

Stakeholder	Method of Engagement	Frequency	Stakeholder Concerns	Globe initiatives	Capital
Customers	<ul style="list-style-type: none"> Customer Feedback channels Net Promoter Score Globe Online Channels Globe Stores/ business centers 	Regularly	<ul style="list-style-type: none"> Network quality Enhanced customer service Data privacy and protection 	<ul style="list-style-type: none"> Internationally-certified Business Continuity Management Programs Improved voice of customer channels Customizable products and services for both individuals and businesses SIM Registration, content filtering, online safety program 	Manufactured Capital, Intellectual Capital, Social and Relationship Capital
Partner communities	<ul style="list-style-type: none"> Community engagement Partnership with non-government organizations (NGOs), grassroots organizations 	Regularly	<ul style="list-style-type: none"> Connectivity support Community Engagement Initiatives Help in the Digitalization efforts of the organization 	<ul style="list-style-type: none"> Disaster response through relief assistance Various community support (e.g. Hapag Movement) Utilizing the Globe of Good to help communities through partnership with NGOs 	Social and Relationship Capital
Employees	<ul style="list-style-type: none"> Employee Engagement Survey Collab Index Employee engagement programs Lifecycle and Pulse surveys Competency Assessment Performance Plan Evaluation Individual Development Plan 	Biennial Annually Occasional Annually	<ul style="list-style-type: none"> Career Development Programs Safe Workplace Collaborative Environment Employee Benefits Employee Programs, including work-life balance 	<ul style="list-style-type: none"> Globe University, leadership and talent programs Globe internal communications channels (Workplace, email blasts) Quarterly Town Halls or Ka-Globe Jam Mental, Physical, and Financial Wellness Programs Social and volunteering program myChoice/Flexben 	Human Capital
Partner Vendors and Suppliers	<ul style="list-style-type: none"> Vendor accreditation and onboarding Bid events Project management and delivery Supplier assessment Online communication channels 	Regularly	<ul style="list-style-type: none"> Long-term partnership, sustained project/PO awards Ethical behavior Clear Procurement Policies and purchasing requirements Efficient systems and prompt Payment Timely feedback Globe sustainability requirements 	<ul style="list-style-type: none"> Business Partner Awards Vendor Briefing and Onboarding System-supported Procurement and Invoicing processes Procurement Advisories, including ESG upskilling Sustainable Supply Chain Management Program 	Social and Relationship Capital

The Chief Sustainability and Corporate Communications Officer and General Counsel primarily oversee stakeholder engagement in the company and provide updates to the BOD on at least an annual basis.

Materiality

Globe conducts materiality studies to identify the significant impact it has on society and the environment. The study is conducted every two (2) years and due for the next round in 2024 where the company plans to conduct a double materiality study.

The annual Integrated Report provides insight into how Globe actively addresses its material issues. It details how these issues are strategically integrated into the company's development plans and prioritized in program implementation to maximize value creation.



Step 1: Identifying potential material topics

Globe conducts a review of its operations and relevant industry trends to identify the topics that could be significant to the company and its stakeholders. This includes conducting review exercises against global frameworks on sustainable development and ESG Standards.



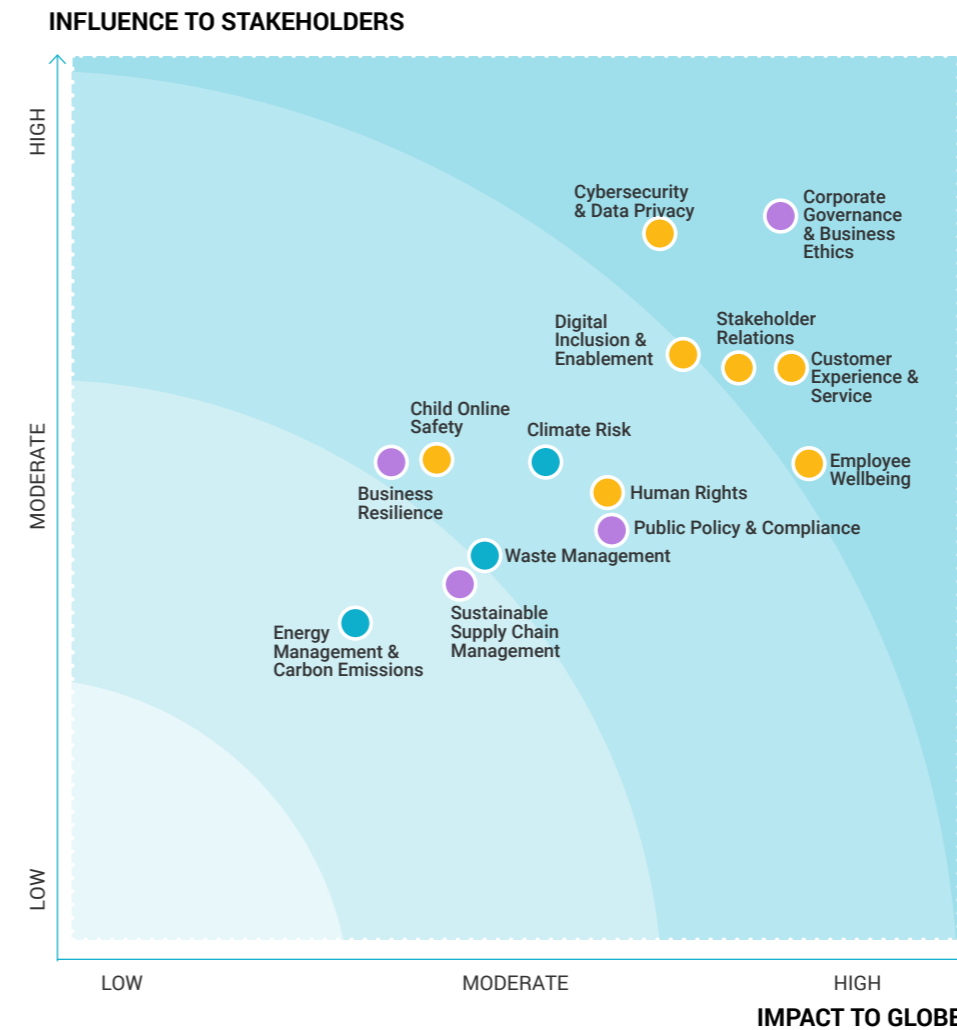
Step 2: Analyzing the impact and importance of the material topics

The process involves analyzing relevant reports and studies and conducting internal consultations to do a deep dive on each material topic. The process also involves identifying the corresponding risks and opportunities of each topic.



Step 3: Prioritizing material topics

The company further validates the identified material topics via stakeholder engagement exercises. The topics are prioritized based on a set criteria determining their significance to the company and its influence/impact to its stakeholders



Material Topics	Description
Corporate Governance & Business Ethics	Corporate Governance and Business Ethics poses as a top issue across Globe as it operates in highly-regulated industries, from telecommunications to financial services.
Cybersecurity & Data Privacy	Cybersecurity & Data Privacy is a material topic for Globe since the operations handle large amounts of customer information, including personal data, which makes it important for the company to protect that data from unauthorized access or breaches.
Customer Experience & Service	Globe's ability to provide high-quality customer service and a positive customer experience can have a significant impact on its business, including customer loyalty and retention, as well as the company's reputation and brand.
Stakeholder Relations	Effective stakeholder relations is critical for Globe to ensure support for the company's operations and maintain its reputation across its stakeholders.
Employee Well-being	Globe puts high importance on the well-being of its employees in the midst of the new workplace condition where employees have different needs and perspectives about work.
Digital Inclusion & Enablement	Access to digital technology and the internet has become a fundamental requirement for individuals and businesses in today's economy. Globe is well positioned to help bridge the digital divide and ensure that everyone has access to the benefits of digital technology.
Human Rights	Globe considers the potential impact of its business on human rights across its value chain – from its employees, suppliers, business partners, down to its customers.
Waste Management	Waste Management has emerged as a material topic for Globe following the waste and e-waste that it produces from its operations and sales.
Climate Risk	Climate risk remains to be a material topic given the risks and impacts associated with climate change on the company's operations, assets, and supply chain.
Child Online Safety	Child Online Safety continues to be a material topic for Globe as technological abuse and misuse leading to online sexual exploitation and abuse and cyberbullying remains rampant in the Philippines.
Sustainable Supply Chain Management	There is an increased demand by Globe and its stakeholders to assess the sustainable practices along the supply chain in order to strengthen the company's reputation, increase its competitiveness, and ensure operational resilience.
Energy Management & Carbon Emissions	Energy is a critical resource for the company's operations, especially for its telco business which is a high energy demand industry. In the process of developing its products and providing service to its customers, Globe emits carbon and other greenhouse gases.
Public Policy & Compliance	Globe's policies and actions towards public policy issues are considered material to the company's stakeholders.
Business Resilience	With Globe's services affecting millions of customers nationwide, it is imperative for the company to manage risks, protect its interests, and maintain continuity of its operations in the face of unexpected events.

(See Statutory Reports for alignment of each material topics with GRI and details how these were addressed)

FRAMEWORK AND STRATEGY

Globe recognizes its role in shaping a more sustainable future for the Philippines. The company's sustainability framework outlines its commitment to creating long-term value for its employees, customers, communities, and value chain, while integrating sustainable principles into Globe's core business operations.



Environment: Climate Resilience and Environmental Conservation

Globe's approach to contributing to climate resilience and environmental conservation is through operationalizing the company's net-zero target and by promoting circularity and biodiversity conservation.

Social: Inclusive Digital Society

The company enables its workforce, customers, and communities to thrive in the digital world by equipping them to be Digital First Filipinos while protecting them from online harms and ensure their well-being.

Governance: Responsible Business Culture across the Value Chain

Recognizing the impact of its business to its stakeholders, Globe seeks to foster a responsible business culture by promoting ethical and sustainable practices within its operations and its value chain to ensure operational resilience.

Guided by the company's sustainability framework, Globe's strategies in 2023 focused on addressing its material topics by scaling the integration of its sustainability practices not just across its business units but also its portfolio companies

to create greater positive environmental and societal impact. Sustainability Councils for Globe and its portfolio companies have been established as a platform not only to upskill and share best practices but as well as discuss sustainability-linked challenges they are confronted with and opportunities that can be harnessed to better serve its customers. ESG Playbooks were also crafted to offer practical guidance. On a more operational level, working groups such as for Net Zero and Artificial Intelligence are being created to drive progress towards the company's ambitions.

The Strategy Council ensures that, at a group-level, 10% of its corporate balanced scorecard is sustainability-linked. In 2023, the Internal Audit completed their ESG baselining exercise, providing valuable insights into the company's current sustainability adoption levels. The results have been used to determine challenges and opportunities for deeper ESG integration.

Globe has also leveraged on its position to influence its key partners across the value chain. The company established in 2023 an internal Sustainability Academy for Supply Chain to guide Micro-, Small and Medium-sized Enterprises (MSMEs) in embedding sustainability practices into their businesses. Apart from the updated Supplier Code of Ethics, Globe continues to develop sustainability criteria to evaluate