customer attrition and less customer activity, resulting to a dip in revenues.</p>



# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
Customer satisfaction	Management approach to impacts and risks	The Customer Experience Committee (CXCom) drives the implementation of identified actions to be taken and monitor progress until completion and these are reported to the Executive Committee. More so, the CX Com regularly monitors the performance of the Bank on customer-related metrics.
	Opportunities	Metrobank remains committed to listening to customers to identify opportunities, address pain points, and improve overall experience with the Bank through the different banking touchpoints
	Management approach to opportunities	The Customer Engagement Group (CEG) was created this year to enhance the customer-centric culture of the Bank, with focus on customer experience (CX), continuous improvement (kaizen), efficiency (scale and scope), and data-driven policies to drive meaningful banking experience to our customers
Health and safety	No. of substantiated complaints on product or service health and safety	While dealing with the difficult circumstances brought by COVID-19, Metrobank offered meaningful assistance to our customers across various banking touchpoints so they can focus on their safety and the welfare of their loved ones. The branches and ATMs/Cash Accept Machines are also regularly sanitized.
	No. of complaints addressed	
	Impacts and risks identified	All branches complied to health protocols to ensure the safety of both the customers and Bank personnel in compliance with national and local area guidelines.  The Bank ensured the availability of the website and social media as convenient options for customers to raise their concerns without the need to go to the branch.  Clients were encouraged to sign-up and use the online channels of the Bank. Requests for updating of customer mobile number and email address to access these channels was made available through the bank's website without the need to go to the Branch of Account.
	Management approach to impacts and risks	
	Opportunities	
Management approach to opportunities		
Marketing and labelling	No. of substantiated complaints on marketing and labelling	There are no substantiated complaints on marketing and labelling
	No. of complaints addressed	There are no substantiated complaints on marketing and labelling.
	Impacts and risks identified	The Bank ensures that its customers have a reasonable and holistic understanding of all its products and services which they may be availing, its fundamental benefits and risks. Full disclosure and transparency are critical elements that empower the customer to make informed financial decisions.
	Management approach to impacts and risks	The Bank ensures that its advertising and marketing materials do not make false, misleading, or deceptive statements that may materially and/or adversely affect the decision of the customer to avail of a service or acquire a product and are easily readable and understandable by its customers and the general public  All marketing communications of the Bank adhere to the regulations of the Ad Standards Council (ASC), BancNet, PDIC, DTI Regulations and Bangko Sentral ng Pilipinas.

# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
Marketing and labelling	Opportunities	<p>There are opportunities for continuous monitoring of factors that may affect the products and adjust marketing information accordingly.</p> <p>All product offers of the Bank are released to the public through numerous channels:</p> <ol style="list-style-type: none"> <li>Handled by the Community Management Team: Official website: <a href="http://www.metrobank.com.ph">www.metrobank.com.ph</a>; Campaign site: <a href="http://meaningfulbanking.metrobank.com.ph">meaningfulbanking.metrobank.com.ph</a> Social Media sites: Facebook (<a href="https://facebook.com/metrobank">facebook.com/metrobank</a>); Twitter (<a href="https://twitter.com/Metrobank">twitter.com/Metrobank</a>); Instagram (<a href="https://instagram.com/metrobank">instagram.com/metrobank</a>) Policies and T&amp;C for each platform are adhered to accordingly.</li> <li>Handled by the Corporate Affairs Division: All press releases, ad placements and paid advertorials in print, broadcast and news media. They also handle event product launches, media roundtable discussions, marketing materials, such as banners, posters, brochures, in all branches and offices. Products are also features in the Annual Report.</li> <li>Handled by the Customer Relationship Management Team: EDMs, SMS blasts to inform clients on bank advisories, new products, and other marketing content.</li> </ol>
	Management approach to opportunities	<p>Metrobank demonstrates at all times the principle of fair treatment towards its customers. The Bank ensures that necessary resources, procedures, internal monitoring and control mechanisms are in place for safeguarding the best interests of its customers.</p> <p>We have invested in a Media Intelligence Tool for the daily monitoring of news and ads concerning the Bank and the Metrobank Group. This is for traditional media and news sites. We also have a Social Listening Tool to cover all mentions of the Bank in social media sites. These platforms help us in analysing the Bank's SOV, reputational assessment and in addressing customer sentiments in real-time. There are designated teams who handle each platform. For one, our Community Management Team covers real-time customer inquires and feedback in social media. For complaints /reputational risks in a much bigger scale, we have a Crisis Communication Plan in place to address such issues.</p>
Customer privacy	No. of substantiated complaints on customer privacy	There is no substantiated complaint by customer/s on data breach
	No. of complaints addressed	There is no substantiated complaint by customer/s on data breach
	No. of customers, users and account holders whose information is used for secondary purposes	There is no account holder whose information is used for secondary purpose
	Impacts and risks identified	Banks collect personal data from its customers to validate, verify, and update information and documents relevant to the execution of the customer's transactions with the Bank. Metrobank has a legal obligation to safeguard its clients' information. Failure to protect confidential information may have legal, financial and reputational repercussions.
	Management approach to impacts and risks	<p>The Bank has a strong IT system in place, with well-defined protocols, a secure database, and periodically re-validated procedures to protect the confidentiality, security, accuracy, and integrity of customer's personal information. Customers are assured that their financial transactions, as well as relevant personal information disclosed in the course of the transaction, are kept confidential.</p> <p>The Bank, through the Fraud Management Division, is using several tools for fraud prevention and mitigation.</p>
Opportunities	There is an opportunity to look into best practices in the industry on ensuring data privacy. The Bank's Privacy Policy is also regularly reviewed and updated to ensure compliance with data privacy laws in the country. The Bank also started initiatives on Data Privacy Awareness in all available platforms, both to its personnel and customers, such as infosccripts, articles, privacy awareness day, webinars, and e-learning.	



# SEC Content Index

SEC Standard	Disclosure	Page number or direct answers
Customer privacy	Management approach to opportunities	The Bank has a strong IT system in place, with well-defined protocols, a secure database, and periodically re-validated procedures to protect the confidentiality, security, accuracy, and integrity of customer's personal information. Customers are assured that their financial transactions are kept confidential.
<b>Data security</b>		
Data security	No. of data breaches, including leaks, thefts and losses of data	There is no data breach, including leaks, thefts, and losses of data by Metrobank
	Impacts and risks identified	Customers are assured that their financial transactions, as well as relevant personal information disclosed in the course of the transaction, are kept confidential. Metrobank adopts a policy that every information, regardless of the nature and kind, concerning or pertaining to a client or a potential client, his/her account, transaction and/or dealings with the Bank is hereby declared to be confidential .
	Management approach to impacts and risks	The Bank ensures that it has well-defined protocols, a secure database, and periodically re-validated procedures in handling the personal information of its customers. This is an end-to-end process that covers, among others, the array of information that will be pre-identified and collected, the purpose of gathering information, how these will be sourced from the customer, the IT-security infrastructure of the Bank, and the protocols for disclosure, both within the Bank and especially to third parties, if needed.
	Opportunities	The Bank evaluates and adjusts the Information Security Program, as necessary.
	Management approach to opportunities	
SEC Standard	Disclosure	Page number
<b>UN Sustainable Development Goals</b>		
	Product or service contribution to UN SDGs	p. 8 - 14