

INTRODUCTION



Atty. Pearly Joan J. Turley
“PEARL”
AVP – Corporate Compliance



SM MALL OF ASIA, PASAY CITY, PHILIPPINES

76 SM Supermalls in the Philippines
7 Malls in China

Started the “mallng” phenomenon in the Philippines in 1985.

SM Prime first company to reach 1 trillion peso capitalization in the Philippines.

www.smprime.com
www.smsupermalls.com

6 years ago..



SUPERMALLS



ERGE Feb 2015 PARTICIPANT



With Mr. Yasuhiko Inoue
Japan Productivity Center
lecturer on 5s and Kaizen



Make it a Malasakit Moment to clear your space as you prepare to unwind from your work day and work area.

UNPLUG

Disconnect without worry. Prevent fire hazards by unplugging all equipment before leaving the area.

RESTORE

Return things to their proper "homes". Sort confidential private & corporate information and store them in the proper, secure locations.

SPARK JOY

Clear your space off negative energy. Declutter and dispose trash to make way for a shining & inspiring personal space to return to.

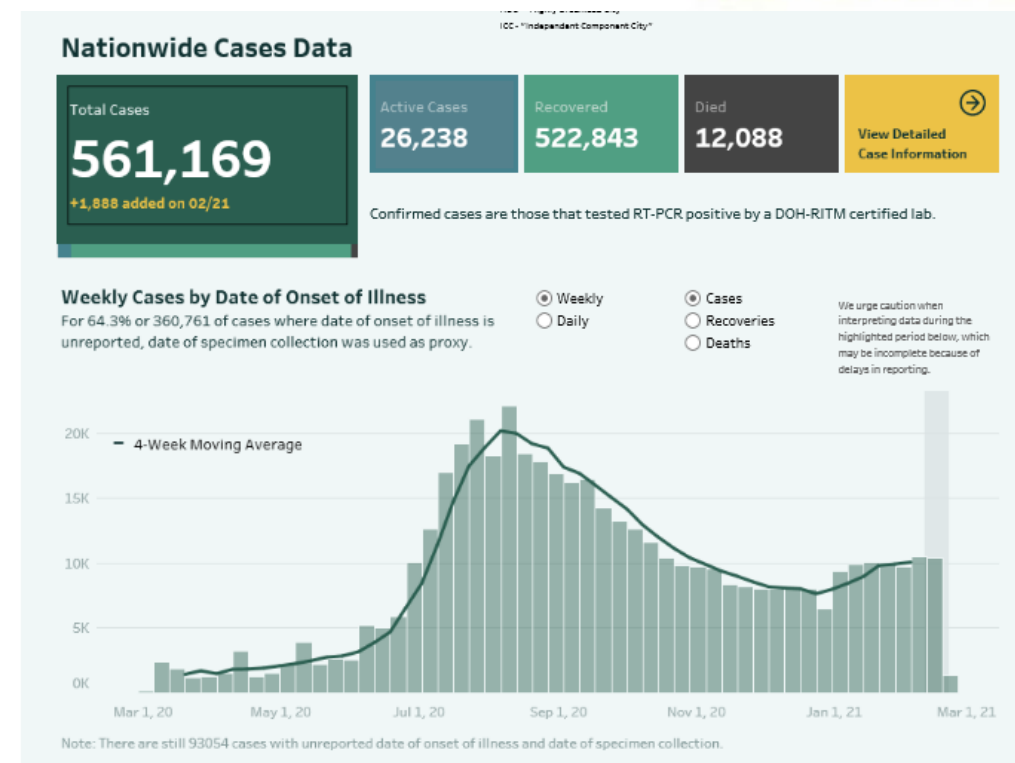
SM Supermalls campaign on 5s
February 2021

Covid-19 in the Philippines

- 30 January 2020 – 1st positive case
- Philippines first country outside of China to record death due to Covid 19
- March 16, 2020 – entire Luzon on ECQ
- Proclamation No. 929 – Philippines under the state of calamity for 6 months
- SM Supermalls in NCR on ECQ March 17, 2020 – May 31, 2020 (2 months and 14 days)
- As of February 12, 2021 – Metro Manila and other places on General Community Quarantine
- Unemployment rate is at 8.7 percent in the December quarter of 2020 up from 4.5% same quarter 2019.
- Unemployed persons 3.81 million



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Population of Philippines in 2020: 109,581,078 (estimate)
COVID affected is 0.51% of the population
Recovery rate: 93.17%
Death rate: 2.15% of total affected

Covid-19 RESPONSE



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National Government Response

REPUBLIC ACT 11469

Bayanihan to Heal As One Act



- Treatment of COVID 19 patients
- Benefits for health workers



- Emergency Subsidy:
USD \$100 - USD \$160



Mandatory grace period for:

- Loans
- Residential rent
- Taxes



Supporting Measures

- Private hospitals / clinics
- Public transportation
- Contract for materials and services

LGU INNOVATIVE RESPONSES

- Mobile applications
- CT scan analysis system
- Enhanced Screening Areas
- Drive thru COVID-19 testing site
- Disinfection drones
- DIY PPEs / Protective Suits
- Online “wet” markets
- Market-on-wheels/mobile palengke
- Anti-hoarding ordinances
- Soup Kitchens

Covid-19 RESPONSE

SM PRIME GROUP is in the forefront of Disaster Risk Reduction (DRR) in the Philippines

Preventive Measures

- Activated Business Continuity Plan (BCP)
- Monitoring of employee travel history
- Self -distancing practices
- Thermal checks
- Regular sanitation
- Wearing of masks
- Nationwide Antibody Rapid Test with 21k+ tested

Medical Assistance

- Provision of health kits (alcohol, vitamins, and face masks)
- Employee health monitoring
- Care and emotional support for COVID-19 cases
- Health insurance

Information Campaign

- Advisories released on Health, Safety, Protection



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PARAMOUNT CONCERN WAS HEALTH AND SAFETY OF EMPLOYEES AND ALL STAKEHOLDERS

Covid-19 RESPONSE



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COMPLIANCE WITH GOVERNMENT MANDATED REGULATIONS

❑ CLOSURE of non-essential business during ECQ



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TEMPORARY MALL CLOSURE

In support of the government's efforts to fight against the spread of COVID-19, all SM Supermalls in Metro Manila will be closed starting March 16, 2020 until further notice.

However, those establishments offering basic necessities such as supermarkets, banks, pharmacies, hardware, select restaurants that offer take out or home deliveries and other essentials will remain open from 11 am to 7pm, Mon to Sun.

Thank you for your understanding.

Your Safety Matters

❑ IMPLEMENTED workplace health and safety measures

- Safe social distancing, admittance to businesses and offices
- Temperature checks in entrances
- Malls and offices were thoroughly disinfected
- Masks, contract tracing, etc.



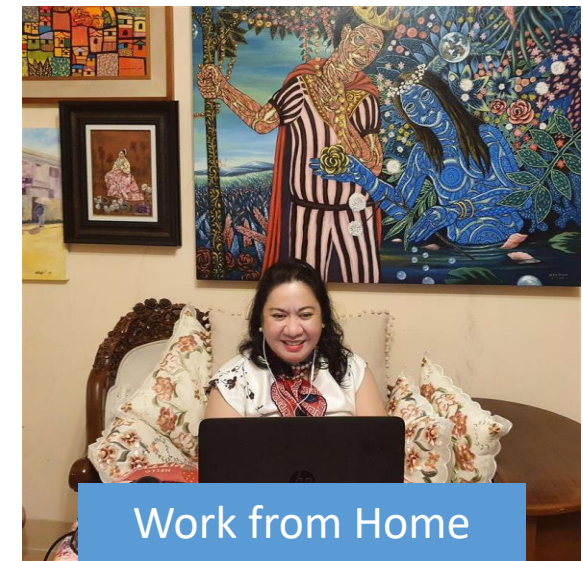
Markers in offices for safe social distancing



Mask with face shield while in public

❑ Working Condition

- Release of salary and benefits
- Rotational reporting for work
- Used of technology in meetings and learning
- Work from home for some employees



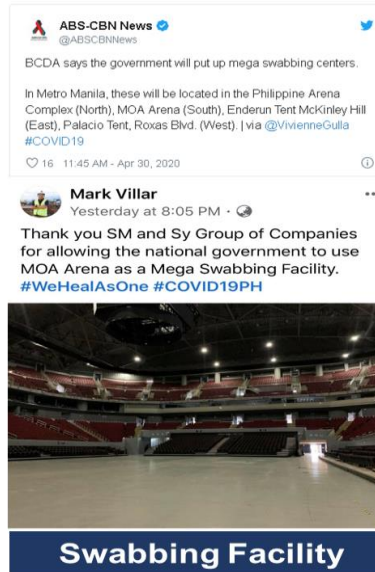
Work from Home

Covid-19 RESPONSE



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Donation to Hospitals and Government



SM SUPERMALLS TO WAIVE TENANT RENTALS NATIONWIDE
Official Statement as of March 18, 2020 (Wednesday)

The SM Supermalls announced today it will waive rentals to all tenants nationwide from March 16 to April 14, 2020. This is to offer tenants some relief during this trying time, so that they can in turn lend more assistance to their employees during the period of Community Quarantine.

"We share our tenant partners' concerns at the unfortunate situation and will waive rental charges for those affected and unable to operate during this period," said SM Supermalls President Steven T. Tan.

This support forms part of SM's commitment to fight the effects of the COVID-19 outbreak, in addition to its recent announcement that it has allocated PHP100M to provide protective equipment and supplies towards hospitals for the safety of medical frontliners, as they actively fight the spread of COVID-19.

Source: <https://www.smsupermalls.com/>

WE ♥ OUR FRONT LINERS!

LAST APRIL, WE SHOWED OUR GRATITUDE TO OUR ATEs AND KUYAS ACROSS OUR AGENCIES BY EXTENDING FINANCIAL HELP NATIONWIDE. SCMC EMPLOYEES NOT ON SKELETON FORCE DUTY ALSO DONATED THEIR VITAMIN C ALLOCATION TO OUR FRONT LINERS TO BOOST THEIR IMMUNE SYSTEM.

All agency personnel across SM Prime received an emergency assistance fund to help them support their needs during this period. Meal allowances were also given to those on night shift skeleton force duty.

"Nagpapasalamat po ako sa vitamins na binigay ninyo. Malaking tulong po sa pang palakas ng ating immune system. Thank you po!"
 RJ Solio, SM Taytay

* Employees received their regularly scheduled salaries during the ECQ period without deductions made against their Vacation and Sick Leaves

Covid-19 RESPONSE



Business News

SM Prime income halved in H1 due to impact of pandemic

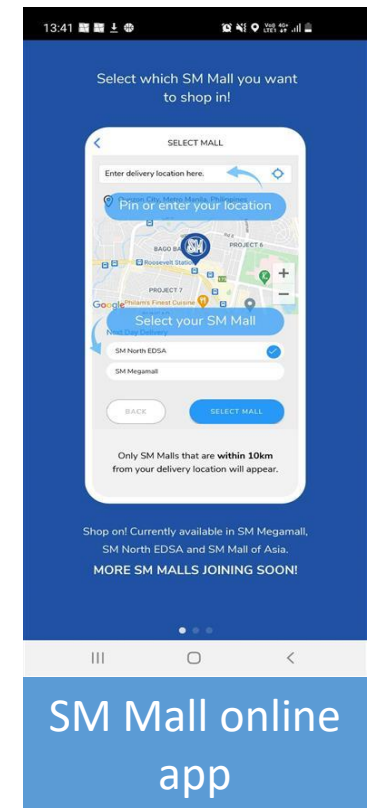
Published August 3, 2020, 10:00 PM
by James A. Loyola

SM Prime Holdings Inc., one of the leading integrated property developers in Southeast Asia, posted a 46 percent drop in consolidated net income to P10.4 billion in the first half of 2020 from P19.3 billion in the same period last year.

In a disclosure to the Philippine Stock Exchange, SM Prime said its consolidated revenue for the first six months of 2020 registered a 23 percent decline to P43.7 billion from P57.0 billion in the first six months of 2019.

INNOVATE and CONTINUE TO STRATEGIZE
FOR THE NEW NORMAL

- Continuous support in the operations of tenants
- Assistance to various shareholders across the country
- E-commerce
- Manpower review
- Pivot to Digital Transformation and Automation
- Maximization of resources at least possible cost



The NEW NORMAL



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LET'S STAY COMMITTED in preventing the spread of COVID-19

AT THE WORKPLACE

With the detection of a new COVID-19 variant, it is important that we stay vigilant and continue observing these health & safety protocols.

- 1 STAY AT HOME IF YOU ARE NOT FEELING WELL**
or if you are a close contact of someone who tested positive. Don't forget to inform your HR Partners and immediate heads right away.
- 2 WEAR YOUR FACE MASK AND FACE SHIELD AT ALL TIMES IN THE OFFICE/PREMISES, NOT JUST OUTSIDE.**
- 3 WASH AND SANITIZE YOUR HANDS REGULARLY**
- 4 PRACTICE SAFE DISTANCING**
Observe one (1) meter safe distancing in common areas (e.g. hallways, elevators, lobby, washrooms, etc.)
- 5 VIRTUAL MEETING IS STILL THE NORM**
If meeting in person can't be avoided, please limit interaction to less than 15 minutes as much as possible. Wear your face mask and shield at all times and practice safe distancing.
- 6 BRING YOUR OWN MEAL AND UTENSILS**
Eating in your work stations are also encouraged. Please avoid having meals together unless proper safe distancing is observed and there is enough air circulation.
- 7 IF YOU ARE EXHIBITING AND EXPERIENCING SYMPTOMS, PLEASE HAVE YOURSELF CHECKED**
For Valicare Teleconsultation, you may call these numbers: 0917-5540649 / (02) 8702-3310 or (02) 5317-4310



Let's Trace Together! Answer the Health Declaration Form properly.

IMPORTANT

For question #5, answer "Yes" only if your travel is outside your daily work routine.

For example, you reside in Quezon City and work in Pasay City, your answer should be "NO" since this is your daily route. However, if you have to report to a different city for a day, then your answer to Q5 should be "YES".



Practice Self-Love this month of February.

In SM, your wellness is our priority! To start your journey under our Counseling Program, a Mind You account gets you access to unlimited, confidential, and professional counseling with a licensed psychologist.

ACTIVATE YOUR ACCOUNT

START YOUR WELLNESS JOURNEY WITH MIND YOU IN 3 SIMPLE STEPS

- STEP 1**
Follow the instructions from the Mind You activation email. Confirm your details and password.
- STEP 2**
Answer the questionnaire to start on your wellness journey.
- STEP 3**
You may now book your conversation with a Licensed Psychologist - Confidential, Free and Unlimited!

Limited slots available. Program runs until December 2021.



IDEA BANK CHALLENGE OF THE MONTH

WAYS TO WIN BACK OUR CUSTOMERS

Deposit your ideas in 3 simple steps!

- Go to Perform Right and click on Idea Bank.
- Create an Idea and choose a Category.
- Fill in the details and click Save.

Make your idea count, earn points, win tokens by logging in your SM Life App Idea Bank!



Responsorial Psalm
The Lord is my light and my salvation.



First Friday Mass



people/matters



MAAX ADVISORY

Touchless elevator buttons are now installed to avoid surface contact



Just place your finger 1cm away from the button when choosing a floor

PLASTIC WASTE COLLECTION PROGRAM

Together, let's help stop ocean plastic pollution.

Drop off your plastic waste at the Plastic Collection Booth located at SM Megamall (RDU Supermarket, Bldg. B), open everyday from 10:00 AM to 5:00 PM.

Plastics must be empty, clean, and dry.



The NEW NORMAL



SUPERMALLS

GET READY TO KNOW OUR

NEW WAYS OF WORKING

WATCH THE E-LEARNING VIDEO FOR A SNEAK PEEK!

VIEW HERE



MEETING WITH THE TEAM?

REMEMBER TO USE MICROSOFT TEAMS AS OUR VIDEO CONFERENCING TOOL TO AVOID CLOSE CONTACT WITH OTHERS.

Let us adhere to the COVID-19 Workplace Measures.



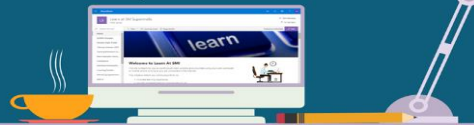
LEARN AT SM IS NOW ONLINE!

We have just added another channel for you to continuously learn anytime and anywhere!
Visit SM Supermall's Training Site by clicking this poster! Simply login your company email and password.



In the Training Site, you will be able to:

- Read Learning Bites on how you can adapt and continue being productive at work amidst the COVID-19 crisis
- Check the courses catalogue to discover the learning offerings for 2020. You can also register to webinars and learn how to enroll to classroom courses.
- Watch various e-learning videos that will help you at work.
- See the learning plans per rank.
- Explore the different learning interventions aside from classroom trainings.



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THE DIGITAL PCO

A WEBINAR SERIES ON ONLINE PERMITS PROCESSING & REPORTS SUBMISSION FOR DENR

TOPIC 4: HOW TO APPLY HAZARDOUS WASTE MANIFEST SYSTEM

OCT 16 | 11AM - 12NN | MICROSOFT TEAMS

All sessions will be facilitated by Corporate Compliance Manager Ian Perez.



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GOVERNMENT PERMITS: GETTING READY FOR THE RENEWAL SEASON

FACILITATED BY
ATTY. PEARL TURLEY
AVP - CORPORATE COMPLIANCE GROUP

February 16 | 2PM | Microsoft Teams



COMMUNICATIONS



Virtual cascades with interactive Q&A
Launched March 2020



SM SUPERMALLS SMLIFE

STEVEN SPEAKS

INNOVATION. AGILITY. RESILIENCE

VIRTUAL TOWN HALL WITH MANAGEMENT COMPANIES GROUP

Going LIVE TODAY at 11:00 AM
Join us via Microsoft Teams

Management direction heard by all employees