

Annex A: Reporting Template

(For additional guidance on how to answer the Topics, organizations may refer to Annex B: Topic Guide)

Contextual Information

Company Details	
Name of Organization	2GO Group, Inc.
Location of Headquarters	8 th Floor Tower 1 DoubleDragon Plaza Macapagal Boulevard corner EDSA Extension Pasay City 1302, Philippines
Location of Operations	2GO's scope of logistics and transport operations is nationwide in the Philippines.
Report Boundary: Legal entities (e.g. subsidiaries) included in this report*	Ownership and Legal Form: 2GO Group, Inc. 2GO Express, Inc. 2GO Logistics, Inc. Special Container Value Added Services, Inc. Scanasia Overseas, Inc.
Business Model, including Primary Activities, Brands, Products, and Services	2GO Group, Inc. (2GO) operates the country's largest integrated supply chain enterprise, providing logistics and transport services nationwide. With over 150 years of shipping and logistics experience, we create synergies through our three primary segments: sea solutions, logistics and distribution. 2GO Sea Solutions is the freight segment providing reliable, point-to-point containerized and rolling cargo solutions for business clients and travel-hotel accommodation for passengers through our ROPAX vessels. Special Containers and Value Added Services (SCVASI) handles containerized cargo and projects that require specialized solutions such as cold chain, isotainer, flexibags, break bulk and oversized equipment. 2GO Logistics provides storage and order fulfillment solutions to various verticals through our warehousing, inventory management, crossdock and transport capabilities. 2GO Express delivers first and last mile multimodal forwarding solutions to corporate and retail clients nationwide. Our network of outlets and hubs facilitate the flow of goods handled by our e-commerce, courier, and general cargo services. ScanAsia provides go-to-market solutions that enable our international and domestic clients to monitor, manage and replenish inventory from distribution centers to retailer shelves, ensuring stock availability in almost 2,000 doors nationwide.
Reporting Period	January 1, 2021 to December 31, 2021
Highest Ranking Person responsible for this report	Rachelle A. Batan

**If you are a holding company, you could have an option whether to report on the holding company only or include the subsidiaries. However, please consider the principle of materiality when defining your report boundary.*

Materiality Process

Explain how you applied the materiality principle (or the materiality process) in identifying your material topics.¹

We seek consistency in our approach to materiality. In our maiden report, we conducted an in-depth materiality assessment among our key officers to understand critical areas that we need to focus on in order to deliver excellent service to our customers. In addition, we also looked into which areas are most critical for us to build our capacity on in order to better protect the environment and provide opportunities for our communities. In 2019, we expanded our process with online surveys to complement our formal and informal dialogues with our stakeholders. In 2020, we engaged our stakeholders through informal dialogues to understand which of the material topics have greatly impacted them through the pandemic.

Our Reporting Process

	1	2	3	4
Steps Taken	Build Capacity	Undergo Materiality Assessment	Identify and Gather Critical Data	Review and Validate Material Data

¹ See [GRI 102-46](#) (2016) for more guidance.

Description	Training on Sustainability	Review of processes, KPIs and risk assessment	Based on Material Issues, created templates for data gathering	Affirmation of reported disclosures
GRI Reporting Principle Applied	Stakeholder Inclusiveness and Sustainability Context	Materiality, Sustainability Context, Stakeholder Inclusiveness and Completeness	Stakeholder Inclusiveness and Completeness	Stakeholder Inclusiveness and Completeness

Our Material Topics

Material Topics	Definition and Relevance	Boundaries
Product		
Product/ Service Reach, Accessibility and Visibility	How we make our products and services accessible and affordable to our customers and enable them to reach their markets.	Within 2GO and its customers
Customer Welfare	How we protect the safety and well-being of our customers	Within 2GO and its customers
Customer Data Privacy	How we protect the data privacy of our customers and take steps to comply with their standards	Within 2GO and its customers
Performance		
Economic Performance	How we deliver value to our shareholders, facilitate the movement of goods and people, and contribute to the economic growth of the country as the backbone of Philippine commerce	Within 2GO
Business Process and Digitalization	How we use technology to provide a seamless and efficient service and how we pursue continuous improvement strategies	Within 2GO
Partnership		
ESG Compliance	How we take continuous steps to comply to all applicable government regulations and meet moral and ethical expectations in partnership with our regulators, suppliers and host communities	Within 2GO, regulators and host communities
People and Planet		
Economic Opportunities	How we create jobs wherever we operate	Within 2GO and with host communities
Employee Development, Welfare and Succession Planning	How we recruit, develop and retain talent, recognize the contribution of our employees, and provide long-term professional development	Within 2GO
Employee Well-being, Health and Safety	How we provide a safe working environment for our employees and promote their well-being	Within 2GO
Sustainable Supply Chain	How we efficiently utilize our resources to minimize our impact on the environment and maintain an inclusive supply chain with our partner suppliers	Within 2GO

Stakeholder Engagement

Our Stakeholders	Communication Channels	Relevant Matters	Our Progress
Customers and Clients	Various customer touchpoints Online Surveys	Product / Service Reach, Accessibility, Visibility	148 food service businesses served 1,521 pharmacies served 3.4 Million e-commerce transactions
Employees	In person discussions Annual Performance Review Online Surveys Townhall meetings Coaching and Training	Employee Development, Career Growth Occupational Health and Safety	9,047 Training Hours 2,028 Employees Appraised 36 Employees Promoted 5,219,348 Safe Man Hours without lost time injury
Investors	Annual Stockholders Meeting Investor Meetings	Financial performance Transparency on ESG risk and opportunities Corporate governance	Annual Report Sustainability Report Annual Stockholders Meeting

Suppliers and Service Providers	Vendor accreditation Regular correspondence Online survey	Employee Health and Safety Customer Welfare Product Reach, Accessibility and Visibility	PHP 15.31 bn Economic Value Distributed
Socio-civic partners	Program partnerships Online Survey	Sustainable Operations Community Involvement	Enabling mobilization of relief / aid programs
Regulators	Public-private sector dialogues Regular correspondence	Compliance and Governance Sustainable Operations	Timely and accurate reporting aligned to accredited frameworks Compliance with relevant laws and regulations

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount in Millions	Units
Direct economic value generated (revenue)	15,861	PhP
Direct economic value distributed:	15,305	PhP
a. Operating costs	13,271	PhP
b. Employee wages and benefits	1,354	PhP
c. Payments to Providers of Capital	402	PhP
d. Payments to Governments	277	PhP
e. Community Investments	2	PhP

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
As we move good and services, we help facilitate economic activity in the Philippines. We create direct impact by distributing value through payments to our suppliers, wages to our employees, contribution of taxes and fees to our regulators, and investments to communities	<ul style="list-style-type: none"> Customers Employees Investors Suppliers Regulators Communities 	<p>We exercise prudent and strategic allocation of our financial capital to constantly deliver growth and distribute value to our various stakeholders and returns to our capital providers</p> <p>Our board of directors work together with the management and business units to regularly update risk registers and business continuity plans. Our business models and processes are continuously enhanced through system improvements to cater to the needs of our stakeholders.</p>
What are the Risks and Opportunities Identified? Risk of reduced economic value generated and distributed due to the negative business impacts of the COVID-19 pandemic and climate change Understanding where our risks lie can help us uncover hidden risks and address them head on to protect our business operations. We can also take advantage of process improvements and system efficiencies to help us better deal with uncertainties and improve our resiliency in the supply chain.		

Climate-related risks and opportunities²

Governance	Strategy	Risk Management	Metrics and Targets
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² Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

Our Board of Directors lead our direction and strategy in managing climate-related risks	We ensure the environmental sustainability of our business within the physical environments where we operate by assessing and addressing negative environmental impacts associated with the delivery of our products and services to avoid, or when unavoidable, mitigate them.	We integrate environmental and climate-related risk management within our business decisions through our enterprise risk management program.	Annually, we monitor, measure and report our water, power and fuel consumption and calculate our greenhouse gas emissions through our annual and sustainability reports
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Recommended Disclosures			
Oversight	Risks and opportunities	Processes	Metrics and Targets
<p>The Board oversees our position in climate change, strategic planning and risk management including those for climate-related risks and opportunities particularly:</p> <ul style="list-style-type: none"> Position statements Sustainable supply chain processes Enterprise risk management system Corporate strategy on climate-related risk GHG emissions monitoring and progress <p>The board delegates certain elements of risk oversight functions to the Risk Oversight Committee</p> <p>Management's Role</p> <p>Our management maintains an active role in assessing and managing climate-related risks and opportunities</p> <p>The management and business units oversee regularly updating risk registers and business continuity plans</p>	<p>Climate-related risks:</p> <ul style="list-style-type: none"> Regulatory and reputational risks Disaster risks Transition risk <p>Climate-related opportunities:</p> <ul style="list-style-type: none"> Incorporation of sustainability into operational and functional areas to improve the business Enhance speed and responsiveness of delivery Manage uncertainties of climate-related disruptors Business resilience Enhance resource efficiency and reduce overall costs 	<p>Climate-related issues are integrated into multi-disciplinary company-wide risk identification, assessment, and management. Our enterprise risk management program defines our impact on climate-related risks and is prioritized based on their likely financial impact in the short and long run. We employ a consultative approach and solicit input from senior leadership, environmental consultants and stakeholders.</p> <p>Monitoring and measuring our metrics help us manage environmental impact. Annually, we collect data and report it through our sustainability report.</p>	<ul style="list-style-type: none"> Good corporate governance for accountability on climate-related risks Reduction of GHG emissions intensity through systems efficiency Lower our exposure to regulatory risks through compliance Managing resources efficiently within our operations Engage externally to support sustainable supply chain solutions

Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	96.3%	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
We generate and distribute economic value as we deliver supply chain solutions nationwide. Our impact in procurement occurs with our dealings with partner suppliers, service vendors, and contractors.	Suppliers Contractors Creditors Other entities that engage in business with the company	We observe propriety and act with fairness and transparency in dealing with business partners. We adhere to healthy competition, equal opportunity, and fair treatment of business partners. Our procurement team adheres to a bidding process that screens and

What are the Risks Identified?		reviews major contracts with contractors and suppliers to ensure that negotiations are conducted fairly and on an arm's length basis and that management teams are given the best choice possible for a given requirement.
Procurement risks include fraud, cost, quality, and delivery risks. We take these risks seriously as they can result in business losses and disruptions in our operations. Quality in purchasing is very crucial in maintaining the consistent flow of goods and services. The COVID-19 pandemic disrupted and challenged supply chain operations everywhere which have caused delays in travel and delivery of goods and services		

Anti-corruption

Training on Anti-corruption Policies and Procedures

Disclosure	Quantity	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of directors and management that have received anti-corruption training	100	%
Percentage of employees that have received anti-corruption training	100	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
We take corruption seriously as it can harm our company and our relationships with our stakeholders. We facilitate mandatory training on Anti-Corruption Policies and Procedures as we deal with various suppliers, vendors, contractors, local government transactions	<ul style="list-style-type: none"> • Employees • Suppliers • Creditors • Investors • Regulators 	Our anti-corruption efforts include third-party due diligence, anti-bribery training and code of conduct training. We also promote a culture of compliance with ethical business practices
What are the Risks and Opportunities Identified?		
Our Code of Conduct and our anti-corruption policies guide our employees in identifying scenarios that risk the integrity of our company.		

Incidents of Corruption

Disclosure	Quantity	Units
Number of incidents in which directors were removed or disciplined for corruption	0	#
Number of incidents in which employees were dismissed or disciplined for corruption	0	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
We prohibit corruption in all our business dealings as we work with many suppliers, local government units and communities. We do not allow corruption to influence business decisions or gain undue business advantage.	<ul style="list-style-type: none"> • Employees • Suppliers • Creditors • Investors • Regulators 	Our policies on anti-corruption apply to every director, manager, employee, partner suppliers, creditors, investors, regulators, and other stakeholders. Within our network of operations, we recognize corruption risks and opportunities and address these by maintaining the following corporate governance policies:
What are the Risks and Opportunities Identified?		
Risks: Supply chains are inherently vulnerable to corruption risks due to the size and complexity of their operating environment. Exposure to corruption may bring serious legal sanctions and reputation risk.		<ol style="list-style-type: none"> 1. Manual on Corporate Governance 2. Code of Business Conduct 3. Conflict of Interest Policy 4. Insider Trading Policy 5. Related Party Transactions Policy

<p>Opportunities: Positive financial returns, improve product and service quality, solve business inefficiencies, and reinforce goodwill among stakeholders give us ample reason to fight corruption.</p>		<p>6. Policy on Accountability, Integrity and Vigilance (Whistleblowing Policy) 7. Supplier/ Vendor Selection</p>
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ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure ¹	Quantity	Units
Energy consumption (renewable sources)	##	GJ
Energy consumption (gasoline)	1.03	GJ
Energy consumption (bunker fuel IFO 180)	1,802,703.14	GJ
Energy consumption (diesel)	324,236.61	GJ
Energy consumption (electricity) ²	1,111,444.00	kWh

Notes:

¹ 1 Liter = 0.0342 GJ

² For 2021, Data is limited to 26 locations vs. the 43 reported last year

Reduction of energy consumption

Disclosure	Quantity	Units
Energy reduction (gasoline)	2.05	GJ
Energy reduction (LPG)	Not available.	GJ
Energy reduction (diesel)	164,721.25	GJ
Energy reduction (electricity)	2,741,816.58	kWh
Energy reduction (gasoline)	Not available.	GJ

Note: For 2021, Data is limited to 26 locations vs. the 43 reported last year

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
As a logistics company, our role is to expand our ability to connect more goods and services efficiently as we minimize our impact on the environment. We use fuel and power to conduct our business operations nationwide.	Communities Regulators Investors	Through footprint reduction and transport management digitalization we are working towards the elimination of inefficient transportation of goods. We consider this as a cost-saving strategy and as a step to mitigate our environmental impacts
What are the Risk/s and Opportunity/ies Identified?		
Potential risk includes an increase in the price of the fuel and other energy we purchase, an increase in capital requirements associated with updating our ships and land vehicles, regulatory risk and reputational risk from shifting public opinions. Opportunities for energy efficiency, use of non-renewable energy are recognized		

Water consumption within the organization

Disclosure	Quantity	Units
Water consumption	Not available	Cubic meters
Water withdrawal	96,914	Cubic meters
Water recycled and reused	Not available	Cubic meters

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Water is used primarily for sanitation at our warehouse facilities, hubs and offices. Our supply is obtained from third-party utility providers and discharged into public sewage systems.	Communities Regulators Investors	We monitor water usage in our sites and implement measures to conserve water in our operations. We also adhere to local and international regulations on keeping our ocean free from pollution.
What are the Risk/s and Opportunity/ies Identified?		
Potential risks include water shortages, flooding in our facilities and water pollution.		

Proper discharge of water is also important to avoid penalties in our operations.		
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Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume	Not material to the company	
• Renewable		kg/liters
• non-renewable		kg/liters
Percentage of recycled input materials used to manufacture the organization's primary products and services	Not material to the company	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Not material	Not material	Not material
What are the Risks and Opportunities Identified?		
Not material		

Ecosystems and biodiversity (whether in upland/watershed or coastal/marine)

Disclosure	Quantity	Units
Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	0	
Habitats protected or restored	0	ha
IUCN ³ Red List species and national conservation list species with habitats in areas affected by operations	0	

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Not material. We do not operate in or adjacent to protected areas and areas of high biodiversity value	Not material	Not material
What are the Risks and Opportunities Identified?		
Not material		

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions	190,783.22	MT CO ₂ e
Energy indirect (Scope 2) GHG Emissions	809.46	Mt CO ₂ e
Emissions of ozone-depleting substances (ODS)	Not Available	Tonnes

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Delivery of goods and services contributes to greenhouse gas emissions. As we operate in the nationwide in the Philippines, we recognize the vulnerability of our country to climate change.	Communities Regulators Investors	We strive for environmental friendliness in our operations. Through regular assessment and internal audits, we assess and address environmental management gaps and opportunities associated with the delivery of our products and services. We seek to improve corporate environmental performance through supply chain technologies, improving business processes and other related programs that encourage an environmentally friendly value-chain.
What are the Risk/s and Opportunity/ies Identified?		
Absence of environmental impact management can pose transition risk, regulatory risk, reputational risk and disaster risk.		

³ International Union for Conservation of Nature

<p>We recognize that environmental impact management can bring us opportunities such as:</p> <ul style="list-style-type: none"> • Incorporation of sustainability into operational and functional areas to improve the business • Enhance speed and responsiveness of delivery • Manage uncertainties of climate-related disruptors • Business resilience • Enhance resource efficiency and reduce overall costs 		
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Air pollutants

Disclosure	Quantity	Units
NO _x	Not available	kg
SO _x	Not available	kg
Persistent organic pollutants (POPs)	The company does not produce POPs	kg
Volatile organic compounds (VOCs)	Not available	kg
Hazardous air pollutants (HAPs)	Not available	kg
Particulate matter (PM)	Not available	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Air emissions are produced by vehicles throughout our land-based operations. These include reefer vans, trucks and motorcycles owned by the company and our respective contractors.</p> <p>What are the Risk/s and Opportunity/ies Identified?</p> <p>Urban air pollution subject our stakeholders to long-term exposure to polluted air which can leave permanent health damage. Climate-related risks due to transport pollution include reputational risk, regulatory risk, and transition risk.</p>	<p>Communities Regulators Investors</p>	<p>We are working towards the reduction of transport intensity by leveraging synergies within our business. Through adoption of system improvements and technologies, we seek to optimize our routes and consequently improve our environmental performance.</p>

Solid and Hazardous Wastes

Solid Waste

Disclosure	Quantity	Units
Total solid waste generated	228,299	kg
Reusable	Not available	kg
Recyclable	140,836	kg
Composted	76,848	kg
Incinerated	Not available	kg
Residuals/Landfilled	10,615	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
<p>Given our size and reach, we generate waste in our business operations nationwide. Containers and packaging are used in the shipping, storage, and protection of products.</p> <p>What are the Risk/s and Opportunity/ies Identified?</p>	<p>Employees Communities Regulators</p>	<p>We abide by the Ecological Solid Waste Management Act by ensuring proper segregation, collection, transport, storage treatment and disposal of solid waste in our ships and facilities. Each of our vessels is equipped with a food grinder which we use to dispose of our food waste within 12 nautical miles underway,</p>

Poor solid waste management can pose risk to the health and safety of our workers and our host communities. Opportunities of recycling can reduce disposal costs and improve efficiency where we can make use of excess material. Proper waste disposal also improves cleanliness of the workplace environment and ensures workers are safe and healthy.		adhering to the regulations of the Internal Maritime Organization.
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Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated		
Bilge, Sludge, Used Oil	481,128	liters
Others (Pathological & Oily Waste)	1,276	kg
Total weight of hazardous waste transported	Not available	kg

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
Whether in sea or land, preventing pollution is material to us. We maintain procedures to properly store, handle and dispose of our waste	Regulators Communities	We abide to the Toxic Substances and Hazardous and Nuclear Wastes Control Act by following the guidelines on handling, storage, and transportation of hazardous waste to prevent contamination and accidents within our operations. Our wastes are managed by the Facilities Management Department and collected by DENR-accredited haulers & treaters.
What are the Risk/s and Opportunity/ies Identified?		
Operational risks such as spills, fires, explosions, reactions, and exposure to toxic chemicals can be caused by mishandling of hazardous waste. Through careful hazardous waste management, we reduce the risk of serious damage to the health and safety of our stakeholders and the business.		

Effluents

Disclosure	Quantity	Units
Total volume of water discharges	Not available	Cubic meters
Percent of wastewater recycled	Not available	%

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
How we handle and discharge wastewater can impact the quality of the water next to our facilities for our land operations and the sea for our marine operations.	Regulators Communities	All sites discharge wastewater into public sewage treatment plants. For marine operations, all vessels operate Safety Management Systems (SMS) and have certificated Sewage/Garbage Plans, Oil Water Separator systems and Logbooks. Effluents such as Used Oil, Sludge and Bilge Water are recorded and collected by third-party haulers and treaters of the Department of Environment and Natural Resources.
What are the Risk/s and Opportunity/ies Identified?		
Effluent must be monitored closely as it can cause damage and pollution to discharge locations. Improper discharge may cause water contamination and kill ecosystems.		

Environmental compliance

Non-compliance with Environmental Laws and Regulations

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	0	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	0	#
No. of cases resolved through dispute resolution mechanism	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Which stakeholders are affected?	Management Approach
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Compliance to environmental laws and international regulations are important to keep our business operational.	Regulators Communities Employees Investors	As part of our commitment to the UN SDGs, we are taking concrete steps in refining our environmental management framework. We have begun by taking inventory of our commitments, what we need to do to uphold them, and what controls we have in place to ensure that we proactively manage our environmental impacts and risks.
What are the Risk/s and Opportunity/ies Identified?		
Non-compliance to environmental laws can result to financial penalties and fines, loss of productivity and revenue due to operation suspensions or incidents, risk of injury and potential lawsuits due to unsafe working environment, and reputational risk from negative public perception		

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity	Units
Total number of employees ⁴	2,122	
a. Number of female employees	831	#
b. Number of male employees	1,291	#
Attrition rate ⁵	20%	rate
Ratio of lowest paid employee against minimum wage	Not available	ratio

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS (Sickness/loans)	Y	25%	17%
PhilHealth(sickness)	Y	3%	4%
Pag-ibig (loans)	Y	21%	18%
Parental leaves	Y	26.4%	7.1%
Vacation leaves	Y	*99%	*99%
Sick leaves	Y	*99%	*99%
Medical benefits (aside from PhilHealth))	Y	*99%	*99%
Housing assistance (aside from Pag-ibig)	N	n/a	n/a
Retirement fund (aside from SSS)	Y	n/a	n/a
Further education support	N	n/a	n/a
Company stock options	N	n/a	n/a
Telecommuting	Y	n/a	n/a
Flexible-working Hours	N	n/a	n/a
(Others)		99%	99%

Notes: Percentages pertain to availment/transactions

*excluding probationary employees

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
We employ an experienced workforce nationwide. Compensation includes the wages, salaries, bonuses, and commission structures we give our employees.	Our people are the backbone of our business. It is important for us that our employees are inspired, skilled, and equipped to provide outstanding service. We developed a Strategic WorkForce Approach
What are the Risk/s and Opportunity/ies Identified?	
Without competitive packages, we face the risk of employee loss, talent retention, reduced job satisfaction, and reduced productivity. Creating and offering the right compensation plan addresses these risks and ensures that the backbone of our company and operations are happy and productive.	to help build a resilient organization and ready to adapt to the future of work. This approach ensures that we have the right number of people with the right skills, in the right place at the right time to deliver our short- and long-term objectives.

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		

⁴ Employees are individuals who are in an employment relationship with the organization, according to national law or its application ([GRI Standards 2016 Glossary](#))

⁵ Attrition are = (no. of new hires – no. of turnover)/(average of total no. of employees of previous year and total no. of employees of current year)

a. Female employees	3,346	hours
b. Male employees	5,701	hours
Average training hours provided to employees		
a. Female employees	4.03	hours/employee
b. Male employees	4.42	hours/employee

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
How we recruit, develop through coaching and training, and retain talent; recognize the contribution of our employees; promote their well-being and provide long-term professional development	We advocate continuous learning to help our employees meet their full potential. Our training initiatives aim to develop employees into specialists in their respective areas of work. From our leaders to our staff, our employees undergo customized development programs for skills enhancement and improved wellbeing.
What are the Risk/s and Opportunity/ies Identified? Learning strategies are important for us for competitive advantage. Employee development is important to reduce chances of turnover, improve customer service, avoid damages to brand reputation and improve productivity. Constant change necessitates continuous learning. We recognize e-learning opportunities for their accessibility and flexibility.	

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	0	%
Number of consultations conducted with employees concerning employee-related policies	1,200/year	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
A cooperative partnership between 2GO Management and workers sustains the economic growth of the company. 2GO supports such cooperative partnership through its Labor Management Council (LMC) where workers and Management both participate in joint problem-solving in matters affecting employee welfare.	2GO Management believes that a mutually-beneficial atmosphere fosters a proactive partnership and cooperation between Management and workers and therefore creates a climate of industrial peace as a key to growth. Management continues to support LMC programs that are geared towards increasing productivity and improving employee welfare.
What are the Risk/s and Opportunity/ies Identified? Opportunity: The continued development of processes that focuses on joint participation of Management and workers in improving the quality of working life. Risk: Continuity of programs / projects initiated by LMC is at risk when workers are separated from the company.	

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	39	%
% of male workers in the workforce	61	%
Number of employees from indigenous communities and/or vulnerable sector*	Not available	#

*Vulnerable sector includes, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E).

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
We are an equal opportunity provider for employees and suppliers.	At the board level, the Company adheres to a board diversity policy that ensures that there is always a diverse composition of directors to assist in advancing 2GO's strategic objectives. To achieve board diversity objectives, a Board Matrix is used to determine the mix of attributes, skills, competencies, experience, and affiliations that the board currently has and what it needs to complement the existing composition. We also foster diversity among our choice of people by practicing non-discrimination in the hiring, promotion, and leadership development of our employees. We maintain a balance between male and female employees throughout different levels of the management. Decisions as to hiring, promotions, and other aspects of employment relationship are based solely on job-related qualifications.
What are the Risk/s and Opportunity/ies Identified? Diversity in our workforce gives us opportunities to foster mutual mentoring among our talents, enhance trust-based cooperation, and improve teamwork and collaboration for productivity, creativity, and efficiency.	

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety

Disclosure	Quantity	Units
Safe Man-Hours	5,219,348	Man-hours
No. of work-related injuries	0	#
No. of work-related fatalities	0	#
No. of work related ill-health	0	#
No. of safety drills	0	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
We provide a safe working environment for our employees and third-party service providers More so during the COVID-19 pandemic, we created a 2GO New Normal Well-Being Committee focused on ensuring the safety of our people, establishing accessible communication channels, and developing new work protocols to carry on our service to our customers.	We aim to be a preferred employer that considers the health, safety, and welfare of our employees as the top priority. Our safety protocols and policies are designed to ensure the protection of our people whether they are at sea or on land. We measure and manage operational safety by putting a high value on training and development. On-board safety gears and equipment are checked frequently. We monitor mileage of our shipping vessels and trucks and make sure they undergo regular maintenance.
What are the Risk/s and Opportunity/ies Identified? Work-related health and safety risks in the transport sector include road accidents, accidents in sea, fatigue, occupational diseases, and exposure to dangerous substances. To ensure Occupational Health and Safety, we can provide trainings on tailored safety education, emergency response, and healthy lifestyle.	

Labor Laws and Human Rights

Disclosure	Quantity	Units
No. of legal actions or employee grievances involving forced or child labor	0	#

Do you have policies that explicitly disallows violations of labor laws and human rights (e.g. harassment, bullying) in the workplace?

Topic	Y/N	If Yes, cite reference in the company policy
Forced labor	N	-
Child labor	Y	No Child Labor Policy
Human Rights	Y	In reference to due process in the Code of Conduct

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
It is our responsibility to protect the dignity of every person, uphold human rights, eliminate forced and compulsory labor, and abolish child labor. We consider these key principles in hiring decisions within our business and the suppliers we work with	We are aligned to our parent company's commitment as signatory of the UN Global Compact following group-wide commitment and support to human rights and labor rights. We integrate human rights risk into risk management across our businesses. We also ensure that our vendors, suppliers, and other third-party
What are the Risk/s and Opportunity/ies Identified?	

Perpetrators of human rights violations face legal sanctions and consequences and reputational risk. We recognize that every business, partnership, and sourcing decision present potential human rights concerns. There is an opportunity to explore ways to identify, manage and report better by mapping our value chain and assessing the potential for each human rights risk scenario.	contractors adhere to a supplier code of ethics which include prohibitions against child labor, forced labor, and slavery.
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Supply Chain Management

Do you have a supplier accreditation policy? If yes, please attach the policy or link to the policy:

All governance related policies may be viewed via the Company's website at <https://www.2go.com.ph/policies/>

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	Y	Manual on Corporate Governance
Forced labor	N	Code of Business Conduct
Child labor	Y	No Child Labor Policy
Human rights	Y	Conflict of Interest Policy
Bribery and corruption	Y	Insider Trading Policy
		Related Party Transactions Policy
		Policy on Accountability, Integrity and Vigilance
		Accreditation Policy and Procedure
		Environmentally Friendly Value Chain

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
We directly contribute to the movement of goods and services nationwide for our customers, the communities where we operate, and investors. We integrate logistics activities such as procurement, distribution, warehousing, maintenance and inventory management plus marketing, finance and customer service to our clients.	We manage our risks by deploying appropriate physical and cyber security measures and by working with our regulators, suppliers and customers to protect the integrity of our supply chain.
What are the Risk/s and Opportunity/ies Identified? Risks in the supply chain are any interruption to the flow of goods and services. External risks can include shifts/ shocks in demand and supply, environmental risk from climate-related factors, threat of terrorism, cargo theft, accidents, disasters, economic uncertainties, and structural changes place our suppliers under threat. Experience and knowledge in supply chain risk management can reduce our exposure to risks and allow us to proactively plan for disruptions.	

Relationship with Community

Significant Impacts on Local Communities

Operations with significant (positive or negative) impacts on local communities (exclude CSR projects; this has to be business operations)	Location	Vulnerable groups (if applicable)*	Does the particular operation have impacts on indigenous people (Y/N)?	Collective or individual rights that have been identified that or particular concern for the community	Mitigating measures (if negative) or enhancement measures (if positive)
Not available	-	-	-	-	-
Not available	-	-	-	-	-
Not available	-	-	-	-	-

*Vulnerable sector includes children and youth, elderly, persons with disabilities, vulnerable women, refugees, migrants, internally displaced persons, people living with HIV and other diseases, solo parents, and the poor or the base of the pyramid (BOP; Class D and E)

For operations that are affecting IPs, indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certification Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available:

Certificates	Quantity	Units
FPIC process is still undergoing		#
CP secured		#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Not available	Not available
What are the Risk/s and Opportunity/ies Identified? Not available	

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	Passenger Satisfaction Rating – 91% Net Promoter Score – 67% or very good	N

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
We provide the delivery of goods and services to a wide range of customers. We recognize the need to widen and improve our communication channels and feedback mechanisms with customers to enhance satisfaction.	We have policies to ensure that we adhere to our quality commitments to our customers. All customers are given fair and proper treatment and are provided with complete, correct and actual information.
What are the Risk/s and Opportunity/ies Identified?	
Customer dissatisfaction can cause reputation damage, decrease in conversions, productivity loss, loss of current and future customers.	

Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety*	We are working on a system to consolidate these indicators	#
No. of complaints addressed		#

*Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
2GO Travel is one of the largest premier sea travel providers in the Philippines present in almost 3,000 outlets nationwide and operating in 14 ports of call to bring accessible and affordable travel for its passengers.	We constantly strive to push boundaries in providing travelers a wide selection of reasonably priced hotel accommodations, tours, and event packages to make for unforgettable trips. We strictly comply with all government mandated protocols on health and safety in our vessels, ports of call, and retail stores. 2GO conducts round-the-clock general cleaning, disinfection, and sanitation of hand contact surfaces, common areas, and ventilation and air conditioning systems. Preventive hygiene measures are enforced at all sites.
What are the Risk/s and Opportunity/ies Identified?	
Due to the COVID-19 pandemic, non-essential travel decreased significantly.	

Marketing and labelling

Disclosure	Quantity	Units
No. of substantiated complaints on marketing and labelling*	In 2021, we received a total of 952 complaints via our voice, email and fb channels versus total volume of 318,381 customer transactions (0.30% of total transactions were escalated).	#
No. of complaints addressed	All complaints were addressed.	#

*Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Not Material	Not material
What are the Risk/s and Opportunity/ies Identified?	
Not material	

Customer privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	None	#
No. of complaints addressed	2	#

No. of customers, users, and account holders whose information is used for secondary purposes	None	#
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**Substantiated complaints include complaints from customers that went through the organization's formal communication channels and grievance mechanisms as well as complaints that were lodged to and acted upon by government agencies.*

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
We collect and manage data of our clients and customers. It is our primary concern to protect fundamentally sensitive information such as identities, finances, and health records and prevent them from falling into the wrong hands for improper use.	We are committed to protecting the personal data of our customers. Our Privacy Policy outlines how we collect, handle, protect and use data responsibly in accordance with the Republic Act No. 10173, or the Data Privacy Act of 2012, and its Implementing Rules and Regulations.
What are the Risk/s and Opportunity/ies Identified?	
Customer privacy is heavily regulated by the National Privacy Commission and through the Data Privacy Act. Risks on data privacy violations include civil and criminal penalties and reputational risk.	Read our Privacy Policy here: https://www.2go.com.ph/privacy-policy/

Data Security

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	None for personally identifiable information (PII)	#

What is the impact and where does it occur? What is the organization's involvement in the impact?	Management Approach
Protecting data from malicious threats is important to us to ensure business continuity and data privacy	To combat cybersecurity threats, we invest in the latest IT tools and technologies We adopt the latest IT tools, and practice data security through data encryption, data backup, management of user privileges on corporate devices, securing our on-premise and cloud servers.
What are the Risk/s and Opportunity/ies Identified?	
Risk of data breaches can disrupt our operations and compromise the data privacy of our employees and customers	

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

SDGs	Key Products and Services	Societal Value / Contribution to UN SDGs	Management Approach to Potential Negative Impact
SDG 8 Decent Work and Economic Growth	We help drive economic growth in urban and rural communities by facilitating the movement of people, goods and services. At the same time, we provide economic opportunities in the localities where we are present, generating jobs across our supply chain.	<ul style="list-style-type: none"> 15.9 Billion Php Economic Value Generated 15.3 Billion Php Economic Value Distributed 2,122 Jobs Created 871 Shipping roundtrips 19,047 SKUs handled 1,521 Pharmacies served 148 Food services served 3.4 Million E-commerce transactions 229,904 cbm of Goods transported from warehouse to end-users 7.9 Million Express delivery transactions 	<p>To address our potential negative impacts, we make targeted investments on Technology, Process and People to maximize the value generated by our investments, improve our operational efficiencies, and increase the productivity of our workforce. This enables us to seize market opportunities and optimize the value we create for our stakeholders while mitigating our environmental impacts.</p> <p>Our Potential Negative Impacts include but are not limited to:</p> <ul style="list-style-type: none"> Degradation of air quality Degradation of water resources Greenhouse gas emissions Solid Waste
SDG 9 Industry, Innovation and Infrastructure	We provide industry innovation and transport infrastructure for key industry verticals such as consumer goods, food, pharmaceuticals, lifestyle products, automotive and consumer electronics.	<ul style="list-style-type: none"> Sustainable Supply Chain Php 50.8 Million earmarked investment to Digitalization and Industry Technology 	
SDG 12 Responsible	We are environmentally responsible as we pursue efficiency in our day-to-day operations,	<ul style="list-style-type: none"> Monitoring of Power, Fuel, Water and Waste consumption 	

Consumption and Production	enabling us to minimize our material footprint while we maintain the highest standards in serving our customers.	<ul style="list-style-type: none"> • 180,285 MT CO2e Scope 1 GHG • 809 MT CO2e Scope 2 GHG • Governance Policy on Environmentally-Friendly Value Chain 	
SDG 13 Climate Change	We recognize the impact that climate change has on our business and our stakeholders. We incorporate climate change in assessing our risks and opportunities and formulate policies and implement programs that develop our resilience and adaptation to the effects of climate change.	<ul style="list-style-type: none"> • Monitoring of Power, Fuel, Water and Waste consumption • Governance Policy on Environmentally-Friendly Value Chain 	