

MATERIALITY

With the COVID-19 pandemic causing both immediate and long-term consequences to business and society, ESG issues are put on the forefront of business strategic priorities. Given the uncertainties brought by the COVID-19 pandemic, Globe has reviewed its material topics and impact on the industry.

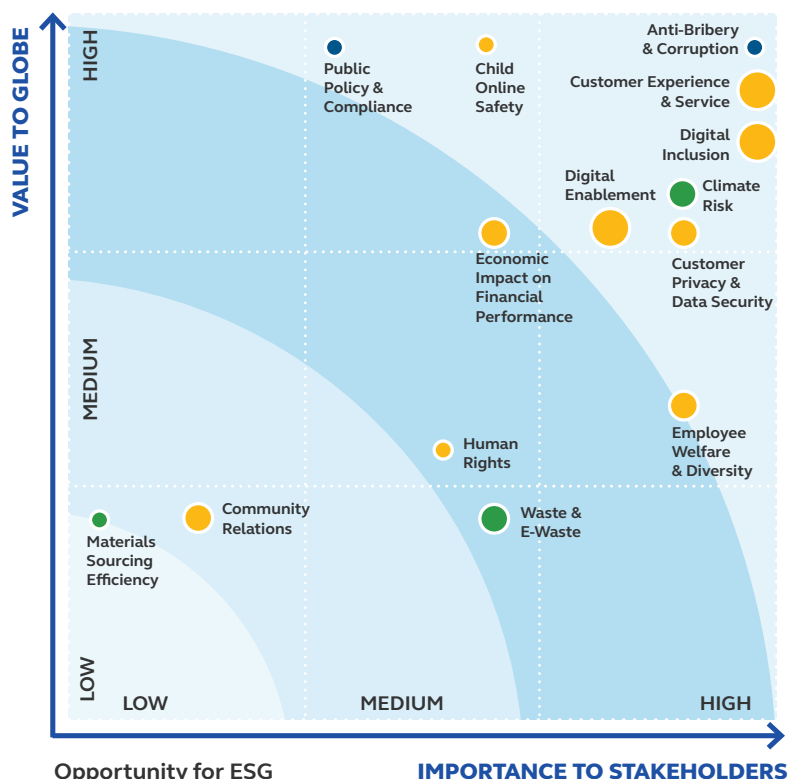
MATERIALITY PROCESS

Globe has developed its material ESG issues by conducting review exercises against global frameworks on sustainable development and ESG Standards to align and determine the importance of the material issues to the business as well as the company's economic, environment, and social impacts.

The materiality review exercise is guided by three main inputs in determining material issues' priority. First, the materiality review considered Globe's capabilities in terms of its business model, product offerings, and operational capabilities to determine the extent of opportunities for value creation for each material issue. Second, the materiality review is benchmarked against industry specific ESG assessments and stakeholder group perspectives to determine the relevance of each material issue across Globe's stakeholders. Consecutively, Stakeholder

engagement exercises were then conducted to further validate the findings. Lastly, the materiality review assessed Globe's exposure to the risks that are attributed to each material issue. This was conducted in accordance with the results of the company's latest risk assessment exercise.

The results of this materiality review exercise reflect the significant areas of action through which Globe is positioned to maximize its value to sustainable development while addressing the most relevant sustainability-related risks to the business and the most relevant material issues raised by the company's stakeholders.



Opportunity for ESG impact/value creation

LOW MEDIUM HIGH

- ENVIRONMENT
- SOCIAL
- GOVERNANCE

HIGHLIGHTS

Customer Experience & Service and Digital Inclusion

These have been identified as Globe's most material issues as these are tied to Globe's core business and are relevant across the company's stakeholders.

Climate Risk

Climate Risk is regarded as a highly material issue due to a high-risk attribution to business disruption, exposure to transition risks, and increasing stakeholder demand for climate action.

Anti-Bribery & Corruption and Public Policy & Compliance

These are material issues that exhibit significant risk as Globe operates in a heavily regulated environment. Therefore, it is important for the company to ensure participation and compliance with all relevant regulatory bodies and policies.

Customer Privacy & Data Security

This is a material issue that is highly raised by Globe's stakeholders as it is important to establish high standards of data protection to maintain good relations and trust with customers.

Digital Enablement

The pandemic has brought about fundamental shifts in how various sectors (such as Financial Services, Education, and Healthcare) behave. Globe recognizes the importance of harnessing its digital and connectivity capabilities in enabling these sectors.

Child Online Safety

Online Safety emerged as a material issue for Globe as risks from technology abuse and misuse have recently increased with the pandemic season.

Employee Welfare

The pandemic has accelerated the adoption of digitization and technology across workplaces, which presents an opportunity for Globe to innovate and enhance the new workplace environment.

Sustainability Reporting Frameworks Index

Material Topics	GRI Standards	SASB	TCFD	<IR>	SDGs	Page Number(s)
Anti-Bribery & Corruption	GRI 103-1 GRI 103-2 GRI 103-3 GRI 205-2			Corporate Governance	SDG 8 SDG 16	34-59
Customer Experience & Service	GRI 103-1 GRI 103-2 GRI 103-3	TC-TL-550a.2		Social & Relationship Capital	SDG 8 SDG 9	158-175
Digital Inclusion	GRI 103-1 GRI 103-2 GRI 103-3			Social & Relationship Capital	SDG 8 SDG 9	158-175
Climate Risk	GRI 103-1 GRI 103-2 GRI 103-3 GRI 201-2 GRI 302-1 GRI 305-1 GRI 305-2	TC-TL-130a.1	Governance Strategy Risk Management Metrics and Targets	Financial Capital Natural Capital	SDG 7 SDG 11 SDG 12 SDG 13 SDG 17	108-115 176-189
Digital Enablement	GRI 103-1 GRI 103-2 GRI 103-3			Intellectual Capital	SDG 4 SDG 8 SDG 9	128-139
Child Online Safety	GRI 103-1 GRI 103-2 GRI 103-3			Intellectual Capital	SDG 4 SDG 10	128-139
Public Policy & Compliance	GRI 103-1 GRI 103-2 GRI 103-3 GRI 415-1 GRI 307-1			Corporate Governance Materiality Manufactured Capital Social & Relationship Capital Natural Capital	SDG 8 SDG 9 SDG 16 SDG 17	34-59 94-95 156-175 176-189
Customer Privacy & Data Security	GRI 103-1 GRI 103-2 GRI 103-3 GRI 418-1	TC-TL-220a.1 TC-TL-220a.2 TC-TL-220a.3 TC-TL-220a.4 TC-TL-230a.1 TC-TL-220a.2		Intellectual Capital	SDG 8 SDG 9	128-139
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Employee Welfare & Diversity	GRI 103-1, GRI 103-2 GRI 103-3, GRI 401-1 GRI 401-2, GRI 401-3 GRI 403-1, GRI 403-2 GRI 403-3, GRI 403-4 GRI 403-5, GRI 403-8 GRI 403-9, GRI 403-10 GRI 404-1, GRI 404-3 GRI 406-1, GRI 407-1			Corporate Governance Human Capital	SDG 4 SDG 5 SDG 8 SDG 9	34-59 140-155
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