

# Our Efforts against the COVID-19 Pandemic

When the COVID-19 pandemic began directly impacting the businesses and stakeholders of Belle, we mobilized a rapid, concerted and dynamic set of plans and actions directed towards the following strategic priorities:



Across Belle, we mobilized all our business unit leaders and staff, colleagues and partners in the roll out of comprehensive and integrated COVID-19 response, relief, recovery and resilience measures.

- Procurement of essential sanitation tools and personal protective equipment such as 70% rubbing alcohol, face shields and masks, gloves, among others; At Tagaytay Highlands' frequently visited areas, including common areas, HEPA filtered and UV-C emitting air purifiers were deployed
- At Pacific Online Systems Corporation, employees in Cebu who were still required to report to the office even during the stringent lockdowns were provided with temporary accommodations
- Optional prolonged leave of absence for employees in risk groups without loss of tenure
- Weekly monitoring of employees' and respective immediate family members' health during stay-at-home periods
- In the case of Belle and PremiumLeisure and Amusement, Inc. (PLAI), participation with SM Investments Corporation on Project ARK and strict enforcement of testing, contact tracing and case reporting protocols

 <p><b>263</b> Belle and PLAI employees underwent rapid tests, which cost PHP 106,481</p>	 <p><b>25</b> Belle and PLAI employees took antigen tests, which amounted to PHP 70,000</p>	 <p><b>42</b> Belle and PLAI employees were tested using polymerase chain reaction</p>
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## Sustainable Development Goals Impacted



## Groupwide Response

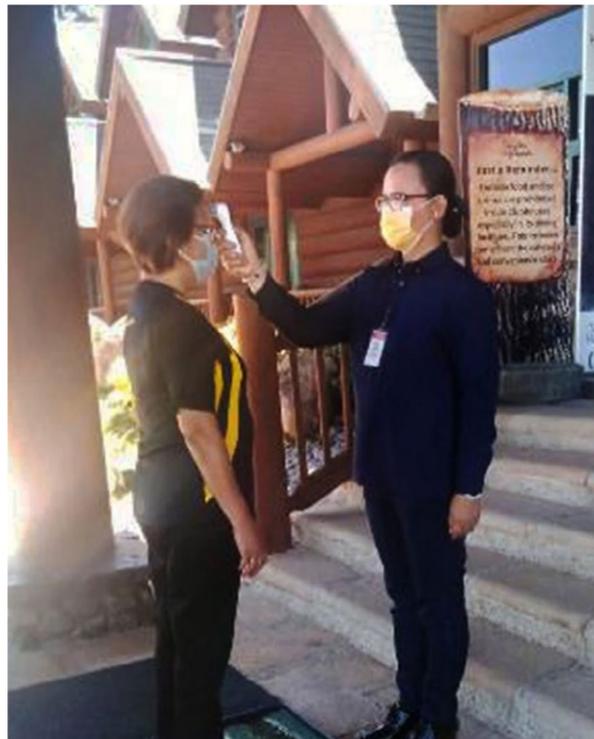
- Activation of business continuity plans (BCP) and teams, and formation of ad-hoc COVID-19 committees and skeletal workforces
- Allowance and arrangement of work-from-home set-up for department heads/leads and alternates and BCP members
- Deployment of digital tools, software and internet connectivity for teleconferences and video conferences
- Formulation and implementation of new COVID-19-related policies, guidelines and standard operating procedures at the workplace
- Mandatory accessibility of all employees via short messaging system and electronic mails when outside the office, even on weekends and holidays
- Extension of aid to employees such as, but not limited to, release of salaries and applicable premiums and subsidies as scheduled, non-deduction of leaves on a case-to-case basis, loan provisions and payment moratorium schemes and transportation options during the Enhanced Community Quarantine and Modified Enhanced Community Quarantine periods in the National Capital Region and Luzon, provisions of financial assistance to agency personnel

 **PHP 3.26 mn** spent for COVID-19 prevention at Tagaytay Highlands



## Groupwide Relief

- Continued observance of minimum health standards and enforcement of COVID-19 testing protocols, quarantine guidelines and prevention mechanisms
- Distribution and required use of face masks, face shields and sanitizers across all employees and placement of acrylic and plastic barriers in between workstations and foot bath mats at office entrances
- Employee training and orientations on return-to-work procedures under the new normal, health reminders, COVID-19 dos and don'ts, among others; At Tagaytay Highlands, temporary reduction of on-duty personnel during the quarantine and lockdown period and limiting of manpower to essential Club functions only such as Human Resources Compensation and Finance Payroll, Maintenance, Medical/Emergency Services and Security Services
- Regular and timely information dissemination on measures to curb the spread of COVID-19 – reduced office occupancy, transition to virtual meetings, reversion to use proximity cards instead of biometrics, limited social gatherings, periodic disinfection, Occupational Safety and Health Committee monitoring, among others
- Monitoring of employee health symptoms, exposure and travel history via SM Investments Corporation's BeSafe website; At Tagaytay Highlands, enforcement of health declaration and temperature scanning for all Club employees, members, visitors and guests
- Installation of signages and bulletin board posts containing COVID-19 prevention and risk mitigation and designation of COVID-19 isolation areas and vehicles equipped with protective barriers for safe interface
- Optional availment of health supplements through employee salary deduction
- Regular sanitation of all buildings, office premises, equipment, facilities and outlets; At Tagaytay Highlands, guest rooms, including restrooms, were sanitized further with UV light after every use of members and guests
- Set up of sterilization facilities for the safe handling of incoming intra-office materials
- At Tagaytay Highlands, accommodations with food and beverage supplies enough to last prolonged isolation periods were arranged to house on-duty personnel, while existing air purifiers were upgraded with photocatalytic oxidation units to improve sterilization capabilities



Highlands Peak Bar and The Spa and Lodge



### SPECIAL FEATURE

## City of Dreams Manila: Extending Further Support to Colleagues during Enhanced Community Quarantine

Amid the continuing battle against the COVID-19 pandemic and the extension of the enhanced community quarantine on Metro Manila in May 2020, City of Dreams Manila granted 100% of monthly basic pay (not including fixed allowances) to non-management colleagues effective May 4, 2020 as they exhausted their leave balances and were unable to work due to the integrated resort's temporary cessation of operations. The added benefit came in the form of new paid leaves in accordance with internal measures.

As a manifestation of concern for and unity with its over 6,000 colleagues then, the management team of City of Dreams Manila also volunteered a pay cut as of mid-April.

The announcement follows the earlier response of City of Dreams Manila to the government's call on the private sector in addressing the COVID-19 pandemic.



**PHP 120 mn** worth of relief goods donated through the Office of the President



**PHP 30 mn** donated to the City of Parañaque for its relief and health operations



**PHP 1.9 mn** worth of meal packs donated to frontliners in UP-PGH, Makati Medical Center and San Juan de Dios Hospital

## Groupwide Recovery

- Continuous monitoring of the Department of Health’s (DOH), Inter-Agency Task Force’s, Department of Labor and Employment’s and Bureau of Immigration’s advisories and guidelines relative to new SARS-CoV-2 variants
- Release of e-mail blast to all employees containing information and guidance on navigating the new normal, which were sourced from the DOH and the World Health Organization
- Continuation of a rapid testing program for employees, including third parties, and antigen testing of employees with symptoms
- Creation of a medical teleconsult facility through Valucare
- Transition to virtual and limited meetings
- Reconfiguration of workspaces to promote social distancing, revision of seating arrangements to comply with the 6 feet distance and addition of barriers to low partitions
- Implementation of cost-saving measures and manpower right-sizing and work schedule rationalization
- Conduct of employee orientations and talks on organizational changes and staff catch-up as well as health and wellness activities such as mental health talks; At Pacific Online Systems Corporation ("Pacific Online"), online health and wellness sessions were conducted and motivational videos and other COVID-19-related updates were posted on Pacific Online’s Facebook page



City of Dreams Manila

### SPECIAL FEATURE

## Helping Local Small and Medium Enterprises through City of Dreams Manila’s Supply Chain

“City of Dreams Goes Local” was the main message of City of Dreams Manila’s 2020 campaign affirming its support for small and medium enterprises in the Philippines and highlighting the importance of sustainable sourcing, responsible procurement and patronizing the nation’s own produce.



**90%**  
of City of Dreams Manila’s procurement supports Philippine small and medium enterprises



**2019**  
was the year City of Dreams Manila shifted to sourcing 100% of its coffee bean requirements from local farmers



## Groupwide Resilience

- Empowerment and training of leaders and team members as they take on multiple cross-functional roles and responsibilities
- Maintenance of strong relationships with key business partners and local government units
- Ongoing research and benchmarking of workplace sanitation and overall safety practices
- Replenishment of personal protective equipment of personnel (face masks, face shields, sanitation supplies such as pocketable alcohol bottles, among others)
- Heightened health and symptoms monitoring of staff and visitors
- Promotion and implementation of social distancing measures in offices, transportation and general operating areas
- Adoption of new norms in the conduct of business such as regular virtual meetings of leadership and staff, efficient use of available technology and digital means of communications essential to business operations
- Continuing education for operational improvements; At Tagaytay Highlands, the Estate Services Team undergo routine training and refresher courses on water and power systems operations and maintenance, infrastructure, waste management and recycling and upcycling
- Planning and implementation of operational costs reduction
- Planning for continuous operational improvements while remaining aware of and oriented towards managing environmental impacts