

Our Efforts against the Taal Volcano Eruption

The Taal Volcano, which recorded its last pre-2020 eruption in October 1977, left vast swathes of devastation primarily in areas nearby such as Tagaytay Highlands. Destructive volcanic ash from the strong eruptions did not spare the exclusive mountain resort, sweeping over all natural and man-made facets and inhabitants. It was a disaster that required immediate all-out but careful rehabilitation efforts, lest it permanently damage properties and developable assets and even flora and fauna within the more than 1,290-hectare estate.

Our determined Belle and Tagaytay Highlands Club and Homeowners' Association teams were up to the enormous challenge of restoring Tagaytay Highlands. Utilizing available resources and devoting time round-the-clock, our restoration team strategically worked non-stop to save our precious elevated enclave from permanent ruin and save lives and livelihood.

Response

- Immediate declaration of the temporary closure of Tagaytay Highlands club outlets and facilities, including concessionaires, and work stoppage following the Provincial Board of Batangas' mandate putting the entire province under a state of calamity and immediate evacuation of non-essential personnel, residents and guests
- Deployment of Security personnel who safeguarded the Club's properties and facilities
- Acquisition of rehabilitation, cleaning and safety equipment such as pressure washers, shovels, dust pans, brooms, sacks, gloves and face masks
- Mobilization of essential services such onsite canteen, clinic and Lifeline Services, including ambulance, for emergencies, and provision of healthy food and clean water
- Restriction in the number of vehicles and drivers and passengers going in and out of Tagaytay Highlands for better management of stakeholders during eruption-related emergencies requiring forced evacuation
- Evacuation of animals from The Animal Farm and their relocation to temporary shelters for safety purposes
- Regular monitoring of Taal Volcano's restiveness and initial assessment of the extent of ash fall and earth movement damage, if any

Sustainable Development Goals Impacted



SPECIAL FEATURE

Tagaytay Highlands: Leaving No One, not even Animals, Behind

All animals cared for at Tagaytay Highlands' The Animal Farm were rescued as the Taal Volcano's imminent eruption posed danger to lives and properties in mid-January 2020. Tagaytay Highlands relocated some of the animals requiring special housing and attention to temporary shelters such as the Lyger Animal Sanctuary in Taytay, Rizal.



100% of animals were kept safe, and no fatalities were recorded during the height of the volcano eruption and rehabilitation efforts



PHP 21.52 mn total costs of rehabilitating Tagaytay Highlands



58 days worth of work to fully rehabilitate Tagaytay Highlands from January 13, 2020 to March 10, 2020



45 days to complete Belle Estate Services Division's clean-up of main roads, road signages, drainage, trees along main roads, electrical posts and facilities, water pump stations and cistern tanks

Relief

- Prioritization of the safety, health and wellness of Tagaytay Highlands Club and Belle employees, many of whom reside in nearby communities, and dissemination of timely and critical advisories to relevant stakeholders
- Distribution of N95 face masks to all functional heads and employees working within the complex
- Regular coordination with local government units and community leaders for collaboration opportunities in dealing with the aftermath of the Taal Volcano eruption

As the alert level of Taal Volcano was lowered to level 2, more Belle and Tagaytay Highlands club employees were asked to report for work. To ensure safety and productivity, their respective companies poured in resources and backstopped employees through all stages of the rehabilitation and restoration efforts.

Aiding our Belle Site Staff



52 employees received relief goods consisting of rice, canned goods, cup noodles, and bottled water, while employees residing in gravely affected areas received another round of essential supplies



100% of employees were recipients of health supplements



n95 masks were issued to employees who reported for onsite work



3 calamity leave credits were given to all site-based employees

Backing our Tagaytay Highlands Club Employees



PHP 484,000 total financial assistance given to **242** employees living inside the **14** kilometer radius from the Taal Volcano



100% of all heads and employees who worked inside the Club were issued n95 masks and all skeletal workforce members were supplied with relief goods

SPECIAL FEATURE

Taking the Health and Wellness of Our Tagaytay Highlands Stakeholders Seriously



Taking into consideration the health hazards posed by the ash fall and debris laden working environment that our people were in, we conducted, together with the SM Foundation, Inc., a medical mission open to all Belle employees and affiliates. Employees and partners who joined the mission availed of prescribed medicines and health supplements meant to keep them all strong and free from sickness.



195 Tagaytay Highlands stakeholders with Belle employees took part in the medical and dental mission

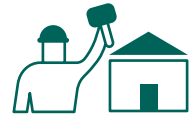
Recovery

- With the lowering of Taal Volcano alert levels and manageable working conditions restored, re-deployed all essential staff for Tagaytay Highlands' clean-up and rehabilitation and allowed gradual re-entry of members and guests into the club except for homeowners and implemented business continuity plans for essential operations
- Devised an incentive program designed to fast-track the clean-up and rehabilitation works, participated in by Belle and Tagaytay Highlands employees, including caddies
- Partnered with third-party entities for the massive ash fall removal operations and repair of facilities such as The Sports Center, Animal Farm, Tennis Court, Camp Highlands and Country Club Swimming Pool, Aerial Walk, among others, and equipment including generator sets and company vehicles
- Availed the services of a third-party agency for the rehabilitation of the Tagaytay Highlands and Midlands golf courses
- Before the COVID-19 pandemic-induced quarantines and restrictions, completed the clean-up and rehabilitation works and resumed corporate functions and social events inside Tagaytay Highlands as well as the re-opened club outlets such as The Highlander Steakhouse and China Palace
- To increase the survival of Tagaytay Highlands trees, implemented the "Rehabilitate the Pine Tree Project," which was sponsored by Willy N. Ocier, Belle Corporation Chairman



206

average number of Belle Corporation and Tagaytay Highlands staff per day who took part in the rehabilitation



23

contractors tapped for the clean-up and restoration efforts



19

of February 2020, the re-opening date of Tagaytay Highlands



Resilience

- Continuous monitoring of the status and alert level of the Taal Volcano and roll out of emergency and safety protocols at Tagaytay Highlands
- Implementation of organizational and operational improvements and harnessing the power of digital and online technologies, such as Office 365 and related cloud applications, Viber chat groups and other virtual online technologies, among others, to continue reaching out to customers and key stakeholders
- Conduct of evacuation and safety drills in preparation for future eruptions
- Deployment and availability of emergency shuttle services and equipment for emergencies and evacuations
- Distribution to all 52 Belle site employees of go bags containing personal essentials in case of future eruption-related incidents and similar disruptive events



PHP 36,281

total cost of go-bags comprised of essential items for emergency situations distributed to Belle site employees

