



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE



EXCELLENT HEALTHCARE
MADE MORE ACCESSIBLE

2024 SUSTAINABILITY REPORT

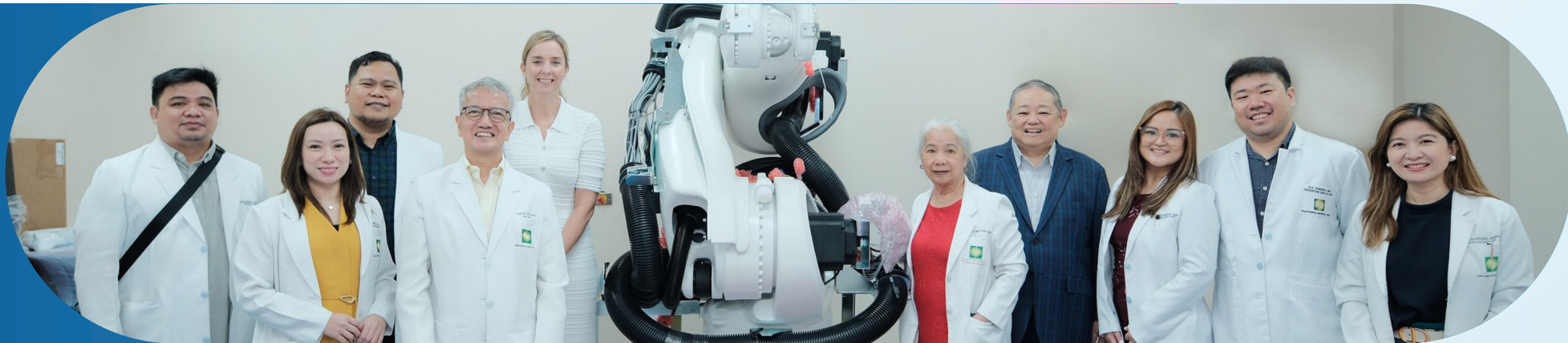


Table of Contents

About the Report	4	Our People and Patients We Serve	32
Reporting Scope, Boundaries, and Period	4	Protection of Patients' Data & Medical Records	32
Excellent Healthcare Made More Accessible	6	Patient Satisfaction and Care Quality	33
Reporting Process and Methodology	7	Alagang Lourdes: Alagang May Puso, Tapat, at Abof-Kaya	34
Statements From Our Leadership	8	MakatiMed Champions Patient Safety Through Creativity, Community, and Care	35
Message from the Board	8	Enhancing Patient Touchpoints Through Operational Precision at Sacred Heart Hospital	36
Message from the President	10	Employee Health and Safety	37
Message from the Group CEO	12	MVMC's Workforce Health, Safety, and Resilience Programs	38
2024 Financial and Business Highlights	14	Championing Workplace Safety at CLDH	39
Our Value Creation Model	16	MakatiMed's Holistic Approach to Employee Health	39
About Metro Pacific Health	18	Management of Controlled Substances	40
Mission	18	How Cardinal Santos is Setting Benchmarks to Ensure Patient Safety and Precision in Handling Controlled Substances	40
Vision	18	Human Rights	41
Core Values	18	Ensuring Dignity and Upholding Patients' Rights in Health Care	41
Our Hospitals and Facilities	20	Hiring, Fostering, and Retaining Employees	42
Our Hospitals	20	Building a Stronger Healthcare Workforce	43
Our Cancer Care Centers	20	Asian Hospital Earns National Recognition for Workforce Excellence	43
Our Outpatient Care Centers/Clinics	20	Driving Excellence from Within: How Riverside Empowers its Workforce	45
Our Allied Health Colleges	20	Strengthening Workforce Resilience at Delgado	45
Our Centralized Laboratory	20	Our Organization	46
Our Value Chain	22	Ethics and Integrity	46
Our Approach to Sustainability	24		
Incorporating ESG in Our Operations: MPH's Journey to Sustainability	26		
In Dialogue with the ESG Committee Chair	26		
Sustainability Framework	28		
Material Topics and Stakeholder Engagement	30		
Engaging with our Stakeholders	31		

Good Governance	47	Strengthening the Network's National Healthcare Footprint	60
Sustainability Governance	47	MPH and HMO Partnerships Pave the Way for Seamless, Inclusive Healthcare Access	60
Economic Performance	48	How St. Elizabeth Hospital is Redefining Regional Healthcare	61
Driving Sustainable Growth Through Strategic Marketing and Partnerships	48	Transforming the Patient Journey Through Digital Care Integration with Well	61
Compliance	49	Community Engagement	62
Supply Chain Management	50	Heart-on-Wheels: Driving Accessible Healthcare, One Community at a Time	62
Transparency in Pricing and Billing	50	One Big Mission: Lourdes Hospital's Lifeline of Care and Compassion	63
Building Patient Confidence Through Clarity with CLDH's System in Transparent Billing	51	Howard Hubbard's Lifeline to the Community	64
Billing Made Clear: How Ramiro Community Hospital Builds Financial Trust with Patients	52	Hospitals in Focus (ESG and Operational Indicators Index)	176
Our Environment	52	GRI Content Index	179
Hazardous Waste Management	53	SASB Content Index	
Davao Doctors's Sustainable Waste Management	53		
Resource Management	55		
From Waste to Worth: MakatiMed and PLAF's Eco Partnership	55		
Resiklo Lourdes: Where Sustainability Becomes Second Nature	56		
Flowing Forward: Riverside's Commitment to Responsible Water Stewardship	56		
Climate Change	57		
MVMC's Climate-Smart Commitment to Care	58		
Leading the Way in Decarbonizing Operations in Philippine Healthcare	58		
Rooted in Responsibility: CLDH Cultivates a Greener Future in San Jose, Tarlac	59		
Our Local Community	59		
Affordable and Accessible Treatment	59		

ABOUT THE REPORT

Reporting Scope, Boundaries, and Period

2-1,2-3,2-6

Sustainability in healthcare is more than just compliance and responsibility; it's a commitment to future generations. This report captures Metro Pacific Health's ("MPH," the "Group," the "Network") environmental, economic, social, and governance (EESG) performance from January 1 to December 31, 2024, marking the third edition of our sustainability report. Beyond the data, it tells the story of how our hospitals are shaping a more resilient, inclusive, and environmentally conscious healthcare system.

Our reporting scope covers the 18 hospitals in the MPH network, highlighting their collective impact, progress, and role in advancing sustainable healthcare in the Philippines. These hospitals include:

- Asian Hospital and Medical Center ("Asian Hospital")
- Cardinal Santos Medical Center ("Cardinal Santos")
- Davao Doctors Hospital ("Davao Doctors")
- Makati Medical Center ("MakatiMed")
- Commonwealth Hospital and Medical Center ("CommonwealthMed")
- Central Luzon Doctors' Hospital ("CLDH")
- Calamba Medical Center ("CMC")
- De Los Santos Medical Center ("DLSMC")
- Howard Hubbard Memorial Hospital ("Howard Hubbard")
- Dr. Jesus C. Delgado Memorial Hospital ("Delgado Hospital")
- Manuel J. Santos Hospital ("MJSH")
- Marikina Valley Medical Center ("MVMC")
- Our Lady of Lourdes Hospital ("Lourdes")
- Ramiro Community Hospital ("Ramiro")
- Riverside Medical Center ("Riverside")
- St. Elizabeth Hospital ("SEHI")
- Sacred Heart Hospital of Malolos ("Sacred Heart Malolos")
- West Metro Medical Center ("West Metro")

While the other hospitals in the portfolio are not yet included in this year's report, efforts are already underway to build their capacity for sustainability monitoring and reporting. This includes developing data collection systems, aligning sustainability initiatives with industry best practices, and integrating EESG considerations into daily operations.



Training programs and knowledge-sharing sessions are being conducted to equip these hospitals with the tools and expertise needed to track key sustainability metrics, measure impact, and implement improvement strategies. Collaboration with internal and external stakeholders also plays a crucial role in identifying challenges, streamlining processes, and ensuring that all facilities can contribute meaningfully to future reports.

For more information about the Network's sustainability and operational strategies, reach out to:

compliance@mph.com.ph

EXCELLENT HEALTHCARE MADE MORE ACCESSIBLE

At MPH, sustainability is about ensuring that quality healthcare reaches more people without compromising excellence. Our 2024 Sustainability Report explores how we are making healthcare more inclusive, innovative, and patient-centered. Affordable excellence remains at the heart of our approach, as we continue to provide high-quality medical care at accessible rates, ensuring financial limitations do not prevent patients from receiving essential treatment. Innovation within the Network is a key driver of this accessibility, implementing advancements in technology and medical practices that enhance efficiency, improve patient outcomes, and expand healthcare reach. Above all, sustainability in healthcare means putting people first: creating systems that prioritize patient well-being, streamlining processes, and delivering compassionate, dignified care. This report showcases how MPH is shaping a sustainable, forward-thinking healthcare system, one that delivers excellence without barriers.



REPORTING PROCESS AND METHODOLOGY

GRI 2-5, 3-1, 3-3



Validation of Material Topics

The foundation of this report is based on the 2022 validation of material topics, ensuring that disclosures remain relevant and aligned with stakeholder priorities. This process helps identify key sustainability issues that matter most to patients, employees, partners, and regulators.



Alignment with Global Standards

Sustainability reporting follows regulatory requirements and internationally recognized ESG frameworks, including the GRI Reporting Standards and Sustainability Accounting Standards Board (SASB) Standards. It also aligns with the United Nations Sustainable Development Goals (UN-SDGs) to monitor our contribution to global sustainability objectives.



Data Collection Across 18 Hospitals

Comprehensive data is gathered from all 18 hospitals within the Metro Pacific Health network. Standardized metrics ensure consistency, accuracy, and comparability in tracking environmental, economic, social, and governance (EESG) performance.



Internal Review and Verification

While no external assurance were conducted, an internal review and verification process strengthens data integrity and enhances the reliability of reported information. This ensures that sustainability disclosures accurately reflect performance and progress across the MPH network.

Statement from Our Leadership

GRI 2-11, 2-12, 2-16, 2-22, 2-23, 2-24

Message from the Board

This year marks the third consecutive year of publishing our Sustainability Report, a reflection not only of our ongoing commitment to transparency and accountability, but also of how deeply we have embedded environmental, economic, social, and governance (EESG) principles into the fabric of our operations. As we continue to navigate a complex and rapidly evolving healthcare landscape, our purpose remains clear: to deliver quality care while fostering long-term value for our stakeholders and the communities we serve.

In 2024, we made bold strides toward expanding access to world-class healthcare. From 23 hospitals in 2023, we have grown to 27 hospitals across the Philippines, supported by 33 outpatient care centers—up from 28 in the previous year. We now operate 6 dedicated cancer care centers, a specialized allied health laboratory, and 2 allied health colleges, all part of our vision to build an integrated healthcare network that serves the whole patient, across every stage of care.

But growth alone is not our measure of progress. This year, we also advanced the institutionalization of sustainability across our organization. We established ESG Committees at the hospital level, supported by a group-wide effort to build internal capabilities and ensure that every facility can monitor, manage, and report on key sustainability metrics. This foundational step empowers each hospital to translate our shared sustainability vision into localized action, whether through decarbonization projects, community health outreach, ethical business practices, or inclusive workforce development.

Our journey is far from over, but we are proud of how far we've come. We remain steadfast in our commitment to responsible growth anchored in integrity, inclusivity, and sustainability so we may continue to create positive impact for our people, patients, partners, and the planet.



M V Pangilinan

Chairman





Message from Our President

Dear Stakeholders,

As we reflect on the year 2024, I am proud to report that Metro Pacific Health Corporation (MPH) has made meaningful strides not only in advancing our commitment to quality healthcare, but in reinforcing our role as a sustainability- driven and inclusive healthcare network. From expanding our geographic footprint to deepening community partnerships and enhancing employee well-being, this year has been one of execution, momentum, and impact.

We began the year with the same conviction that guides us every day: that access to world-class healthcare should never be a privilege, but a right. With that in mind, we expanded our network from 23 to 27 hospitals and from 28 to 33 outpatient care centers. We also continued to improve all our cancer care centers, our allied laboratory, and 2 allied healthcare colleges, strengthening our end-to-end ecosystem and our ability to respond to the growing and varied needs of the Filipino population.

Bridging the gap in healthcare means more than just adding facilities. It means delivering value where it is most needed. That is why we continue to form strategic partnerships with public institutions, local governments, non-profit foundations, and community organizations to scale up healthcare outreach and relief programs. Our Heart on Wheels initiative, together with numerous medical missions led by our hospitals and their respective foundations, is proof that collective action creates lasting change.

Our people are the heartbeat of this organization. We have invested significantly in programs that support doctor and employee engagement, career growth, and workplace well-being. As we scale, we remain equally focused on fostering a culture where our people thrive because we believe that empowered teams build stronger, more compassionate hospitals.

Looking ahead, we are unwavering in our ambition to grow our current portfolio to 40 hospitals and 5,000 beds by 2030. This vision is bold, but achievable, with sustainability, operational excellence, and inclusive growth at its core. Together with the trust of our communities and the strength of our partners, we are building a healthcare future that leaves no one behind.

We are deeply grateful to our patients and their families, our excellent doctors and medical professionals, dedicated employees, partner organizations, communities, and stakeholders who continue to place their trust in Metro Pacific Health. Your support and shared commitment inspire us to pursue our mission with greater purpose each year. Thank you for journeying with us as we strive to build a healthier, more equitable future for all.

Sincerely,

Augusto P. Palisoc, Jr.

Message from Our Group CEO

To our stakeholders,

Reflecting from our triumphs and challenges from the previous year, I am reminded that progress is never linear but it is always possible with clarity of purpose and unity of action. The past year pushed us to grow in complexity and scale, but it also demanded a deeper commitment to the core reason we exist: to make excellent healthcare more accessible to every Filipino.

Staying true to this year's theme, Excellent Healthcare Made More Accessible, is more than a slogan, it is a definitive direction. I've seen our teams challenge legacy constraints and scale innovative models of care to reach more communities. We are not just expanding infrastructure; we are extending our commitment. We are deepening the trust that patients place in us by making world-class care more reachable, more affordable, and more responsive to their needs. This commitment is felt in every upgraded facility, every frontline worker trained, and every partnership forged to uplift local healthcare delivery. Through disciplined execution and an unrelenting focus on service excellence, we continue to set a higher standard for integrated care nationwide.

We've made tangible progress. Our network now includes 27 hospitals and 33 outpatient care centers, an expansion that represents not just infrastructure, but lives touched and communities reached. This growth is reinforced by strong financial performance, demonstrating resilience in a challenging healthcare landscape. These achievements are not isolated wins, they reflect the trust of our patients, the dedication of our clinicians and staff, and the rigor of our financial discipline. We are

equally proud of our operational gains. Our hospitals served over 211,000 inpatients (24% increase) and nearly 4.9 million outpatients (13% increase), while our bed capacity rose to 4,467 and our network of accredited doctors grew to 11,549. Behind each of these figures are stories of healing, recovery, and hope: exactly the kind of impact we are built to scale.

To keep pace with growing demand and deepen our service offerings, we invested Php 4 billion in capital expenditures. We are building not just for today, but for the healthcare needs of tomorrow. But numbers are only part of the story. What stands out to me most is how each hospital, regardless of size, has begun integrating sustainability into its operating rhythm. From water conservation to energy efficiency to governance, our ESG commitment is becoming more embedded, not just instructed. It is deeply encouraging to witness this shift take root from the ground up.

We are committed to bridging care gaps not only through growth, but through excellence, accountability, and inclusion. The work is far from done, but we are moving with purpose. To our employees, partners, investors, and the communities we serve: thank you. Your confidence drives us to go further, do better, and serve with heart. Together, we are building a healthier Philippines: one hospital, one community, and one patient at a time.

With gratitude and determination,



Dr. Harish Pillai



2024 PERFORMANCE HIGHLIGHTS

GRI 201-1 SASB HC-DY-000.A, HC-DY-000.B



Php 4 Billion
CapEx



211,481
Inpatients
Served
(24% ^)



4,924,435
Outpatients
Served
(13% ^)



11,549
Accredited
Doctors



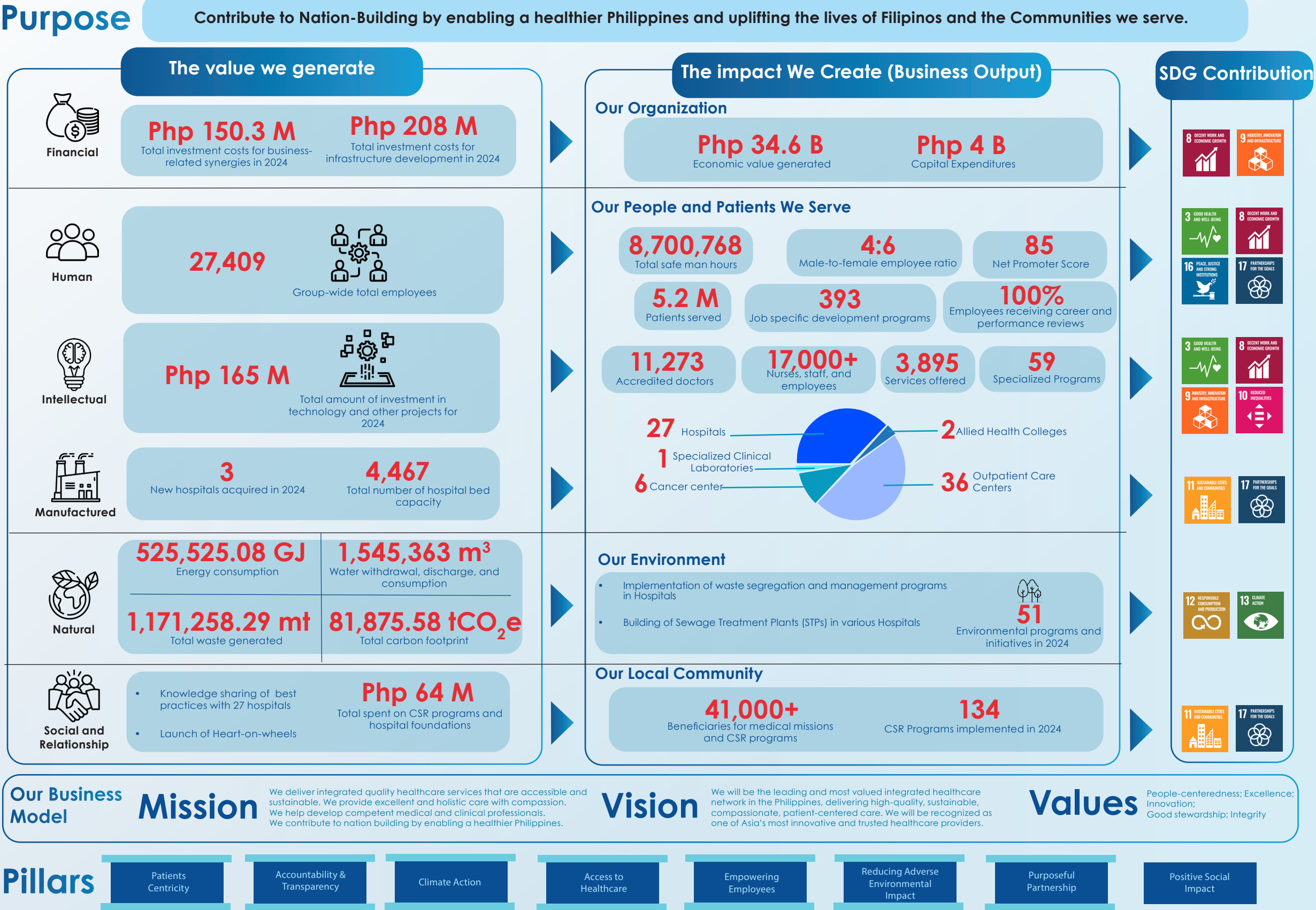
4,467
Bed Capacity



OUR VALUE CREATION MODEL

2-7, 203-2

Our value creation model demonstrates our clear focus on financial sustainability and operational excellence while continuing to strengthen healthcare infrastructure, enhance patient care, and create long-term value for all stakeholders.



About Metro Pacific Health

GRI 2-6

Mission

- We deliver integrated quality healthcare services that are accessible and sustainable.
- We provide excellent and holistic care with compassion.
- We help develop competent medical and clinical professionals.
- We contribute to nation building by enabling a healthier Philippines.

Vision

- We will be the leading and most valued integrated healthcare network in the Philippines, delivering high-quality, sustainable, compassionate, patient-centered care.
- We will be recognized as one of Asia's most innovative and trusted healthcare providers.

Core

- People-centeredness
- Excellence
- Innovation
- Good stewardship
- Integrity



OUR HOSPITALS AND FACILITIES

HC-DY-000.A, 2-1, 2-6, 2-25

OUR HOSPITALS

- 01 Makati Medical Center
- 02 Cardinal Santos Medical Center
- 03 Asian Hospital and Medical Center
- 04 Manila Doctors Hospital
- 05 Davao Doctors Hospital
- 06 Riverside Medical Center
- 07 Calamba Medical Center
- 08 Marikina Valley Medical Center
- 09 Our Lady of Lourdes Hospital
- 10 De Los Santos Medical Center
- 11 St. Elizabeth Hospital
- 12 Central Luzon Doctors' Hospital
- 13 Commonwealth Hospital and Medical Center
- 14 Sacred Heart Hospital of Malolos
- 15 Manuel J. Santos Hospital
- 16 West Metro Medical Center
- 17 Ramiro Community Hospital
- 18 Los Baños Doctors Hospital and Medical Center
- 19 Dr. Jesus C. Delgado Memorial Hospital
- 20 Howard Hubbard Memorial Hospital
- 21 Medical Center Imus
- 22 Antipolo Doctors Hospital
- 23 Lucena United Doctors Hospital and Medical Center
- 24 Parañaque Doctors Hospital
- 25 San Francisco Doctors Hospital
- 26 Diliman Doctor's Hospital
- 27 City of General Trias Doctors Medical Center



OUR OUTPATIENT CARE CENTERS & CLINICS

- 01 MakatiMed Wellness Center
- 02 MakatiMed Discovery Primea
- 03 MakatiMed Araneta City
- 04 MakatiMed at Home
- 05 Cardinal Santos Kidney Care Center
- 06 Cardinal Santos - Meralco Corporate Wellness Center
- 07 Cardinal On Wheels
- 08 Davao Doctors Lab N Go
- 09 Davao Doctors Care Center - Dumoy
- 10 Davao Doctors Care Center - SM Lanang
- 11 Davao Doctors Hospital - SM City Davao
- 12 St Elizabeth Primary Care Center - Alabel
- 13 St Elizabeth Primary Care Center - Main
- 14 St. Elizabeth Express Care Center
- 15 St. Elizabeth on Wheels
- 16 Calamba Medical - Our Health Center
- 17 Una Konsulta
- 18 Manila Doctors Roving-Med
- 19 Marikina Valley Out Patient Care Center
- 20 West Metro Urgent Care Center
- 21 West Metro Kidney Care Center
- 22 West Metro on Wheels
- 23 MJ Santos Primary Care Center Nasipit
- 24 MJ Santos Renal Care Center
- 25 MJ Santos Primary Care Center - Main
- 26 MJ Santos Medical Arts Building
- 27 Sacred Heart Care Center - Paombong
- 28 OCC on Wheels
- 29 Dr. Jesus C. Veneracion Medical Arts Building
- 30 DLSMC Home Health Services
- 31 MJSH on Wheels

OUR CANCER CARE CENTERS

- 01 Riverside Bacolod Cancer Care Center
- 02 St. Elizabeth Cancer Care Center
- 03 Calamba Cancer Center
- 04 West Metro Cancer Center
- 05 Remedios P. Quirino Cancer Center
- 06 Lipa Medix Cancer Center

OUR ALLIED HEALTH COLLEGES

- 01 Davao Doctors' College
- 02 Riverside College

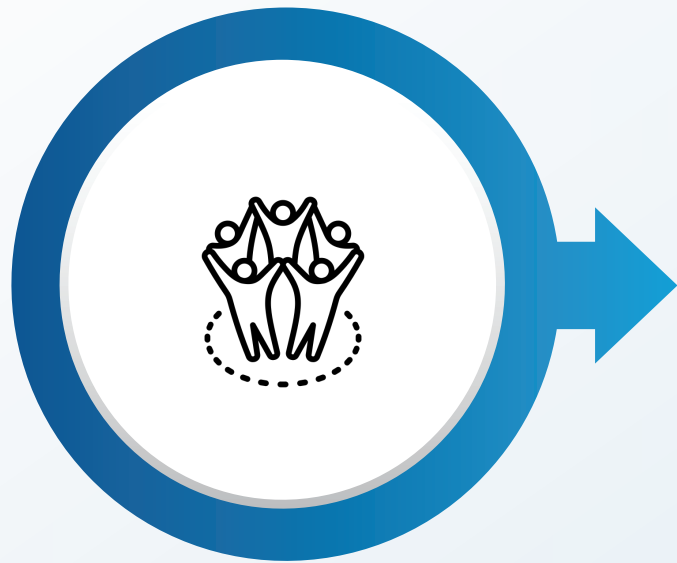
OUR CENTRALIZED LABORATORY

- 01 Medi Linx Laboratory, Inc.

Our Value Chain

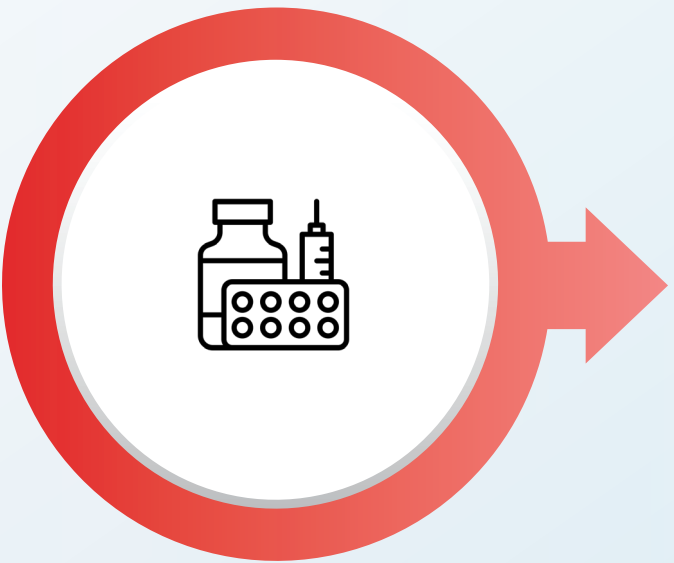
GRI 2-6

Healthcare is a journey that begins long before a patient steps into a hospital and continues well after they leave. At MPH, we believe that every stage, from access to diagnosis, treatment, recovery, and long-term well-being, must be accessible, efficient, and sustainable. We have mapped our value chain to ensure that quality care reaches those who need it most.



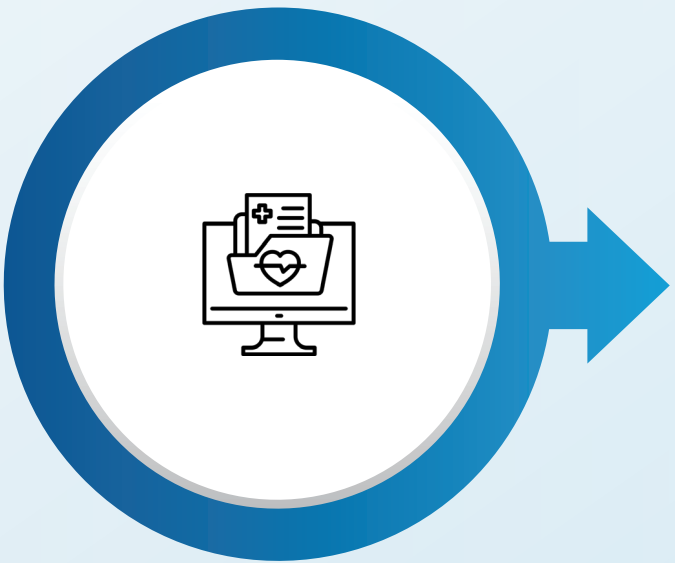
Bringing Healthcare Closer to Communities

Access to medical care should not be a privilege but a given. With 27 hospitals strategically located across the Philippines, healthcare is positioned where it's needed most, reducing barriers to treatment. Whether through outpatient services, specialized care, or emergency interventions, hospitals ensure that patients receive timely and effective treatment. Beyond hospital walls, partnerships with local providers, mobile clinics, and community health programs extend services to underserved populations, making healthcare more inclusive and equitable.



From Diagnosis to Treatment: Equipped for Excellence and Sustainability

Accurate diagnosis is the first step toward effective treatment. State-of-the-art imaging centers, diagnostic laboratories, and specialized medical units ensure that patients receive the right care at the right time. However, delivering medical excellence goes hand in hand with sustainability. Investments in energy-efficient facilities, responsible waste management, and ethical sourcing help reduce environmental impact while maintaining world-class healthcare standards. Operating rooms, treatment centers, and patient care facilities are designed not only for medical precision but also for resource efficiency, ensuring a balance between cutting-edge care and long-term sustainability.



Expanding Access Through Digital Innovation

Technology is reshaping the patient journey, making healthcare more connected and efficient. Telemedicine, digital health platforms, and remote patient monitoring allow individuals to access consultations, manage medical records, and receive follow-up care without unnecessary hospital visits. These innovations help bridge healthcare gaps in remote areas, improve patient convenience, and reduce the carbon footprint associated with in-person consultations. Digital solutions also enhance hospital operations—streamlining processes, reducing paperwork, and optimizing resource allocation—making healthcare more responsive and sustainable.



Supporting Recovery and Long-Term Well-Being

Healthcare doesn't end at discharge but extends into rehabilitation, follow-up care, and preventive health measures. Hospitals provide post-treatment monitoring, physical therapy, and patient education programs to support long-term recovery. Employee training, patient safety protocols, and wellness initiatives also ensure that both caregivers and patients benefit from a system designed for continuous care. Sustainability efforts further enhance this phase by promoting affordable healthcare models, community wellness programs, and ethical business practices, ensuring that care remains accessible and resilient for years to come.

Our Approach to Sustainability

GRI 2-1, 2-6, 2-25
SASB HC-DY-000.A

INCORPORATING ESG IN OUR OPERATIONS: MPH'S JOURNEY TO SUSTAINABILITY

GRI 2-23, 2-24

2024

Institutionalizing Sustainability and Deepening Impact



Developing an ESG & Sustainability Charter to formalize commitments and governance structures.



Measuring Employee Engagement Scores to strengthen workplace well-being.

Introducing Diversity KPIs to promote an inclusive and equitable work environment.

Enhancing due diligence checks to reinforce ethical and responsible business practices.



Relaunching brand equity to align with the mission of accessible and excellent healthcare.

Strengthening the workforce to ensure sustainability remains embedded in operations.



2023

Expanding Scope and Strengthening Strategy



Gradually rolled out ESG KPIs across the remaining 15 hospitals, expanding the reporting scope to all 19 hospitals.



Featured the contributions of nurses in the second sustainability report, themed "Nursing the Future."



Developed an ESG strategy to establish a structured approach to sustainability.



2022

Laying the Foundation



Rebranded to Metro Pacific Health, signaling a unified commitment to sustainability.



Conducted a Materiality Assessment to align efforts with stakeholder priorities.

Developed a Sustainability Framework to guide long-term initiatives.

Partially rolled out ESG KPIs to four hospitals.



Published the first-ever sustainability report, marking the beginning of structured sustainability disclosures.

Engaged a sustainability partner, GCSS, Inc., to support strategy development and implementation.



In Dialogue with Our ESG Committee Chair

As Chairman of Metro Pacific Health's ESG Committee, I am honored to share my message for our 2024 Sustainability Report, embodying this year's theme: "Excellent Healthcare Made More Accessible."

This publication marks a new chapter for MPH. For the first time, nearly all of our subsidiaries and affiliates—including both major and smaller facilities, with the exception of newly acquired ones—are reporting against a unified set of ESG key performance indicators and sustainability metrics. This achievement is the result of years of intentional effort to embed responsibility, transparency, and long-term value creation at every level of our organization.

Embedding ESG in Operations: A Network Vision

Our approach to sustainability is anchored in the belief that accessible, world-class healthcare should not come at the expense of environmental stewardship, social equity, or ethical governance. This commitment requires more than compliance; it calls for a culture shift—one that all MPH hospitals across the country have actively embraced.

Over the past year, we created a robust ESG governance framework by establishing ESG Committees at the hospital level and rolling out group-wide initiatives to align operational realities with our vision. Training, data integration, and cross-institutional knowledge-sharing have empowered each facility not only to meet, but often to exceed, our own and stakeholders' expectations.



Transparency, Accountability, and Stakeholder Engagement

This year's Sustainability Report reflects a greater depth of transparency and accountability than ever before. By consolidating our network-level data and presenting hospitals-in-focus sections, we are able to tell a richer, more nuanced story—one that highlights both our collective impact and the value driven by local action.

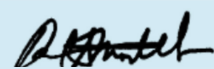
Crucially, we recognize that sustainability is not achieved in isolation. While our materiality assessment process did not involve direct engagement with external stakeholders, we thoughtfully considered their perspectives in identifying our material topics. We took into account the voices of a wide spectrum of stakeholders: patients, employees, physicians, partners, regulators, and local communities. By reflecting on their needs and expectations, we address the environmental, social, and governance issues that matter most—and remain agile in responding to the evolving needs of the healthcare sector and the nation.

Looking Forward: Sustaining a Legacy of Excellence and Accessibility

MPH's journey is far from over, but this year stands as a testament to what is possible when shared purpose and principled governance guide our actions. We have strengthened our climate action programs, advanced workforce well-being, reinforced data protection, and bolstered community engagement—all while pursuing operational excellence and strategic growth. As we look ahead, our priorities are clear:

- Push boundaries on quality and inclusivity in healthcare delivery
- Advance resource efficiency and climate resilience
- Nurture talent and support our healthcare professionals
- Foster a culture of integrity and continuous improvement

I extend my deepest gratitude to our Board, management teams, and every member of the MPH family for their unwavering dedication. Together, we will continue to set new standards for accessible, high-quality, and sustainable healthcare for all Filipinos.

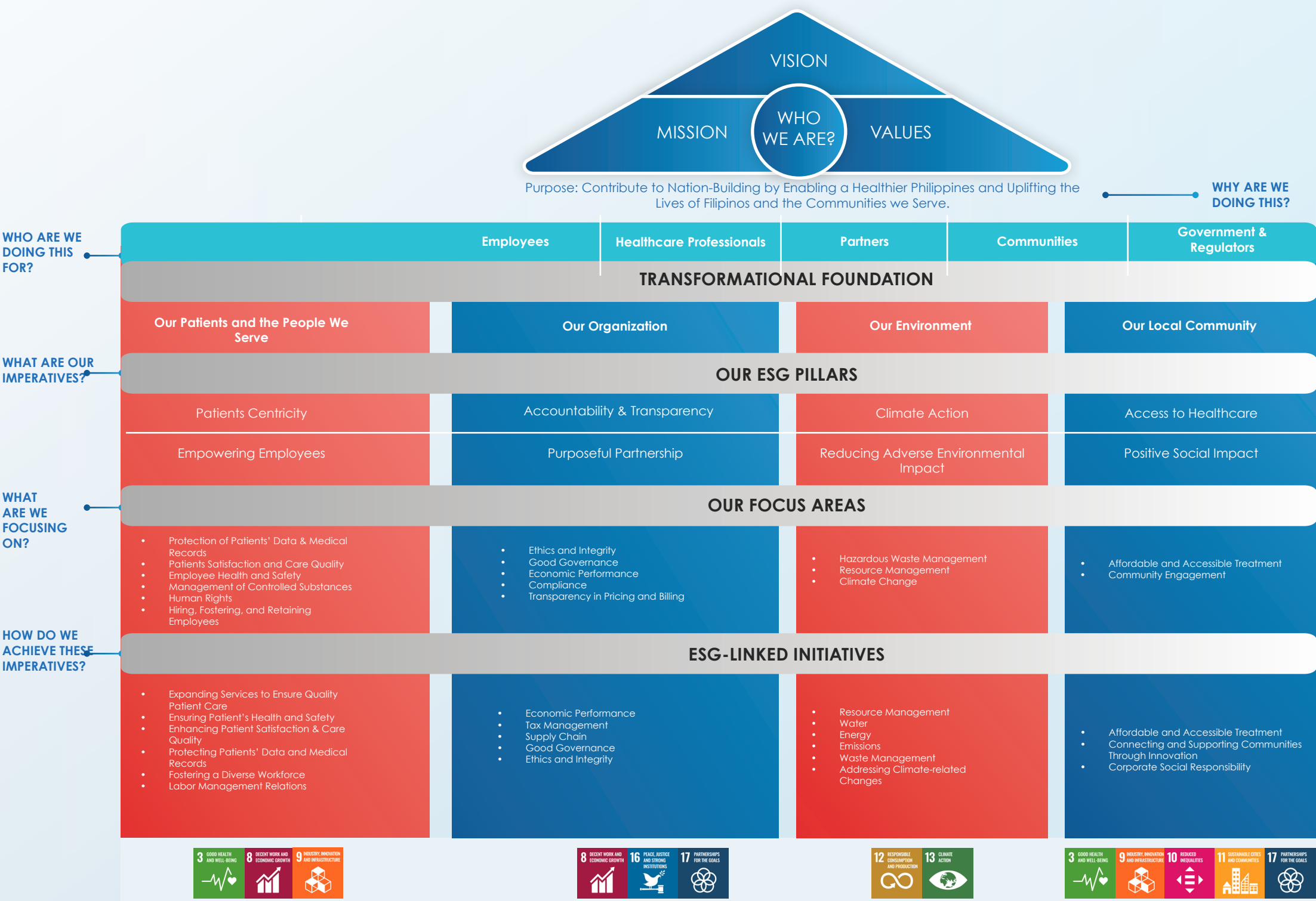

Dennis Montecillo

Sustainability Framework

GRI 2-24, 3-3

Since 2022, Metro Pacific Health has followed a sustainability framework that integrates EESG principles into hospital operations, decision-making, and long-term strategy. This framework ensures that sustainability is not just an initiative but a fundamental part of how hospitals are managed and how patient care is delivered. Designed to address the unique challenges of the Philippine healthcare system, the framework aligns with the MPIC Group's broader sustainability commitments while focusing on expanding access to quality care, strengthening the healthcare workforce, and improving resource efficiency.

To measure progress, ESG Key Performance Indicators (KPIs) were established, reflecting global standards and investor expectations, including those of KKR & Co., Inc. and GIC Private Limited. These KPIs provide clear benchmarks for areas such as patient outcomes, employee engagement, and environmental impact, ensuring continuous improvement across the network.



Aligned with MPIC's Sustainability Framework

2-6

Material Topics and Stakeholder Engagement

GRI 3-1, 3-2

Understanding and addressing the most pressing environmental, social, and governance (ESG) issues is essential in delivering high-quality, sustainable healthcare. In December 2022, an impact materiality assessment was conducted with executives and senior management to identify the topics most critical to Metro Pacific Health's operations, supply chain, and stakeholders. This assessment ensured that sustainability efforts focus on areas where the organization can create the greatest positive impact while effectively managing risks.

A materiality map was developed to visualize these priorities, linking them to relevant United Nations Sustainable Development Goals (SDGs). These material topics not only reflect the expectations of stakeholders, including patients, employees, investors, and regulators, but also align with global challenges faced by the healthcare industry, such as patient safety, access to healthcare, workforce well-being, and climate resilience.

In 2024, this assessment was validated and refined to ensure continued relevance in an evolving healthcare landscape. With changing regulations, advancements in medical technology, and the growing need for climate-conscious healthcare solutions, sustainability priorities have been reassessed to reflect new challenges and opportunities.

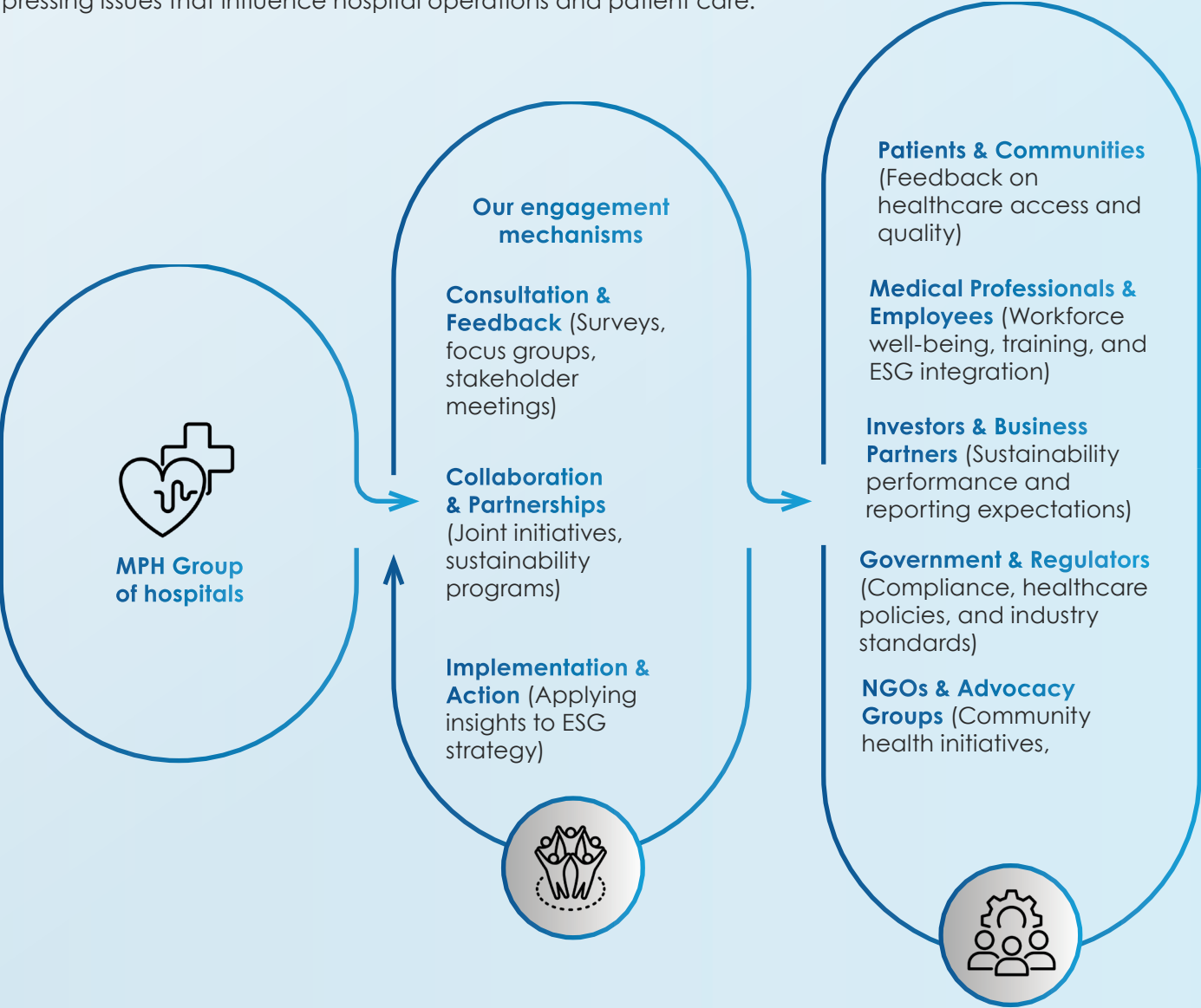
LIST OF MATERIAL TOPICS		
Economic Performance	8	DECENT WORK AND ECONOMIC GROWTH
Transparency in Pricing & Billing	9	INDUSTRY, INNOVATION AND INFRASTRUCTURE
Ethics and Integrity	17	THREATS TO THE GOALS
Good Governance	17	THREATS TO THE GOALS
Compliance	17	THREATS TO THE GOALS
Waste Management	12	RESPONSIBLE CONSUMPTION AND PRODUCTION
Resource Management	12	RESPONSIBLE CONSUMPTION AND PRODUCTION
Climate Change	13	CLIMATE ACTION
Protection of Patients' Data and Medical Records	9	INDUSTRY, INNOVATION AND INFRASTRUCTURE
Patient Satisfaction & Care Quality	3	GOOD HEALTH AND WELL-BEING
Employee Health and Safety	3	GOOD HEALTH AND WELL-BEING
Management of Controlled Substance	3	GOOD HEALTH AND WELL-BEING
Human Rights	12	RESPONSIBLE CONSUMPTION AND PRODUCTION
Hiring, Fostering, and Retaining Employees	10	REDUCED INEQUALITIES
Affordable and Accessible Treatment	3	GOOD HEALTH AND WELL-BEING
Community Engagement	3	GOOD HEALTH AND WELL-BEING

Engaging with our Stakeholders

GRI 2-29

To ensure maximum impact, MPH believes that patients, medical professionals, employees, investors, regulators, and local communities all shape our approach to responsible and inclusive healthcare. Meaningful engagement with these stakeholders ensures that sustainability efforts address real needs, drive innovation, and contribute to long-term impact.

MPH, together with its operating hospitals, fosters and encourage open dialogue and collaboration through consultations, surveys, partnerships, and regular reporting. These interactions provide valuable insights that help refine our strategies, ensuring alignment with both global standards and local realities. Stakeholder input also plays a critical role in materiality assessments, identifying the most pressing issues that influence hospital operations and patient care.



Our People and the Patients We Serve

Protection of Patients' Data & Medical Records

GRI 3-3, SASB HC-DY-230a.2, HC-DY-230a.4

MPH upholds a strong commitment to data privacy through a well-defined policy that governs the collection, use, storage, and disposal of personal data across all its platforms and facilities.

Personal data may be collected during hospital visits, medical consultations, digital interactions, or through the website, for example, when individuals submit inquiries or access services online. Information such as IP addresses, browser details, and contact information is gathered only for legitimate business purposes, including system improvements, service delivery, and regulatory compliance. All personal and medical data are retained only for as long as necessary and are disposed of securely in accordance with legal and regulatory requirements. Access to this information is restricted to authorized personnel who are trained in data privacy protocols and held accountable to the highest standards of ethical conduct.

Patients and stakeholders have clear rights over their data, including the right to be informed, to access and correct their records, to request deletion or blocking of data, and to withdraw consent for processing when applicable. MPH ensures that these rights are upheld and respected at all levels of operation. In line with its commitment to compliance and transparency, MPH and each of the hospitals are registered with the National Privacy Commission and holds an active NPC Seal of Registration to strengthen adherence to national data protection laws and its ongoing investment in secure, ethical, and patient-centered data governance.

At the hospital level, privacy protection is not just a corporate directive but part of daily practice. Each hospital designates a Data Protection Officer or privacy lead who oversees local compliance with the Privacy Policy and coordinates with MPH's Legal and Compliance teams. Patient forms, electronic medical records, and administrative systems are regularly reviewed to ensure they meet security standards. Staff receive continuous training on data protection protocols, and awareness is integrated into daily workflows from frontline admissions to clinical documentation.

Additionally, hospitals establish safeguards within their IT systems and physical spaces to prevent unauthorized access. Whether dealing with sensitive health histories, lab results, or insurance records, hospitals implement layered controls to ensure confidentiality at every step of a patient's journey.



GRI 416-1, 416-2, HC-DY-250a.2

Patient Privacy	
Indicators	2024
No. of substantiated complaints on customer or patient privacy	30
No. of complaints addressed	103
No. of customers, patients, users, and account holders whose information is used for secondary purposes	6
No. of data breaches, including leaks, thefts and losses of patients' medical records or data	10
No. of patients affected by data breaches ¹	50
No. of unique account holders who were affected by data breaches ²	2,290
Total amount of monetary loss as a result of legal proceedings associated with data privacy concerns	0

Notes:
¹ Patients = individuals who received healthcare services.
² Includes employees and other non-patient users of the system.



Patient Satisfaction and Care Quality

GRI 3-3

We deliver care guided by a simple but powerful principle: compassion is as critical as clinical excellence. Every interaction, whether in a hospital room, through virtual care, or at a patient's doorstep, is designed to reflect the warmth and empathy that define Filipino service. The MPH Heart, our brand symbol, embodies this promise: a fusion of quality, care, and commitment across every point of the patient journey.

To ensure high standards of safety and satisfaction, each hospital in the network monitors operational and clinical performance indicators such as turnaround time (TAT), incidence of hospital-acquired conditions, and needlestick injuries. These indicators are aligned with the Sustainability Accounting Standards Board (SASB) framework and support evidence-based improvements in care delivery. High-risk patients are proactively identified using defined clinical criteria, allowing for timely and appropriate intervention.

Each hospital also tracks its Net Promoter Score (NPS) to capture patient satisfaction and loyalty. These scores are transparently disclosed in the Hospitals-in-Focus section of this report and form part of our continuous feedback loop to refine service quality and responsiveness.

GRI 416-1, 416-2, HC-DY-250a.2

Patients' Health and Safety	
Indicators	2024
Total no. of incidents of non-compliance with regulations resulting in a fine or penalty	0
Total no. of incidents of non-compliance with regulations resulting in a warning	0
Total no. of incidents of non-compliance with voluntary codes	0
Total no. of substantiated complaints	0
Total no. of complaints addressed	0

GRI 417-1, 417-2, 417-3

Marketing and Labeling		
Indicators	2024	
Total no. of incidents of non-compliance with regulations resulting in a fine or penalty	0	
Total no. of incidents of non-compliance with regulations resulting in a warning	0	
Total no. of incidents of non-compliance with voluntary codes	0	
Total no. of substantiated complaints	0	
Total no. of complaints addressed	0	

Average Turn-Around Time (TAT) in minutes		
Indicators	2024	2023
Emergency Room (ER)	222 mins	674 mins
Discharge	240 mins	221 mins

Notes:
Average TAT for 2023 includes only 16 hospitals of the 19 included in the report.

Alagang Lourdes: Alagang May Puso, Tapat, at Abot-Kaya

At Lourdes Hospital, care goes beyond the clinical. It's not just about managing symptoms or delivering treatment: it's about making patients feel seen, heard, and genuinely cared for. Through its signature Alagang Lourdes approach, the hospital has created a culture where compassion is part of the everyday routine.

From the moment a patient is admitted, a small but thoughtful welcome package is placed at their bedside. It's a simple gesture, but one that speaks volumes: "We're glad you're here, and we'll take good care of you." Every day, members of the Patient Experience (PX) team visit patients not just to check on how they're doing, but to ask how they're feeling. They listen. They reassure. They take time. It's these daily touches that set the tone for the kind of care Lourdes wants to be known for.

The hospital doesn't just talk about patient satisfaction: it builds it, moment by moment, room by room. And patients notice. What they often remember most, even after they leave, is not just the medical expertise, but the kindness of a nurse, the attentiveness of a doctor, or the simple comfort of being treated like family.

MakatiMed Champions Patient Safety Through Creativity, Community, and Care

Patient Safety goes beyond a policy for Makati Med, the Hospital sees it as a shared commitment that runs through every corridor, clinic, and conversation. Last September 2024, this commitment came to life through a month-long celebration of World Patient Safety Day (WPSD), transforming an international call to action into a deeply local and meaningful experience for staff and patients alike. The celebration began with a hospital-wide information campaign across Viber, email, and MakatiMed's official Facebook page, raising awareness about the 2024 WPSD theme: "Improving Diagnosis for Patient Safety." This laid the groundwork for a series of engaging and educational activities that combined learning with lighthearted fun, all while highlighting the vital role of teamwork and diagnostic accuracy in delivering safe and effective care.

Last September 2024, the hospital launched Patient Safety Grand Rounds across both inpatient and outpatient units. Clinical and non-clinical staff, including allied health and auxiliary personnel, participated in open conversations about the impact of collaboration in achieving diagnostic precision. To sweeten the day, apples were handed out, symbolizing health and wellness, along with raffle prizes that added a touch of joy to the serious subject. Capping the celebration was a well-attended webinar on September 20 titled "World Patient Safety Day: Improving Diagnosis for Patient Safety—Get it Right, Make it Safe!" The session drew over 3,800 participants from hospitals across the country, reflecting the importance of shared learning and collaboration in strengthening healthcare systems.



Enhancing Patient Touchpoints Through Operational Precision at Sacred Heart Hospital

Sacred Heart Malolos continues to elevate the standard of care by focusing on operational refinements that improve the patient journey across multiple touchpoints from access to communication, queue efficiency, and service feedback integration. Through its Proactive Patient Engagement Program, Sacred Heart Malolos has introduced structured, real-time patient support systems, including Liveserviz Online Concierge, providing timely appointment reminders, wayfinding support, and responsive coordination assistance. This digital and human-led interface enhances communication clarity and enables smoother navigation throughout the facility.

Knowing that service quality is driven by employee engagement, Sacred Heart Malolos introduced Sacred Heart Malolos CARES, a recognition program jointly led by the Patient Experience Department and Human Resources. Commendations from patients collected via the CEMPIA survey and internal platforms are converted into staff awards, reinforcing service excellence across clinical and non-clinical teams.

The Hospital also addressed the common pain points as a patient: waiting time. Improvements were made through the Enhanced Queue Management System that refined registration and consultation workflows, particularly on high-traffic floors, supported by digital queue tracking and increased on-ground staff presence. These adjustments have helped decongest bottlenecks and improve patient throughput without compromising care quality.



Employee Health and Safety

GRI 3-3

Quality care begins with healthy, supported employees, hence why the Network is committed to protecting the physical and mental well-being of its workforce. Across the network, hospitals implement comprehensive Occupational Health and Safety (OHS) programs tailored to the risks and demands of a healthcare setting. These programs include regular medical surveillance, workplace hazard assessments, vaccination drives, incident reporting protocols, and access to personal protective equipment (PPE), ensuring that employees can work in a safe and secure environment.

Beyond physical safety, the Network also prioritizes mental and emotional wellness. Hospitals offer structured mental health programs, confidential counseling services, and resilience workshops to support staff coping with the pressures of clinical and operational work. Initiatives such as Mental Health Awareness Month, regular wellness webinars, peer support groups, and debriefing sessions after critical incidents foster a culture of empathy, openness, and care within the organization.

Training and capacity-building are integral to the employee safety framework. MPH hospitals conduct regular OHS orientation for new hires, emergency drills, and specialized training for high-risk roles to maintain vigilance and preparedness across all departments.

GRI 403-9, HC-DY-320a.1

Work-related Injuries			
Indicators	2024	2023	2022
No. of fatalities as a result of work-related injury	0	0	0
No. of high-consequence work-related injuries	0	1	0
No. of recordable work-related injuries	42	29	64
Safe man Hours	7,134,936	7,095,206	4,653,542

GRI 403-10, HC-DY-320a.1

Work-related ill-health			
Indicators	2024	2023	2022
No. of fatalities as a result of work-related ill-health	0	0	956
No. of recordable cases of work-related ill-health	472	232	2

MVMC's Workforce Health, Safety, and Resilience Programs

Through a series of thoughtfully designed wellness programs throughout the year, MVMC reinforced its belief that healthy, empowered employees are vital to delivering exceptional patient care. In February 2024, MVMC launched its "Own Your Love, Alagaan ang Sarili" campaign in celebration of Heart Health Month. The program opened with a Heart Health Seminar on February 13, led by guest speaker Dr. Marietta Crisostomo, who unpacked myths and facts surrounding cardiovascular diseases while offering practical guidance for heart-friendly living. Ten days later, the campaign extended to a Zumba Wellness Session under the theme "Healthy Heart, Healthy You," turning heart health awareness into an active, engaging experience for staff across departments.

By MaRamiro, the spotlight turned to workplace ergonomics with the seminar "Ergonomics at Work: Work Well, Live Well", held on MaRamiro 15 in observance of Occupational Safety and Health Week. The session, facilitated by Professor Ronahlee Asuncion from the University of the Philippines-Diliman, equipped employees with knowledge on preventing musculoskeletal strain and injury, particularly in roles that demand repetitive motion or prolonged standing. The seminar underscored MVMC's ongoing commitment to preventive education in workplace safety.

In October, MVMC marked Mental Health Awareness Month with a two-day initiative dubbed "Mental Health Leisure Day." Designed as a gentle pause amid the demands of healthcare work, the event featured screenings of Inside Out 1 and 2, films known for their accessible take on emotional literacy and psychological well-being. Complemented by a cozy venue and refreshments prepared by the Human Resources Department, the activity offered staff a shared space to unwind, connect, and reflect. Together, these initiatives form a cohesive internal strategy focused on holistic employee well-being, from physical and occupational health to mental wellness.



Championing Workplace Safety at CLDH



At CLDH, fostering a proactive culture of safety begins with empowering every employee to take part in risk prevention. Through its pilot program, "Be a Safety Champion and Get Rewarded," the hospital invites all staff, doctors, and partners to report near-miss incidents, those situations that could have resulted in harm but were averted in time. Through recognizing and rewarding vigilance, the Hospital reinforces accountability, strengthens its safety culture, and ensures that hazards are addressed before they escalate.

MakatiMed's Holistic Approach to Employee Health

In 2024, Makati Medical Center strengthened its commitment to employee health through a series of targeted initiatives under the Employee Well-being Clinic (EWC) program. Health talks addressing a range of topics from HIV and chronic illnesses to mental health and nutrition provided staff with relevant, preventive knowledge. The EWC expanded its mental health advocacy by including a dedicated in-house psychiatrist, further supporting psychological well-being. Preventive care was also emphasized through a robust immunization program, with flu vaccines administered to 2,578 personnel, a 123% turnout from initial registrants, and pertussis vaccines rolled out across priority units, reaching a 78% compliance rate.



Management of Controlled Substances

GRI 3-3, SASB HC-DY-260a.1

Across its network of hospitals, strict protocols are implemented for the procurement, storage, prescribing, dispensing, administration, and disposal of regulated medications. These protocols are aligned with national laws and Department of Health (DOH) and Dangerous Drugs Board (DDB) regulations, and are reinforced by regular audits, staff training, and secure systems of accountability.

Each hospital maintains dedicated, access-controlled storage areas with real-time inventory monitoring to prevent diversion, pilferage, or misuse. Only duly authorized personnel are allowed to handle controlled substances, and all transactions are properly logged and reconciled. Additionally, patient records are carefully maintained to ensure that the prescription and use of these substances are medically justified and appropriately documented.



How Cardinal Santos is Setting Benchmarks to Ensure Patient Safety and Precision in Handling Controlled Substances

The safe and responsible management of controlled substances is more than a compliance matter for Cardinal Santos: it is a critical part of the hospital's commitment to excellent patient care. Every vial, every tablet, every dose is handled with precision, guided by a deep understanding of its life-saving potential and the risks that come with it. To strengthen this responsibility, Cardinal Santos has implemented a series of proactive initiatives to ensure both readiness in emergencies and accountability in daily operations. The Hospital has developed a standard Emergency Kit (E-kit), stored in secured narcotic cabinets across patient care areas, allowing immediate access to life-saving controlled medications when urgent intervention is needed. For situations requiring medications not found in the kit, a streamlined process enables staff to secure them from the main pharmacy using a standby request form, ensuring no critical second is wasted.

Beyond emergency readiness, Cardinal Santos conducts regular monthly inspections of all controlled substances within clinical units. These inspections are not mere formality, they assess proper handling, storage, and documentation, reinforcing a culture of vigilance. The Hospital's Therapeutics Committee also plays an active role by approving and maintaining an official list of controlled substances required in each unit, keeping inventories appropriate and secure. Adding another layer of diligence, Cardinal Santos has introduced a standard tray system for controlled substances, modeled after the Emergency Cart (E-cart) setup. This allows for easier auditing, better traceability, and stricter access control across departments.

Human Rights

GRI 3-3

Across all touchpoints of care and employment, the organization fosters a culture where dignity, equality, and accountability are non-negotiable. Guided by the 1987 Philippine Constitution, the Labor Code of the Philippines, and global human rights principles, policies are in place to uphold labor rights, protect personal safety, and promote inclusion within the workplace and the healthcare environment.

The Code of Conduct, detailed in the Employee Handbook, articulates expectations on ethical behavior, fairness, and professional responsibility. It aligns with the Department of Labor and Employment (DOLE) regulations and strictly enforces prohibitions on child labor, forced labor, and any form of discrimination. The Network also implements and operationalizes the Anti-Sexual Harassment Act (RA 7877) and the Safe Spaces Act (RA 11313), ensuring a secure and respectful space for all employees and health workers, regardless of gender or role.

Awareness campaigns, capacity-building sessions, and accessible grievance channels serve to embed human rights into daily practice, not as a compliance exercise, but as a shared value across hospitals and offices. All employees, staff partners, and affiliated physicians are empowered to report violations without fear of retaliation, reinforcing a zero-tolerance stance on any breach of conduct.

0

Cases of Human Rights Violation in 2024

Ensuring Dignity and Upholding Patients' Rights in Health Care

SASB HC-DY-240a.1

In every hospital under the Network, delivering care with dignity is not just an ideal but a systematized commitment. Patients are entitled to respectful, ethical, and rights-based care in line with the Department of Health's Patient Bill of Rights. This includes the right to informed decision-making, privacy and confidentiality, culturally competent care, and access to redress mechanisms.

Clinical and non-clinical staff undergo regular training on patient rights, ethical standards, and compassionate communication. Care delivery protocols are designed to ensure equitable treatment, regardless of condition, capacity to pay, or background. Patient feedback is systematically gathered and integrated into care improvement cycles, ensuring that every voice contributes to service refinement and system responsiveness.

In upholding human rights within both workplace and hospital settings, the organization affirms that respect, whether for the individual, their labor, or their health, is the foundation of truly sustainable care.



Hiring, Fostering, and Retaining Employees

GRI 401-1, SASB HC-DY-330a.2

Attracting and retaining the right talent is central to building a resilient, compassionate, and high-performing healthcare network. The organization upholds a merit-based and equitable hiring process that aligns with labor laws and anti-discrimination policies, ensuring that every applicant is treated fairly regardless of age, gender, religion, or background. All employment practices are governed by the Labor Code of the Philippines and institutionalized through standardized HR policies across the Network.

Apart from recruitment, the organization places a strong emphasis on professional growth and career development. Employees are supported through structured onboarding programs, technical and behavioral trainings, and access to leadership development opportunities tailored to different stages of their careers. Each hospital implements its own continuous learning plans aligned with the broader goals of improving healthcare delivery and operational excellence.

Retention strategies are grounded in employee engagement, performance recognition, and a supportive work environment. Initiatives such as mental wellness campaigns, health and safety programs, and feedback-driven workplace improvements help foster loyalty and well-being. Regular employee satisfaction assessments inform HR strategies and drive a culture of responsiveness and accountability.

GRI 2-7, 405-1

Employee Breakdown by Gender			
Disclosure	2024	2023	2022
Male	8,204	4,625	2,084
Female	18,036	10,398	4,655
Total No. of Employees	26,240	15,023	6,739

GRI 404-1

New Hires & Turnover			
Disclosure	2024	2023	2022
New Hires	947	2,120	584
Turnover	1,263	Data unavailable	555

GRI 404-1

Training Hours			
Indicators	2024	2023	2022
Total Training Hours	105,775	232,411	144,027
Total No. of Trainings Conducted (External and Internal)	985	908	211

GRI 401-3

Parental Leave	
Indicators	2024
Total No. of employees entitled to parental leave	4,359
Total No. of employees that took parental leave	289
Total No. of employees that returned to work in the current year after the parental leave ended	272

Solo Parental Leave	
Indicators	2024
Total No. of employees entitled to parental leave	2,835
Total No. of employees that took parental leave	235
Total No. of employees that returned to work in the current year after the parental leave ended	233

Building a Stronger Healthcare Workforce

To better understand the evolving needs of its people, MPH conducted a comprehensive nurse engagement survey in 2023. The results surfaced valuable insights into job satisfaction, workplace challenges, and areas for targeted improvement. In 2024, the network expanded its assessment efforts by launching an Employee Net Promoter Score (eNPS) survey to establish a baseline measure of engagement among all regular employees, excluding nurses. These data-driven approaches now inform the design of strategic programs focused on employee welfare, safety, training, and institutional support, with expanded initiatives planned through 2025.

Professional development remains a core priority. MPH offers structured leadership training to prepare healthcare professionals for managerial roles, alongside scholarship access, technical certifications, and in-house learning programs that ensure alignment with global clinical and operational standards. The Network also provides dedicated mental health programs, including counseling, resilience-building workshops, and psychosocial support, recognizing the emotional demands of the healthcare profession.

Further strengthening employee support systems, MPH partnered with Cebuana Lhuillier to broaden healthcare access for its workforce through innovative, inclusive microfinance solutions.



Asian Hospital Earns National Recognition for Workforce Excellence

Asian Hospital continues to demonstrate industry leadership in workforce development, employee engagement, and collaborative labor practices as hallmarks of its long-term strategy to deliver high-quality healthcare through empowered and purpose-driven talent. In 2025, the Hospital secured a spot on The Philippines' Best Employers list published by the Philippine Daily Inquirer, a recognition based on an independent, data-driven survey assessing workplace excellence. The Hospital improved its position by 100 points from the previous year, underscoring sustained efforts to enhance employee satisfaction, engagement, and organizational culture across all levels.

Reinforcing this momentum, Asian Hospital earned dual honors at the 2024 HR Excellence Awards Philippines, one of the country's most respected benchmarks for human capital performance. The Silver Award for Excellence in Leadership Development recognized Asian Hospital's Shared Leadership Development Program, a forward-thinking initiative that equips emerging leaders with the tools, mentorship, and accountability to drive operational excellence in healthcare delivery. The Bronze Award for Excellence in Employee Advocacy and Brand Ambassadors reflects the hospital's strategic focus on employee alignment and brand ownership, as demonstrated by strong internal participation in the "Alagang Deserve, Alagang Sulit" communications campaign.

Asian Hospital's commitment to industrial peace and employee empowerment has also been commended by the Department of Labor and Employment (DOLE), which named the Asian Hospital-TAPAT Labor Management Council the 2023 Regional Outstanding Labor Management Council for the National Capital Region. This recognition affirms Asian Hospital's adherence to ethical labor practices, transparent dialogue, and collaborative problem-solving, pillars of a healthy and resilient workplace. With these recognitions, Asian Hospital strengthens its reputation not only as a healthcare institution of choice but also as an employer of choice, committed to building a people-first organization capable



Driving Excellence from Within: How Riverside Empowers its Workforce

Workforce engagement is strategically positioned at the core of institutional performance of Riverside. As such, the Hospital continues to strengthen its employee value proposition through data-informed programs that reinforce reliability, retention, and well-being. Employee recognition initiatives such as Service Awards, Zero-Tardy Awards, and Raffle Bonanzas for Perfect Attendance are designed not only to acknowledge long-term dedication and punctuality but also to institutionalize a culture of excellence and accountability across the organization.

Riverside also invests in employee welfare and specialized retention through its "I Care Programs" and tailored support mechanisms. On-call staff are provided with wellness incentives, while highly skilled personnel benefit from structured training pathways, honoraria, and allowances tied to return-of-service programs. The Ka-akbay and Mentorship initiatives support professional growth, while accessible loan facilities, offered in partnership with SB Finance and the Riverside Cooperative, ensure employee financial resilience. These integrated efforts affirm Riverside's position as an employer of choice in the healthcare sector, aligning talent development with the hospital's long-term mission of delivering high-quality, patient-centered care.



Strengthening Workforce Resilience at Delgado

Through structured professional development programs, including regular in-house training, patient experience workshops, and company-sponsored certifications, Delgado Hospital ensures that its team is equipped with the knowledge and tools to grow in both skill and confidence. Succession planning initiatives further reinforce the hospital's commitment to long-term career advancement, providing a clear path for those aspiring to leadership roles.

Aside from professional growth, Delgado Hospital cultivates a workplace where excellence is celebrated and employee well-being is a top priority. Merit-based rewards, regular employee recognition through the LOVE Award and service milestones, and thoughtful perks, such as enhanced leave benefits and hospitalization discounts, create a supportive, values-driven environment. With spiritual grounding through monthly First Friday Masses and programs that honor both performance and compassion, Delgado Hospital continues to empower its people to provide care that is both clinically excellent and deeply human.

Our Organization

Ethics and Integrity

Upholding the highest standards of ethics and integrity is essential to building trust within the healthcare industry. MPH and its hospitals enforce strict adherence to its Anti-Bribery and Anti-Corruption Policy, ensuring a zero-tolerance approach to unethical practices. To ensure strict compliance, hospitals have various other policies including, but not limited to:

- Code of Business Conduct and Ethics;
- Conflict of Interest;
- Gifts, Donations, Sponsorship and Grants;
- Government Interaction;
- Third Party Management;
- Whistleblowing;
- Petty Cash Fund; and
- Official Travel and Per Diem policies.

Every member of the organization, from corporate leadership to hospital staff, is expected to act with transparency, accountability, and fairness in all business dealings. Regular training and awareness programs strengthen this commitment, equipping employees with the knowledge and tools to recognize, prevent, and report corruption and misconduct. These initiatives foster a culture where ethical decision-making is second nature, reinforcing MPH's standing as a trusted partner, investor, and healthcare operator.

In 2024, MPH recorded zero cases of corruption, a testament to the effectiveness of its governance measures and the shared commitment of its workforce to ethical business conduct.

Good Governance

Through strong leadership, ethical compliance, and structured oversight, MPH ensures that its hospitals uphold the highest standards of environmental and social responsibility. To enhance its governance structure, MPH has established an Integrated Governance Framework, guiding its hospitals in implementing global best practices efficiently and effectively. The organization has also instituted eight core functions at the holding company level, covering:

- Finance
- Internal Audit
- Marketing and Patient Experience
- Human Resources
- Legal and Compliance
- Supply Chain
- Nursing Quality and Safety
- Business Transformation



This structure allows for faster project implementation, streamlined decision-making, and improved service delivery across the network. In 2024, MPH strengthened its governance framework by conducting due diligence checks across its network. This initiative reinforces compliance with regulatory standards, identifies potential risks, and ensures that all operations align with best practices in healthcare management and corporate responsibility.

Strong governance practices guide MPH in managing risks, ensuring regulatory compliance, and fostering a culture of responsibility. Board oversight, internal controls, and clear policies safeguard against conflicts of interest and unethical practices. Transparency is reinforced through regular disclosures, open communication with stakeholders, and adherence to internationally recognized governance frameworks. Beyond compliance, good governance at MPH is about fostering trust among patients, employees, investors, and the communities served. It is a continuous process of

Sustainability Governance

Sustainability at MPH is governed by a structured framework and organization that ensures accountability, ethical leadership, and alignment with global best practices. This governance structure integrates sustainability into decision-making at all levels, reinforcing responsible business conduct across the Company and its operating hospitals.

The ESG workstream, led by the Legal and Compliance Department, oversees sustainability initiatives and the development of this report. Each hospital in the MPH network is supported by sustainability champions to monitor and track ESG KPIs and targets. At the leadership level, the ESG Committee, chaired by Mr. Dennis Montecillo, provides strategic direction on sustainability matters. This committee ensures that sustainability is not treated as a separate function but as a core element of MPH's overall governance structure. The "GLOCAL" (Global + Local) approach guides governance efforts, balancing adherence to international ESG standards with locally relevant healthcare priorities.

Economic Performance

Strong financial performance and operational growth continue to drive the expansion and sustainability of the largest private hospital network in the Philippines. Through strategic investments and operational efficiencies, the organization remains committed to broadening access to high-quality healthcare while ensuring long-term financial stability. In 2024, inpatient admissions reached 211,481, reflecting a 113% year-over-year increase, while outpatient visits grew to 4.98 million, marking a 108% rise from the previous year. Operational efficiencies further strengthened financial resilience, with EBITDA increasing by 26%.

To sustain this growth, significant investments have been made across the network. A total of Php 165 million was allocated for synergy projects aimed at optimizing hospital operations, while Php 826 million in operating capital was deployed to ensure seamless governance and strategic oversight. Group-wide efficiency initiatives generated Php 2.08 billion in revenues and savings, reinforcing financial sustainability. Additionally, Php 208 million was invested in expanding outpatient care centers, medical arts buildings, off-site facilities, and home/mobile healthcare services.

GRI 201-1

Economic Data in PHP millions			
	2024	2023	2022
Revenue	34,580	27,239	22,403
Core EBITDA	8,569	6,318	4,628
Core Income	2,940	1,917	1,102

Driving Sustainable Growth Through Strategic Marketing and Partnerships

MPHs 3rd Annual Marketing Summit underscored the organization's commitment to scalable growth and innovation. With over 100 participants from across the network, the two-day event centered on actionable insights through discussions on strategic partnerships, such as healthcare-insurance integrations, and advanced technological applications, including CyberKnife for cancer treatment. These initiatives highlight a deliberate strategy to leverage both collaboration and innovation to elevate patient care and strengthen financial performance.

The summit also showcased MPH's expanding digital approach to patient engagement, aligning marketing effectiveness with long-term economic goals. Through focusing on data-driven strategies and cutting-edge clinical solutions, the Network reinforces its position as a frontrunner in healthcare, driving revenue growth and delivering value through the consistent rollout of innovative, accessible services.

Compliance

Metro Pacific Health operates with a deep commitment to regulatory compliance, ensuring that all hospitals within its network meet the highest industry standards. Strong relationships with the management teams of the network hospitals provide a solid foundation for governance, operational efficiency, and the seamless implementation of compliance initiatives.

Collaboration with government agencies such as the Department of Health (DOH), Philippine Health Insurance Corporation (PhilHealth), Food and Drug Administration (FDA), and Commission on Higher Education (CHED) reinforces adherence to national healthcare regulations. Engagements with local government units across the country also support the fulfillment of public health programs, further strengthening MPH's role in the national healthcare landscape.



Investments in systems and technologies have improved hospital governance and integration, making operations more aligned and efficient. The implementation of a group-wide balanced scorecard and Vision, Mission, and Values (VMV) workshops has streamlined decision-making processes, ensuring that all hospitals operate under a unified strategic direction.

Benchmarking best practices across the network has led to improved coordination, increased patient access, and enhanced affordability and quality of care. The brand equity relaunch further solidified MPH's reputation as an investor, joint venture partner, and hospital operator.

In 2024, MPH recorded zero cases of noncompliance, demonstrating a disciplined approach to regulatory adherence.

ESG Compliance	
Disclosure	2024
Environmental Area	
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	0
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	0
No. of cases resolved through dispute resolution mechanism	0
Socio-Economic Area	
Total amount of monetary fines for non-compliance with environmental laws and/or regulations	0
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	0
No. of cases resolved through dispute resolution mechanism	0

Supply Chain Management

GRI 308-1, 308-2, 408-1, 409-1

Delivering high-quality healthcare depends on a reliable and efficient supply chain. MPH ensures that all hospitals within its network have access to the essential products and services needed for daily operations. These include medical supplies, pharmaceuticals, laboratory equipment, and non-medical goods that support hospital functions. Suppliers play a critical role in maintaining the safety, quality, and availability of these resources. A structured supplier accreditation process is in place to uphold quality and sustainability standards. ESG criteria are integrated into supplier assessments, ensuring that vendors align with responsible business practices. Accreditation requirements include ISO certifications, business permits, and environmental compliance documents from the Department of Environment and Natural Resources (DENR). Medical suppliers must also provide a License to Operate and a Certificate of Product Registration from the Food and Drug Administration (FDA), along with a Letter of Undertaking covering data privacy clauses.

Each hospital's Supply Chain Management Department oversees procurement, warehousing, inventory management, and the distribution of supplies. Vendor engagement is conducted with transparency, ensuring that procurement opportunities are fairly communicated. Suppliers are formally notified of bidding results through letters of award or regret.

A vendor performance evaluation system helps assess supplier reliability, service quality, and compliance. Vendors receive structured feedback and have opportunities to address concerns through business reviews, fostering continuous improvement and stronger partnerships.

Transparency in Pricing and Billing

GRI 3-3, SASB HC-DY-270a.1, HC-DY-270a.2

Ensuring fair and transparent pricing is essential to building trust and improving access to healthcare. Patients deserve clarity in medical costs, and the organization remains committed to providing accurate, upfront information about hospital rates, procedures, and billing processes. Standardized pricing structures help prevent unexpected expenses, while detailed billing statements ensure that charges are clearly explained.

Compliance with government regulations, including PhilHealth coverage and mandated price disclosures, further strengthens transparency. Digital platforms and patient assistance services are also in place to guide individuals through the billing process, helping them understand their financial responsibilities and available options for coverage or financial assistance.

Building Patient Confidence Through Transparent Billing

MPH hospitals follow structured protocols to ensure patients and their families are consistently informed and guided throughout their healthcare journey. Upon admission, patients or their representatives are briefed on estimated daily costs to help manage financial expectations. Regular progress billings are provided during the hospital stay, while the discharge process includes a detailed, line-by-line explanation of all charges, including hospital services, doctors' fees, PhilHealth coverage, discounts, and applicable government guarantees.

This systematic approach promotes financial clarity and empowers patients to make informed decisions regarding their care. Each hospital maintains an open-door policy for addressing billing concerns, with supervisors or managers available to handle disputes promptly and professionally. In alignment with this commitment, pricing frameworks are periodically reviewed to ensure consistency with PhilHealth benefits and compliance with relevant government mandates.

Recognizing the diverse financial literacy levels among patients, hospitals may require the presence of a responsible family member during final billing discussions when necessary. Furthermore, patient feedback on the billing process is actively collected and integrated into each hospital's broader patient experience strategy, reinforcing transparency and trust.



Harnessing Digital Systems to Protect Patients from Financial Risks

MPH hospitals are advancing financial trust by integrating technology into billing and insurance processes. Hospital information systems make cost estimates and machine-readable price lists accessible, enabling patients to anticipate expenses before treatment begins. Beyond transparency, these systems reduce billing errors, streamline claims with insurance providers, and ensure that benefits and authorizations are processed correctly, minimizing the risk of surprise charges or duplicate billing.

For patients facing financial hardship, hospitals provide social service support, including payment counseling and referrals to government or charitable programs. Compliance protocols, regular staff training, and structured dispute resolution mechanisms further strengthen patient protection. Through technology, oversight, and compassionate assistance into their operations, MPH hospitals go beyond cost visibility, ensuring accuracy, fairness, and reliability in every billing interaction.



Our Environment

Hazardous Waste Management

GRI 3-3, SASB HC-DY-270a.1, HC-DY-270a.2

Across the MPH network, hazardous waste management is governed by strict adherence to national laws and global best practices to ensure the safety of patients, staff, and the communities we serve. All MPH hospitals comply with the Department of Environment and Natural Resources (DENR) guidelines under RA 6969 (Toxic Substances and Hazardous and Nuclear Waste Control Act of 1990), the DOH Health Care Waste Management Manual, and relevant provisions of the Ecological Solid Waste Management Act (RA 9003).

Each facility maintains a comprehensive healthcare waste management system, from waste segregation and proper labeling at the point of generation to secure storage, third-party treatment, and disposal by accredited hazardous waste transporters. Hazardous waste such as sharps, infectious materials, pharmaceuticals, and chemical residues are carefully tracked through manifest systems and subject to regular audits and DENR reporting requirements.

Training programs are regularly conducted to reinforce staff awareness of safe handling procedures and emergency protocols, while investments in color-coded bins, personal protective equipment (PPE), and spill containment tools ensure that every stage of the waste lifecycle is managed responsibly.

GRI 306-3, HC-DY-150a.1

Medical and Hazardous Waste			
Disclosures	2024	2023	2022
Hazardous Waste	367,043.09	1,173.02	672.3
Medical Waste	133,637.25	2,066.32	no data
Total Waste Generated	500,680.34	3,239.34	672.3

Notes:
a. Medical and Hazardous Waste Data from 2022-2023 are from the 4 major hospitals only (Asian Hospital, Cardinal Santos, Davao Doctors, MakatiMed)



Davao Doctors's Sustainable Waste Management

Davao Doctors implements a comprehensive hazardous waste management system that meets, and exceeds, regulatory requirements set by the Department of Health (DOH) and the Department of Environment and Natural Resources (DENR). Through strict adherence to these national protocols, the hospital ensures that medical and hazardous waste is managed responsibly, minimizing risks to both people and the planet.

Central to its operations is the hospital's Sewage Treatment Plant (STP), which processes wastewater and liquid waste to prevent harmful discharge into the environment. Every project at Davao Doctors, including hospital expansions, is guided by Environmental Impact Assessments (EIA) and Environmental Management Bureau (EMB) guidelines to ensure responsible waste handling from planning to execution. Beyond compliance, Davao Doctors's environmental stewardship is rooted in action: the hospital actively participates in the "Adopt-a-Riverbank" program to rehabilitate natural ecosystems and promotes zero-waste habits within its premises, encouraging staff and patients alike to use reusable cutlery and reduce plastic waste.

Resource Management

GRI 3-3, SASB HC-DY-450a.1

Environmental responsibility is intrinsic to its mission of delivering quality healthcare. With hospitals operating in diverse urban and regional settings, the efficient and sustainable use of natural resources is a strategic priority. MPH integrates environmental stewardship into daily operations, ensuring that healthcare excellence is delivered without compromising the planet's well-being.

All hospitals have a system to optimize water and energy use, reduce material waste, and promote circular practices wherever feasible. Water conservation measures such as rainwater harvesting, leak monitoring, and low-flow fixtures, are in place to safeguard a critical resource. Energy-efficient lighting, HVAC systems, and automated building management systems help reduce consumption while maintaining patient comfort and safety. Some facilities are also exploring renewable energy options and green-building retrofits as part of MPH's roadmap toward a low-carbon future.

In procurement and consumption, the Network emphasizes responsible sourcing of medical and non-medical materials, prioritizing products with lower environmental footprints and longer life cycles. Through education, monitoring, and policy integration, MPH ensures that environmental resource management is not a one-time initiative but an embedded discipline, supporting a healthcare model that heals both people and the planet.

GRI 302-1, HC-DY-130a.1

Energy (Electricity and Fuel) Consumption in GJ			
Disclosure	2024	2023	2022
Fuel Consumption	161,019.01	73,115.69	2,775.97
Diesel	153,604.67	63,615.58	2,775.97
Gasoline	4,687.47	552.79	no data
Liquified Petroleum Gas (LPG)	2,726.87	8,947.32	no data
Electricity Consumption	364,506.07	364,732.57	166,949.63
PuRamiroased Electricity	356,399.25	364,605.96	163,191.15
Renewable	8,106.82	126.61	3,758.48

- Notes:
- a. Energy Data from 2022 are from the 4 major hospitals only (Asian Hospital Medical Center, Davao Doctors Hospital, Cardinal Santos Medical Center, and Makati Medical Center)
 - b. Renewable Energy Data for 2023 is only from Makati Medical Center

GRI 303-3, 303-5

Water in m³			
Disclosure	2024	2023	2022
Water Consumption	921,454.20	689,008.30	589,577
Water Withdrawal	1,545,363.00	1,244,066.49	no data
Water Discharge	645,080.80	453,602.76	
Water Recycled	258,668	3,980	

GRI 306-3, HC-DY-150a.2

Non-hazardous Waste in MT			
Disclosure	2024	2023	2022
Non-hazardous Waste			
Incinerated	128,091.07	not disclosed	493.38
Recycled/Treated	158,035		68.795
Landfilled	369,891.54		2,066.15
Total Waste Generated	656,017.96	n/a	2,628.33

- Notes:
- a. Waste data from 2022 are from Asian Hospital, MakatiMed, Cardinal Santos, and Davao Doctors only.

From Waste to Worth: MakatiMed and PLAF's Eco Partnership

MakatiMed is redefining the way hospitals think about sustainability by implementing a forward-thinking materials and resource management strategy that blends environmental responsibility with practical innovation. Central to this initiative is the Hospital's partnership with Plastic Flamingo (PLAF), a social enterprise dedicated to diverting plastic waste from landfills and transforming it into eco-boards: durable, versatile construction materials used for building schools, shelters, and more.

Resource stewardship at MakatiMed also extends to medical equipment lifecycle planning. The hospital's Biomedical Engineering team regularly evaluates machines for energy efficiency and manufacturing impact. When equipment reaches end-of-life, MakatiMed first seeks opportunities to donate usable units, such as X-ray machines, to academic institutions for training purposes. If reuse is not feasible, the parts are routed to certified materials recovery facilities for recycling. On the operations floor, MakatiMed has adopted eco-friendly alternatives like paper tourniquets, washable PPEs, and reusable gowns and head covers to replace single-use disposables.

Resiklo Lourdes: Where Sustainability Becomes Second Nature

Since 2023, Lourdes Hospital deepened its commitment to responsible healthcare by launching the Resiklo Lourdes Project, an innovative recycling initiative led by its Facilities Division. With a focus on resource efficiency and environmental responsibility, Resiklo Lourdes goes beyond compliance by fostering a culture of environmental mindfulness among staff and the larger hospital community.

The project centers on a robust waste segregation system that clearly differentiates hazardous, non-hazardous, and recyclable materials through color-coded bins and detailed protocols. Materials identified as reusable or recyclable are pulled out of the waste stream and repurposed whenever possible. More than just infrastructure, Resiklo Lourdes thrives on active engagement. Through regular training programs, hospital staff

Flowing Forward: Riverside's Commitment to Responsible Water Stewardship

In 2024, Riverside has significantly upgraded its water purification systems, especially within the Riverside Center of Excellence (RCOE) Building, to ensure clean, high-quality water is available for both patients and staff. Equally important are Riverside's strengthened wastewater treatment operations, which include enhancements to its Sewage Treatment Plant (STP) to align with the Department of Environment and Natural Resources (DENR) and Environmental Management Bureau (EMB) regulations. This ensures that wastewater is safely processed and discharged, reducing ecological harm and maintaining compliance with environmental standards.

Outside the hospital infrastructure, Riverside has been an active participant in community-focused initiatives such as EMB's Adopt-an-Estero Program since 2016. Through this program, the Hospital helps maintain Loygoy Creek and Mandalagan River with quarterly cleanups and pollution management efforts. Internally, Riverside employs a circular approach to water use, with in-house technicians conducting regular inspections for leaks and chlorine levels, and recycling water wherever possible. The Hospital also tracks its consumption to establish baseline data for better conservation planning. With a dedicated budget for water treatment and repair, Riverside not only safeguards its own operations but also contributes to the long-term health of its surrounding communities, demonstrating that clean care begins with clean water.

Climate Change

GRI 3-3, SASB HC-DY-450a.1



MPH has taken decisive steps to integrate climate-conscious strategies into its operations, with a particular focus on reducing Scope 1 and Scope 2 emissions across its hospital network. To manage and mitigate its environmental footprint, MPH has initiated comprehensive energy audits in several facilities to identify high-impact areas for emissions reduction. These audits inform investments in energy-efficient infrastructure, such as LED lighting systems, HVAC retrofits, and power factor correction devices. The network is also gradually shifting toward renewable energy sources, with selected hospitals piloting solar installations to reduce dependence on fossil-fueled electricity.

In parallel, MPH is actively monitoring its carbon intensity through internal reporting systems, aligning with international frameworks such as the GHG Protocol and the upcoming ISSB climate disclosure standards. The integration of smart building technologies allows real-time tracking of energy usage and emissions performance, fostering a culture of accountability and data-driven sustainability.

GRI 305-1, 305-2

GHG Emissions in tCO ₂ e			
Disclosure	2024	2023	2022
Scope 1 - Fuel	10,718.91	4,737.57	185.42
Scope 2 - Electricity	71,156.67	80,453.53	32,827.87
Total GHG Emissions	81,875.58	85,191.09	33,013.29

Notes:

a. Emissions Data from 2022 are from the 4 major hospitals only (Asian Hospital, Cardinal Santos, Davao Doctors, MakatiMed)

MVMC's Climate-Smart Commitment to Care

As climate change continues to pose significant risks to health systems and communities, MVMC has taken bold steps to integrate sustainability into its core operations, beginning with energy. In MaRamiro 2024, the hospital energized its 165kW Solar Photovoltaic (PV) System, marking a pivotal move toward cleaner, renewable energy. By tapping into solar power, MVMC is not only lowering its carbon footprint but also ensuring energy resilience in a rapidly urbanizing and warming Marikina Valley.

MVMC has also completed a full-scale transition from fluorescent to LED lighting across all hospital floors, significantly reducing electricity consumption while enhancing lighting quality for both patients and staff. This lighting upgrade complements the hospital's broader energy-efficiency strategy, which is tightly linked to patient comfort, safety, and operational excellence. On the clinical side, MVMC continues to invest in brand-new biomedical equipment and advanced diagnostic tools to ensure that devices run efficiently and safely, with minimal waste.



Leading the Way in Decarbonizing Operations in Philippine Healthcare

MPH is actively decarbonizing its hospital network, investing in technologies and systems that reduce emissions, cut energy consumption, and future-proof its operations. From Mindanao to Metro Manila, hospitals under MPH are embracing energy-efficient upgrades: Davao Doctors Hospital and Makati Medical Center are rolling out high-efficiency chillers and facility-wide LED conversions, while Asian Hospital and Medical Center is adopting variable frequency drives and preparing for electric vehicle integration. Solar energy is also being harnessed, with MakatiMed installing 35-kW solar panels and Asian Hospital exploring renewable energy pathways to reduce long-term grid dependence.

These steps form part of MPH's broader ESG strategy, which aims to systematically cut its carbon footprint while raising the standard for environmentally responsible healthcare. With over P39 million invested in energy efficiency by MakatiMed alone, and more sustainability-linked projects underway across the network, MPH is not only responding to the climate crisis, it's redefining what a modern, resilient, and climate-conscious healthcare system looks like in the Philippines.

Rooted in Responsibility: CLDH Cultivates a Greener Future in San Jose, Tarlac

In a steadfast commitment to environmental stewardship, CLDH has embraced reforestation through its "Adopt a Forest" tree-planting initiative. In partnership with the Department of Environment and Natural Resources (DENR) and the Provincial Government of Tarlac, CLDH has adopted one hectare of land in the Municipality of San Jose to restore forest cover and promote ecological resilience. This effort reflects the hospital's broader sustainability values, aiming to combat climate change, support biodiversity, and foster community involvement in environmental protection. Through planting and nurturing trees, CLDH not only offsets carbon emissions but also reinforces its role as a responsible healthcare institution dedicated to healing both people and the planet.



Our Local Community

Affordable and Accessible Treatment

As the Philippines' largest private hospital network, MPH is committed to making essential medical services accessible and affordable to more Filipinos by strengthening its alignment with PhilHealth programs, government-mandated benefits, and public health initiatives to ensure that cost does not become a deterrent to seeking treatment.

Across its hospitals, initiatives are in place to help patients understand the financial aspects of their care from the outset, through accurate cost estimates during admission, transparent progress billing during confinement, and clear line-by-line explanations upon discharge. MPH hospitals also work closely with patients and their families to address concerns related to billing, financial literacy, and health benefit utilization. This patient-first approach reflects MPH's ongoing mission to bring healthcare closer to communities: fair, transparent, and within reach.

Strengthening the Network's National Healthcare Footprint

In 2024, MPH marked a pivotal year in its growth trajectory with the successful acquisition of four new hospitals, bringing its total network to 27 healthcare institutions nationwide. These strategic acquisitions are more than just an expansion of footprint, they represent the Network's enduring commitment to strengthening the country's healthcare infrastructure, especially in areas with growing or underserved populations.

The year began with the acquisition of San Francisco Doctors' Hospital in Agusan del Sur, the sixth Mindanao-based facility under MPH, designed to improve access to quality care in the region. This was followed by General Trias Doctors Hospital in Cavite, aligned with the Group's strategy to serve emerging urban centers in Southern Luzon. Two key additions in Metro Manila: Diliman Doctors Hospital in Quezon City and Parañaque Doctors Hospital, further solidified MPH's presence in the National Capital Region. Each of these hospitals now benefits from MPH's integrated systems, operational discipline, and patient-centric innovations. As MPH continues to invest in scalable, future-ready healthcare, these acquisitions exemplify its long-term economic vision: to build a more resilient, inclusive, and responsive healthcare network that supports both local communities and the broader national agenda for universal health access.



MPH and HMO Partnerships Pave the Way for Seamless, Inclusive Healthcare Access

In a bold move to reshape how Filipinos experience healthcare, the Network, along with other hospitals, has forged strategic partnerships with three of the country's largest health maintenance organizations: Maxicare, Medicard, and Intellicare-Avega. These collaborations mark a significant milestone in MPH's mission to deliver more inclusive, accessible, and patient-centric care across its growing hospital network.

These groundbreaking alliances streamline the patient journey by integrating systems and simplifying procedures between MPH hospitals and partner HMOs, ultimately reducing friction and delays in patient access to medical services. Going beyond operational alignment, the partnerships also introduce shared commitments to digital innovation, preventive care, and continuous service improvement, ensuring members of Maxicare, Medicard, and Intellicare-Avega receive not only fast and efficient care, but also high-quality, compassionate service.

How SEHI Hospital is Redefining Regional Healthcare

SEHI is transforming the healthcare landscape in Region 12 by delivering cutting-edge medical innovations and championing inclusive, life-saving care. With the installation of the region's first 1.5 Tesla MRI machine, the Hospital has unlocked a new era in diagnostic precision, allowing for faster, clearer, and more accurate detection of complex conditions. This breakthrough not only brings world-class diagnostic imaging closer to local communities but also spares patients the hardship of long-distance travel for advanced medical evaluations. With eight dedicated MRI readers and a commitment to diagnostic excellence, SEHI is ensuring that early detection and timely treatment are within reach for more Filipinos.

In addition to technology-driven care, SEHI is also leading in affordability and access. As the sole accredited provider of PhilHealth's Z-Benefit Packages for Breast and Prostate Cancer in Region 12, the hospital is easing the financial burden of cancer treatment for patients and their families. The Z-Benefit covers vital services such as surgery and chemotherapy for early-stage cancers, allowing patients to focus on recovery without the weight of unsustainable medical expenses. With top-tier oncologists, specialized surgical teams, and compassionate care built into every touchpoint, SEHI is not just raising the bar, it is ensuring that excellence in healthcare is equitable, affordable, and truly regional.

Transforming the Patient Journey Through Digital Care Integration with mWell

MPH has deepened its partnership with mWell, MPIC's fully integrated health and wellness platform. This collaboration represents a crucial step in reshaping the healthcare experience for Filipinos by seamlessly connecting them to MPH's nationwide network of premier hospitals and physicians through one mobile app.

With this expanded integration, mWell users now enjoy streamlined access to flagship MPH institutions such as Makati Medical Center, Asian Hospital and Medical Center, Cardinal Santos Medical Center, and Davao Doctors Hospital, among others. Whether booking appointments, consulting with doctors virtually, or accessing post-care support, patients can now navigate their healthcare journey with greater ease and confidence. "Our mission in mWell is to streamline the healthcare journey for patients visiting MPH hospitals," said Chaye Cabal-Revilla, President and CEO of mWell. "Our platform addresses pain points, reduces friction in the patient experience, and brings expert care closer to where it's needed."



Community Engagement

GRI 3-3, 413-1, SASB HC-DY-240a.1

In 2024, the Network reinforced its commitment to inclusive and community-based care through a range of high-impact initiatives that reached beyond the confines of its hospitals. Across its nationwide network, MPH hospitals conducted over 100 medical missions and outreach clinics, directly serving more than 10,000 individuals in marginalized and remote communities. These activities provided free consultations, laboratory services, dental care, and minor procedures to those with limited access to healthcare. MPH also strengthened its collaboration with local governments and the Department of Health, contributing to school-based health screenings, maternal care programs, and community vaccination campaigns. Meanwhile, hospitals such as Davao Doctors Hospital and Riverside Medical Center expanded training for barangay health workers, empowering them with knowledge in basic care, nutrition, and early detection. These efforts underscore MPH's belief that accessible, preventive, and community-rooted healthcare is central to its mission of improving every Filipino life.

Php 2.5 Million

Total Amount Spent on Donations and Community Investment at the Holdco Level

Php 64 Million

Total Amount Spent on Medical Missions, Community Engagement Programs from Hospitals and their Charities and Foundations

100+

Medical Missions and Outreach Clinics

41,000+

Individuals Reached and Served

Heart-on-Wheels: Driving Accessible Healthcare, One Community at a Time

True to its vision of healthcare that reaches every Filipino, Metro Pacific Health's Heart-on-Wheels initiative has become a dynamic force for change, mobilizing hospitals and partners across the country to deliver medical services to underserved and disaster-stricken communities. In 2024 alone, the initiative powered over a dozen outreach programs and missions, reaching more than 5,000 individuals with life-saving care.

From Agoncillo, Batangas to Albuquerque, Bohol, the mobile outreach program brought together top medical teams from MPH hospitals, including Makati Medical Center, Cardinal Santos Medical Center, and DLSMC Center, providing services ranging from general consultations and diagnostics to medicine distribution and minor surgical procedures. In Bicol and Batanes, Heart-on-Wheels extended beyond medical relief to deliver essential aid to 2,500 typhoon victims, showcasing MPH's deepened commitment to disaster response. Notably, partnerships with civic organizations like the Alagang Kapatid Foundation and Maynilad Foundation amplified the initiative's impact, while donation drives at hospitals such as MakatiMed and Delgado Hospital benefited over 300 indigent patients.



One Big Mission: Lourdes Hospital's Lifeline of Care and Compassion

In 2024, Our Lady of Lourdes Hospital deepened its commitment to compassionate healthcare through One Big Mission, a year-round outreach program that brought essential medical services, surgeries, and support to vulnerable Filipinos. Reaching over 631 beneficiaries and investing over ₱700,000 in life-changing initiatives, the hospital delivered holistic care with a focus on dignity, access, and impact.

From free surgical operations in Aparri, Cagayan to medical missions for the elderly in San Juan, One Big Mission responded to diverse community needs across the country. The program also conducted outreach efforts to orphanages like the Asociacion de Damas de Filipinas and CRIBS Foundation, providing health screenings, nutritious meals, and essential goods. Brigada Kalusugan targeted school-age children in Mandaluyong, ensuring wellness before the academic year, while mass circumcision drives addressed public hygiene needs for boys in underserved neighborhoods. With services ranging from general checkups and infant vaccinations to staff health screenings and educational sessions for teens, One Big Mission demonstrated Lourdes Hospital's belief that health is not just a service, but a shared commitment to uplift the lives of every Filipino, one community at a time.

Healing Beyond Hospital Walls: Cardinal Santos Medical Center's Expansive Community Care

In 2024, Cardinal Santos Medical Center (Cardinal Santos), in partnership with the Cardinal Medical Charities Foundation, Inc. (Calamba MedFI), extended compassionate and life-saving healthcare to over 25,000 individuals through a robust and multi-tiered community engagement program, demonstrating that healing doesn't end at the hospital gate. With over Php 60 million invested in health and outreach efforts, Cardinal Santos solidified its role not only as a center of clinical excellence but as a beacon of hope for underserved populations.

At the core of Cardinal Santos's outreach are free outpatient services and subsidized inpatient care through the San Lorenzo Ruiz Outpatient Department and Charity Ward. The hospital also provides life-saving surgical missions, particularly in head and neck surgery, and facilitates inter-agency referrals to expand patient access to medical aid. Beyond its hospital walls, Cardinal Santos runs community clinics in partnership with parishes and non-profit organizations, including the San Felipe Neri Vicariate Clinic, Mary the Queen Parish Clinic, and the Tzu Chi Eye Center. Health missions deliver targeted care to vulnerable groups such as children, women, and seniors, especially in post-disaster contexts. Engagements like the One Pint, 3 Lives blood donation drive, gift-giving programs, and emergency donation calls further galvanize hospital staff and volunteers into a force for good.

Howard Hubbard's Lifeline to the Community

Howard Hubbard continues to prove that healthcare is a right, not a privilege, through its unwavering commitment to community-centered medical outreach. This year, Howard Hubbard conducted a series of medical missions that brought compassionate, life-saving care directly to underserved residents of South Cotabato. From the heart of Barangay Poblacion in Polomolok to the welcoming grounds of Jesus the Good Shepherd Parish, these initiatives provided more than just free medical consultations—they restored dignity, ensured early detection of illnesses, and delivered critical medications to those who need them most.

Rooted in empathy and action, Howard Hubbard's community programs are powered by its medical professionals, local partners, and volunteers who serve with open hands and open hearts. Whether responding to chronic health concerns or supporting preventive care, Howard Hubbard reaches beyond the hospital setting to create meaningful health outcomes. With each outreach, the hospital strengthens its bond with the communities it serves, fulfilling its mission not only to treat, but to uplift and empower every life it touches.





Our Hospitals in Focus (ESG and Operational Indicators Index)



MAKATI MEDICAL CENTER

Established in 1969, Makati Medical Center (MakatiMed) stands as one of the Philippines' most distinguished and enduring private healthcare institutions. With over five decades of unwavering commitment to medical excellence, MakatiMed has built a rich institutional legacy that continues to shape Philippine medical practice and set benchmarks for healthcare delivery nationwide.

As a 600-bed tertiary hospital, MakatiMed combines modern facilities with cutting-edge medical equipment and technology to deliver comprehensive healthcare services. The hospital's commitment to quality and compassionate care is delivered through its highly skilled management team, board-certified physicians, experienced nursing staff, and dedicated allied healthcare professionals.



87 Net Promoter Score

Core Services and Capabilities

MakatiMed provides a comprehensive range of medical services including:

- Advanced medical and surgical services for inpatient care
- 24/7 emergency medical and surgical interventions
- Comprehensive laboratory and diagnostic testing services
- Specialized treatment procedures tailored to diverse patient medical needs
- Multidisciplinary healthcare approaches addressing complex medical conditions

The Hospital exemplifies how established healthcare institutions can successfully integrate sustainability principles into their operations while maintaining excellence in patient care. With its rich heritage of medical excellence and forward-looking approach to environmental and social responsibility, MakatiMed continues to set standards for sustainable healthcare delivery in the Philippines.

As MakatiMed moves forward, its sustainability initiatives will continue to evolve, ensuring that the hospital remains a leader in both medical excellence and responsible healthcare delivery for generations to come.

Sustainability Integration and Environmental Stewardship

MakatiMed has implemented strategic energy management initiatives to reduce its environmental footprint while maintaining the highest standards of patient care. The hospital has invested in energy-efficient medical equipment and building systems, contributing to reduced greenhouse gas emissions and operational sustainability.

As a healthcare institution generating diverse waste streams, MakatiMed has established robust waste management protocols that prioritize patient safety while minimizing environmental impact. The hospital has implemented comprehensive segregation systems, partnerships with certified waste management providers, and staff training programs to ensure responsible disposal of medical and general waste.

Recognizing water as a critical resource in healthcare operations, MakatiMed has implemented water conservation measures across its facilities. These initiatives include efficient water systems, monitoring protocols, and staff awareness programs that balance operational needs with environmental responsibility.

MakatiMed's approach to sustainability extends beyond environmental considerations to encompass social and economic dimensions. The hospital's commitment to accessible, quality healthcare contributes to community well-being and supports the United Nations Sustainable Development Goals, particularly those related to health and well-being.



Community Impact and Social Responsibility

Through its five decades of service, MakatiMed has played a vital role in enhancing healthcare accessibility in the Philippines. The hospital's strategic location and comprehensive services have made quality healthcare more accessible to diverse patient populations, contributing to improved health outcomes in the region.

MakatiMed's commitment to excellence extends to continuous professional development and medical education. The hospital serves as a training ground for healthcare professionals, contributing to the advancement of medical knowledge and practice standards in the Philippines. In 2024, MakatiMed conducted a series of webinars to educate stakeholders about the effect of climate change to human and environmental health.

Moreover, as a significant healthcare employer and service provider, MakatiMed contributes to local economic development while maintaining its commitment to sustainable business practices. The hospital's operations support numerous direct and indirect employment opportunities while contributing to the broader healthcare ecosystem.

SDG 3 +plus	ESG Webinar Title	Date	SDG 3 +plus	ESG Webinar Title	Date
SDG 13 Climate Action	Ep 1: Health and Climate Change Dr. Renzo Guinto	Jan 11, 2024	SDG 17 Partnerships for Goals SDG 13 Climate Action SDG 12 Responsible Consumption and Production, SDG 15 Life on Land	Sustainability Forum Companies: Human Nature, PLDT SMART Telecoms, Verra Coffee	June 14, 2024
SDG 8 Decent Work and Economic growth SDG 11 Sustainable Cities and Communities	Ep 2: Heat Stress related illness Dr. Mark Paul Castillo	Apr 25, 2024	SDG 2 Addressing the causes and consequences of all forms of malnutrition	Optimizing Nutrition at Different Life Stages Maricar Esculto-Khan, RND, MD	July 25, 2024
SDG 6 Preventing Disease through WASH	Ep 3: Water, sanitation and Hygiene (WASH): Prevent Water-Borne Diseases Dr. Janice Caoili	May 17, 2024	SDG 7 Aims to ensure access to clean energy in homes SDG 11 Reduce environmental impact of cities by improving air quality	Healthy Eating Patterns and Understanding Food Labels Ivy Ramallosa, RND	Sep 06, 2024
SDG 17 Partnerships for the Goals SDG 7 Promoting sustainable energy for healthy homes and lives	Ep 4: Energy Conservation and Green Energy Meralco	June 05, 2024	SDG 12 Promoting responsible consumption of medicines to combat antibiotic resistance	Smoking and Vaping Cessation Cyrus Gerald Pasaporte, MD	Nov 22, 2024
SDG 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	Plant it Right A Primer on Forest Regeneration Arceli Tungol Founder, Philippine Native Tree Enthusiast	June 07, 2024		Antimicrobial Stewardship: Inpatient Setting Twisha Patel, PharmaD, BCIDP U.S Centers for Disease Control and Prevention	

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2024
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	15
	Catheter Associated Urinary Tract Infection (CAUTI)	4
	Needle Stick Injury (NSI)	4
Medication Management Indices	Number of of controlled substances handled and being prescribed by hospitals	90,888
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	
	No. of patients affected by data breaches	
Employee-related data		
Total Number of Employees	Male	1,063
	Female	2,551
Parental Leave	Total number of employees that were entitled to parental leave	775
	Total number of employees that took parental leave in 2024	48
	Total number of employees that returned to work in 2024 after parental leave ended	48
Solo Parental Leave	Total number of employees that were entitled to parental leave	28
	Total number of employees that took parental leave in 2024	28
	Total number of employees that returned to work in 2024 after parental leave ended	28
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	99
	Rate of recordable work-related injuries	12.31
	Number of hours worked	6,901,440
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	11

Makati Medical Center's Patient experience and service quality received an Overall Satisfaction Rate of 4.8 out of 5, based on feedback from 27,317 respondents. This result highlights the institution's continued commitment to delivering excellent patient care and responsive services.

The Infection Prevention and Control department of the Hospital reported an overall infection rate of 0.13% among 23,713 patient discharges, which is well within the Department of Health's (DOH) acceptable target of less than 1%. This achievement underscores the effectiveness of infection prevention and control measures currently in place.





MMC
MAKATI MEDICAL CENTER
Environmental,
Social & Governance

ESG Webinar Episode 9

ANTIMICROBIAL STEWARDSHIP: INPATIENT SETTING

November 22, 2024 • Friday
10:00 AM to 11:30 AM
via Zoom

SPEAKER



Twisha Patel, PharmD, BCIDP
Infectious Diseases Pharmacist, Prevention Team
International Infection Control Branch
Division of Healthcare Quality Promotion
National Center for Emerging and Zoonotic Infectious Diseases
U.S. Centers for Disease Control and Prevention



FREE REGISTRATION
<https://tinyurl.com/b5htnu46>
Passcode: 411935



MMC Environmental, Social & Governance
+632 8888 8999 local 3665 (Tin Cano) or 8733 (Krissy Zapata)
license.policies@makatimed.net.ph

GET SOCIAL WITH US

[@IamMakatiMed](#)



MMC
MAKATI MEDICAL CENTER
Environmental,
Social & Governance

Stronger Together for a Greener Future

BE A PART OF THE SOLUTION. Take a stand for our planet and inspire positive change in your community. Together, we can make a difference!

June 14, 2024 • Friday
2:00 to 4:00 PM
via Zoom

SPEAKERS



ANNA MELOTO-WILK
President and Co-Founder
Human Nature



APRIL MAY KAGAOAN
Sustainability Executive
PLDT and Smart Communication



VANESSA VELASCO
Founder & CEO
Vera Coffee



Scan the QR to join
REGISTRATION IS FREE!

This webinar supports the following Sustainable Development Goals



MMC Environmental, Social & Governance
+632 8888 8999 local 3665 (Tin Cano) or 8733 (Krissy Zapata)
license.policies@makatimed.net.ph



CARDINAL SANTOS MEDICAL CENTER

YOU are family

Since its establishment in 1974 in San Juan City, Metro Manila, Cardinal Santos Medical Center (Cardinal Santos) has emerged as one of the Philippines' most distinguished healthcare institutions. As a Level 3 Department of Health-accredited facility and valued member of the Metro Pacific Health network, Cardinal Santos has consistently set new standards in specialized medical care over nearly five decades of dedicated service.

What truly distinguishes Cardinal Santos is its unique approach to healthcare delivery—creating a family-like environment where every patient receives not just world-class medical treatment, but also the warmth and commitment typically reserved for family members. This philosophy has become the cornerstone of the hospital's reputation and operational excellence.



83 Net Promoter Score

Specialized Excellence Through Centers of Innovation

Cardinal Santos's medical leadership is demonstrated through its comprehensive Centers of Excellence, each representing decades of specialized expertise and continuous innovation:

The Cardiovascular Institute leads the nation in advanced cardiac interventions and preventive cardiology. The Cancer Center provides comprehensive oncology services with cutting-edge treatment protocols. The Brain and Spine Institute offers world-class neurosurgical capabilities, while the Center for Thoracic & Critical Care Medicine delivers advanced respiratory and critical care services.

The Professor Sol Z. Alvarez Center for Digestive Diseases & Gastrointestinal Endoscopy represents excellence in gastroenterological care, and the Sports Medicine Institute (MVP Clinic) has become a premier destination for sports medicine and rehabilitation services.



Educational Leadership and Knowledge Sustainability

As home to the Minimally Invasive Surgery (MIS) Training Center at the Philippine Center for Advanced Surgery, the first facility of its kind in the Philippines and a leading center in Asia, demonstrates its commitment to sustainable knowledge transfer. The hospital's comprehensive medical training programs, including post-graduate internships, residencies, and fellowships, ensure the continuous development of local medical expertise.

This educational mission contributes significantly to healthcare sustainability by building domestic capacity, reducing dependence on overseas training, and ensuring that advanced medical knowledge remains within the Philippine healthcare system.



Revolutionary Healthcare Delivery Models

Cardinal Santos has pioneered innovative healthcare delivery through its mobile services that bring medical care directly to communities. The Cardinal on Wheels (COW) Laboratory Home Service delivers diagnostic capabilities to patients' homes, while the Hospital on Wheels (HOW) serves as a comprehensive ten-wheeler mobile clinic reaching underserved areas.

These initiatives represent more than convenience—they embody sustainable healthcare principles by reducing patient travel, minimizing carbon footprints, and ensuring equitable access to quality medical services across diverse communities.

Cardinal Santos continues to explore cutting-edge approaches to sustainable healthcare delivery. The hospital is investigating renewable energy solutions, implementing digital health technologies that reduce resource consumption, and developing telemedicine capabilities that can extend its reach while minimizing environmental impact.

The integration of sustainability principles into medical education ensures that future healthcare professionals understand the importance of environmental stewardship in healthcare delivery. This educational approach creates a multiplier effect, spreading sustainable practices throughout the broader medical community.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2024
Hospital Acquired Infections	Caesarian Section	558
	Readmission	337
	Pressure Injury	53
	Fall	19
	Surgical Site Infection	5
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	20
	Catheter Associated Urinary Tract Infection (CAUTI)	1
	Needle Stick Injury (NSI)	45
	Near Miss	531
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	152.24
	Discharge Turn-Around Time (TAT) mins.	142.84
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	26
	Cases of Dispensing Error and Rate	0
Undesired Outcomes & Variation	Adverse Events	19
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	1
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	1
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	3
Pricing and Billing	Complaints regarding pricing and billing	less than 10

Employee-related data		
Total Number of Employees	Male	383
	Female	874
Parental Leave	Total number of employees that were entitled to parental leave	350
	Total number of employees that took parental leave in 2024	48
	Total number of employees that returned to work in 2024 after parental leave ended	46
Solo Parental Leave	Total number of employees that were entitled to parental leave	30
	Total number of employees that took parental leave in 2024	24
	Total number of employees that returned to work in 2024 after parental leave ended	24
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	36
	Rate of recordable work-related injuries	3.27
	Number of hours worked	2,201,246
	Safe man hours	2,201,246
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





ASIAN HOSPITAL AND MEDICAL CENTER

Global Expertise. Filipino Heart.

When Asian Hospital and Medical Center (Asian Hospital) opened its doors on May 11, 2002, it established more than just another healthcare facility in Metro Manila, it created a model for how sustainable business practices and medical excellence could work in harmony. As a Level 3 Department of Health-accredited institution and Joint Commission International (JCI) certified hospital, Asian Hospital has positioned itself among the Philippines' most prestigious healthcare institutions, distinguished not only by its clinical capabilities but by its unwavering commitment to sustainable operations.

The hospital's philosophy centers on a fundamental truth: sustainable business practices consistently create value for all stakeholders. This principle drives every aspect of Asian Hospital's operations, from patient care delivery to community engagement, environmental stewardship, and organizational growth strategies.

Asian Hospital's approach to sustainability extends far beyond environmental considerations; it encompasses operational efficiency, resource optimization, and systematic improvement processes that benefit patients, staff, and the broader healthcare system. The hospital's implementation of Lean Six Sigma principles represents a groundbreaking approach to sustainable healthcare operations in the Philippines.



86 Net Promoter Score

ASIAN HOSPITAL AND MEDICAL CENTER

Transforming Patient Experience Through Efficiency

The continuity of improving patient access, ER exit and inpatient discharge have significantly transformed the operational sustainability and enhanced patient care at Asian Hospital.

The institution's intent to improve patient access and scheduling thru remote means such as call, chat and digital assistance has proven to be a sustainable practice as it can reach more populations reducing patient travel or in-person visits. Conversely, this enhances patient comfort, enhances outcomes and creates a more equitable and durable healthcare system.

Improving the discharge process at the ER ensures efficient care transitions so that patients can recuperate faster at home and reduces wait time and cost.

The hospital's patient discharge process transformation exemplifies how operational sustainability directly enhances patient care. Recognizing that extended discharge times create cascading inefficiencies—from delayed admissions to resource strain—Asian Hospital developed a revolutionary system targeting discharge completion in under four hours. This initiative demonstrates sustainable thinking at its core: by streamlining processes, the hospital simultaneously improves patient satisfaction, increases bed availability, reduces operational costs, and minimizes resource waste. The results speak volumes about the power of sustainable operational design despite continuously rising admissions, Asian Hospital has consistently improved its turnaround times, proving that efficiency and quality can grow together.



Environmental Stewardship and Green Operations

As a major healthcare facility operating 24/7 with sophisticated medical equipment, Asian Hospital has implemented comprehensive energy management strategies that balance operational requirements with environmental responsibility. The hospital's energy optimization initiatives include advanced building management systems, energy-efficient medical equipment procurement, and staff awareness programs that promote conservation behaviors.

Sustainable Waste Management Excellence

Asian Hospital's waste management approach reflects its commitment to environmental stewardship while maintaining the highest standards of infection control and patient safety. The hospital has established comprehensive waste segregation protocols, partnerships with certified medical waste management providers, and staff training programs that ensure proper handling of diverse waste streams generated by complex medical procedures.

Water Conservation and Resource Management

The hospital's water management initiatives demonstrate how healthcare facilities can significantly reduce their environmental footprint through systematic conservation efforts. Asian Hospital has implemented water-efficient systems, monitoring technologies, and recycling programs that optimize water usage across all facility operations.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational Indicators		2024
Hospital Acquired Infections	Caesarian Section	71%
	Readmission	0.02 * 0.57**
	Pressure Injury	0.55
	Fall	0.33
	Surgical Site Infection	0.05
	Ventilator Associated Pneumonia (VAP)	0.38
	Central-Line Associated Bloodstream Infection (CLASBI)	0.50
	Catheter Associated Urinary Tract Infection (CAUTI)	0.13
	Needle Stick Injury (NSI)	49
	Near Miss	4,282
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	ED to Admit: 370 minutes ED to Discharge: 191 minutes
	Discharge Turn-Around Time (TAT) mins.	222 minutes
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	(SKUs) 41 (Qty. Dispensed) 46,527
	Cases of Dispensing Error and Rate	(Cases) 92 (Rate) 0.0048
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	1
	Number of complaints addressed	1
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	0
Employee-related data		
Total Number of Employees	Male	565
	Female	1,349

Parental Leave	Total number of employees that were entitled to parental leave	16
	Total number of employees that took parental leave in 2024	16
	Total number of employees that returned to work in 2024 after parental leave ended	16
Solo Parental Leave	Total number of employees that were entitled to parental leave	80
	Total number of employees that took parental leave in 2024	80
	Total number of employees that returned to work in 2024 after parental leave ended	80
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	1
	Rate of recordable work-related injuries	0.662
	Number of hours worked	3,020,045.16
	Safe man hours	3,020,045.16
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0

*Readmission rate within 72 hrs on same diagnosis
**Readmission rate within 30 days on the same diagnosis





DAVAO DOCTORS HOSPITAL

We care for life

In the heart of Mindanao, where the convergence of diverse cultures meets the challenge of serving one of the Philippines' most geographically complex regions, Davao Doctors Hospital (Davao Doctors) has stood as an unwavering pillar of medical excellence since 1969. More than just a healthcare institution, Davao Doctors represents the transformation of Southern Philippines' medical landscape, evolving from a regional hospital into the largest and most technologically advanced medical center south of Manila.

This transformation reflects a deeper commitment to sustainable development principles: building local capacity, fostering regional self-reliance, and creating healthcare infrastructure that can serve diverse populations across vast geographical distances. Davao Doctors's 56-year journey embodies the essence of sustainable healthcare: continuous growth that strengthens communities while preserving resources for future generations.



77 Net Promoter Score

Davao Doctors's position as Mindanao's leader in cardiovascular, orthopedics, neurology, gastroenterology, oncology, neurosurgery, ophthalmology, and digestive and liver diseases represents more than clinical excellence; it demonstrates sustainable healthcare planning at its finest. By concentrating advanced medical expertise in a single regional hub, Davao Doctors eliminates the need for patients to travel to Manila for specialized care, reducing both personal and environmental costs while strengthening regional healthcare capacity.

The hospital's 250-bed capacity, equipped with state-of-the-art diagnostic, therapeutic, and intensive care facilities, serves as a sustainable model for regional healthcare delivery. This concentrated approach maximizes resource utilization, enables economies of scale in advanced medical equipment, and creates a critical mass of expertise that can serve the entire southern Philippines region efficiently.

Educational Sustainability: Building Tomorrow's Healthcare Leaders

Davao Doctors's eleven approved Medical Residency Training Programs, spanning Anesthesiology, Internal Medicine, Obstetrics and Gynecology, Ophthalmology, Pediatrics, Radiology, Surgery, ENT, Nuclear Medicine, Orthopedics, and Radiation Oncology, represent one of the Philippines' most comprehensive regional medical education initiatives. This educational infrastructure creates a sustainable pipeline of medical expertise for Southern Philippines and Mindanao.

The sustainability impact of these programs extends far beyond individual career development. By training specialists locally, Davao Doctors reduces the region's dependence on imported medical expertise, creates economic opportunities for local medical graduates, and ensures that advanced medical knowledge becomes embedded in the regional healthcare system. This approach to medical education represents true capacity building, creating self-sustaining systems that can evolve and adapt to changing healthcare needs.

Research and Innovation Culture

Davao Doctors's commitment to medical research and continuous innovation creates a culture of learning that drives sustainable healthcare improvements. The hospital's research initiatives not only advance medical knowledge but also develop solutions specifically adapted to the healthcare challenges of Southern Philippines, creating more relevant and sustainable approaches to regional health issues.



Environmental Stewardship in Healthcare at the Heart of Mindanao

Operating in Davao's tropical climate presents unique sustainability challenges and opportunities. Davao Doctors has developed environmental management practices specifically adapted to tropical conditions, including energy-efficient cooling systems, humidity control technologies, and waste management protocols designed for high-temperature, high-humidity environments.

The hospital's approach to environmental sustainability recognizes the interconnection between environmental health and human health, particularly in tropical regions where climate change impacts are increasingly evident. Davao Doctors's environmental initiatives contribute to regional climate resilience while reducing operational costs and environmental impact.

Waste Management Excellence in Complex Environments

Davao Doctors's comprehensive waste management systems address the particular challenges of medical waste disposal in tropical environments. The hospital has implemented advanced segregation protocols, temperature-controlled storage systems, and partnerships with certified disposal companies that ensure safe and environmentally responsible waste management even in challenging climatic conditions. As part of its commitment to environmental sustainability, Davao Doctors has launched the "Ayoko ng Plastic" program, which restricts the entry of single-use plastics and containers in the hospital.

Water Resource Management

In a region where water security is an increasing concern, Davao Doctors has implemented sophisticated water management systems that optimize usage while ensuring adequate supplies for all medical procedures. The hospital's water conservation initiatives include rainwater harvesting, efficient distribution systems, and wastewater treatment protocols that protect local water resources.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	544
	Readmission	112 within 30 days; 34 within 74 hours
	Pressure Injury	9
	Fall	19
	Surgical Site Infection	5
	Ventilator Associated Pneumonia (VAP)	19
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	3
	Needle Stick Injury (NSI)	27
	Near Miss	15,380
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	196
	Discharge Turn-Around Time (TAT) mins.	289
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	10,800/month (average)
	Cases of Dispensing Error and Rate	0-1 dispensing errors/month (average)
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	7
	Number of complaints addressed	7
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	2
Employee-related data		
Total Number of Employees	Male	384
	Female	838
Parental Leave	Total number of employees that were entitled to parental leave	1,222
	Total number of employees that took parental leave in 2024	19
	Total number of employees that returned to work in 2024 after parental leave ended	19

Solo Parental Leave	Total number of employees that were entitled to parental leave	1,222
	Total number of employees that took parental leave in 2024	16
	Total number of employees that returned to work in 2024 after parental leave ended	16
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	26
	Rate of recordable work-related injuries	2.1
	Number of hours worked	2,472,286
	Safe man hours	2,472,286
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





Riverside Medical Center

In 1954, when Dr. Pablo O. Torre envisioned a healthcare institution that would serve the people of Bacolod City and Western Visayas, he planted seeds that would grow into something far greater than a hospital: he created a sustainable ecosystem of health, education, and community development.

Today, the Riverside Medical Center, Inc. (Riverside) operates the Dr. Pablo O. Torre Memorial Hospital (DPOTMH) not merely as a continuation of one man's dream, but as a living testament to how healthcare institutions can become catalysts for comprehensive community transformation.

This legacy-driven approach to healthcare delivery represents sustainability in its purest form: creating systems that honor the past while building capacity for future generations. Under the Metro Pacific Health umbrella, the Riverside has evolved Dr. Torre's original vision into a sophisticated model of sustainable healthcare that integrates medical excellence, environmental stewardship, and social responsibility into a cohesive framework for community development.



88 Net Promoter Score

Riverside at 70: A Legacy of Excellence and Sustainable Innovation

Seventy years ago, the late Dr. Pablo O. Torre founded the Riverside Medical Center with a simple yet profound promise: to serve the people of Negros and make a positive difference in their health and lives.

From its humble beginnings as an 8-bed clinic, the Riverside has transformed into one of the premier medical institutions in the region, home to numerous Centers of Excellence and advanced facilities. This journey of growth and transformation has been guided by a steadfast commitment to compassion, quality, and the relentless pursuit of excellence.

The 70th anniversary celebrations reflected this enduring spirit. The week-long commemoration began with a Thanksgiving Mass and White Coat Ceremony for incoming Post-Graduate Interns, reaffirming the Riverside's role as a teaching institution that nurtures future generations of doctors. Employees symbolically donned anniversary jackets which highlighted their loyalty and dedication during the Employee Service Awards, while doctors were honored at the MD Gala Night for their years of unwavering support for the hospital, but most especially the patients. New milestones were unveiled as well, including the 24/7 Drive-Thru Pharmacy, the renovated Sleep Clinic, and the brand-new Health Hub, designed as the gateway to the Riverside's Centers of Excellence.

Beyond the festivities, the anniversary highlighted the values that anchor the Riverside's vision for the future: delivering excellent, sustainable, compassionate and client-centered services as the leading healthcare provider. The Riverside's approach to healthcare integrates clinical excellence, environmental responsibility, educational mission, and community development into a coherent model that maximizes value creation across multiple dimensions.

As the Riverside celebrates its 70th year, it stands not only as a testament to resilience and growth but also as a living example of how healthcare can be both excellent and sustainable. The hospital's next decades will continue to be shaped by the same principles that guided its founding: empathy, innovation, and a commitment to building a healthier, more sustainable future for all.



Clinical Excellence: Advancing Life-saving Care in Negros

In 2024, the Riverside Medical Center, Inc. (Riverside) achieved a series of groundbreaking milestones that redefined healthcare delivery in the Negros Island Region, expanding access to advanced, life-saving services which used to be available only in major metropolitan centers.

State-of-the-Art Emergency Room

On MaRamiro 22, the Riverside unveiled its newly upgraded Emergency Room, doubling capacity from 17 to 37 beds and adding four dedicated entrances for walk-in patients, ambulances, extreme emergencies (requiring resuscitation), and decontamination. Enhanced treatment areas now include larger urgent care beds, upgraded trauma and operating units, negative pressure rooms, and an Isolation Unit for infectious cases. Advanced systems such as the Central Cardiac Monitoring and a Medical Gas and Vacuum System, coupled with improved patient comfort features, ensure swift, precise, and compassionate care, setting a new benchmark for emergency medicine in the region.

First Pediatric Open-Heart Surgery in Negros

In another historic first last July 11, 2024, the Riverside successfully performed its first pediatric open-heart surgery on an 8-year-old boy from Hinigaran, diagnosed with Atrial Septal Defect (Primum Type). Led by the attending physician, Dr. Judah D. Gozar, this landmark achievement showcased the Riverside's growing capacity to perform complex surgical interventions within the province, sparing families the financial and emotional strain of seeking treatment far from home.

Pioneering PDA Closure in Premature Infants

Further cementing its leadership in pediatric cardiac care, the Riverside became the first and only hospital in Negros to perform Transcatheter Device Closure of Patent Ductus Arteriosus (PDA) on two premature infants weighing 1.9 kg and 2.2 kg. Led by Pediatric Interventional Cardiologist Dr. Judah Gozar, under the proctorship of Dr. Do Nguyen Tin from Vietnam, the procedures marked only the third use of the Amplatzer Piccolo Device nationwide. Conducted at the Riverside Catheterization Laboratory, this milestone underscored Riverside's advanced facilities, highly skilled team, and dedication to bringing specialized care closer to home.

From cutting-edge infrastructure to pioneering surgical expertise, the Riverside's achievements in 2024 exemplify its unwavering commitment to clinical excellence, delivering world-class care with the warmth, compassion, and personal touch that Negrenses deserve.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	495
	Readmission	33
	Pressure Injury	18
	Fall	8
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	30
	Near Miss	26
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	197.666
	Discharge Turn-Around Time (TAT) mins.	262.68
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	30
	Cases of Dispensing Error and Rate	94 1.18%
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	N/A
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	N/A
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	N/A
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	52
Employee-related data		
Total Number of Employees	Male	370
	Female	869
Parental Leave	Total number of employees that were entitled to parental leave	1,239
	Total number of employees that took parental leave in 2024	38
	Total number of employees that returned to work in 2024 after parental leave ended	25

Solo Parental Leave	Total number of employees that were entitled to parental leave	1,239
	Total number of employees that took parental leave in 2024	16
	Total number of employees that returned to work in 2024 after parental leave ended	16
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	1
	Safe man hours	2,758,080
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	461





CALAMBA MEDICAL CENTER

Kalingang may husay at puso

Calamba Medical Center has created a new paradigm for sustainable healthcare that challenges traditional assumptions about hospital business models while delivering exceptional patient care and environmental responsibility. By eliminating financial barriers for physicians, focusing on clinical excellence, and integrating sustainability into daily operations, Calamba Med demonstrates that healthcare institutions can achieve multiple objectives simultaneously.

The hospital's physician-centered approach creates sustainable value by aligning incentives with patient needs, attracting top medical talent, and eliminating conflicts between financial and clinical considerations. Combined with comprehensive environmental management and community-focused care delivery, this approach represents a holistic model for sustainable healthcare that other institutions can learn from and adapt.



81 Net Promoter Score

Eliminating Financial Conflicts in Medical Decision-Making

Calamba Medical Center (CMC) is redefining sustainable healthcare by challenging traditional hospital business models while consistently delivering high-quality patient care and prioritizing environmental responsibility. By eliminating financial barriers for physicians, emphasizing clinical excellence, and integrating sustainability into daily operations, CMC demonstrates that healthcare institutions can successfully pursue multiple objectives simultaneously.

It's physician-friendly approach to credentialing and privileging creates lasting value by aligning clinical incentives with patient outcomes, attracting top-tier medical professionals, and minimizing conflicts between financial and clinical priorities. Coupled with robust environmental management practices and a deep commitment to community-centered care, Calamba Med offers a comprehensive and replicable model for sustainable healthcare—one that other institutions can learn from and adapt to their unique contexts.



Minimal Environmental Impact with Maximum Healthcare Value

CMC's commitment to delivering the highest healthcare standards with minimal environmental impact represents a sophisticated approach to environmental sustainability that recognizes the inherent tension between medical excellence and environmental responsibility. The hospital has implemented comprehensive environmental management systems that optimize resource utilization without compromising patient care quality or safety.

This balanced approach to environmental sustainability demonstrates that healthcare institutions can achieve significant environmental improvements through systematic attention to operational efficiency, waste reduction, and resource optimization. Rather than viewing environmental responsibility as a constraint on medical practice, CMC has integrated sustainability considerations into daily operations as a driver of operational excellence.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	240
	Readmission	293
	Pressure Injury	0
	Fall	4
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	30
	Near Miss	236
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	328
	Discharge Turn-Around Time (TAT) mins.	346
	Number of of controlled substances handled and being prescribed by hospitals	19
	Cases of Dispensing Error and Rate	3
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	24
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	2
Employee-related data		
Total Number of Employees	Male	171
	Female	400
Parental Leave	Total number of employees that were entitled to parental leave	21
	Total number of employees that took parental leave in 2024	21
	Total number of employees that returned to work in 2024 after parental leave ended	21
Solo Parental Leave	Total number of employees that were entitled to parental leave	12
	Total number of employees that took parental leave in 2024	12
	Total number of employees that returned to work in 2024 after parental leave ended	12

Occupational Health & Safety

Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of hours worked	1,190,648
	Safe man hours	1,190,648
	Number of high-potential work-related incidents identified (optional)	0
	Number of close calls identified (optional)	0
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



View our list of accredited partners today and maximize your benefits





MARIKINA VALLEY MEDICAL CENTER

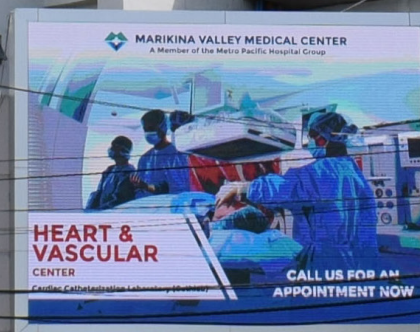
The journey of Marikina Valley Medical Center (MVMC) is a story of vision, collaboration, and purpose. Established in 2006, MVMC began with a shared vision of its founders to create a hospital that delivers quality medical care aligned with the well-being of patients, the professional fulfillment of physicians, and the development of the community.

A defining milestone came when MVMC became part of Metro Pacific Health (MPH), the Philippines' largest private hospital network. With this transition, MVMC embraced a renewed vision: to be the leading subspecialty referral hospital delivering high-quality, compassionate care in Marikina and neighboring communities. Strengthened by the resources and expertise of MPH, MVMC expanded and modernized its capacity to provide patient-centered, sustainable, and quality healthcare.

Today, MVMC looks toward a future of expansion and transformation. Plans are underway for a new hospital building which will house additional services and centers of excellence to meet the growing healthcare needs of its patients and the community.



81 Net Promoter Score



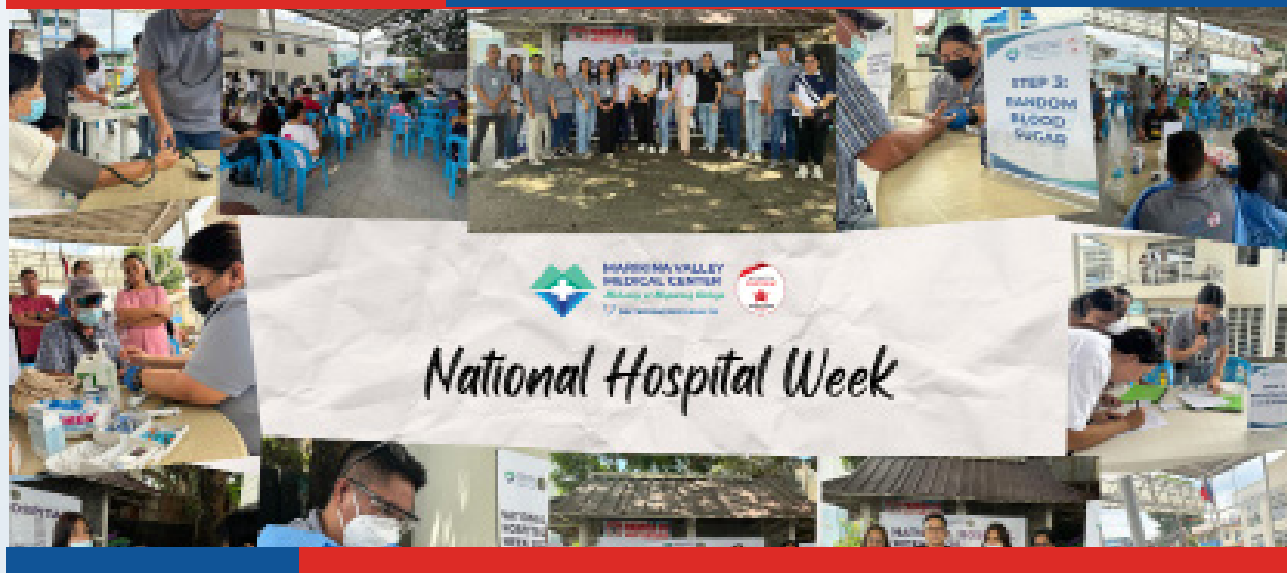
Advancing Healthcare with Cutting-Edge Technology and Patient-Centered Care at MVMC

Officially opened on February 14, 2020, our Heart and Vascular Center (HVC) is at the forefront of cardiovascular medicine, offering advanced diagnostics, interventional cardiology, and cardiac surgeries. We are equipped with state-of-the-art facilities and highly competent medical professionals, ensuring top-tier care for patients with cardiovascular diseases.

Our HVC has its own Cardiovascular Operating Room (CV-OR) which caters to Coronary Artery Bypass Graft (CABG), Minimally Invasive Cardiac Surgery (MICS), and Valve Replacement Surgeries among others; and a Catheterization Laboratory (CathLab) which offers Angioplasty, Coronary Angiogram, Pacemaker Insertion, and many more.

The Heart and Vascular Center had its breakthroughs and milestones namely, the Philippines' first Dry Mitral Valve Procedure in 2024, Bloodless Coronary Artery Bypass Graft Surgery in 2022, and a staged procedure of cervical debranching with transposition of key arteries and TEVAR done on a 60-year old female with Acute Aortic Syndrome in 2022.

With Heart and Vascular as its center of excellence, MVMC remains committed to compassionate, innovative, and sustainable healthcare.



The Future of Marikina Valley Medical Center: Expanding Horizons in Healthcare

MVMC is working on a major expansion of its facilities and services to meet the growing healthcare needs of its patients. With over 8,000 square meters of new expansion space, MVMC is set to construct a new multi-level hospital building along Sumulong Highway to house its advanced medical technology and facilities. This allows MVMC to increase its capacity, improve accessibility, and deliver higher standard of care to its growing patient base.

Aligned with our vision of being the leading subspecialty referral hospital in Marikina and neighboring communities, MVMC endeavors to establish additional services and centers of excellence such as Cancer Center, Nuclear Medicine, and Orthopedic and Sports Medicine to broaden its scope of specialized healthcare.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	237
	Readmission	53
	Pressure Injury	18
	Fall	12
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	5
	Central-Line Associated Bloodstream Infection (CLASBI)	7
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	20
	Near Miss	1,110
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	
	ER to Exit	143.28
	ER to Admission	357.41
	Discharge Turn-Around Time (TAT) mins.	357.41
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	29
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	12
Employee-related data		
Total Number of Employees	Male	191
	Female	397
Parental Leave	Total number of employees that were entitled to parental leave	25
	Total number of employees that took parental leave in 2024	25
	Total number of employees that returned to work in 2024 after parental leave ended	22
Solo Parental Leave	Total number of employees that were entitled to parental leave	7
	Total number of employees that took parental leave in 2024	6
	Total number of employees that returned to work in 2024 after parental leave ended	6

Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	1
	Rate of recordable work-related injuries	0
	Number of hours worked	1
	Safe man hours	3,200,000
	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





OUR LADY OF LOURDES HOSPITAL

When the Missionary Sisters Servants of the Holy Spirit (SSpS) established Our Lady of Lourdes Hospital (Lourdes Hospital) in 1948, they planted seeds of compassionate healthcare that would grow into one of the most remarkable examples of faith-based sustainable development in Philippine healthcare. Beginning as a modest 50-bed facility, Lourdes's evolution into a modern 184-bed tertiary hospital with 32 nursery beds represents more than institutional growth, it embodies the transformation of spiritual calling into sustainable healthcare excellence.

The hospital's 77-year journey illustrates how faith-based institutions can create lasting value through unwavering commitment to core values while adapting to changing healthcare needs and modern management practices. This unique combination of spiritual foundation and practical excellence has enabled Lourdes to serve multiple generations of families while maintaining its essential character and mission.



79 Net Promoter Score

77 years of Alagang Lourdes

Alagang Lourdes is the hospital's service culture built on three core promises: Alagang May Puso (Care that is heartfelt), Alagang Tapat (Care that is true), and Alagang Abot-Kaya (Care that is affordable). EJ Obiena, a world-renowned athlete and a symbol of integrity, determination, and excellence, embodies the very principles that guide Lourdes Hospital. As Lourdes Hospital's champion, EJ witnessed firsthand the hospital's continued advancements, including the newly-launched Sleep Laboratory, endoscopy services, and the state-of-the-art MRI machine.

From its humble beginnings of 50 beds to its current 230-bed capacity, Lourdes Hospital has grown into one of the country's most trusted healthcare institutions—driven by a culture of service and championed by individuals who share its commitment to exceptional, compassionate, and accessible care.



Championing Healthcare Today and Tomorrow

In April 2025, Lourdes Hospital received two major recognitions: it was named one of Asia's top private hospitals by Newsweek and Statista, and it won the Best Marketing Initiative Award at the Healthcare Asia Awards in Kuala Lumpur, Malaysia. Lourdes Hospital stood out for its expertise in orthopedic care, with its knee surgery program praised for exceptional outcomes and patient satisfaction. Beyond the operating room, Lourdes Hospital was also recognized for BIDA Lourdes: Sci-Tech Champs—a campaign with the DepEd NCR that aims to spark interest in STEM among learners, leading to more healthcare professionals in the future.

From international recognition in patient care to inspiring the next generation of innovators, Our Lady of Lourdes Hospital remains at the forefront of delivering world-class, compassionate care, and creating an impact for a healthier tomorrow.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	408
	Readmission	43
	Pressure Injury	1
	Fall	12
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	1
	Catheter Associated Urinary Tract Infection (CAUTI)	1
	Needle Stick Injury (NSI)	20
	Near Miss	2,797
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	240
	Discharge Turn-Around Time (TAT) mins.	171
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	27
	Cases of Dispensing Error and Rate	0.007%
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	13
ESG-related Disclosures		
Total Number of Employees	Male	265
	Female	577
Parental Leave	Total number of employees that were entitled to parental leave	24
	Total number of employees that took parental leave in 2024	14
	Total number of employees that returned to work in 2024 after parental leave ended	14

Solo Parental Leave	Total number of employees that were entitled to parental leave	24
	Total number of employees that took parental leave in 2024	14
	Total number of employees that returned to work in 2024 after parental leave ended	14
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	25
	Rate of recordable work-related injuries	4.03
	Number of hours worked	1,240,533
	Safe man hours	838,600,308
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	2
Main types of Work-related Injuries	Muscle strains	5
	Needle stick injury	20
	Lumbar strain	1
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





DE LOS SANTOS MEDICAL CENTER

Global Standards. Personal Touch. *Kalinga Ka Rito!*

The hospital's evolution from being an orthopedic specialty clinic to a comprehensive medical center demonstrates sustainable growth through systematic capability expansion. Through an expansion in 1973, the then clinic transformed into De Los Santos General Hospital. It also allowed the addition of specializations, including Internal Medicine, Obstetrics and Gynecology, Pediatrics, and Surgery, which illustrated how specialized excellence can serve as a foundation for broader healthcare capabilities.

The expansion reflected the principles of sustainable development by building new capabilities on existing strengths, rather than abandoning the founding expertise. Rooted in the culture of excellence that was established from orthopedic practice, each new specialty is also focused on providing collaborative excellent care that enhances patient care and institutional sustainability.

The transformation from a single-physician clinic to today's 150-bed, Level 3 tertiary hospital with over 840 active and visiting physician-consultants represents one of the most remarkable examples of organic healthcare development in the Philippines. This evolution illustrates how medical expertise, family commitment, and strategic partnerships can create sustainable healthcare institutions that honor the founding vision while adapting to changing healthcare needs.



86 Net Promoter Score

840+ Physician Network as Institutional Asset

De Los Santos Medical Center's (DLSMC) impressive network of over 840 active and visiting physicians represents a remarkable achievement in building a medical community, creating multiple sustainability advantages. The large physician community demonstrates the hospital's success in attracting and retaining medical talent while creating a collaborative environment that support clinical excellence and professional development.

The extensive physician network creates sustainable competitive advantages through comprehensive specialty coverage, collaborative care approaches, knowledge-sharing opportunities, and referral relationships that amplify patient care at De Los Santos. The medical community represents human capital that strengthens over time through shared experience and collaborative learning. The diverse range of doctors also strengthens the institution's identity as a multispecialty hospital.

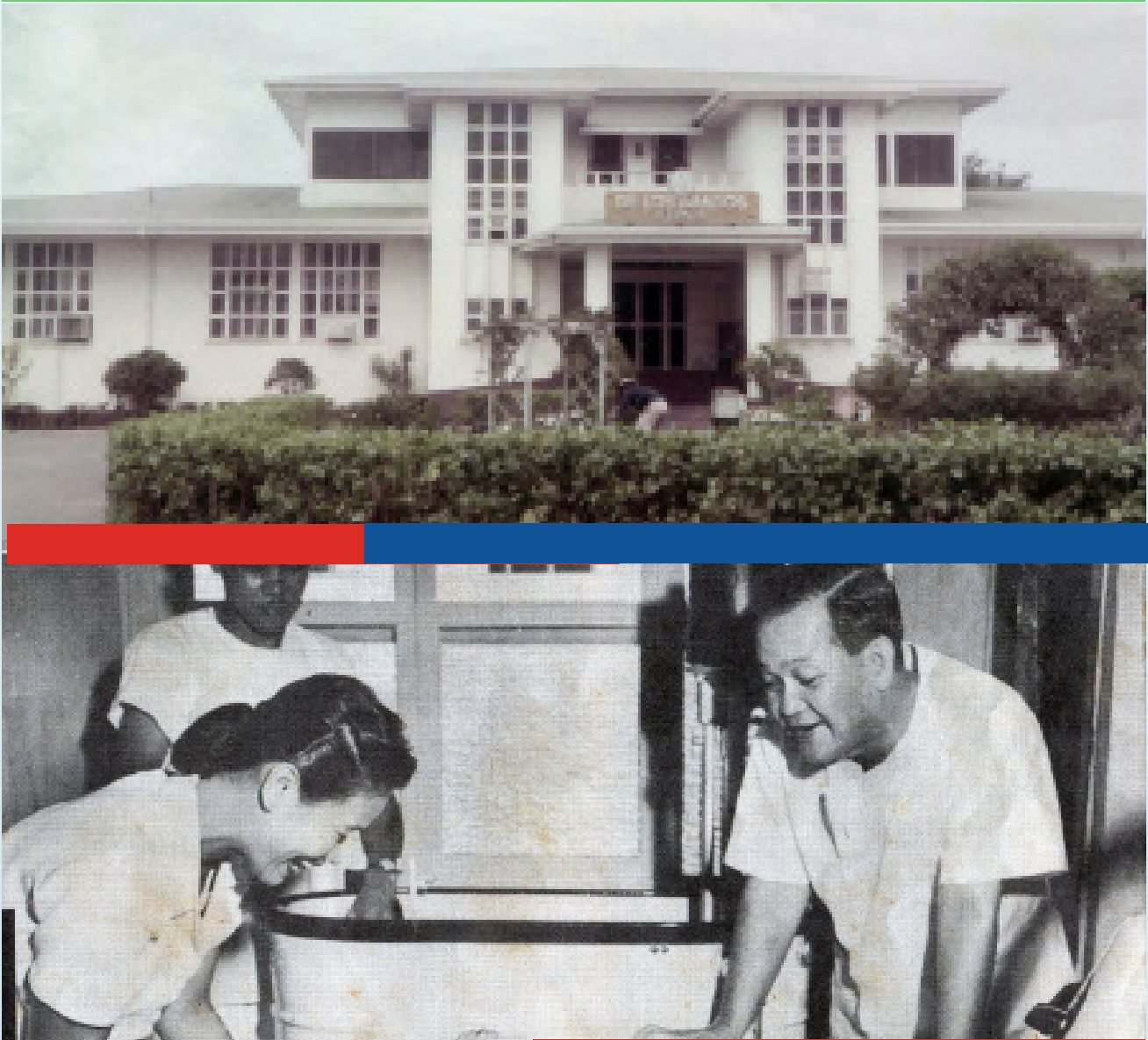
The large physician community at DLSMC creates natural opportunities for medical education, professional development, and knowledge sharing that benefit both individual practitioners and the entire healthcare system. The hospital's role in professional development contributes to regional medical capacity building while supporting physician retention and satisfaction. It also greatly supports the hospital as it continues to gear towards treating multispecialty and chronic diseases.



Building on Orthopedic Innovation Legacy

DLSMC's commitment to research and innovation reflects the legacy of Dr. Jose V. de los Santos Sr.'s pioneering work in orthopedics. The hospital continues to support medical research, innovative treatment approaches, and professional education that advance medical knowledge while improving patient care.

The research and innovation focus creates sustainable institutional advantages through clinical excellence, professional development, and medical community leadership that distinguish DLSMC from purely commercial healthcare providers. Today, the Dr. Jose V. De Los Santos Sr.'s emphatic service runs deep in the hospital as it continues to include personal touch to the global-standard service it provides.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	297
	Readmission	31
	Pressure Injury	12
	Fall	6
	Surgical Site Infection	2
	Ventilator Associated Pneumonia (VAP)	5
	Central-Line Associated Bloodstream Infection (CLASBI)	4
	Catheter Associated Urinary Tract Infection (CAUTI)	5
	Needle Stick Injury (NSI)	34
	Near Miss	666
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	265
	Discharge Turn-Around Time (TAT) mins.	276
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	15
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	2
	Number of complaints addressed	2
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	1
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	50%
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	37
Pricing and Billing	No. of patients affected by data breaches	36
	Complaints regarding pricing and billing	0
Employee-related data		
Total Number of Employees	Male	160
	Female	373
Parental Leave	Total number of employees that were entitled to parental leave	10
	Total number of employees that took parental leave in 2024	10
	Total number of employees that returned to work in 2024 after parental leave ended	10

Solo Parental Leave	Total number of employees that were entitled to parental leave	5
	Total number of employees that took parental leave in 2024	5
	Total number of employees that returned to work in 2024 after parental leave ended	5
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	57
	Rate of recordable work-related injuries	32.46%
	Number of hours worked	8
	Safe man hours	563
	Number of high-potential work-related incidents identified (optional)	0
Main types of Work-related Injuries	Number of close calls identified (optional)	0
	Muscle strains	1
	Needle stick injury	38
Work-related Ill Health	Lumbar strain	0
	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



St. Elizabeth Hospital



The Veneracion family's vision to establish quality healthcare in General Santos City—far from the established medical hubs of Manila and Cebu—was rooted in a deep belief in healthcare equity and regional development. This founding principle continues to define St. Elizabeth Hospital Inc. (SEHI) today, shaping its culture of sustainable practices and community-centered care.

From its modest beginnings as a 25-bed primary facility, SEHI has grown into a 273-bed ISO-accredited tertiary hospital. This transformation is more than just an expansion of numbers; it is a testament to the power of community trust and consistent excellence. Over six decades, SEHI's ten-fold growth reflects how genuine community needs, met with unwavering dedication to quality, can build an enduring institution.

The hospital's progression into a full tertiary care provider demonstrates how regional healthcare institutions can evolve into centers of excellence. Through sustained investments in medical infrastructure, advanced technology, and specialized expertise, SEHI has elevated not only its own capabilities but also the standard of healthcare across the region.

SEHI's story underscores an important truth: with vision, commitment, and community trust, regional hospitals can stand shoulder to shoulder with national medical centers—delivering world-class care while staying deeply rooted in service to the community.



91 Net Promoter Score

Benchmark Institution for Southern Mindanao

SEHI's role in setting healthcare standards for Region 12 positions it as a crucial catalyst for healthcare improvement throughout Southern Mindanao. As the only hospital in the region with a Catheterization Laboratory and open-heart surgery capabilities, and the only hospital in the Philippines accredited by PhilHealth for the Z-Benefit Package for Valvular Heart Disease, St. Elizabeth Hospital continues to stand at the forefront of advanced and accessible healthcare.

Further strengthening its leadership, SEHI is also accredited for the PhilHealth Z-Benefit Packages for Breast Cancer and Prostate Cancer, ensuring that patients facing these life-threatening conditions can access specialized care without the overwhelming financial strain. In addition, the hospital upholds its commitment to equity by offering a No Balance



*We cure,
we care!*

Congratulations!

ST. ELIZABETH HOSPITAL PROUDLY RECEIVES A RECOMMENDATION FOR
ISO RECERTIFICATION FROM A CUBE TIC LIMITED (ACT)!



MEDICAL MISSION ACTIVITIES CONDUCTED BY ST. ELIZABETH HOSPITAL, INC. FOR THE MONTH OF APRIL 2024



*We cure,
we care!*



Addressing Healthcare Disparities in the Region

St. Elizabeth Hospital Inc. (SEHI)'s dedication to equitable healthcare access reflects a deep understanding of the challenges facing Mindanao and a steadfast commitment to addressing the systemic barriers that prevent many residents from receiving quality medical care. More than just treating illness, SEHI's equity-driven approach embodies sustainable healthcare thinking—one that seeks to resolve the root causes of disparities and bring lasting improvements to community health.

This commitment to healthcare equity also generates lasting institutional advantages. By prioritizing inclusivity and accessibility, SEHI continues to earn the trust of the communities it serves, strengthen its partnerships with government, and align its programs with national health policy priorities. Healthcare institutions that demonstrate authentic dedication to equity often gain recognition and preferential support in government programs and community initiatives—and SEHI has become a clear example of this.

At the same time, SEHI's strong collaborations with both local and national health agencies reflect its sophisticated understanding of how healthcare institutions can amplify their impact through strategic partnerships and coordinated action. These alliances allow SEHI to contribute its unique regional expertise while participating in broader health system—strengthening initiatives, ensuring that the hospital not only serves its patients but also helps uplift the standard of healthcare across Mindanao.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	485
	Readmission	0
	Pressure Injury	0
	Fall	14
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	4
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	3
	Needle Stick Injury (NSI)	14
	Near Miss	2,933
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	144 mins
	Discharge Turn-Around Time (TAT) mins.	470 mins
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	19
	Cases of Dispensing Error and Rate	10
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	4
	Number of complaints addressed	4
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	4
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	4
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	4
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	2,448
	No. of patients affected by data breaches	11
Pricing and Billing	Complaints regarding pricing and billing	0
Employee-related data		
Total Number of Employees	Male	257
	Female	462
Parental Leave	Total number of employees that were entitled to parental leave	14
	Total number of employees that took parental leave in 2024	14
	Total number of employees that returned to work in 2024 after parental leave ended	14

Solo Parental Leave	Total number of employees that were entitled to parental leave	7
	Total number of employees that took parental leave in 2024	7
	Total number of employees that returned to work in 2024 after parental leave ended	7
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	15
	Rate of recordable work-related injuries	2%
	Number of hours worked	1,380,480
Main types of Work-related Injuries	Needle Pricks	14
	Fall	0
	Cuts & Laceration	1
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



CLDH

Central Luzon Doctors' Hospital

Central Luzon Doctors' Hospital (CLDH) stands as Tarlac City's foremost healthcare institution, representing the convergence of medical excellence and sustainable practice in one of the Philippines' most agriculturally significant regions. Founded with an unwavering mission to deliver excellent healthcare services, CLDH has systematically grown to become the only private hospital with an Accreditation Canada Gold status in Tarlac province and north of Metro Manila, achieving a 138-bed capacity that serves as the healthcare backbone for residents across Tarlac and neighboring provinces. The hospital's evolution into the region's premier healthcare destination reflects more than institutional growth—it demonstrates how healthcare excellence and sustainability principles can be integrated from the ground up to create lasting value for communities, healthcare professionals, and the environment. CLDH's development represents a new paradigm in Philippine healthcare where operational excellence and environmental responsibility are not competing priorities but mutually reinforcing strategies for long-term success. Central Luzon Doctors' Hospital demonstrates how healthcare institutions can integrate sustainability principles into their foundational framework while achieving clinical excellence and regional leadership. The hospital's four pillars approach—Patient Safety, Quality Healthcare, Consistency, and Sustainability—creates a comprehensive model for sustainable healthcare delivery that serves multiple stakeholder groups effectively.



91 Net Promoter Score

Compassionate and People-Centered Care Philosophy

CLDH's dedication to providing compassionate and people-centered healthcare for residents of Tarlac and neighboring provinces reflects deep understanding of the healthcare challenges facing Central Luzon's diverse communities. The hospital's service area includes agricultural communities, urban centers, and rural populations with varying healthcare needs and economic circumstances.

The people-centered approach creates sustainable healthcare delivery by addressing the full spectrum of patient needs—medical, emotional, and social—while building the community relationships that support long-term institutional success. This comprehensive approach to patient care reduces the likelihood of readmissions while building the trust and satisfaction that drive sustainable growth.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	130
	Readmission	20
	Pressure Injury	1
	Fall	2
	Surgical Site Infection	6
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	2
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	15
	Near Miss	1,008
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	148
	Discharge Turn-Around Time (TAT) mins.	170
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	36
	Cases of Dispensing Error and Rate	1
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
Pricing and Billing	No. of patients affected by data breaches	0
	Complaints regarding pricing and billing	0
Employee-related data		
Total Number of Employees	Male	207
	Female	370
Parental Leave	Total number of employees that were entitled to parental leave	191
	Total number of employees that took parental leave in 2024	31
	Total number of employees that returned to work in 2024 after parental leave ended	25

Solo Parental Leave	Total number of employees that were entitled to parental leave	15
	Total number of employees that took parental leave in 2024	13
	Total number of employees that returned to work in 2024 after parental leave ended	13
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of hours worked	1,115,520
	Safe man hours	1,213,128
	Number of high-potential work-related incidents identified	0
Work-related Ill Health	Number of close calls identified	0
	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



Commonwealth Hospital and Medical Center

CommonwealthMed's "**Alagang may Malasakit, Malapit, Maraming Gamit, Sulit**" is not just a tagline—it is a living promise of compassionate care.

It reflects a philosophy that places patients at the heart of every decision, ensuring that each encounter delivers not only medical solutions but also empathy, trust, and dignity. This commitment extends beyond treating illnesses; it nurtures lifelong health partnerships built on genuine concern for every patient's wellbeing.

By embracing this patient-centered philosophy, CommonwealthMed does more than deliver healthcare—it fosters trust that lasts, loyalty that endures, and relationships that grow stronger over time. Such trust transforms into word-of-mouth advocacy, deep community connection, and resilience even in the face of economic and societal challenges.



85 Net Promoter Score

CommonwealthMed's "We care for you" tagline represents more than marketing messaging—it embodies a comprehensive philosophy of patient-centered healthcare delivery that creates sustainable value through genuine commitment to patient wellbeing and satisfaction. This caring approach forms the foundation for sustainable healthcare relationships that extend beyond individual treatment episodes to encompass long-term health partnerships.

The patient-centered philosophy creates sustainable competitive advantages through enhanced patient loyalty, positive word-of-mouth referrals, and community trust that supports institutional growth and development. When healthcare institutions genuinely prioritize patient care and wellbeing, they build the social capital that enables sustainable operations even during challenging economic periods.

State-of-the-Art Equipment Integration

CommonwealthMed's investment in state-of-the-art medical equipment demonstrates strategic thinking about how technology adoption can enhance both patient care quality and operational sustainability. The hospital's equipment selection reflects careful consideration of clinical capabilities, operational efficiency, and long-term value creation rather than simple technology acquisition.

The advanced equipment creates sustainable advantages through improved diagnostic accuracy, enhanced treatment options, operational efficiency, and professional satisfaction. These technology investments support the hospital's ability to attract and retain skilled medical professionals while providing the clinical capabilities that justify premium pricing and patient loyalty.



CommonwealthMed

Makapiti, Marikina City, Sulu

METRO PACIFIC HEALTH

Beside SM Fairview & MRT - 7 Station

17 Operations

kada araw ang ginagawa namin

sa 6 Operating Rooms

Kasama ang

✓ Brain surgeries

✓ Hysterectomies

✓ Cesarean sections

✓ Normal deliveries

✓ Laparoscopic (maliliit na hiwa) procedures

✓ ERCPs (gallstone removal w/o excision, for example)

✓ Mastectomies

✓ Colonoscopies

✓ Appendectomies

✓ Gastrosopies

✓ Hip replacements

Ancillary and Nursing Staff Excellence

The hospital's dedicated ancillary and nursing staff provide the foundation for exceptional patient care and continuous service improvement while creating the institutional culture that supports sustainable healthcare delivery. The commitment to staff excellence demonstrates understanding that sustainable healthcare requires investment in human capital alongside technology and infrastructure.

The nursing and ancillary staff excellence creates sustainable value through consistent care quality, patient satisfaction, professional development, and institutional reputation. These human resource investments compound over time, creating organizational capabilities that cannot be easily replicated by competitors while supporting the hospital's mission and values.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	721
	Readmission	83
	Pressure Injury	36
	Fall	5
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	11
	Near Miss	678
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	
	ER to Exit	197
	ER to Admission	210
	Discharge Turn-Around Time (TAT) mins.	126
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	11
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	3
	Number of complaints addressed	6
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	1
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	3
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	50%
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	2
	No. of patients affected by data breaches	2
Pricing and Billing	Complaints regarding pricing and billing	15
Employee-related data		
Total Number of Employees	Male	216
	Female	369
Parental Leave	Total number of employees that were entitled to parental leave	0
	Total number of employees that took parental leave in 2024	0
	Total number of employees that returned to work in 2024 after parental leave ended	0
Solo Parental Leave	Total number of employees that were entitled to parental leave	7
	Total number of employees that took parental leave in 2024	0
	Total number of employees that returned to work in 2024 after parental leave ended	0
Occupational Health & Safety		

Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	1
	Rate of recordable work-related injuries	0.27%
	Number of hours worked	11,152
Work-related Ill Health	Safe man hours	11,147
	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





Sacred Heart Hospital

Malolos

Subok at Maaasahan

Sacred Heart Malolos's 56-year journey from startup hospital to recognized healthcare institution reflects the power of consistent excellence and community commitment in creating sustainable healthcare development. The hospital's longevity demonstrates how physician-founded institutions can maintain their founding vision while adapting to changing healthcare needs, technologies, and regulatory requirements.

The hospital's continuous operation for over five decades represents remarkable institutional stability that creates sustainable advantages through accumulated expertise, established community relationships, and proven track record of service delivery. This institutional continuity enables Sacred Heart Malolos to make long-term investments and commitments that benefit both patient care and environmental sustainability.



83 Net Promoter Score

Comprehensive Medical Services: Excellence Across Specialties

Sacred Heart Malolos's 74-bed capacity and level 2 hospital designation reflect strategic positioning that balances comprehensive service delivery with operational efficiency and community accessibility. The hospital's size enables personal attention and collaborative care while providing sufficient scope to support diverse medical specialties and advanced diagnostic capabilities.

The level 2 designation with comprehensive specialty coverage demonstrates how mid-sized hospitals can achieve clinical excellence across multiple medical disciplines while maintaining the accessibility and personal attention that distinguish community-focused healthcare institutions.

Multidisciplinary Medical Excellence

Sacred Heart Malolos's comprehensive range of medical services—including Medicine, Surgery, Obstetrics and Gynecology, Pediatrics, Anesthesiology, Ophthalmology, Dermatology, Histopathology, Psychiatry, Radiology, and Laparoscopic Surgery—reflects systematic development of clinical capabilities that address diverse community healthcare needs while building institutional expertise.

The multidisciplinary approach creates sustainable competitive advantages through comprehensive care delivery, professional collaboration, knowledge sharing, and referral relationships that keep patients within the Sacred Heart Malolos system while providing coordinated care that improves outcomes and patient satisfaction.



Laboratory Excellence: Supporting Comprehensive Healthcare Delivery

Sacred Heart Malolos's comprehensive laboratory facilities supporting both routine and executive checkups demonstrate attention to the full spectrum of healthcare needs from basic diagnostic services to executive health programs. This laboratory capability enables the hospital to provide complete diagnostic support for its clinical services while serving broader community health needs.

The comprehensive laboratory capabilities create sustainable value through operational efficiency, clinical support, revenue generation, and community health improvement while reducing dependence on external laboratory services and ensuring rapid turnaround times for diagnostic results.

Sacred Heart Malolos: Certified for Quality, Committed to Care

Sacred Heart Hospital of Malolos proudly stands as one of the few hospitals in Bulacan to be awarded ISO certification, a distinction that places it at par with internationally recognized standards of healthcare service and management.

This achievement affirms the hospital's steadfast commitment to delivering safe, reliable, and high-quality care to every patient it serves. Through rigorous evaluation and system improvements, Sacred Heart Hospital aligned its processes with global best practices—ensuring that patient safety, efficiency, and compassion remain at the heart of its operations.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	165
	Readmission	0
	Pressure Injury	10
	Fall	0
	Surgical Site Infection	4
	Ventilator Associated Pneumonia (VAP)	15
	Central-Line Associated Bloodstream Infection (CLASBI)	5
	Catheter Associated Urinary Tract Infection (CAUTI)	1
	Needle Stick Injury (NSI)	16
	Near Miss	11
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	294
	Discharge Turn-Around Time (TAT) mins.	302
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	17
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	1
	Number of complaints addressed	1
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	1
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	1
Patient's Privacy	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0.01%
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	1
Pricing and Billing	Complaints regarding pricing and billing	0
Employee-related data		
Total Number of Employees	Male	119
	Female	272
Parental Leave	Total number of employees that were entitled to parental leave	132
	Total number of employees that took parental leave in 2024	2
	Total number of employees that returned to work in 2024 after parental leave ended	2
Solo Parental Leave	Total number of employees that were entitled to parental leave	7
	Total number of employees that took parental leave in 2024	6
	Total number of employees that returned to work in 2024 after parental leave ended	5
Occupational Health & Safety		

Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	17
	Rate of recordable work-related injuries	0
	Number of hours worked	1,159,240
	Safe man hours	1,159,240
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





Manuel J. Santos Hospital

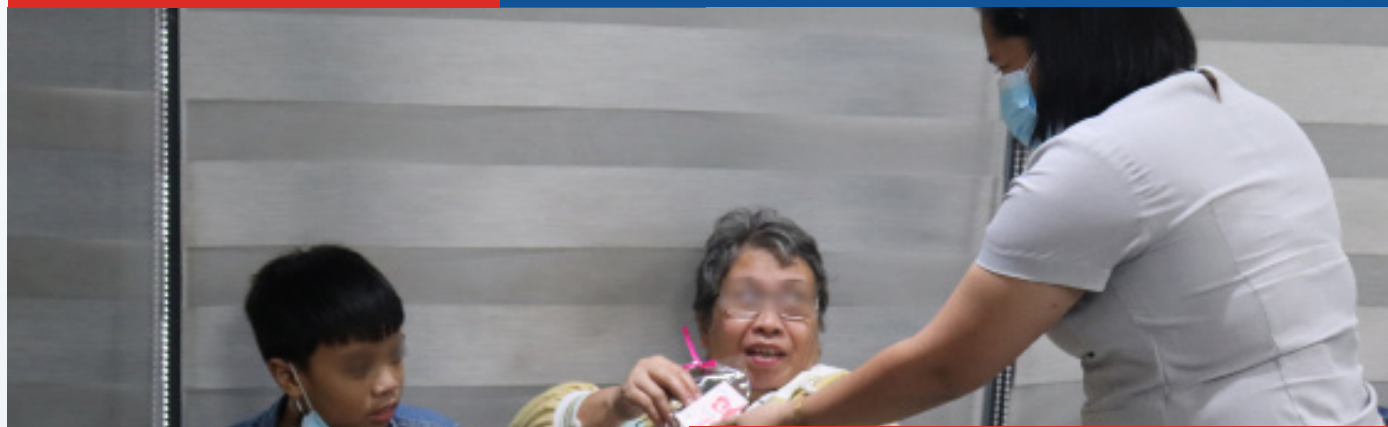
Manuel J. Santos Hospital (MJSH) stands as a testament to the transformative power of dedicated individuals committed to bringing exceptional healthcare to one of the Philippines' most geographically challenging regions. Established by visionaries who recognized the critical need for outstanding healthcare services in Butuan and throughout the Caraga region, MJSH represents more than a medical facility—it embodies a mission to ensure that geographic isolation does not compromise access to quality healthcare.

The hospital's founding commitment to delivering outstanding healthcare "in the Caraga region and beyond" reflects sophisticated understanding of regional healthcare challenges and the responsibility that comes with serving as a healthcare anchor in an underserved area. This expansive vision demonstrates how healthcare institutions can create sustainable impact by thinking beyond their immediate service area to address broader regional health needs.

MJSH's 134-bed capacity and level 2 designation reflect strategic positioning that balances comprehensive service delivery with operational efficiency and community accessibility. This size enables personal attention and collaborative care while providing sufficient scale to support diverse medical services and advanced diagnostic capabilities essential for serving as regional healthcare anchor.



80 Net Promoter Score



MPH Network Integration: Leveraging Collaboration for Regional Impact

MJSH's membership in the Metro Pacific Health (MPH) network provides access to shared resources, best practices, and collaborative capabilities that enhance both clinical excellence and sustainability performance in challenging regional operating environments. Network integration creates opportunities for knowledge sharing, resource optimization, and collaborative innovation that benefit both individual institutions and regional healthcare systems.

The MPH network membership creates sustainable advantages through economies of scale, best practice sharing, professional development, and collaborative innovation while enabling MJSH to participate in system-wide sustainability initiatives and quality improvement programs that enhance both clinical capabilities and operational efficiency.

Building Regional Medical Expertise

MJSH's role as regional healthcare leader creates opportunities for professional development, medical education, and capacity building that benefit both individual practitioners and the broader Caraga region healthcare system. Professional development initiatives help retain medical talent while building regional capabilities.

The professional development focus creates sustainable institutional advantages through improved capabilities, staff retention, institutional reputation, and regional healthcare leadership while contributing to broader healthcare system strengthening throughout the Caraga region.

Thus, as one of Butuan's major healthcare employers and service providers, MJSH contributes significantly to regional economic development through direct employment, local puRamiroasing, and attraction of additional healthcare investments that strengthen the entire regional economy.

The economic contribution creates sustainable community benefits that support both institutional success and broader regional development while building the community support and economic stability that enable continued healthcare investment and improvement.

MJ Santos Hospital: Care Beyond the Hospital

In 2024, Manuel J. Santos Hospital (MJSH) strengthened its commitment to community health through a series of meaningful outreach initiatives. These included a Surgical Mission in Brgy. Anticala offering free circumcision and medicines, a Medical Mission at Gesu Eucaristico Academy with partner doctors and pharmaceutical companies, and a Free Clinic for PNP retirees providing consultations, tests, and rehabilitation services.

MJSH also partnered with the Philippine Red Cross for bloodletting activities, uniting donors to save lives, and held a Hypertensive and Diabetic Awareness Forum in Nasipit to promote prevention and healthy lifestyles.

Through these programs, MJSH continues to extend healing hands beyond its walls—bringing healthcare, education, and compassion to communities in need.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	223
	Readmission	0
	Pressure Injury	49
	Fall	4
	Surgical Site Infection	1
	Ventilator Associated Pneumonia (VAP)	6
	Central-Line Associated Bloodstream Infection (CLASBI)	9
	Catheter Associated Urinary Tract Infection (CAUTI)	5
	Needle Stick Injury (NSI)	16
	Near Miss	19
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	145
	Discharge Turn-Around Time (TAT) mins.	145
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	9
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
Pricing and Billing	No. of patients affected by data breaches	0
	Complaints regarding pricing and billing	56
Employee-related data		
Total Number of Employees	Male	99
	Female	257
Parental Leave	Total number of employees that were entitled to parental leave	308
	Total number of employees that took parental leave in 2024	11
	Total number of employees that returned to work in 2024 after parental leave ended	9

Solo Parental Leave	Total number of employees that were entitled to parental leave	1
	Total number of employees that took parental leave in 2024	1
	Total number of employees that returned to work in 2024 after parental leave ended	1
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
	Man hours worked	718,978
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



WEST METRO MEDICAL CENTER

...because we care

West Metro Medical Center (West Metro) stands as one of the most notable examples of healthcare transformation in the Zamboanga Peninsula, Philippines. In 2015, Metro Pacific Zamboanga Hospital Corporation acquired the long-term lease of land, buildings, and equipment from Western Mindanao Medical Center, Inc., initiating a comprehensive transformation that redefined healthcare delivery in Zamboanga City. Since then, West Metro has continued to evolve into a trusted, ISO-certified institution that delivers accessible, patient-centered care to Zamboanga City and its surrounding communities, including the provinces of Zamboanga del Sur, Zamboanga del Norte, and Zamboanga Sibugay, as well as the island provinces of Basilan, Sulu, and Tawi-Tawi.

More than modern facilities, West Metro's growth reflects a deeper commitment to its people and the communities it serves. Guided by a culture of excellence and compassion, the hospital integrates sustainable practices into healthcare delivery—optimizing resources, upgrading systems, and fostering strong partnerships that extend care beyond hospital walls.



81 Net Promoter Score

“Because We Care”: Compassionate Excellence as Sustainable Strategy

At West Metro Medical Center (West Metro), “Because We Care” is more than a guiding statement. It is the heart of how sustainable healthcare is built. The hospital’s commitment to delivering integrated quality healthcare reflects a deep understanding that true progress in healthcare goes beyond technology or infrastructure; it lies in compassionate, coordinated care that creates lasting value for patients, professionals, and the wider community.

This integrated approach ensures that every step of the patient journey—from consultation to recovery—is seamless, efficient, and grounded in trust. By prioritizing both medical excellence and the human connection, West Metro strengthens relationships that foster institutional growth and long-term community confidence.

Compassionate excellence is the strategy that sets West Metro apart. Advanced medical technology works hand in hand with the warmth of personal care, ensuring that innovation enhances rather than replaces the healing presence that patients value most. This balance drives sustainable advantages: improved patient outcomes, greater professional fulfillment, and enhanced operational efficiency.

Through this holistic model, West Metro demonstrates that sustainable healthcare means more than maintaining systems. It means creating a culture of healing, anchored in compassion, resilience, and the genuine care for people that defines West Metro’s identity.



Infrastructure Excellence: 110-Bed ISO-Certified Hospital

West Metro’s 110-bed capacity and secondary-level designation reflect strategic positioning that balances comprehensive service delivery with operational efficiency and community accessibility. This size enables personal attention and collaborative care while providing sufficient scale to support diverse medical services and advanced diagnostic capabilities essential for serving as regional healthcare destination.

The secondary-level positioning creates sustainable advantages through appropriate scope of services, operational efficiency, regulatory compliance, and community accessibility while focusing resources on services that can be delivered with excellence rather than attempting to provide all possible medical specialties.

West Metro’s achievement of ISO certification represents remarkable accomplishment that demonstrates systematic attention to quality management, continuous improvement, and standardized processes. This international recognition creates sustainable competitive advantages through enhanced credibility, operational excellence, and systematic quality improvement that builds both patient confidence and professional pride.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	283
	Readmission	4 (within 72 hours) 15 (within 30 days)
	Pressure Injury	7
	Fall	3
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	1
	Central-Line Associated Bloodstream Infection (CLASBI)	1
	Catheter Associated Urinary Tract Infection (CAUTI)	1
	Needle Stick Injury (NSI)	26
	Near Miss	768
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	203 mins
	Discharge Turn-Around Time (TAT) mins.	322 mins
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	10
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	2
	Number of complaints addressed	2
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	N/A
ESG-related Disclosures		
Total Number of Employees	Male	121
	Female	315
Parental Leave	Total number of employees that were entitled to parental leave	4
	Total number of employees that took parental leave in 2024	2
	Total number of employees that returned to work in 2024 after parental leave ended	2

Solo Parental Leave	Total number of employees that were entitled to parental leave	0
	Total number of employees that took parental leave in 2024	0
	Total number of employees that returned to work in 2024 after parental leave ended	0
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	0
	Rate of recordable work-related injuries	0
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





RAMIRO COMMUNITY HOSPITAL

The story of Ramiro Community Hospital (Ramiro) is a testament on how academic excellence and community service can converge to build enduring healthcare institutions. In 1975, Dr. Luther Z. Ramiro—a top medical board exam passer—and his wife, Dinah Q. Lumain, a devoted local teacher, established a modest 10-bed clinic in Tagbilaran City, Bohol. What began as a small community initiative has since become one of the Philippines' most inspiring examples of sustainable healthcare built on excellence and compassion.

The founding partnership of a brilliant physician and a dedicated educator symbolizes the integration of clinical expertise and community insight—an enduring formula that continues to shape Ramiro's identity. Dr. Ramiro's academic distinction laid the foundation of clinical excellence, while Dinah's educational background brought a philosophy of service and a deep understanding of community needs. Together, they created an institution that not only delivered quality care but also built trust and lasting relationships across Bohol.

The hospital's rapid expansion from 10 to 50 beds within just two years illustrates the transformative power of exceptional care and community trust in driving growth. This early success reflected both the pressing healthcare needs of the province and Dr. Ramiro's reputation for medical excellence combined with compassionate service—qualities that continue to define Ramiro's legacy and future.



86 Net Promoter Score

Preferred Healthcare Provider Status

Ramiro's recognition as Bohol's preferred healthcare provider affirms its enduring excellence and the trust it has built within the community. This distinction goes beyond reputation—it strengthens patient loyalty, deepens referral relationships, and secures broad community support. By setting Ramiro apart as the province's trusted leader in healthcare, it creates a strong foundation for continued growth, innovation, and service excellence.



“Doctors Treat, God Heals”: Faith-Based Healthcare Philosophy

Ramiro's commitment to delivering top-tier healthcare through its Ministry of Healing reflects a profound understanding that spiritual care complements rather than competes with clinical excellence. This faith-based approach establishes a sustainable competitive advantage by providing holistic care that addresses not only patients' medical needs but also their spiritual and emotional well-being. The Ministry of Healing philosophy fosters long-term benefits, including higher patient satisfaction, improved health outcomes, greater staff engagement and fulfillment, and stronger community trust. Moreover, it strengthens the institution's culture, attracting healthcare professionals who are equally dedicated to clinical excellence and compassionate service.

Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	141
	Readmission	16
	Pressure Injury	0
	Fall	4
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	35
	Central-Line Associated Bloodstream Infection (CLASBI)	9
	Catheter Associated Urinary Tract Infection (CAUTI)	42
	Needle Stick Injury (NSI)	20
	Near Miss	241
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	181
	Discharge Turn-Around Time (TAT) mins.	222
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	11
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	3
	Number of complaints addressed	49
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
Pricing and Billing	No. of patients affected by data breaches	0
	Complaints regarding pricing and billing	N/A
Employee-related data		
Total Number of Employees	Male	104
	Female	260
Parental Leave	Total number of employees that were entitled to parental leave	0
	Total number of employees that took parental leave in 2024	0
	Total number of employees that returned to work in 2024 after parental leave ended	0

Solo Parental Leave	Total number of employees that were entitled to parental leave	0
	Total number of employees that took parental leave in 2024	0
	Total number of employees that returned to work in 2024 after parental leave ended	0
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	2
	Number of hours worked	733
	Safe man hours	1,920
	Number of high-potential work-related incidents identified	0
	Number of close calls identified	0
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



DR. JESUS C. DELGADO MEMORIAL HOSPITAL

Championing Mother Care Since 1948

Delgado Hospital's introduction of one of the region's first neonatology units represents groundbreaking healthcare innovation that demonstrates how specialized focus can drive technological advancement and clinical excellence. This pioneering achievement established Delgado Hospital as a regional leader in advanced maternal and child healthcare while creating sustainable competitive advantages through specialized expertise and advanced capabilities.

The hospital's transformation from humble clinic to full-fledged Level 2 General Hospital demonstrates sustainable growth achieved through consistent excellence in specialized care that enabled systematic expansion into comprehensive healthcare services. This evolution illustrates how healthcare institutions can build on founding expertise to develop broader capabilities while maintaining their distinctive competencies and community focus.

The Level 2 General Hospital development creates sustainable advantages through comprehensive service delivery, operational efficiency, regulatory compliance, and regional positioning while preserving the specialized maternity care expertise that distinguishes Delgado Hospital from general healthcare providers.



95 Net Promoter Score

DR. JESUS C. DELGADO
MEMORIAL HOSPITAL

Home of Beginnings: The Dayao-De Villa Story

Some families carry a legacy not just in their names or traditions, but in the places that have quietly held space for their most important moments. For the Dayao-De Villa family, that place is Dr. Jesus Delgado Memorial Hospital, the home where life has begun for them, time and time again. It started with Paul and Marife Dayao, both born in Delgado in the late 1960s. Long before they would meet and build a life together, their stories had already crossed paths at birth, in the same hospital, cared for by the same hands that would later welcome their children into the world. In 1992, they returned to Delgado, not as newborns, but as first-time parents. That year, they welcomed their son, Niño Paul. Two years later, on December 31st, their daughter Anafe Regine was born, a beautiful New Year's gift, brought into the world in the same place that had once cared for them. In 1996, their son Benjamin Paulo was born, completing their family in those same familiar halls. For the Dayao family, Delgado was never just a hospital. It was a place they trusted not only for its care, but for how it made them feel. Seen. Cared for. Safe.

Years later, Anafe grew up carrying those same values: warmth, trust, and quiet strength. She met Niccolo Andrei De Villa, and as they built their own family, there was never a doubt about where they would welcome their children. In 2022, Anafe gave birth to their first child, Pauldrei Cole, at Delgado Hospital. Just like her parents had done before, she placed her trust in the same care she grew up knowing. In 2025, their second child, Pauliana Fei, was born. Another generation welcomed with the same compassion and love. Their family story is simple and deeply rooted. It's about a family whose lives continue to begin in the same place. From Marife and Paul, to Anafe and Niccolo, to the youngest Dayao-De Villa children. Delgado Hospital has been a quiet witness to their beginnings. It's a story of legacy and trust passed down through generations. A hospital that has not only delivered life but embraced it with kindness, consistency, and a heart that remembers every name, story, and family.



First photo: Marife and Paul Dayao with their grandchildren, Pauldrei and Pauliana De Villa, **both proudly born at Delgado Hospital.**

Second photo: Niccolo and Anafe Dayao-De Villa with their Obstetrician-Gynecologist, Dr. Ma. Aurora C. Abad-Ramos.

Third photo: The Dayao-De Villa family with their children, Pauldrei (born 2022) and Pauliana (born 2025), **both welcomed at Delgado Hospital.**

Dr. Jesus C. Delgado Memorial Hospital Wins Major Awards at MPH Patient Experience Summit 2024

Dr. Jesus C. Delgado Memorial Hospital (Delgado Hospital) was proudly recognized at the Metro Pacific Health (MPH) Patient Experience Summit, taking home multiple awards that reflect the hospital's deep commitment to patient-centered care and service excellence. The recognition affirms Delgado Hospital's growing impact in the MPH network, with honors focused on both exceptional patient experience and operational efficiency, particularly in improving turnaround times. These achievements mark a significant milestone in the hospital's ongoing journey to elevate healthcare standards while remaining deeply rooted in its values "Alagang Delgado" in Action.

At the heart of Delgado Hospital's success is "Alagang Delgado"-a guiding philosophy that places each patient's needs, story, and dignity at the center of care. It's more than just treatment; it's care delivered with empathy, attention, and respect. During the CEO Chat at the summit, Mr. Michael F. Aldover, Deputy Chief Executive Officer of Delgado Hospital, underscored this principle: "There's no one-size-fits-all in patient care. Every person deserves care tailored to their needs, their voice, and their dignity." This message powerfully captures Delgado Hospital's approach to care: individualized, compassionate, and continuously evolving. From leadership to frontline staff, every member of the team is aligned in delivering care that adapts to the patient-not the other way around.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	670
	Readmissio	205
	Pressure Injury	0
	Fall	1
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Sick Injury (NSI)	7
	Near Miss	8
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	
	ER to Exit	121 mins
	ER to Admission	95 mins
	Discharge Turn-Around Time (TAT) mins.	106
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	4,851
	Cases of Dispensing Error and Rate	0
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
	No. of patients affected by data breaches	0
Pricing and Billing	Complaints regarding pricing and billing	2
Employee-related data		
Total Number of Employees	Male	60
	Female	188
Parental Leave	Total number of employees that were entitled to parental leave	150
	Total number of employees that took parental leave in 2024	8
	Total number of employees that returned to work in 2024 after parental leave ended	11

Solo Parental Leave	Total number of employees that were entitled to parental leave	150
	Total number of employees that took parental leave in 2024	5
	Total number of employees that returned to work in 2024 after parental leave ended	5
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	1
	Number of recordable work-related injuries	7
	Rate of recordable work-related injuries	0.004
	Number of high-potential work-related incidents identified (optional)	7
Work-related Ill Health	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0





Howard Hubbard Memorial Hospital

Committed to Care, Dedicated to Cure

Howard Hubbard Memorial Hospital (Howard Hubbard) represents a unique chapter in Philippine healthcare history, demonstrating how corporate-sponsored healthcare facilities can evolve into essential community assets that serve broader public health needs while honoring their industrial heritage. Established in 1967 to serve Dole Philippines, Inc. employees and the surrounding Polomolok, South Cotabato community, Howard Hubbard has provided healthcare services for over five decades, creating a distinctive model of corporate social responsibility that extends far beyond traditional employee health programs.

The hospital's 95-bed facility has served thousands of residents throughout South Cotabato while maintaining its original commitment to serving Dole Philippines employees, demonstrating how corporate healthcare investments can create lasting community benefits that extend well beyond their initial employee-focused mission. This dual service model reflects innovative thinking about how private sector healthcare investments can generate both corporate value and broader social impact.



94 Net Promoter Score

Howard Hubbard Memorial Hospital

Historic Integration as Twentieth MPH Hospital

Howard Hubbard's integration as the twentieth hospital in the MPH network represents a significant milestone that demonstrates the network's commitment to expanding healthcare access throughout the Philippines while building comprehensive regional healthcare capabilities. This integration positions Howard Hubbard within a sophisticated healthcare system that can provide resources, expertise, and collaborative opportunities that enhance both clinical capabilities and operational sustainability.

The twentieth hospital designation illustrates MPH's systematic approach to healthcare network development that balances geographic coverage, service specialization, and operational efficiency while ensuring that each institution maintains its distinctive character and community focus.



Regional Economic Development Contribution

Howard Hubbard's operations contribute significantly to regional economic development through healthcare employment, local procurement, professional development, and healthcare services that support broader community health and economic vitality.

The economic contribution creates sustainable community benefits that support both institutional success and regional development while building stakeholder relationships and community support that enable continued institutional growth and service enhancement.

The hospital's role in building regional healthcare capacity contributes to broader Mindanao healthcare system development while creating sustainable institutional advantages through professional development, knowledge sharing, and collaborative advancement.



Industry-specific ESG Indicators

GRI 3-3, 2-7, 403-9, 403-10, 418-1, HC-DY-230a.3, HC-DY-250a.3, HC-DY-250a.4, HC-DY-250a.5, HC-DY-260a.2

Operational and Clinical Indicators		2024
Hospital Acquired Infections	Caesarian Section	51
	Readmission	0
	Pressure Injury	0
	Fall	0
	Surgical Site Infection	0
	Ventilator Associated Pneumonia (VAP)	0
	Central-Line Associated Bloodstream Infection (CLASBI)	0
	Catheter Associated Urinary Tract Infection (CAUTI)	0
	Needle Stick Injury (NSI)	7
	Near Miss	128
	Emergency Room (ER) Turn-Around Time (TAT) (mins)	74
	Discharge Turn-Around Time (TAT) mins.	203
Medication Management	Number of of controlled substances handled and being prescribed by hospitals	13
	Cases of Dispensing Error and Rate	4
Patient's Privacy	Number of substantiated complaints on customer or patients privacy	0
	Number of complaints addressed	0
	Number of customers, patients, users, and account holders whose information is used for secondary purposes	0
	No. of data breaches, including leaks, thefts and losses of patients medical records or data	0
	Percentage of data breaches in which personally identified information (PII) was subject to data breach	0
	No. of unique account holders who were affected by data breaches, which includes all those whose personal data was compromised in a data breach	0
Pricing and Billing	No. of patients affected by data breaches	0
	Complaints regarding pricing and billing	1
Employee-related data		
Total Number of Employees	Male	54
	Female	158
Parental Leave	Total number of employees that were entitled to parental leave	54
	Total number of employees that took parental leave in 2024	0
	Total number of employees that returned to work in 2024 after parental leave ended	0

Solo Parental Leave	Total number of employees that were entitled to parental leave	1
	Total number of employees that took parental leave in 2024	1
	Total number of employees that returned to work in 2024 after parental leave ended	1
Occupational Health & Safety		
Work-related Injuries	Number of fatalities as a result of work-related injury	0
	Rate of fatalities as a result of work-related injury	0
	Number of high-consequence work-related injuries (excluding fatalities)	0
	Rate of high-consequence work-related injuries (excluding fatalities)	0
	Number of recordable work-related injuries	12
	Number of high-potential work-related incidents identified (optional)	0
Work-related Ill Health	Number of close calls identified (optional)	0
	Number of fatalities as a result of work-related ill-health	0
	Number of recordable cases of work-related ill-health	0



GRI Content Index

Statement of use	MPH Inc. has reported the information cited in this GRI content index for the period January 1, 2024 to December 31, 2024 with reference to the GRI Standards		
GRI 1 used	GRI 1: Foundation 2021		
General Disclosures			
GRI STANDARD	DISCLOSURE	LOCATION	OMISSION
GRI 2: Material Topics 2021	The Organization and its Reporting Practices		
	2-1 Organizational details	4, 20, 24	
	2-2 Entities included in the organization's sustainability reporting	4	
	2-3 Reporting period, frequency and contact point	4-5	
	2-4 Restatements of information		No restatement
	2-5 External assurance		The report has not gone external assurance
	Activities and workers		
	2-6 Activities, value chain and other business relationships	7	
	2-7 Employees	16, 42, 72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174	
	2-8 Workers who are not employees		Information unavailable
	Governance		
	2-9 Governance structure and composition	47	
	2-10 Nomination and selection of the highest governance body	8	
	2-11 Chair of the highest governance body	8	
	2-12 Role of the highest governance body in overseeing the management of impacts	8	
	2-13 Delegation of responsibility for managing impacts	8	
	2-14 Role of the highest governance body in sustainability reporting	8	
	2-21 Annual total compensation ratio		Confidential
	Strategy, policies and practices		
	2-22 Statement on sustainable development strategy	8	
	2-23 Policy commitments	8, 24	
	2-24 Embedding policy commitments	8, 24, 28	
	2-25 Processes to remediate negative impacts	20, 24	
	2-26 Mechanisms for seeking advice and raising concerns	46	
	2-27 Compliance with laws and regulations	48	
	2-28 Membership associations		
	Stakeholder Engagement		
	2-29 Approach to Stakeholder Engagement	31	
	2-30 Collective Bargaining Agreements		
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	7, 30	
	3-2 List of material topics	7, 30	

Topic Specific Disclosures			
GRI STANDARD	DISCLOSURE	LOCATION	OMISSION
Economic Performance			
GRI 3: Material Topics 2021	3-3 Management of material topics	47	
GRI 201: Economic Impacts 2016	201-1 Direct economic value generated and distributed	47	
	201-4 Financial assistance received from the government		Not available
GRI 3: Material Topics 2021	3-3 Management of material topics	47, 48	
GRI 207: Tax 2019	207-1 Approach to tax	47, 48	
	207-2 Tax governance, control, and risk management	47, 48	
	207-4 Country-by-country reporting		Not available
Human Rights/Supply Chain Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	49	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	49	
	308-2 Negative environmental impacts in the supply chain and actions taken		Not available
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	49	
	414-2 Negative social impacts in the supply chain and actions taken		Not available
Protection of Patients' Data and Medical Records			
Data Protection and Cyber Security			
GRI 3: Material Topics 2021	3-3 Management of material topics	32	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer data and losses of customer data	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174	
Hiring, Fostering, and Retaining Employees			
GRI 3: Material Topics 2021	3-3 Management of material topics	42	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	42	
	405-2 Ratio of basic salary and remuneration of women to men		Confidential
	401-1 New employee hires and employee turnover	42	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	42	
	401-3 Parental Leave	43	
GRI 3: Material Topics 2021	GRI 3: Material Topics 202	42	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	42	
	404-2 Programs for upgrading employee ekills and transition assistance programs	16	
	404-3 Percentage of employees receiving regular performance and career development reviews	16	

Employee Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	37	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174	
	403-9 Work-related injuries	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174	
	403-10 Work-related ill health	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174	
Community Engagement			
GRI 3: Material Topics 2021	3-3 Management of material topics	62	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	62	
	203-2 Significant indirect economic impacts	16	
GRI 3: Material Topics 2021	3-3 Management of material topics	62	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	62	
Climate Change			
GRI 3: Material Topics 2021	3-3 Management of material topics	53	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	54	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG Emissions	54	
	305-2 Energy Indirect (Scope 2) GHG Emissions	54	
Resource Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	56	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	56	
	303-2 Management of water discharged-related impacts	54	
	303-3 Water withdrawal	54	
	303-5 Water consumption	54	
Waste Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	52	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	52	
	306-2 Management of significant waste-related impacts	52	
	306-3 Waste generated	52, 54	
Compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics	76	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	76	
	205-2 Communication and training about anti-corruption policies and procedures	76	
	205-3 Confirmed incidents of corruption and actions taken	76	
GRI 3: Material Topics 2021	3-3 Management of material topics	76	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	76	

SASB Content Index

Topic	Accounting Metric	Code	Location
ENVIRONMENT			
Energy Management	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	HC-DY-130a.1	53-54
Waste Management	Total amount of medical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	HC-DY-150a.1	52-54
	Total amount of: (1) hazardous and (2) nonhazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated, and (c) landfilled	HC-DY-150a.2	54
Climate Change Impacts on Human Health & Infrastructure	Description of policies and practices to address: (1) the physical risks due to an increased frequency and intensity of extreme weather events and (2) changes in the morbidity and mortality rates of illnesses and diseases, associated with climate change	HC-DY-450a.1	Policy on Continuing operations during adverse weather conditions (PL-HRD-062) (AHI)
	Percentage of health care facilities that comply with the Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness Rule	HC-DY-450a.2	100% Davao Doctors
SOCIAL			
Patient Privacy & Electronic Health Records	Percentage of patient records that are Electronic Health Records (EHR) that meet "meaningful use" requirements	HC-DY-230a.1	Information unavailable
	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	HC-DY-230a.2	32
	(1) Number of data breaches, (2) percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category. (a) PII only and (b) PHI	HC-DY-230a.3	32,33, 72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174
	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	HC-DY-230a.4	Not applicable
Access for Low Income Patients	Discussion of strategy to manage the mix of patient insurance	HC-DY-240a.1	41, 62
	Amount of Medicare Disproportionate Share Hospital (DCH) adjustment payments received	HC-DY-240a.2	Not applicable. We do not have Disproportionate Share Hospital (DSH) in the Phils. - MakatiMed
Quality of Care & Patient Satisfaction	Average Hospital Value-Based Purchasing Total Performance Score and domain score, across all facilities	HC-DY-250a.1	Information unavailable
	Number of Serious Reportable Events (CRE) as defined by the National Quality Forum (NQF)	HC-DY-250a.2	33
	Hospital-Acquired Condition (HAC) Score per hospital	HC-DY-250a.3	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174
	Excess readmission ratio per hospital	HC-DY-250a.4	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174
	Magnitude of readmissions payment adjustment as part of the Hospital Readmissions Reduction Program (HRRP)	HC-DY-250a.5	72, 78, 84, 90, 96, 102, 108, 114, 120, 126, 132, 138, 144, 150, 156, 162, 168, 174



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE