



# MILESTONE

Guaranty and Assurance Corp.

## SUSTAINABILITY REPORT

Sustainability is defined as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs”. (Brundtland, G “Our Common Future”, Report of the World Commission on Environment and Development, 1987)

Broadly, sustainability performance is measured in the corporation conducts its business, and how it manages its key economic, environmental and social impacts.

### SUSTAINABILITY REPORTING FRAMEWORK FOR MILESTONE GUARANTY AND ASSURANCE CORP.

OUR COMPANY is a Sustainable Business	We conduct our businesses in an ETHICAL and RESPONSIBLE manner	Corporate Governance
	a We manage our KEY IMPACTS	Economic Environmental Social
	Our products and services create VALUE TO SOCIETY	Contribution to Sustainable Development

### Contextual Information

Company Details	
Name of Organization	MILESTONE GUARANTY AND ASSURANCE CORP.
Location of Headquarters	Milestone Guilding, 2654 Leveriza (Saygan) St., Malate, Manila
Location of Operations	Nationwide
Report Boundary: Legal entities (e.g. subsidiaries) included in this report	Head Office and Branches
Business Model, including Primary Activities, Brands, Products, and Services	Underwriting Income and Investment Income Non-Life Insurance Products such as Property, Engineering, Casualty and Marine Insurance, and Bonds
Reporting Period	Annual

## Materiality Process

### ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount	Units
Direct economic value generated (revenue)		PhP
Direct economic value distributed:		
a. Operating costs		PhP
b. Employee wages and benefits		PhP
c. Payments to suppliers, other operating costs		PhP
d. Dividends given to stockholders and interest payments to loan providers		PhP
e. Taxes given to government		PhP
f. Investment to community (e.g. donations, CSR)		PhP

<b>What is the impact and where does it occur? What is the Organization's involvement in the impact</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
<b>What are the Risk/s Identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>
<b>What are the Opportunity/ies Identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>

Procurement Practices

Proportion of spending on local suppliers

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	%

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<b>What are the Opportunity/ies Identified?</b>	<b>Which stakeholders are affected?</b>	<b>Management Approach</b>

Anti-corruption

Training on Anti-corruption Policies and Procedures

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	90	%
Percentage of business partners to whom the organization's anticorruption policies and procedures have been communicated to	50	%
Percentage of directors and management that the received anti-corruption policies and procedures	100	%
Percentage of employees that received anti-corruption training	10	%

Incidents of Corruption

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

## ENVIRONMENT

### Resource Management

Energy consumption within the organization:

Disclosure	Quantity	Units
Energy consumption (renewable sources)		GJ
Energy consumption (gasoline)		GJ
Energy consumption (LPG)		GJ
Energy consumption (diesel)		GJ
Energy consumption (electricity)		kWh

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal		Cubic Meters
Water consumption		Cubic Meters
Water recycled and reused		Cubic Meters

Materials used by the organization

Disclosure	Quantity	Units
Materials used by weight or volume		
<input type="checkbox"/> renewable		kg
<input type="checkbox"/> non-renewable		kg
Percentage of recycled input materials used to manufacture the organization's primary products and services	5	%

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	(identify all sites)	
Habitats protected or restored		ha
IUCN Red list species and national conversation list species with habitats in areas affected by operations	(list)	

Environmental impact management  
Air Emissions

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions		Tonnes CO2e
Energy indirect (Scope 2) GHG Emissions		Tonnes CO2e
Emissions of ozone-depleting substances (ODS)		Tonnes

Disclosure	Quantity	Units
NOx		kg
Sox		kg
Persistent organic pollutants (POPs)		kg
Volatile organic compounds (VOCs)		kg
Hazardous air pollutants (HAPs)		kg
Particulate matter (PM)		kg

Disclosure	Quantity	Units
Total solid waste generated		kg
Reusable		kg
Recyclable		kg
Composted		kg
Incinerated		kg
Residuals/Landfilled		kg

Hazardous Waste

Disclosure	Quantity	Units
Total weight of hazardous waste generated		kg
Total weight of hazardous waste generated		kg

Effluents

Disclosure	Quantity	Units
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Total volume of water discharges		Cubic meters
Percent of wastewater recycled		%

#### Environmental compliance

#### Non-compliance with Environmental Laws and Regulations

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

### SOCIAL

#### Employee Management Employee Hiring and Benefits Employee data

Disclosure	Quantity
Total number of employees	<b>179</b>
a. Number of female employees	<b>97</b>
b. Number of male employees	<b>82</b>
Attrition rate	
Ratio of lowest paid employee against minimum wage	<b>nil</b>

#### Employee benefits

List of Benefits	YN	% of female employees who availed for the year	% of male employees who availed for the year
SSS	Y	0	0
Philhealth	Y	1	0
Pag-ibig	Y	1	3
Parental leaves	Y	4	0

Vacation leaves	Y	33	29
Sick leaves	Y	19	19
Medical benefits (aside from Philhealth)	Y	1	3
Housing assistance (aside from Pagibig)	N	0	0
Retirement fund (aside from SSS)	N	0	0
Further education support	N	0	0
Company stock options	N	0	0
Telecommuting	N	0	0
Flexible-working Hours	N	0	0
(Others)			

#### Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	19	hours
b. Male employees	8	hours
Average training hours provided to employees		
a. Female employees		hours/employee
b. Male employees		hours/employee

#### Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements	0	%
Number of consulting conducted with employees concerning employee-related policies		#

#### Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce		%
% of male workers in the workforce		%
Number of employees from indigenous communities and/or vulnerable sector	0	#

Workplace Conditions, Labor Standards, and Human Rights

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
Safe Man-hours		Man-hours
No. of work-related injuries	<b>0</b>	#
No. of work-related fatalities	<b>0</b>	#
No. of work related ill-health	<b>0</b>	#
No. of safety drills	<b>1</b>	#

Labor Laws and Human Rights

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

Customer Management  
Customer Satisfaction

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
Customer satisfaction		

Health and Safety

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
No. of substantiated complaints on product or service health and safety	<b>0</b>	#
No. of complaints	<b>0</b>	#

Marketing and labelling

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
No. of substantiated complaints on marketing and labelling	<b>1</b>	#
No. of complaints addressed	<b>1</b>	#

Customer privacy

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
No. of substantiated complaints on customer privacy	<b>0</b>	#
No. of complaints addressed	<b>0</b>	#

Data Security

<b>Disclosure</b>	<b>Quantity</b>	<b>Units</b>
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No. of data breaches, including leaks, thefts and losses of data	<b>0</b>	#
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UN SUSTAINABLE DEVELOPMENT GOALS

Products or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact