

Robinsons Land Corp. (RLC) Sustainability Report

Contextual Information

Company Details	
Name of Organization	Robinsons Land Corporation
Location of Headquarters	Level 2, Galleria Corporate Center, EDSA corner Ortigas Avenue, Quezon City, Metro Manila
Location of Operations	We have 216 properties – 52 Commercial Centers, 116 Residential buildings and subdivisions, 23 Office buildings, 20 Hotels and Resorts, 2 Industrial facilities and 3 Integrated developments – distributed in 47 cities and 10 municipalities in 29 provinces around the Philippines. Attached in Annex A is the list of properties and respective locations.
Report Boundary: Legal entities (e.g. subsidiaries) included in this report	Robinsons Land Corporation, covering the following divisions: Robinsons Malls Robinsons Hotels and Resorts Robinsons Offices Robinsons Residential Robinsons Industrial and Integrated Developments
Business Model, including Primary Activities, Brands, Products, and Services	Robinsons Land Corporation (RLC) is a leading real estate developer in the Philippines with a well-diversified portfolio. We are mainly engaged in the development and operation of shopping malls, office buildings, hotels, and logistics facilities. We are also strongly involved in residential developments both in vertical and horizontal projects located in key cities and urban areas nationwide. Key brands for malls include Robinsons Galleria, Robinsons Place, Robinsons Metro. For Residential: Robinsons Residences, Robinsons Luxuria, Robinsons Communities, Robinsons Homes. For Hotels and Resorts: Go Hotels and Summit Hotels. For Industrial and Integrated Developments: Robinsons Land Logistics and Facilities (RLX). Individual brands of each property are provided in Annex 1.
Reporting Period	January 1, 2019 – December 31, 2019
Highest Ranking Person responsible for this report	Mr. Rommel L. Rodrigo, Head of Investor Relations

Materiality Process

We conducted a series of workshops and discussions with key persons in our company and a cross-section of our stakeholders to help us identify what truly matters to us and to our stakeholders. This process helped widen our business perspective and enabled us to set approaches to improve our performance in both financial and non-financial aspects.

The following specific steps were undertaken:

1. Understanding the Sustainability Context. Understanding societal needs was the first step we took to determine the contributions of our core business to sustainable development. This also allowed us to identify which impacts are most material from the societal point of view.

2. Engaging our Stakeholders. Our stakeholders' inputs helped us validate and enhance our list of material topics. The process also helped us put emphasis on topics that are most important to them. We captured our stakeholders' perspectives through regular meetings, surveys, interviews and focus group discussions.

3. Identifying Material Topics. We looked at the entire value chain of our different property types, both in construction and operations, identifying key sustainability topics that matter to us and to our stakeholders. We determined the economic, environmental, and social topics that we should monitor and continually improve on moving forward. We considered the key impacts of each of our activities, relevant risks and opportunities including the key capitals we rely on to sustain and grow our business. We identify focus by looking into aspects that we are best positioned to effect positive change.

4. Measuring Performance and Defining Management Approaches. Last year, we obtained baseline data (2018) as basis for measuring our performance on each of the material topics identified. Following the GRI reporting standards and consolidation guidance, we ensured that the metrics used were right, and the data collected were accurate and comparable. This year, we did an analysis of gaps in data in each performance areas. We began setting up a procedure to systematically collect more data to better measure our sustainability performance. We have also defined management approaches that will help us improve our performance on these areas.

We also referred to the UN Sustainable Development Goals to see how our impacts to environment, economy, and society is linked to delivering on specific SDG targets.

Materiality is an iterative process for us. We will continue to review how we impact the environment and society, how we measure our performance on these impact areas, and how we can better communicate these to our stakeholders.

Important Note: The discussion of impacts, risks, and opportunities are made per topic, instead per metric, since the risks and opportunities apply to the topic rather than the individual metrics under one topic. For example, for topic on Anti-corruption, only one discussion on Impacts, Risks, and Opportunities is made that covers both metrics: a) Training on Anti-corruption Policies and b) Procedures and Incidents of Corruption. This makes the disclosure on management approach more focused and not repetitive.

ECONOMIC

Economic Performance

Direct Economic Value Generated and Distributed

Disclosure	Amount (2018)	Amount (2019)	Units
Direct economic value generated (revenue)	29.56	30.58	B PhP
Direct economic value distributed:			
a. Employee wages and benefits	0.94	1.095	B PhP
b. Payments to suppliers, other operating costs	15.99	16.33	B PhP
c. Dividends given to stockholders and interest payments to loan providers	3.64	4.92	B PhP
d. Taxes given to government	3.05	3.18	B PhP
e. Investments to community (e.g. donations, CSR)	0	0	B PhP

Procurement Practices

Proportion of spending on local suppliers

Disclosure	Quantity	Units
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	Not available yet ¹	%

¹We do not currently tag our payments to suppliers according to our definition of what is local. We will develop the system in 2020 to be able to report in 2021.

Economic Performance and Procurement Practices

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Impacts. About 82% of our revenue flows back to society, through our key stakeholder, our suppliers, employees, and government. Our impact to the economy is in terms of how we increase or decrease and distribute economic activity in the areas where we operate and in the locations of our suppliers. How we flow value to our different stakeholders determines whether we are equitable and inclusive and if we contribute to economic growth or diminish economic value. How we distribute economic opportunities to both urban and rural areas in the country also shapes our economic performance.

In 2019, nine percent of our revenue went to government in the form of taxes. Our employees got three percent, while investors and lenders got 13%. Our biggest value distribution went to suppliers (59%) and their suppliers who are supporting a significant number of jobs. The value we retained and reinvested for business growth was at 16%.

Our key properties i.e. malls, office buildings, and hotels and resorts also host more than 9,700 businesses who also create and support around 140,390 decent jobs.

Risks. Since 59% of our revenue flows to our suppliers, the biggest risk of inequitable flow of economic value lies in our supply chain. Any unfair practice from our suppliers in the way they deal with their suppliers or employees could pose a risk to our ability to flow value to society in an equitable way. In addition, our inability to serve local businesses in our malls and offices may also severely affect their ability to compete and succeed in the market.

Management Approach for Impacts and Risks

Ensuring Equitable Flow of value. We ensure that we maintain highest standards of corporate governance, i.e. anti-corruption in all our transactions to safeguard that economic value flows to the right stakeholders. We make sure that we pay a fair price to all our stakeholders to ensure equitable distribution of economic value. Year-on-year, we monitor the total economic value distribution as percentage of our revenue. In the last five years, an average of 82% of our revenues has flowed back to the economy. The value that we retained is reinvested to drive future growth.

Fostering equitable distribution of economic opportunities. In our malls, we exert an effort to hire locally to provide locals access to economic opportunities wherever we locate. We prioritize sourcing goods and services locally if suppliers who meet our minimum standards are available in the locality. We only source in Metro Manila when qualified suppliers do not exist in local areas. We also take an effort to source from MSMEs whenever possible. Currently, we are still challenged to find the right suppliers that will meet our supplier accreditation criteria, particularly in our Visayas and Mindanao locations. We are currently implementing initiatives to build our supplier base in areas outside the greater Metro Manila.

Ensuring equitable access to our products. Our malls and offices enable businesses to grow and flourish by providing the right locations that affords them and their clients a space to transact their businesses. We ensure that we cater to the needs of local merchants and organizations and grow local businesses as well as foreign brands.

Ensuring fair compensation to our employees. We benchmark our compensation packages against industry standards in the Philippines to ensure our compensation package remains competitive in the market, while ensuring our employees are paid at least a minimum wage and afford them social safety nets in cases of emergencies.

Opportunities & Management Approach

We see opportunities to improve our performance particularly on how we assess the economic performance of our suppliers on their policy and practice on anti-corruption and compensation and benefits. As a management approach, we will undergo a review of our accreditation and supplier assessment processes to incorporate criteria that measure the economic performance of our suppliers. We are also working on a strategy to ensure that all employees are paid, at least, a living wage.

Climate-related risks and opportunities

Being a real estate company, we recognize that climate related risks and opportunities are material to our organization. However, this year we are still in the process of scoping and understanding the risks and opportunities related to climate impacts. At the same time, we are working on embedding this framework into our risk management processes to sufficiently and systematically produce a good basis for management to design effective approaches to manage them. When we get a strong understanding of the topic, we will elevate the same to the board and create a function in one of our board committees to look after this concern. We target to accomplish all this in the next 3-5 years, which is an ideal timeline recommended by TCFD experts we consulted.

Anti-corruption

Training on Anti-corruption Policies and Procedures

Disclosure	Quantity (2019)	Units
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	%
Percentage of directors and management that have received anti-corruption training ¹	0	%
Percentage of employees that have received anti-corruption training	0	%

¹Upon boarding, the board of directors receives orientation on RLC's Code of Conduct which includes anti-graft corruption policy. The Company is committed to promoting transparency and fairness to all stakeholders. The Board sets the tone and make a stand against corrupt practices by adopting an anti-corruption policy and program. Some of the Company's Anti-Corruption programs are embodied in the Code of Business Conduct and Ethics, Conflict of Interest, Offenses Subject to Disciplinary Action (OSDA), among others.

Note: The Company initiated and organized an in-house Corporate Governance Seminar for its Directors and Key Officers on January 29, 2019. This was applied to SEC as Corporate Governance Training Program for the Company. The Commission approved and granted the said request on January 24, 2019.

Incidents of Corruption

Disclosure	Quantity (2019)	Units
Number of incidents in which directors were removed or disciplined for corruption	0	#
Number of incidents in which employees were dismissed or disciplined for corruption	0	#
Number of incidents when contracts with business partners were terminated due to incidents of corruption	0	#

Anti-Corruption

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Corruption undermines our ability to equitably flow value to our key stakeholders, i.e. suppliers, employees, government, and providers of capital. Risks can exist in key areas such as in procurement, and those functions that directly interfaces with government.

Management Approach for Impacts and Risks

The Company is committed to promoting transparency and fairness to all stakeholders. The Board sets the tone and makes a stand against corrupt practices by adopting an anti-corruption policy and program. Some of the Company's Anti-Corruption programs are embodied in the Code of Business Conduct and Ethics, Conflict of Interest, Offenses Subject to Disciplinary Action (OSDA), among others. The same are disseminated to all employees across the Company through trainings to embed them in the Company's culture. New employees are oriented regarding policies and procedures related to Business Conduct and Ethics and similar policies. All employees are given periodic reminders. Further, all concerned employees are required to comply with the Annual Self-Disclosure Activity on an annual basis.

The following Business Conduct & Ethics Policies are in place:

- **Conflict of Interest** - The Company's Code of Business Conduct and Conflict of Interest Policy require employees to make a conscious effort to avoid conflict of interest situations that his judgment and discretion are not influenced by considerations of personal gain or benefit. A conflict of interest may also occur because of the actions, employment, or investments of an immediate family member of an employee.
- **Conduct of Business and Fair Dealings** – The Company's employees that recommend, endorse, or approve the procurement or sale of goods and services should make a conscious effort to avoid any conflict of interest situation in transactions that they are involved in.
- **Receipt of Gifts from Third Parties** – The Company discourages the acceptance of gifts. However, gifts like advertising novelties maybe given or accepted during the Christmas season. There is no restriction in the value of the gift accepted. However, accepted gift with an estimated value of over 2,000.00 PhP must be disclosed to the Conflicts of interest Committee.
- **Compliance with Laws and Regulations** - The Company ensures that all transactions comply with relevant laws and regulations. Any deficiencies are immediately rectified.
- **Respect for Trade Secrets/Use of Non-public Information** - The Company has policies that ensure proper and authorized disclosure of confidential information. Disclosures to the public can only be done after the disclosure to SEC and PSE by the Company's authorized officers.
- **Use of Company Funds, Assets and Information** - Employees are required to safeguard the Company resources and assets with honesty and integrity. Employees must ensure that these assets are efficiently, effectively, and responsibly utilized.
- **Employment and Labor Laws and Policies** - The Company ensures the observance, strict implementation and compliance with employment and labor laws and policies with regards to recruitment, employment, retention and benefits of the employees. Minimum notice period regarding operational changes ranges from three to six months, dependent on the proponent of change.
- **Whistleblowing** – The stakeholders may discuss or disclose in writing any concern on potential violation of the Code of Business Conduct with the Conflicts of Interest Committee. Reports or disclosures can be made in writing or by email. All information received in connection with the reports or disclosures shall be strictly confidential and shall not be disclosed to any person without prior consent of CICOM. The Company commits to protect those who report in good faith from retaliation, harassment and even informal pressures. It will take the necessary and appropriate action to do so in enforcing the policy.

Violation of any provision of the Code of Business Conduct as determined through a due process may result in disciplinary action, including dismissal and reimbursement for any loss to the Company that result from the employee's action. If appropriate, a violation may result in legal action against the employee or referral to the appropriate government authorities.

The following shows the process of termination upon findings of Anti-Corruption:

1. In case an Offense is committed or supposed to have been committed by an employee or business partner, his immediate superior or transacting department must properly investigate the matter.

2. Establish and check facts that will serve as basis for decision, examining evidence physical or otherwise. Twin notices are to be sent. The concerned employee or business partner is asked to air side, while there will also be an employee conference.
3. Analysis and evaluation of the findings
4. Preserving the integrity and reliability of evidence
5. Recommendation of Penalty. If the recommended penalty is dismissal, the department head shall endorse the matter to HRD for further evaluation and will in turn endorse the matter to Corporate Legal for the conduct of Administration Investigation/hearing to determine whether or not the matter merit the imposition of dismissal
6. Imposing the penalty/dismissal will be documented using the appropriate forms
7. The concerned party will be informed verbally by explaining the findings and the penalty. All concerned parties/department must be notified of the disciplinary penalty.
8. Upon recommendation of Corporate Legal of dismissal, the Notice of Dismissal is subject to approval by the President or Company Officer authorized to do so. Upon approval of the Notice of Dismissal, the department head will serve the notice to the employee. If the employee refuses to acknowledge receipt copy of notice as such fact(s) will be annotated on all copies of the notice. The said Notice of Dismissal has to be sent via a registered mail or other accredited courier to the last known address of the employee. Proof of delivery must be kept as evidence to show that the notice was served. All concerned Departments must be noticed of the dismissal.

Opportunities and Management Approach

We are taking steps to evaluate the effectiveness of implementation of our anti-corruption policy. We are looking at opportunities to engage our employees more on this topic through conducting more regular formal trainings on anti-corruption and how to best ensure that incidences are better tracked and avoided in the company.

ENVIRONMENT

Resource Management

Energy consumption within the organization:

Disclosure	Quantity (2019)	Units
Energy consumption (renewable sources) ¹	47,319	GJ
Energy consumption (gasoline)	0	GJ
Energy consumption (LPG)	0	GJ
Energy consumption (diesel) ²	350,161	GJ
Energy consumption (electricity) ³	572,057,401	kWh

¹These are generated from the rooftop solar facility of our malls.

²The boundary includes office buildings (stand-by generators) and residential construction activities. Consumption data from malls and resorts and hotels are still being consolidated and will be disclosed in 2020 report.

³This covers all our properties

Reduction of energy consumption

We have conducted several energy-efficiency projects for our malls and office building including changing of light bulbs to LED and retrofit/replacement of electronic equipment and other measures to meet the green building standards. However, we have yet to set-up the data management system to effectively track the savings and energy reduction from these initiatives. We aim to set-up the monitoring and data consolidation system by 2021.

Energy and Reduction of Energy Consumption

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Our consumption of energy, primarily electricity, does not have material impacts in our facilities. Impacts to environment and people occur at the generation of electricity. Energy generation in the Philippines is still primarily reliant on thermal technologies. These technologies impact the environment and people through GHG emissions, air pollution, water consumption, among others. Communities surrounding thermal power plants would have higher exposure to air pollutants (i.e. NOx, SOx, and Particulate matter). GHG emissions from these plants contribute to Climate Change that impacts vulnerable countries like the Philippines.

Management Approach for Impacts and Risks

To reduce our indirect impacts to the environment and people from our consumption of electricity, we have invested in rooftop solar power generation since 2015. In 2019, we have invested PHP200 million, to install a total of 18,164 panels, adding 5.8 MW power generation capacity that is used in our malls. To date, we have invested a total of PHP1.7 billion to build and operate a combined 22 MW capacity, which generated about 47,319 GJ of renewable power in 2019. Using the Philippine grid emission factor, we avoided a total of 8,985.35 tonnes of CO₂, in 2019 from our renewable power generation.

Our properties are also designed to consume less electricity. The retail complex in our Robinsons Magnolia Mall is has a skylight, a glass curtains that allow for natural lighting, and LED light fixtures, all translating to considerable energy savings. For our office buildings, we have built LEED-certified buildings which is designed and constructed with energy efficient features such as double-glazed glass façade which reduces need for cooling, as well as LED lights that reduce power consumption.

Opportunities and Management Approach

As prices of solar panels go down, we see more opportunities in scaling our rooftop solar generation. We also see opportunities of purchasing renewable power directly from renewable energy generators through retail electricity supply agreements, to bring down our emissions relevant to our consumption of electricity (scope 2).

Water consumption within the organization

Disclosure	Quantity	Units
Water withdrawal	5,135,256	Cubic meters
Water consumption ¹	We have yet to collect this data	Cubic meters
Water recycled and reused	We have yet to collect this data	Cubic meters

¹To calculate our water consumption, we need to gather our total water discharge volume in all of our properties. While water withdrawal data is already being consolidated centrally because of its cost implications, water discharge volume is only being tracked at the property level. We will put together the data management system to consolidate discharge data from our 210 properties across the country, and be able to report by 2021.

Water Consumption

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Water is a vital element of our malls' operations. We work to ensure availability of water to provide our customers clean and well-maintained premises. Because of our constant need for water, we also recognize our responsibility to use this resource as efficiently as possible. We understand that for every liter of water that we consume, we could potentially deprive communities or agriculture the water that they need, given the limited freshwater availability in many cities in the Philippines where we locate. To the extent that we can, we tap with the local water utility to take advantage of surface water sources. In some areas however, it is currently inevitable that we source from ground water. The water that we use in our operations are treated well before they are discharged.

Management Approach for Impacts and Risks

We put in place measures to reduce water consumption in our facilities, such as water saving fixtures in restrooms. We also educate our customers and employees on the importance of water conservation. 30 of our 52 Robinsons malls are designed with either/and (i) rainwater collection system, and (ii) wastewater treatment and recycling facility to reuse water for non-potable uses. One of them is the Robinsons Magnolia Mall that became Quezon City's first green mall, certified in 2013 by the local government as a green building. Even as we continue to expand our malls, our water consumption has gone down, showing that our efforts on water management are effective. Today, our malls use recycled wastewater for toilets and for garden use. Our wastewater recovery program has reduced our wastewater discharge to public sewers.

In our construction activities particularly in residential properties, we conserve water by water rationing for masonry and testing activities onsite.

For our Summit Hotels and Go Hotels, water is an essential part of our operations and maintenance. Long and frequent hotel showers and use of pool amenities are a few of the many ways our guests enjoy in their stay in our hotels. Not to mention, guests are also keen on clean bedsheets and covers, and well-

maintained amenities and facilities such as the garden and pool area. Hence, our options for water efficiency are limited to periodic checking of leaks and investment in water-efficient fixtures and water-conserving reminders to our guests.

Opportunities and Management Approach

We see an opportunity to conserve more water by increasing our wastewater recycling capacity and rainwater harvesting in our different properties. Water catchments and water impounding areas are also good measures we are exploring to help recharge the aquifer and reduce impact of ground water extraction.

Materials used by the organization

Disclosure	Quantity (2019)	Units
Materials used by weight or volume		
• renewable	0	
• non-renewable ¹		
• Cement	192,545,412	Kg
• Glass	727,777	Kg
• Rebars	27,631,105	Kg
Percentage of recycled input materials used to manufacture the organization’s primary products and services	0	%

¹This covers office buildings, residential properties, and hotels and resort. We have yet to set-up the data collection system for the malls/commercial centers.

Materials

Management Approach for Impacts and Risks

Our business entails the use of a considerable amount of materials to construct buildings, malls, houses, and paved roads in our subdivisions, mixed-use developments, and townships. We recognize that materials such as cement, rebars, and glass are non-renewable, and it requires high amounts of energy and emissions to produce them. We also recognize that the mining of minerals needed for glass, steel, and cement production could impact biodiversity. Our limestone deposits in the Philippines is also finite, hence conserving the use of minerals will help extend the life of these finite resources for future generations. Materials use impacts all stakeholders in general. Scarcity of materials also impacts pricing which indirectly affects our own competitiveness.

Management Approach for Impacts and Risks

To ensure it remains within a manageable level, we regularly monitor our materials consumption and intensity. We work with our contractors who build our properties to continually improve on designs and construction practices to ensure our buildings are designed and constructed with most optimized use of materials, without compromising quality and durability.

Opportunities and Management Approach

A large part of the cost of constructing a property is the materials. Reducing material use has equivalent financial benefits. In 2019, we began analyzing materials efficiency of our buildings. We will use this information to look into better designs and construction systems to increase our efficiency in the use of materials, use more renewable materials and opt to use materials with recycled content.

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

This is considered not material for our company since we do not have operations within or adjacent to biodiversity-rich areas.

Environmental impact management

Air Emissions

GHG

Disclosure	Quantity	Units
Direct (Scope 1) GHG Emissions ¹	1,286	Tonnes CO ₂ e
Energy indirect (Scope 2) GHG Emissions ²	407,761	Tonnes CO ₂ e
Indirect Emissions (Scope 3) ³	22,993	Tonnes CO ₂ e
Emissions of ozone-depleting substances (ODS) R-22 (has ODP of 0.05) ⁴	481.8	Kg

¹Scope 1 includes diesel consumption in operations of office buildings, as well as emissions from leakage of refrigerants. This excludes direct emissions from other properties such as malls, and Hotels and Resorts.

²Boundary covers Hotels and Resorts, Office Buildings, Commercial Centers, and Residential Properties. This excludes industrial facilities – warehouses.

³Boundary covers construction of residential properties which is subcontracted to a third-party entity.

⁴Boundary covers office buildings only. The amount represents the total. We have yet to set-up the system to collect data from all the rest of the properties.

Greenhouse Gas (GHG) Emissions

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Most of our emissions come from electricity consumption. The impacts of this activity occur at the power generation facilities. See discussion on impacts for energy, above. For scope 3, while these emissions are owned by our suppliers, they occur in our owned and controlled facilities. Since GHG emissions has global warming and climate change impacts, all stakeholders are generally affected, primarily those that are most vulnerable to climate impacts.

Management Approach for Impacts and Risks

Since our biggest emissions is generated at the power generation, our options for emission reduction is limited to choosing where to buy power while ensuring our efficiency is continually improved. The section on Energy above describes our investments in solar rooftop that has measured impacts in reducing our scope 2 emissions.

Most of the emissions that occur in our facilities are contributed by our suppliers. In 2019, we have started collecting consumption data from our suppliers. We will use the same data to map the strategies that we will implement in partnership with our suppliers to reduce our overall emissions at the construction.

Opportunities and Management Approach

We see opportunities for reducing carbon emissions through purchase of renewable energy for our malls and office buildings from Retail Electricity Suppliers that can provide RE at a competitive price. This has a potential to significantly reduce our Scope 2 emissions. Moving forward, we will explore this option and find financially viable models for this mitigation strategy.

Air pollutants

The topic on air pollutants is relevant in our properties that have stand-by generators. Since they're stand-by power only, its use is limited only in times of power interruption, which has become very rare in recent years. Even so, we ensure that we comply with clean air standards of the Department of Environment and Natural Resources (DENR). Our gensets are being tested twice a year by third-party consultants to ensure that it remains within DENR standards. In 2019 however, we have not consolidated the results across our different properties in the country, hence we will not be able to report on this disclosure. We will set-up the right data management system for this in 2020 and will be able to report in 2021.

Solid and Hazardous Wastes

Solid Waste¹

Disclosure	Quantity	Units
Total solid waste generated	14,700	kg
Reusable	500	kg
Recyclable	700	kg
Composted	3000	kg
Incinerated	none	kg
Residuals/Landfilled	10,500	kg

¹Covers only the waste generated at Residential Properties during construction and upon operations. We have yet to collect data from other properties and will be reported in 2022

Hazardous Waste¹

Disclosure	Quantity	Units
Total weight of hazardous waste generated		
Electronic Wastes	233.95	Kg
Used Oil	5677	L
Busted light bulbs	3022.06	Pcs
Total weight of hazardous waste transported		kg

¹Covers only the hazardous waste generated at our Office Buildings. We have yet to collect data from other properties and will disclose in 2022.

Solid and Hazardous Wastes

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Wastes generated from our facilities are collected by our accredited waste haulers and disposed properly in the landfills closest to our locations. We recognize that there are gaps in this system such that we are not able to fully monitor how much of the wastes that are being collected from our facilities are recycled and how much end up in landfills. We also recognize that some landfills may not be effective in storing wastes, hence it could potentially contribute to marine litter. This could affect us and our stakeholders, including government, communities, waste pickers, and the environment. Biodegradable wastes in landfills are also a major source of GHG emissions.

Management Approach for Impacts and Risks

Currently, we make sure that we assess the capability of our waste haulers to manage our wastes, including making sure that they dispose of our wastes in a legally operated landfill that meets the standards of DENR. In our properties, we allocate a space for our materials recovery facility. We designate key people to effectively manage and operate the MRFs according to DENR standards.

We provide training to our housekeeping staff who handles the wastes to ensure wastes are properly managed, and hauling is done regularly.

For hazardous wastes, we engage with DENR accredited transporter and treater. We allocate a separate space to store these wastes in our facilities before they are collected.

Opportunities and Management Approach

With increasing awareness on the issue on marine litter we see an opportunity to be part of the solution and position our properties to have the best waste management system in the country. We are currently improving our waste management system by working with our merchants to replace non-recyclables with recyclables to reduce total residual wastes that are more difficult to manage. We are also working with recyclers to link them with our waste collectors to ensure the recyclable waste we generate are recycled. We are also exploring ways to process our biodegradable waste into compost or energy to reduce the total waste sent to landfills. We are piloting the system in our two malls and if proven to be successful it will be scaled-up to all our malls and offices.

Effluents

Effluents is relevant in all our properties. By design all our commercial, office, and hotels have been fitted with wastewater treatment facilities to meet with the regulatory requirements of DENR.

Environmental compliance

Non-compliance with Environmental Laws and Regulations

Disclosure	Quantity	Units
Total amount of monetary fines for non-compliance with environmental laws and/or regulations ¹	180,077.33	PhP
No. of non-monetary sanctions for non-compliance with environmental laws and/or regulations	None	#
No. of cases resolved through dispute resolution mechanism	None	#

¹This occurs only in 9 out of 210 properties and involve minor non-compliances to DENR and National Water Regulatory Board (NWRB) regulations.

Environmental Compliance

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

The activities that we do in our value chain such as in construction involves movement of soil, materials, and potential disruption of the environment. Operating large properties like office buildings and malls also consume significant quantities of resources and produce large volumes of wastes. Hence, risk to non-compliance to environmental laws exist across our value chain.

Impacts of non-compliance to environmental laws and regulations could grossly impact our operations and costs, including reputation. Non-compliance could affect a lot of stakeholders from our own employees, to those in the surrounding communities, including the environment itself.

Management Approach for Impacts and Risks

Compliance to environmental laws is fundamental to our operations. We have a designated unit that ensures all aspects of our operations are compliant with relevant laws. We ensure our gensets are maintained well to meet air quality standards and that our sewage treatment facilities are fully operational to ensure our effluents meet the Clean Water Act.

Opportunities and Management Approach

We plan to step-up our internal capability building and improve our systems so that all activities that we will do will remain compliant to regulations. We will invest in training and monitoring activities to correct any non-compliance issues in our operations internally to reduce findings from audits of government and third-party consultants.

SOCIAL

Employee Management

Employee Hiring and Benefits

Employee data

Disclosure	Quantity (2019)	Units
Total number of employees	2408	#
a. Number of female employees	1448	#
b. Number of male employees	960	#
Attrition rate ¹	16.31%	rate
Ratio of lowest paid employee against minimum wage	1:1	ratio

¹New Hires in 2019 = 812; Turn-over = 455; 2018 average employee count: 1970

Employee benefits

List of Benefits	Y/N	% of female employees who availed for the year	% of male employees who availed for the year
SSS ¹	Y	10.50%	2.08%
PhilHealth ¹	Y	8.43%	5.42%
Pag-ibig ¹	Y	No data available ⁴	No data available ⁴
Parental leaves ²	Y	3.9%	1.6%
Vacation leaves ²	Y	87.65%	79.45%
Sick leaves ²	Y	88.86%	80.00%
Medical benefits (aside from PhilHealth) ³	Y	No data provided by HMO	No data provided by HMO
Housing assistance (aside from Pag-ibig)	N	-	-
Retirement fund (aside from SSS)	N	-	-
Further education support	N	-	-
Company stock options	N	-	-
Telecommuting	N	-	-
Flexible-working Hours	N	-	-
Rice Subsidy	Y	100%	100%

¹Based on total number of employees – 2408, covering both regular (1457) and probationary (951). Note that 100% of our regular employees (1457) are covered by mandatory benefits.

²Based on total number of regular employees who are entitled to leaves and the actual number of employees who availed the leaves.

³100% of employees are covered with at least PhP 70k/month for entry level but availment of HMO benefits is not yet being logged.

⁴All our employees are entitled to this benefit as provided by law, but we don't have the means to collect the number of our employees who availed of its benefits. We will work with the concerned government office to track how many of our employees are able to avail of their services beginning 2020 and disclose in 2021.

⁵Unclaimed Vacation and Sick Leaves for non-executive positions are convertible to cash. Unclaimed Sick leaves for executives are convertible at 50% of daily rate.

Diversity and Equal Opportunity

Disclosure	Quantity	Units
% of female workers in the workforce	60.13	%
% of male workers in the workforce	39.87	%
Number of employees from indigenous communities and/or vulnerable sector*	Not being tracked as of the moment	#

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

Employee Hiring and Benefits, Diversity and Equal Opportunity

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Our policy and practice in hiring determines our ability to foster equal distribution of opportunities across diverse set of peoples. For example, setting a policy on gender equality or hiring people coming from vulnerable groups will determine how much opportunity we are able to distribute to the male and female population or vulnerable groups given their nuanced needs and circumstances. Hence, we take our hiring policy seriously to provide everyone a level plane field to access the employment opportunities that we create through our business.

The benefits we provide our employees deliver a lasting effect to our employee's quality of life. For example, providing health care coverage to our employees determines their resilience to medical emergencies, which is key to maintaining quality of life. Employees who enjoy good quality of life will tend to be more engaged and productive in the workplace, which impacts our business positively.

Management Approach for Impacts and Risks

Hiring, Benefits, Diversity and Equal Opportunity. We hire based on capability and alignment with the requirements of the job. In our hiring process, we do not discriminate against any person in terms of gender, ethnicity, age, and other circumstances. We apply anticipatory hiring strategy looking at our needs in the next 3-5 years based on our long-term business strategy. We have an intake program to hire early on and better prepare our new hires even before the actual needs arises.

In terms of gender diversity, we currently have about 60% female and 40% male. We are working towards striking a better balance in terms of gender. RLC was included in the 2020 Bloomberg Gender Equality Index for scoring at or above global threshold established by Bloomberg to reflect high level of disclosure and over-all performance across the frameworks' five pillars: Female Leadership and Talent Pipeline; Equal pay and Gender Pay Parity; Inclusive Culture; Sexual Harassment Polices; and Pro-Women Brand.

In particular, RLC scored high in Female Leadership and Talent Pipeline or equal representation and opportunities in the workplace. The company's ratio of men to women in leadership positions is 50:50, while six in 10 employees are women. It can also be noted that 71% of promoted employees are Female. Also, 85% of women are in line position or in revenue position roles. This reflects the company's commitment to attracting, retaining, and developing women into senior leadership positions.

Benefits. We benchmark our benefit structure with the industry standards and adjust accordingly to stay within the industry average. On top of government-mandated benefits, we provide other benefits as part of our engagement initiatives such as healthcare coverage (HMOs), life insurance, medical allowance, rice subsidy, bereavement assistance, discounts to our products, and access to affordable emergency loans.

We also take advantage of our business ecosystem in the JG Summit Group by linking our employees to Robinsons Bank for access to affordable loans tailor fitted for our employees.

Attrition Rate. Our attrition rate is currently at 16.31%. This is net of involuntary attrition such as retirement and termination. In exit interviews, we see offers for better employment opportunities remain the biggest reasons for attrition.

Opportunities and Management Approach

Attrition. We are looking into ways to reduce our attrition rate by 5 percentage points in the next 5 years through improved training and development, increased mentorship and guidance by supervisors, more discussion with employees and managers on employee’s career growth, as well as review of our benefits and total rewards policy.

Benefits. To improve our talent retention and employee engagement, we see an opportunity to assess the benefit availment rates of our employees across our different benefit types to determine overall effectiveness of our benefit structure. We will continue to innovate on structures that better responds to the real needs of our employees.

Employee Training and Development

Disclosure	Quantity	Units
Total training hours provided to employees		
a. Female employees	8,472	hours
b. Male employees	9,818	hours
Average training hours provided to employees ¹		
a. Female employees	5.85	hours/employee
b. Male employees	10.23	hours/employee

¹Training hours indicated here are the Instructor-led Classroom internal trainings. Not reflected are trainings attended by employees outside the organization, hands-on/on-the job trainings, computer/video base e-learning, and coaching and mentoring.

² There are 716 female employees and 615 male employees who underwent formal training in 2019.

Employee Training and Development

Impacts and Risks: Where it occurs, RLC’s involvement, stakeholders affected

The level of training hours is an important driver to employee growth and development. Our ability to meet our employees training needs impacts their overall growth as a professional. Highly trained and highly engaged employees tend to be more productive, which also benefits the company. This year about 8,400 and 9,800 training hours were provided to female and male employees, respectively. We recognize that in terms of average training hours there is a disparity of allocation between gender this year. In 2020, we will assess this performance and determine ways we can make training more equally accessible and attractive across genders.

Management Approach for Impacts and Risks

We adopt a centralized learning framework that is anchored on the Core Values of the organization. RLC follows curriculum consistent with the standards of JG Summit group of companies, which are categorized into internal learning courses as follows:

1. **Core Development Programs** - enhances the soft skills of employees. This includes programs on customer service, communication, and professional image.
Management Development Programs aim to provide a strong leadership and coaching culture in the organization, hence programs aimed to develop these competencies fall under this.
Executive Development Programs target high potential and high performing leaders. This covers programs on problem solving, negotiation, finance, and strategic communication.

2. **Functional Training Programs.** There are Functional Training Programs that are customized per department that address the gaps of different functions. These programs include development plans for Engineering, Leasing, Marketing, Construction Management, and Operations. There is a continuous development of in-house SMEs (subject matter experts) who continue to impart learning on the job to their colleagues via share and learn sessions that allows for sharing of best practices while learning new technology and trends at the same time.

RLC promotes the development of employees by continuously providing relevant and timely training programs anchored on the training needs of the company and the employees. To make training more accessible, we have converted some programs into E-Learning Modules that can be accessed by employees on their own time. This allows employees to learn basic programs like customer service and employee discipline, from their desktops. We also plan to convert the existing Onboarding Program to an e-learning module as well.

Opportunities and Management Approach

We continue to anticipate new skills and capability needed by our employees to help us prepare for the future in terms of new technologies and industry practices in real estate. For example, we are continually on the look-out for new and better technologies and practice in managing malls and hotels or in the design and construction of different property formats. Being continually informed on new industry developments enable us to take leadership in the market.

Labor-Management Relations

Disclosure	Quantity	Units
% of employees covered with Collective Bargaining Agreements ¹	5	%
Number of consultations conducted with employees concerning employee-related policies ²	No data available	#

¹The 5% is comprised of the covered rank and file employees of 2 properties, specifically, Holiday Inn Manila Galleria and Summit Circle Cebu.

²In general, we consult our employees on any new policy that affects our them. Based on our corporate governance we afford ample time for employees to provide their inputs and feedback before we put policies in effect. However, we do not track yet how often we did this in 2019. We will begin to track this data in 2020.

Labor – Management Relations

Impacts and Risks: Where it occurs, RLC’s involvement, stakeholders affected

Good labor-management relations create a healthy workplace for us. It enables our employees to raise their concerns to the management. It helps the management find ways to refine its policies and systems that improve our workplace conditions in both construction and in operations particularly in our malls and hotels and resorts. Good workplace conditions help reduce health and safety risks and provide social safety nets for our employees in times of crisis.

Poor Labor-Management relations grossly affect performance and inherently has high reputational risk especially when labor unions resort to actions beyond close-door dialogues.

Management Approach for Impacts and Risks

We are committed to providing decent workplace for our employees and provide their needs to be effective in their work. We practice an open door policy. Employees may directly communicate to their immediate superior or to HR department. We also listen to our employees through employee engagement surveys and other adhoc surveys that are conducted by our HR. We also provide informal avenues for employees to raise their concerns to the management, such lunch meetings and get together activities.

The Company ensures the observance, strict implementation and compliance with employment and labor laws and policies with regards to recruitment, employment, retention and benefits of the employees. Minimum notice period regarding operational changes ranges from three to six months, dependent on the proponent of change.

Opportunities and Management Approach

We continually look for better ways to solicit feedback from our employees through formal and informal feedback sessions. Most of all, we will create a more deliberate approach to account for and assess the feedback for a more systematic approach of addressing them.

Workplace Conditions, Labor Standards, and Human Rights

Occupational Health and Safety¹

Disclosure	Quantity*	Units
Safe Man-Hours	5,918,607	Man-hours
No. of work-related injuries	10	#
No. of work-related fatalities	0	#
No. of work-related ill-health	0	#
No. of safety drills	0	#

¹This disclosure includes 8 projects currently being handled by our Robinsons Construction Management unit, including 3 hotels, 3 malls, and 2 residential properties. We have yet to set-up the data management system to effectively collect this data for all our projects. We aim to report better numbers by 2020.

Labor Laws and Human Rights

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

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

Topic	Y/N	If Yes, cite reference in the company policy
Forced labor	Y	Indicated in the Employee Discipline Policies and Guidelines; “Notwithstanding the express enumeration of acts, omission or incidents in the Offenses Subject to Disciplinary Action (OSDA), the pertinent provisions of the Labor Law and allied laws, rules, and regulations are deemed incorporated in the OSDA. For acts or omission not specifically treated in the OSDA, the pertinent provision of law shall apply”
Child labor	Y	
Human Rights	Y	

Workplace Conditions, Labor Standards, and Human Rights

Impacts and Risks: Where it occurs, RLC’s involvement, stakeholders affected

Compliance to labor laws and human rights standards, as well as safe operation and accident prevention are fundamentals to running a good business.

Threats to the rights, health, and safety of our employees impacts our productivity, employee retention, and employee engagement. More importantly, it impacts the wellbeing and quality of life of our employees. Risks to health and safety are greater in construction sites than in operations.

Management Approach for Impacts and Risks

OSH management system is primarily designed to protect the health and safety of individual workers or members of the company. OSH Trainings are regularly conducted for the Lead Persons – Engineers, Security, Operations personnel.

Health and safety risks are regularly assessed to identify ways to eliminate or minimize incidence. We set standards for safe working practices and ensure they are practiced by all our employees, especially those involved in construction and operations. In-house auditing and inspections are being conducted by facility's/property engineers and operation's personnel. Documentations is done by engineering and security and validated by a JG Summit Engineering group.

We regularly submit our safety records to the Department of Labor and Employment (DOLE) to comply with their safety, health, and welfare standards and policies. In addition, all properties/facilities of RLC's have clinics to cater to employees and workers.

Beyond safety, we ensure all our operations comply with labor laws, including those relevant to forced labor, child labor, and human rights. We conduct periodic internal audits to monitor these risks in all our operations. The findings are discussed in the top management.

Opportunities and Management Approach

We continue to work with our contractors to build a culture of safety in all our construction and operations. More frequent and deliberate activities will be done to educate and remind our employees on safety standards and protocols to strengthen our safety culture and make safety a second nature to our employees not just in the workplace but even in their homes.

Supply Chain Management

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

Yes. Pertinent portion is re-stated in column no# 3 below.

Do you consider the following sustainability topics when accrediting suppliers?

Topic	Y/N	If Yes, cite reference in the supplier policy
Environmental performance	N ¹	
Forced labor	N ¹	
Child labor	N ¹	
Human rights	N ¹	
Bribery and corruption	Y	4. As stipulated in Supplier Accreditation Policy, “...Without the written consent of the company, directly or indirectly offers or gives any benefit or compensation in cash or otherwise, to a company employee because of the employee’s association, engagement or duties with the company.

¹We do not have explicit written corporate policies relating to these topics since these are expressly defined in our Philippine labor laws, which we ensure compliance in all our operations.

Supply Chain Management

Impacts and Risks: Where it occurs, RLC’s involvement, stakeholders affected

About 59% of our revenue flows to our suppliers. Most of the activities we do in the value chain is carried out by suppliers from construction to property management. Hence the impact of our suppliers to environment, society, and economy (ESE) is a significant portion of our impact. Our supplier’s success in delivering their output determines our own success. Their impacts to ESE affect essentially all our stakeholders.

Management Approach for Impacts and Risks

Our current supplier accreditation policy ensures that all our suppliers meet the minimum standards to deliver quality output for us. Through our accreditation process, we assess their capability and compliance to all relevant laws and regulations.

Our supplier accreditation process are as follows:

1. **Application** - All suppliers intending to do business with any BU must apply for accreditation through the submission of an accomplished Supplier Accreditation Application (SAA) together with the required documents. SAA contains the basic information about the supplier’s company, organization, products or services offered and other relevant information necessary to evaluate

the supplier's overall competencies.

2. **Appraisal** - RLC shall appraise all suppliers applying for accreditation using a rating system for both the company and the product or service. The Rating System for each accreditation criteria may vary by commodity group. The supplier must meet at least 75% to be recommended for accreditation approval.
3. **Accreditation Approval** – Approval will be done by the corporate supplier accreditation team of the JG Summit group.

On top of accreditation process, the following processes are being done to assess the performance of suppliers.

1. **Maintenance** – All accredited suppliers shall be included and maintained in the supplier information database.
2. **Review and Evaluation** – on a periodic basis, a complete reassessment of the supplier performance like the initial accreditation process will be conducted based on key performance metrics.

Any supplier that fails to comply with minimum standards go through the following recourse: 1) Suspension, 2) Debarment, 3) Appeal Process, and 4) Reinstatement if the supplier is able comply with our minimum standards.

Opportunities and Management Approach

We are currently reviewing our supplier accreditation policy to include relevant to environment, social, and economic criteria to ensure that our sustainability standards and practices is also applied to the supplier. We hope to come-up with a revised policy by end of 2020 and be able to cascade to all suppliers beginning 2021.

Relationship with Community

Significant Impacts on Local Communities

1. Operations with Significant impacts on local communities: Linkod Pinoy Centers

The Linkod Pinoy Centers emerged from the RLC's desire to ease the delivery of essential government services to every Filipino. It is a one stop shop where people can access a variety of public services. Started in 2011, the Linkod Pinoy Center is now present nationwide to provide convenience and comfortable venues to make transactions. The Malls provides the area at no cost to the government, saving the state an estimate of PhP 15.80 million a month. The centers average daily transaction in 2019 is at 58,788. It hosts 19 Government Agencies and offices.

By hosting select government satellite offices RLC reduces the need for people to take multiple trips and in process reduce carbon emissions from vehicle use.

Location: Available in 44 malls around the country

Vulnerable groups: Everyone including vulnerable groups are served.

Impact on Indigenous peoples: No particular negative impacts to indigenous groups.

Community rights and concerns of communities: It allows the citizens to exercise their rights to access government services.

Mitigating Measures: The operations have no significant negative impact, hence it requires no mitigating measures.

2. Operations with Significant impacts on local communities: Transport Hubs

RLC presence in several communities makes it a strategic hub for transport connectivity. By providing terminal spaces for public utility vehicles, the malls improve accessibility to several destinations for commuters. Robinsons Malls host a variety of transport services: from P2P buss, UV Express Services and vans, electric and regular jeepneys and tricycles. Some of the Malls also provide loading bays to ensure a safe and systematic way for commuters to board and alight from public transport vehicles.

In total, 58,257 sqm of space in Robinsons Malls were allotted for public transport terminals

Location: Available in 21 malls around the country

Vulnerable groups: Everyone including vulnerable groups are served.

Impact on Indigenous peoples: No particular negative impacts to indigenous groups.

Community rights and concerns of communities: It allows the citizens to exercise their rights to access government services.

Mitigating Measures: The operations have no significant negative impact, hence it requires no mitigating measures.

3. Operations with Significant impacts on local communities: Go Hotels Operations & Children's Rights

Location: All Go Hotels in the country

Our hotels are exposed to risks of child abuse that may be committed by some of our customers.

Vulnerable groups: Yes. Children and Youth

Impact on Indigenous peoples: No particular negative impacts unique to indigenous groups.

Community rights and concerns of communities: Children's Rights.

Mitigating Measures: To manage the risks, we have set-up a Child Safeguarding and Protection policy and practice in our hotels.

Go hotels is committed to implement child protection through establishing framework for staff development and capacity-building of tourism professionals and front liners.

Disclosure on Free and Prior Informed Consent (FPIC) is not material given that there are no operations that is within or adjacent to ancestral domains of indigenous peoples.

Relationship with Communities

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Community could get impacted positively or negatively ranging from physical risks to social and economic risks. For example, displacement can be both physical displacement or economic displacement due to our presence.

Negative impacts in the community could have significant impact to our reputation and social license to operate. Conversely, delivering positive benefits to community enable us to build stronger partnerships such as in local sourcing of goods and talents.

Management Approach for Impacts and Risks

Our social/community impact assessment and risk management process is a mandatory process that guides sustainability-related risk management and integrates a risk register into operating plans. As part of that process, exploration, production and major projects are examined against the physical, social and political settings of our operations. Local concerns may influence the potential importance of these stakeholder and environmental matters including long-term risks and cumulative impacts. Risks are identified and described by a diverse group of subject matter experts in each business unit (BU) and project.

To help Business Units in Community Assessment and affairs a System Management Approach is developed:

1. Impact and Risk Assessment- Assessment is basically the identification of potential and likely risks within a particular community, and the process of prioritizing those risks. The community risk assessment process can be as complex and detailed as local resources permit. Or, using basic skills and resources available to most organizations, can be a more simplified process that will produce basic information that can be used effectively for intervention/enhancement projects.
2. Mapping Stakeholders and Prioritizing Risks- Identifying the people related to the project, those who will be affected by the development and those than can influence, and to help develop strategies to engage these people in the right way. In most contexts community development projects will have a wide-variety of actors. Also, during this process, a risk register is developed looking at the long term and short term, and also looking at the probability and severity.
3. Addressing the Risk- A structured and coherent approach to managing the identified and ranked risk.
4. Engage Stakeholders- Communicate and collaborate on strategies and action plans in addressing risks and impacts.
5. Measure and Monitor- Tracking and assess actions to ensure ongoing adequacy and effectiveness of the management system.

Over-all, incorporating community affairs strategy into business brings transformative power through business excellence. Our philosophy is based on the idea that corporate success and social welfare are interdependent. A business needs a healthy, educated workforce, sustainable resources and adept government, to prosper and compete effectively. Also, for society to thrive, profitable and competitive business must be developed and supported to create income, wealth, tax revenues and opportunities for engaged social development.

Opportunities and Management Approach

RLC is currently cascading the Community Assessment tool to be used during the different phases of development; from Business development, construction and operations of projects and properties. Done properly, commercial development can improve a local community in more ways than one, by adjusting, innovating and continuously improving systems, services and products being put-out by the company. Accordingly, since engagement and transparent reporting and disclosure of how we minimize and mitigate risks associated with construction and operations is a top business priority and key concern of our stakeholders; periodic communication and reporting is to be enhanced.

Customer Management

Customer Satisfaction

Disclosure	Score	Did a third-party conduct the customer satisfaction study (Y/N)?
Customer satisfaction	No surveys done in 2019 ¹	N

¹Our last customer satisfaction survey was conducted in 2017, which covers our residential business. In our customer satisfaction survey of 2017, 108 respondents covering 19 properties gave us an average score of 4.2 out of 5.

Health and Safety

Disclosure	Quantity	Units
No. of substantiated complaints on product or service health and safety	No Data ²	#
No. of complaints addressed	No Data ²	#

²We have different channels to receive customer complaints relevant to our various product formants and services, however we do not have a system yet to filter the complaints relevant to health and safety aspect, hence we could not disclose this data at this time. We will improve the system capability to collect this data for reporting in 2021.

Marketing and labelling

This topic is not material to our company, since we do not sell fast-moving consumer products.

Customer Privacy

Disclosure	Quantity	Units
No. of substantiated complaints on customer privacy*	0	#
No. of complaints addressed	0	#
No. of customers, users and account holders whose information is used for secondary purposes	0	#

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

Data Security

Disclosure	Quantity	Units
No. of data breaches, including leaks, thefts and losses of data	0	#

Customer Management - Health and Safety, Customer Privacy and Data Security

Impacts and Risks: Where it occurs, RLC's involvement, stakeholders affected

Customer management is fundamental to corporate success and sustainability. Our ability to keep our customers satisfied is at the core of our performance as a corporation. Ensuring their health and safety in the use of our products, and protecting their information are ways to deliver customer satisfaction.

Our inability to meet their expectation poses a significant risk to our viability in both the short-and-long term horizons.

Management Approach for Impacts and Risks

Customer Satisfaction. We conduct periodic market research to gauge customer expectations and build the right products and services to meet their expectations, needs, and capabilities. Our customer satisfaction surveys tell us whether the products and services as designed has indeed met their requirements. We continually iterate and improve our performance through these processes.

Health and Safety. We ensure that our properties do not pose any risk to health and safety of our employees. This is assured from the design process to construction as well as operations that it meets the highest building standards that ensures it is resilient to any structural threats. In our malls, we continue to assess risks to our customers such as slippage and fall and periodically audit to ensure compliance to our standards.

Customer Privacy and Data Security. All customer personal information such as names, addresses, contact information, signature, and other details that we collect in the course of our transactions with them are logged in our database and can be accessed only by duly authorized personnel.

To protect customer data as well as all our other confidential information, we have implemented a strong security policy, put in place advanced network security protection and monitoring process in the following aspects of our data management system:

- Secured Email System. RLC is using advanced security protection thru Microsoft Office 365 as employee's corporate email. It provides URL filtering, screening of attachments and links to be protected from spam and phishing.
- End-point Security Protection. RLC installed Symantec Endpoint Protection as last defense layer to protect end-user from malware, spam and phishing.
- Protection of RLC's edge network. RLC used a strong network firewall rules that serve as a network gateway to only allow authorized and specific ports to pass through. It also includes URL filtering and secured VPN connections among its remote sites.
- Disallowed the use of external storage by employees.
- We have corporate information security team that performs Security Vulnerability Assessment and Penetration Testing (SVAPT) on regular and on-demand basis specially before we launch a new website
- 24x7 IT Service Desk that also monitors all our network, systems and applications thru our monitoring system which could detect performance degradation, capacity threshold breach and availability faults. The team is alerted and performs remediation actions following incident management process and service level targets.

Opportunities and Management Approach

Customer management is a continual improvement process. We continually assess our customer experience journey and find ways to better meet their expectations. Moving forward, we aim to define more precise metrics for measuring our performance on these areas. Beyond customer satisfaction, we intend to measure the real economic and social value we contribute to our customers and their stakeholders, such as how our malls are able to increase their access to market through increased foot traffic to our malls to better understand how our product enable them to grow as they locate with us. A more systematized measurement of economic and social value will enable us to better optimize our products for increased value to the customers we serve and to society in general.

UN SUSTAINABLE DEVELOPMENT GOALS

Product or Service Contribution to UN SDGs

Key products and services and its contribution to sustainable development.

Key Products and Services	Societal Value / Contribution to UN SDGs	Potential Negative Impact of Contribution	Management Approach to Negative Impact
Office Space	<p>We provide a suitable location where businesses can operate and grow contributing to job creation and increased economic activity in the areas where we locate.</p> <p>To date we have 666,448 square meters of gross floor area.</p>	<p>Apart from the environmental, social, and economic impacts identified above, we see no further material negative impacts of this product to SDGs.</p>	<p>Nothing material that we could identify</p>
Mall Space	<p>We provide a space where our customers (merchants) benefit from the foot traffic to the malls. It allows foreign and local enterprises to access key markets and scale their businesses. People around our locations can access quality products that meets their needs from food, medicine, clothing, and other needs that improve their quality of life.</p> <p>To date, we have a total of 3,009,511 square meters of gross floor area. In addition, 18 of our malls offer low-carbon malls spaces, as they're fitted with solar panels that meets a significant part of their power requirement.</p>	<p>Current businesses could be negatively affected through reduced customers. Increased consumerism could reduce savings of citizens. May cause traffic congestion that reduces productivity of population.</p>	<p>When we enter a location, we map which local enterprises could be negatively affected by our entry. We assess the impact and provide opportunities for the affected parties to locate in our mall, or their household members to given employment opportunities.</p>
Hotel Rooms	<p>We provide affordable, quality accommodation options for tourists who contribute economic value to the local areas where we operate. People who travels to offsite locations on business are also able to access quality rooms that meets their budget.</p> <p>Currently, we have 2,368 rooms in our Go Hotels and Summit Hotels Brands.</p>	<p>Apart from the environmental, social, and economic impacts identified above, we see no further material impacts of this product to SDGs.</p>	<p>Nothing material that we could identify</p>
Vertical and Residential Products	<p>We help families achieve their dreams of owning a home. We have a deep understanding of the needs of</p>	<p>Apart from the environmental, social, and economic impacts</p>	<p>Nothing material that we could identify</p>

	<p>our customers and build for them a house that meets their needs wherever they are in their journey towards financial freedom. In 2019, we have a total of 5,272 residential units.</p>	<p>identified above, we see no further material impacts of this product to SDGs.</p>	
Logistics (Storage)	<p>We provide storage space that help product-based businesses make their distribution system more efficient, ensuring that their goods are well secured.</p> <p>To date we have 77,000 square meters of warehouse space.</p>	<p>Apart from the environmental, social, and economic impacts identified above, we see no further material impacts of this product to SDGs.</p>	<p>Nothing material that we could identify</p>
Master planned mixed-use developments and townships	<p>Our master planned properties are designed to foster resilience, mobility, security, connectivity, and comfort. With well-designed combination of office space, commercial and residential areas, we create an urban environment that supports economic growth in a manner that protects the environment and puts people’s needs at the heart of it.</p> <p>With efficient master-planning, innovative designs, and quality construction, our townships will raise the standards of mixed-use developments in the country. Overall, the locations and design will attract foreign investments that will increase our country’s overall economic pool. The compact communities that we built also helps reduce the need to travel by car, fosters walkability, that has long term benefits to air quality, health, and climate mitigation.</p> <p>Currently, we have a total of 256 hectares of township developments.</p>	<p>Apart from the environmental, social, and economic impacts identified above, we see no further material impacts of this product to SDGs.</p>	<p>Nothing material that we could identify</p>

Other SDG Contributions:

Below is a summary of all our other SDG contributions.



Annex A. Location of Operations



Robinsons Malls (Total of 52)

Robinsons Malls	Address	Year Opened
Metro Manila (9)		
Robinsons Galleria	EDSA corner Ortigas Avenue, Quezon City	1990
Robinsons Place Manila	M. Adriatico Street, Ermita, Manila	1997
Robinsons Novaliches	Quirino Highway, Novaliches, Quezon City	2001
Robinsons Metro East	Marcos Highway, Brgy. Dela Paz, Pasig City	2001
Forum Robinsons	EDSA Corner Pioneer Road, Mandaluyong City	2004
Robinsons Otis	P.M. Guanzon St., Paco, Manila	2007
Robinsons Magnolia	Aurora Blvd. corner Doña Hemady St., Quezon City	2012
Magnolia Expansion	Aurora Blvd. corner Doña Hemady St., Quezon City	2019
Robinsons Town Mall Malabon	Gov. Pascual Ave. cor. Crispin St., Tinajeros, Malabon	2013
Robinsons Place Las Piñas	Alabang-Zapote Road, Brgy. Talon, Las Piñas City	2014

Robinsons Malls	Address	Year Opened
Outside Metro Manila		
Luzon ex-Metro Manila (22)		
Robinsons Place Imus	Aguinaldo Highway, Tanzang Luma V, Imus, Cavite	1998
Robinsons Town Mall Los Baños	Lopez Avenue, Batong Malaki, Los Baños, Laguna	2000
Robinsons Star Mills Pampanga	San Jose, San Fernando, Pampanga	2002
Robinsons Santa Rosa	Old Nat'l Hi-way, Brgy Tagapo, Sta Rosa, Laguna	2002
Robinsons Place Dasmariñas	Pala-Pala, Dasmariñas, Cavite	2003
Robinsons Place Lipa	Mataas Na Lupa, Lipa City, Batangas	2003
Robinsons Cainta	Ortigas Avenue Extension, Junction, Cainta, Rizal	2004
Robinsons Place Angeles	McArthur Highway, Balibago, Angeles City, Pampanga	2004
Robinsons Luisita	McArthur Highway, Brgy. San Miguel, Tarlac City	2007
Robinsons Cabanatuan	Km. 3, Maharlika Highway, Cabanatuan City	2008
Robinsons Pulilan	Trinidad Highway, Brgy. Cutcot, Pulilan, Bulacan	2008
Summit Ridge Tagaytay	Km. 58, Tagaytay-Nasugbu Road, Tagaytay City	2008
Robinsons Ilocos Norte	Brgy. 1 San Francisco, San Nicolas, Ilocos Norte	2009
Robinsons Place Pangasinan	McArthur Highway, Brgy. San Miguel, Calasiao Pangasinan	2012
Robinsons Place Palawan	National Highway, Brgy. San Miguel, Puerto Princesa City	2012
Robinsons Place Malolos	MacArthur Highway, Brgy. Sumapang Matanda, Malolos City, Bulacan	2013
Robinsons Place Santiago	Maharlika Highway, Brgy Mabini, Santiago City, Isabela	2014
Robinsons Place Antipolo	Sumulong Highway, cor. Circumferential Road, Antipolo City	2014
Robinsons Place General Trias	Governor's Drive, General Trias, Cavite	2016
Robinsons Place Naga	Roxas Ave., cor. Almeda Highway, Brgy. Triangulo, Naga City, Camarines Sur	2017
Robinsons Place Tuguegarao	Brgy. Tanza, Tuguegarao City, Cagayan	2018
Galleria South	San Pedro, Laguna	2019

Robinsons Malls	Address	Year Opened
Visayas (14)		

Robinsons Place Bacolod	Lacson Street, Mandalagan, Bacolod City	1997
Robinsons Fuente Cebu	Fuente Osmena, Bo. Capitol, Cebu City	2000
Robinsons Place Iloilo	Quezon-Ledesma Street, Rojas Village, Iloilo City	2001
Robinsons Cybergate Bacolod	Barrio Tangub, National Road, Bacolod City	2004
Robinsons Place Tacloban	National Highway, Marasbaras, Tacloban City	2009
Robinsons Place Dumaguete	Calindagan Business Park, Dumaguete City	2009
Robinsons Cybergate Cebu	Don Gil Garcia St., Capitol, Cebu City	2009
Robinsons Place Roxas	Immaculate Heart of Mary Avenue, Pueblo de Panay, Brgy. Lawa-an, Roxas City, Capiz	2014
Robinsons Place Antique	Brgy. Maybato, San Jose, Antique	2015
Robinsons Galleria Cebu	Gen. Maxilom Ave. Ext, Cebu City, Cebu	2015
Robinsons Place Jaro	E Lopez St. Jaro, Iloilo City, Iloilo	2016
Robinsons North Tacloban	Brgy. Abucay, Tacloban City, Leyte	2017
Robinsons Place Ormoc	Brgy. Cogon, Ormoc City, Leyte	2018
Robinsons Place Pavia	Brgy. Ungka 2, Pavia, Iloilo	2018

Total

Robinsons Malls	Address	Year Opened
Mindanao (7)		
Robinsons Cagayan de Oro	Limketkai Complex, Lapasan, Cagayan De Oro City	2002
Robinsons Cybergate Davao	J. P. Laurel Avenue, Davao City	2009
Robinsons Place General Santos	Jose Catolico Sr. Ave., Lagao, General Santos City	2009
Robinsons Place Butuan	J.C. Aquino Avenue, Brgy Libertad, Butuan City	2013
Robinsons Place Tagum	Tagum City, Davao del Norte	2016
Robinsons Place Iligan	Macapagal Ave., Brgy. Tubod, Iligan City, Lanao del Norte	2017
Robinsons Place Valencia	Sayre Highway, Brgy. Hagkol, Bagontaas Valencia, Bukidnon	2018

Total

Office Buildings (Total of 23)

Office Building

Name	Location	Address	Size & designation
Metro Manila (16)			
Galleria Corporate Center	Quezon City	Along EDSA corner Ortigas Ave, Queszon City	30-storey
Robinsons-Equitable Tower	Ortigas Center, Pasig City	Corner of ADB Ave and Poveda St., Oritgas Center, Pasig City	45-stroey
Robinsons Summit Center	Makati City	Ayala Avenue, Makati City	37-storey
Robinsons Cybergate Center Tower 1	Mandaluyong City	Pioneer St., Mandaluyong City	18-storey
Robinsons Cybergate Center Tower 2	Mandaluyong City	Pioneer St., Mandaluyong City	27-storey
Robinsons Cybergate Center Tower 3	Mandaluyong City	Pioneer St., Mandaluyong City	27-storey
Robinsons Cybergate Plaza	Mandaluyong City	EDSA, Manadaluyong City	12-storey
Robinsons Cyberscape Alpha	Ortigas Center, Pasig City	Sapphire and Garnet Roads, Ortigas Center, Pasig City	26-storey
Robinsons Cyberscape Beta	Ortigas Center, Pasig City	Ruby and Topaz Roads, Pasig City	37-storey
Tera Tower	Bridgetowne West, Quezon City	Bridgetowne, E. Rodriguez (C5) Avenue, Quezon City	20-storey
Cyber Sigma	Fort Bonifacio, Taguig City	Lawton Avenue, Mckinley West, Fort Bonifacio, Taguig City	21-storey
Robinsons Cyberscape Gamma	Ortigas Center, Pasig City	Ruby and Topaz Roads, Pasig City	37-storey
Exxa Tower	Bridgetowne West, Quezon City	Bridgetowne, E. Rodriguez (C5) Avenue, Quezon City	20-storey
Zeta Tower	Bridgetowne West, Quezon City	Bridgetowne, E. Rodriguez (C5) Avenue, Quezon City	20-storey
Cybergate Magnolia	Cubao, Quezon City	Aurora Blvd. corner Doña Hemady St., Quezon City	10-storey
Giga Tower	Bridgetowne West, Quezon City	Bridgetowne, E. Rodriguez (C5) Avenue, Quezon City	20-storey
Provincial (7)			
Name	Location	Address	Size & designation
Robinsons Cybergate Cebu	Cebu City	Fuente Osmena, Bo. Capitol, Cebu City	3-storey
Robinsons Galleria Cebu Office	Cebu City	Gen. Maxilom Avenue, Cebu City	4-storey
Robinsons Place Ilocos Office	Ilocos Norte	San Nicolas, Ilocos Norte	4-storey
Robinsons Luisita Office	Luisita Tarlac	McArthur Highway Bo. Tarlac City, Tarlac	3-storey
Robinsons Luisita 2			
Cybergate Delta	Davao City	JP. Laurel Ave., Davao City	5-storey
Cybergate Naga	Naga City	Almeda Highway, cor Roxas Avenue, Naga, Camarines Sur	4-storey

Hotels and Resorts (Total of 20 owned hotels and resort)

#	Locations	Address	No. of Rooms
	Metro Manila		
1	Go Hotels Mandaluyong	UG/F, Robinsons Cybergate Plaza, EDSA cor. Pioneer Street, Mandaluyong City, 1550	223
2	Go Hotels Otis	5F Robinsons Otis 1536 Paz Guazon St. 831 Zone 90 Paco Manila, 1007	118
3	Go Hotels Ortigas Center	Robinsons Cyberscape Alpha, Garnet Road, Ortigas Center, Pasig City, 1605	198
	VISAYAS		
1	Go Hotels Puerto Princesa	North Road, Brgy. San Manuel, Puerto Princesa City, Palawan, 5300	108
2	Go Hotels Dumaguete	Calindagan corner South Road, Dumaguete Central Business District, Dumaguete City, 6200 Negros Oriental, 6200	102
3	Go Hotels Tacloban	Tabuan National Highway, Marasbaras, Tacloban City, Leyte, 6500	98
4	Go Hotels Bacolod	Lacson Street, Mandalagan, Bacolod City 6100, Negros Occidental	108
5	Go Hotels Iloilo	Ledesma Street Corner Queson Street, Iloilo City, Iloilo 5000	167
	MINDANAO		
1	Go Hotels BUTUAN	JC Aquino Ave., Brgy. Bayanihan, Butuan City, Agusan Del Norte, 8600	104
2	Go Hotels Lanang Davao (JV)	Phoenix Mega Service Station, J.P Laurel Ave., cor. Arroyo St., Lanang, Davao City, 8000	183
3	Go Hotels Iligan	Robinsons Place Iligan, Brgy. Tubod, Iligan City, Lanao Del Norte	100
	VANGUARD (Franchisee)		
1	Go Hotels Parañaque	608 Quirino Avenue, Brgy. Tambo, Parañaque City	199
2	Go Hotels North Edsa	1107 EDSA, Veterans Village, Bago Bantay, Quezon City	167
3	Go Hotels Cubao	840 Aurora Blvd., Brgy. Kaunlaran, Cubao, Quezon City	159
4	Go Hotels Ermita	1412 A. Mabini St. Ermita Manila City	219
5	Go Hotels Timog	63 Timog ave south triagle Quezon City	219
Total			1509
	LUZON		
1	Summit Ridge	Km. 58 Gen. Aguinaldo Highway, Maharlika West, Tagaytay City, Philippines	108
2	Summit Magnolia	Robinsons Magnolia, Dona M. Hemady Avenue corner Aurora Boulevard, New Manila, Quezon City 111	82
3	Summit Greenhills	13 Annapolis, San Juan, 1504 Metro Manila	100
	VISAYAS		
1	SCC Fuente	Fuente Osmeña Corner F. Ramos St. Cebu City	211
2	SGC Maxilom	Gen. Maxilom Ave cor. Benedicto St. Cebu City	220
3	SHT Tacloban	Brgy. Marasbaras, Tacloban City, Leyte	138
	Total		859
#	Locations	Address	No. of rooms
	Metro Manila		

1	Holiday Inn	ADB Avenue, Ortigas Center, Pasig	285
2	Dusit Thani	Mactan, Cebu	271
3	Crowne Plaza	Ortigas Ave., corner ADB Ave., Ortigas Center, Quezon City	263
	Total		819

Residential Buildings

Project Name	Address
COMMUNITIES	
Acacia Escalades Condominium Corporation	Amang Rodriguez Ave corner Calle Industria, Brgy. Manggahan, Pasig City
Axis Residences Condominium Corporation	Pioneer St., Brgy. Barangka Ilaya, Mandaluyong City
Escalades at 20th Avenue Condominium Corporation	Corner 20th Avenue and Aurora Boulevard, Cubao, Quezon City
Escalades East Tower Condominium Corporation	20th Avenue, San Roque, Cubao, Quezon City
Escalades South Metro Condominium Corporation	Meralco Rd. corner Dr. A. Santos, Brgy. Sucat, Muntinlupa City
Gateway Garden Ridge Condominium Corporation	Epifanio Delos Santos Ave., Brgy. Barranca, Mandaluyong City
The Pearl Place Condominium Corporation	Gold Loop corner Pearl Drive, Brgy. San Antonio, Pasig City
The Wellington Courtyard Condominium Corporation	J.P. Rizal Avenue cor. Mayor's Drive, Tagaytay City
Woodsville Viverde Mansions Condominium Corporation	Edison Ave. corner West Service Rd., Brgy. Merville, Parañaque City
Project Name	Address
RESIDENCES AND LUXURIA	
Robinsons Adriatico Residences Condominium Corporation	Adriatico St. corner Pedro Gil, Ermita, Manila
Amisa Private Residences Condominium Corporation	Brgy. Punta Engaño, Lapu-Lapu City, Cebu
Azalea Place Cebu Condominium Corporation	Gorordo Ave., Brgy. Lahug, Cebu City
East of Galleria Condominium Corporation	Topaz Road corner Ruby Road, Ortigas Center, Pasig City
Fifth Avenue Place Condominium Corporation	5th Ave. corner 21st Drive, Bonifacio Global City, Taguig
Galleria Regency Condominium Corporation	Ortigas Ave. corner ADB Ave., Quezon City
Mckinley Park Residences Condominium Corporation	3rd Avenue corner 31st Street, Crescent Park West, Fort Bonifacio, Taguig City
Robinsons Gateway Residences Condominium Corporation	Pioneer Street, Mandaluyong City
Robinsons Place Residences Condominium Corporation	Padre Faura St., Ermita, Manila
Sonata Private Residences Condominium Corporation	San Miguel Avenue corner Lourdes St., Mandaluyong City
Signa Designer Residences Condominium Corporation	Valero Street corner Rufino Street, Salcado Village, Makati City
The Sapphire Bloc Condominium Corporation	Sapphire, Garnet, and Onyx Roads, Ortigas Center, Pasig City

The Fort Trion Towers Condominium Corporation	8th Avenue corner McKinley Parkway, Fort Bonifacio, Taguig City
Robinsons Fort Residences Condominium Corporation	8th Avenue corner McKinley Parkway, Fort Bonifacio, Taguig City
TMR New Manila Condominium Corporation	The Magnolia Residences, Aurora Blvd. corner Doña Hemady and N. Domingo Streets, New Manila Quezon City
Vimana Verde Residences Condominium Corporation	St. Martin, Brgy. Oranbo, Pasig City
Woodsville Residences Condominium Corporation	West Service Road, Brgy. Merville, Parañaque City
The Radiance North-South Manila Bay Condominium Corporation	Roxas Boulevard corner Maytubig Street, Pasay City

Robinsons Homes	
Property Name	Location
Brighton Parkplace	Brgy. Araniw, Laoag, Ilocos Norte
Brighton Parkplace North	Brgy. Araniw, Laoag, Ilocos Norte
Hanalei Heights	Brgy. Balatong, Laoag City, Ilocos Norte
Fernwood Parkhomes	Brgy. Magalang, Mabalacat Road, Pampanga
Forest Parkhomes	Brgy. Sto. Niño, Angeles City
Forest Parkhomes North	Brgy. Sto. Niño, Angeles City
Grand Tierra	Brgy. Sto. Domingo I Capas, Tarlac
Brighton Baliwag	J.P. Rizal St. Brgy. Sta. Barbara, Baliwag Bulacan
Mirada Dos	Brgy. Sindalan, San Fernando Pampanga
Rosewood Parkhomes	Brgy. Cutcut, Angeles City
Robinsons Homes East	Brgy. San Jose, Antipolo City
San Lorenzo Homes	Brgy. San Jose, Antipolo City
San Jose Estates	Brgy. San Jose, Antipolo City
St. Bernice Estates	Brgy. San Jose, Antipolo City
St. Judith Hills	Brgy. San Jose, Antipolo City
Springdale Phase 1 at Pueblo Angono	Brgy. Mahabang Parang, Angono Rizal
Springdale Phase 2 at Pueblo Angono	Brgy. Mahabang Parang, Angono Rizal
Brighton at Pueblo Angono	Brgy. Mahabang Parang, Angono Rizal
Robinsons Residenza Milano	Brgy. San Isidro, Batangas City
Robinsons Vineyard	Brgy. Sampaloc IV, Dasmariñas, Cavite
Southsquare Village	Brgy. Pasong Kawayan II, General Trias, Cavite
Bloomfields Heights Lipa	Brgy. Tibig, Lipa City, Batangas
Bloomfields Tagaytay	Brgy. Maharlika, Tagaytay City
Brighton Puerto Princesa	Brgy. Santa Lourdes, Puerto Princesa, Palawan
Aspen Heights	Brgy. Danglag, Consolacion, Cebu
Blue Coast Residences	Brgy. Punta Engaño, Mactan, Cebu
Brighton Bacolod	Brgy. Estefania, Bacolod, Negros Occidental
Fresno Parkview	Brgy. Lumbia, Cagayan De Oro City
Hillsborough Pointe	Upper Carmen, Cagayan De Oro City
Richmond Hills	Brgy. Camaman-an, Cagayan De Oro City
Bloomfields Cagayan De Oro	Brgy. Lumbia, Cagayan De Oro City
Robinsons Davao Highlands	Brgy. Buhangin, Davao City

Montclair Highlands	Diversion Road, Buhangin, Davao City
Nizanta at Ciudades	Brgy. Tigatto & Waan, Davao City
Bloomfields Davao	Brgy. Angliongto Sr., Buhangin District Lanang, Davao City
Bloomfields General Santos	National Highway, Brgy. Labangal, General Santos City

Robinsons Land Logistics (RLX)	
Property Name	Location
RLX Sucat 1	East Service Road, Brgy. Sucat, Muntinlupa City, Metro Manila
RLX Calamba 1	Brgy. Maunong, Calamba City

RLC Integrated Developments	
Property Name	Location
Bridgetowne West	Brgy. Ugong Norte, Quezon City, Metro Manila
Bridgetowne East	Brgy. Rosario, Pasig City
Sierra Valley	Ortigas Extension Ave, Cainta, Rizal
Montclair	Brgy. Manuali, Porac, Pampanga