

ROLE OF STAKEHOLDERS

The Company aims to identify, measure, analyze, monitor, and control all forms of risks that would affect the Company:

Customers' welfare: The Company's success depends largely upon consumers' perception of the quality of its products. The Company has policies and procedures to ensure that customers' welfare are protected and questions addressed. PIZZA invests in quality control systems, procedures and organization that span the entire supply chain to ensure product safety.

Supplier/contractor selection practice: The Company's Supplier Accreditation Policy ensures that the Company's suppliers and contractors are qualified to meet its commitments to the Company. Suppliers and contractors undergo accreditation and orientation on Company policies.

Anti-corruption programmes and procedures: The Company has policies that cover Conflicts of Interest, Conduct of Business, Receipt of Gifts, Compliance with Laws, Whistle Blowing, among others.

Safeguarding creditors' rights: The Company abides with its financial and legal commitments to creditors.

Employees' safety, health and welfare: The Company has established policies on the formation of Health & Safety Committee at all Business Lines, Sexual Harassment Policy, Anti-Tuberculosis Policy, Drug Free Workplace Policy, Policy on Hepatitis and communicable diseases.

Employee training and development programmes: Orientation courses include Basic Orientation for New Employees, Values Alignment Workshop, Root Cause Analysis, Positive Employee Discipline, Orientation on Compensation and Rewards, Performance Management System, and Store Immersion-Corporate Support Program. Soft skills development courses include Speed of Trust, Leadership Greatness, Leadership Bootcamp, and Guest-centricity workshop series. Hard skills development courses include Restaurant Staff Development Program, Specialist Development Program, Management Development Program, and profession-specific

courses such as Logistics for MMD, Labor relations for HRER. The Company has policies on annual merit increase and salary adjustments that are tied-up to the employees' performance assessments. The Company promotes a culture of recognition and value for key and high performing employees who demonstrate excellence at the workplace. Performance will be the main driver for total rewards. Rewards programs are therefore differentiated across businesses and among employees according to their contributions and levels of performance with a significant share given to high performers.