

PART V – SUSTAINABILITY REPORT

Item 14. Sustainability Report

## CONTEXTUAL INFORMATION

Company Details	
Name of Organization	VISTAREIT, INC. (PSE:VREIT)
Location of Headquarters	Lower Ground Floor, Building B, EVIA Lifestyle Center, Daanghari, Almanza Dos, Las Piñas City 1750
Location of Operations	Nationwide
Report Boundary: Legal entities (e.g., subsidiaries) included in this report	<p>This report covers the economic, social, and governance performances and policies of the Company. For the environmental performance and policies, VistaREIT reports on sites that comprise more than 90% of the overall gross floor area, specifically:</p> <ul style="list-style-type: none"> <li>● Vista Mall Las Piñas (Main) - Pamplona Dos, Las Piñas City</li> <li>● Starmall Las Piñas (Annex) - Pamplona Dos, Las Piñas City</li> <li>● Starmall San Jose Del Monte – SJDM, Bulacan</li> <li>● Vista Mall Pampanga – San Fernando, Pampanga</li> <li>● SOMO – A Vista Mall - Bacoor City, Cavite</li> <li>● Vista Mall Antipolo - Antipolo City, Rizal</li> <li>● Vista Mall General Trias - General Trias City, Cavite</li> <li>● Vista Mall Tanza - Tanza, Cavite</li> <li>● Starmall Talisay, Cebu - Talisay City, Cebu</li> <li>● Vista Hub Molino - Bacoor City, Cavite</li> <li>● Vista Hub BGC - BGC, Taguig City</li> </ul>
Business Model, including Primary Activities, Brands, Products, and Services	<p>VistaREIT, Inc. (“<b>VistaREIT</b>”, “<b>VREIT</b>” or “<b>the Company</b>”) designated by, (1) Masterpiece Asia Properties, Inc. (MAPI); (2) Vista Residences, Inc (VRI); (3) Manuela Corporation (MC); (4) Communities Pampanga. Inc. (CPI); and (5) Crown Asia Properties, Inc. (CAPI), (the “<b>Sponsors</b>”) to operate as a Real Estate Investment Trust (REIT), leases to a diversified tenant base, with a high-quality portfolio (the “<b>Portfolio</b>”) of 10 community malls (“<b>Mall Properties</b>”) and two (2) office buildings (“<b>Office Properties</b>”, together with Mall Properties, the “<b>Properties</b>” and each, a “<b>Property</b>”) with an aggregate GLA of 256,403.95 sqm as of December 31, 2022. VREIT’s Portfolio consists of commercial</p>

spaces primarily leased for retail purposes, which may also be used and leased for office purposes as required.

Reporting Period

January 1, 2022 – December 31, 2022

Highest Ranking Person  
responsible for this report

**Melissa Camille Z. Domingo**  
Chief Financial Officer  
Head of Investor Relations

### Materiality Process

VistaREIT, Inc, as with the other subsidiaries of the Villar Group companies, are guided by the GRI and SASB Standards in the conduct of their materiality processes.

This include the following steps:

1. **Pre-identification of topics** – Issues and topics from different references such as the sector-specific publications from GRI and SASB standards for real estate, and industry peers were collated. The topical list was simplified with a few additional ones to ensure that the economic, environmental, social, and governance (EESG) aspects of the organization are covered.
2. **Identification of Material Topics** – The Company revisited the list to assess if the topics are material to the operations and its stakeholders. An online form is provided that allows the Company to identify topics that are material by selecting ‘Yes’ or ‘No’.
3. **Materiality Assessment** – Topics deemed as material are processed into an online survey where the Company further assessed the criticality of impact of each topic using a five-point scale – 1 as low to no impact and 5 as highest impact.

Majority of respondents expressed enthusiastic views towards discussions on sustainability. Most of them believe sustainability means being existent for a long time and surpassing any crises. Others see it based on the ability to provide the needed resources without causing negative impacts to the present and future generations. With these, the respondents affirm that sustainability is critical to the overall success of the business to continuously provide quality service for the customers and be one of the major players in the mall industry.

On the organizational level, the respondents recognized some of the areas that VistaREIT is performing well in terms of sustainability. These areas include the following:

- providing world class mall experiences to the customers
- environmental practices for managing wastes, energy, and water
- investing on new projects and ideas, and on the digitization of services
- prudent use of financial resources and effective austerity measures

To further contribute to the sustainability of the Company, the respondents suggest the following initiatives and goals to be set up:

- invest more on green building practices such as installing renewable energy
- intensify digitalization of services to promote contactless transactions
- offer products and services that are friendly for the environment
- continue supporting local suppliers

- more efficient planning of projects to lessen change orders and variation orders

However, they determined some major risks that may impact the sustainability of the Company. Among these are the COVID-19 pandemic that lead to strict restrictions and limited movements in different establishments, natural calamities, changing consumer behavior especially with the rising preference for online shopping, economic crises, and other operational risks like poor planning and those relating to health and safety.

Incentive programs, feedback systems, and being informed regularly on accomplishments or progress of different company programs would encourage the respondents more to get involved in the Company’s sustainability journey.

**Table 1. Material Topics 2022 Arranged According to Degree<sup>1</sup> of Impact**

2022 Topics	
1	Ethical Business Practices
2	Innovation
2	Economic Performance
3	Customer Satisfaction
3	Land Use
4	Store Lease
5	Regulatory Compliance
5	Landscape Impacts
6	Marketing & Promotion
6	Human Rights
7	Governance
7	Energy
8	Occupational Health and Safety
9	Community
9	Waste Management
10	Water Use
11	Green Buildings
12	Well-being
13	Emissions

The results show a growing criticality for conducting ethical business practices within the organization. Innovation and Economic Performance shared the second rank in terms of criticality while Customer Satisfaction and Land Use tied for third most critical topics in 2022.

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<sup>1</sup> Topics with similar rankings have the same weighted average based on the materiality assessment results.

## Economic & Governance Disclosures

### Economic Performance

#### Direct Economic Value Generated and Distributed

Disclosure	Amount (in millions PhP)
	2022
Direct economic value generated (revenue)	2,099.53
Direct economic value distributed:	
a. Operating costs	268.02
b. Employee wages and benefits	0.60
c. Payments to suppliers, other operating costs	123.54
d. Dividends given to stockholders and interest payments to loan providers	605.25
e. Taxes given to government	40.80
f. Investments to community (e.g., donations, CSR)	1.50

#### Impact

#### Stakeholders Affected

VistaREIT showed encouraging as it has registered a 100% increase in its economic performance as compared with 2021 since it commenced its operation only on March 16, 2022.

Employees, Community, Suppliers, Investors, Government, Customers

VistaREIT contributes its financial resources to its stakeholders with 26% for commercial building construction and operating requirements, 0.06% for employees through wages and benefits, 12% for suppliers, contractors, and other vendors, 58% for stockholders, 4% for the government in the form of taxes, and 0.14% for community investments.

There were no seasonal aspects that had a material effect on the financial condition or results of operations of the company. Neither were there any trends, events or uncertainties that have had or that are reasonably expected to have a material impact on the net sales or revenues or income from continuing operations.

#### Management Approach to Impacts

VistaREIT believes in efficient management of the Company's resources as a key to its success. Conscious financial management maintains a healthy gearing ratio. Liability management activities are conducted, as needed.

The Company's annual and quarterly financial reports have been prepared in compliance with the Philippine Financial Reporting Standards (PFRS) and such financial reports are

being audited by an external auditing firm. These reports are disclosed in the PSE Edge Portal and are also accessible in the company website. Moreover, they are filed and submitted to the relevant regulatory agency.

## Developments in 2022

On June 15, 2022, the Company was listed as a REIT company under the Main Board of the PSE, and the Secondary Offer Shares of 2,500,000,000 common shares held by the Sponsors were sold to the public at a price of Php1.75 per share.

Risks	Stakeholders Affected
The continuous rise in inflation in 2022 has resulted in a Philippine economic downturn and disrupted VistaREIT's business activities. Moreover, inherent financial risks such as foreign exchange devaluation, high interest rate, among others, continue to affect the Company's financial management.	Employees, Community, Suppliers, Investors, Government, Customers

### Management Approach to Risks

VistaREIT has adjusted its operations with the safety measures and protocols as regulated. The economic recovery in the country has opened commercial spaces and allowed construction and real estate development activities to continue in 2022.

The Company's Board Risk Oversight Committee oversees the Enterprise Risk Management System (ERMS) that ensures its functionality and effectiveness. The system includes mitigation measures and controls for all identified risks.

Opportunities and Management Approach	Stakeholders Affected
VistaREIT retained the BPO tenants in 2022, as google renewed their contracts. Community-based commercial centers and business process outsourcing (BPO) office spaces provided the Company stable revenues despite the health crisis. This opened an opportunity for VistaREIT to strengthen its leasing business that caters to community-based malls and BPO offices or other similar uses. Consumer behavior studies will be continually practiced to satisfy the preferences of the target customers.	Employees, Community, Suppliers, Investors, Government, Customers

VistaREIT is committed to exercise sound financial management and discipline for its operational controls, policies, and procedures. It will continue to compete through project concept, quality, affordability, and location.

As the economy improves, VistaREIT will retain its synergistic relationships with the Villar Group in adjusting

navigate effectively in the hybrid world under Covid alert level 1 protocols

## Climate-related risks and opportunities<sup>2</sup>

Governance	
Disclose the organization's governance around climate related risks and opportunities	
a) Describe the board's oversight of climate-related risks and opportunities	<p>The Board identifies and manages all risks and opportunities, including physical risks related to climate, which are handled by the Board Risk Oversight Committee. The Committee based its decisions on recommendations contingent to update policies and related guidance of the Enterprise Risk Management (ERM).</p> <p>The Chief Risk Officer (CRO) is in charge of the ERM process with the following responsibilities:</p> <ul style="list-style-type: none"> <li>(i) supervise all phases of the ERM process and its documentation. This includes its development, implementation, maintenance, and continuous improvement.</li> <li>(ii) communicate the top risks and the status of implementation of risk management strategies and action plans to the Board Risk Oversight Committee;</li> <li>(iii) collaborate with the Chief Executive Officer (CEO) in updating and making recommendations to the Board Risk Oversight Committee;</li> <li>(iv) suggest ERM policies and related guidance, as needed; and</li> <li>(v) provide insight on the following: <ul style="list-style-type: none"> <li>● Risk management processes are performing as intended.</li> <li>● Risk measures reported are continuously reviewed by risk owners for effectiveness; and</li> <li>● Establish risk policies and procedures are being complied with.</li> </ul> </li> </ul>

<sup>2</sup> Adopted from the Recommendations of the Task Force on Climate-Related Financial Disclosures. The TCFD Recommendations apply to non-financial companies and financial-sector organizations, including banks, insurance companies, asset managers and asset owners.

	The CRO's office is given authority, stature, resources and support from all departments to fulfill assigned tasks.
b) Describe management's role in assessing and managing climate-related risks and opportunities	Management assists in the implementation of the Company's vision, mission, strategic objectives, policies, and procedures as set by the Board. It is their responsibility to monitor, evaluate, and analyze the operations of the business and report the findings and risks to the Board. Management is also authorized to make sound business assessments and formulate action plans to be approved by the Board.
<b>Strategy</b> Disclose the actual and potential impacts <sup>16</sup> of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material	
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	<p>The Company has studied the acute physical (e.g., typhoons, floods) and chronic physical (e.g., increase in outside temperatures) risks for its malls and BPO leasing operations as part of its operational, financial, and reputational risks on a short, medium, and long-term perspectives.</p> <p>VistaREIT believes that such risks may cause temporary disruptions of its operations, specifically:</p> <ul style="list-style-type: none"> <li>• Short-term risks that include floods and typhoons that can cause power interruptions. If there are cracks in buildings, leaks may occur inside the malls especially during the heavy downpour. There may also be less manpower in construction sites brought on by unfavorable weather conditions, which in turn can delay project schedules.</li> <li>• Medium-term risks include high ambient temperature that may damage the mall equipment, leading to higher energy consumption and low volume of foot traffic. As a result, the Company may report a lower income while dealing with repairs costs for the different equipment.</li> <li>• Long-term risks include the worsening climate change influence that may bring about higher consumption of energy such as air conditioning during hot weather conditions and for using generators in times of power interruptions during typhoons.</li> </ul>
b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	
c) Describe the resilience of the	The evident possibilities of facing risks due to climate related scenarios have prompted VistaREIT to conduct a thorough,



<p>organization’s strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario</p>	<p>technical due diligence and environment scanning of all of its land acquisitions, and mall and office openings. Technical due diligence includes environmental studies not just for specific land parcels but for adjacent areas as well. The Company considers additional measures for specific climate-related events including the 2°C or lower scenario in its Enterprise Risk Management (“ERM”).</p> <p>VistaREIT continuously improves its Business Continuity Plan (BCP) and has allocated budgets reserved for emergency situations. Different teams are trained to facilitate repairs, maintenance, and operation for any possible scenarios.</p>
<p><b>Risk Management</b> Disclose how the organization identifies, assesses, and manages climate-related risks</p>	
<p>a) Describe the organization’s processes for identifying and assessing climate-related risks</p>	<p>As with all the key risks (e.g., strategic, compliance, operational, financial, and reputational risks), VistaREIT identifies climate-related risks based on analysis of key risks exposure relating to economic, environmental, social and governance (EESG) factors and the achievement of the organization’s strategic objectives. The processes are defined and discussed in the ERM system.</p>
<p>b) Describe the organization’s processes for managing climate-related risks</p>	<p>VistaREIT’s risk register consists of clearly defined, prioritized and residual risks. This register has evolved to become the foundation for developing the risk mitigation plan that highlights the most important risks to the Corporation, as defined by the risk management strategy. The Company then communicates and reports significant risk exposures, and risk mitigation plans to the Board Risk Oversight Committee for their consideration.</p>
<p>c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management</p>	<p>As part of the Villar Group, the direction for risk management, including climate-related risks of VistaREIT, is patterned after its sponsors.</p> <p>Employees from all levels are involved in the monitoring and reporting of concerned areas. Teams are assigned to assess malls conditions and discuss possible solutions to address concerns within the properties. The resulting cost proposals are allocated budgets once approved. The implementation of the proposal is then monitored and reports are generated throughout the process.</p>
<p><b>Metrics and Targets</b> Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material</p>	

<p>a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process</p>	<p>Natural catastrophes directly affect the Company’s operations. Impacts of this risk is measured through the following:</p> <ul style="list-style-type: none"> <li>● Number of days of delays in project timeline</li> <li>● Number of days of property downtime and business disruption</li> <li>● Costs of repair or replaced damage or destroyed assets</li> <li>● Costs for maintenance due to wear and tear on or damage to buildings</li> </ul> <p>In order to mitigate or eliminate the exposure to other climate-related risks, VistaREIT sees the opportunity of improving its business operations through:</p> <ul style="list-style-type: none"> <li>● Conducting regular preventive check and maintenance of all assets</li> <li>● Retrofitting of building and other developments</li> <li>● Tracking the frequency of discussions with Board and Management on climate-related risks</li> </ul>
<p>b) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets</p>	<p>VistaREIT’s end-goal is to have zero to minimal business disruptions in the event of severe weather conditions and other natural disasters. To ensure this target is met, the Company frequently communicates with and trains its employees on the protocols to mitigate risks for such situations.</p>

Procurement Practices

*Proportion of spending on local suppliers*

Disclosure	2022	2021
Percentage of procurement budget used for significant locations of operations that is spent on local suppliers	100	100

Impact, Risks, and Management Approach	Stakeholders Affected
In 2022, VistaREIT engaged with over 400 suppliers that are all based in the Philippines. These consist of businesses that offer preventive maintenance services, construction	Employees, Suppliers, Contractors

and repair services, as well as materials supply and delivery.

The Company continues to invest in local suppliers as a commitment to help develop the local economy.

All suppliers are required to pass the accreditation process to ensure that they are fully prepared to meet the requirements of the Company. For more information on the accreditation process, refer to the Supply Chain Management section under the Social Disclosures.

Opportunities and Management Approach	Stakeholders Affected
VistaREIT seeks to achieve higher standards of procurement while strengthening its relationship with local suppliers. The Company maintains a pool of contractors that are near or within the vicinity of VistaREIT in case of issues or challenges from the regular suppliers with whom they were initially partnered.	Suppliers, Contractors, Employees

In 2022, an online procurement system was put up by the Company where all transactions such as biddings, contract reviews, billing processing, and supply requests can be performed even in a work-from-home setup. The system helped ease the acceptance of requirements and the coordination between the Company and the suppliers. Additionally, VistaREIT conducts constant research for benchmarking and to know the industry trends as part of performing good procurement practices.

## Governance

### Anti-corruption

#### *Training on Anti-corruption Policies and Procedures*

Disclosure	2022	2021
Percentage of employees to whom the organization's anti-corruption policies and procedures have been communicated to	100	100
Percentage of business partners to whom the organization's anti-corruption policies and procedures have been communicated to	100	100
Percentage of directors and management that have received anti-corruption training	100	100

Percentage of employees that have received anti-corruption training	100	100
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#### *Incidents of Corruption*

Disclosure	2022	2021
Number of incidents in which directors were removed or disciplined for corruption	0	0
Number of incidents in which employees were dismissed or disciplined for corruption	0	0
Number of incidents when contracts with business partners were terminated due to incidents of corruption	0	0

Impact and Management Approach	Stakeholders Affected
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VistaREIT believes that good governance includes good management of fraud and corruption incidents. The following policies are in compliance with the principles and practices set out by the Company's Manual on Corporate Governance.

Employees, Suppliers, Directors and Management, Government Regulators

All employees, directors, and members of management receive copies of the company's whistleblowing policy and anti-corruption policies. These regulations apply rigorously to everyone. To reinforce these principles during the epidemic, VistaREIT conducted online meetings and discussions. The company utilized all available channels, including email, social media, and virtual meetings, to disseminate diverse rules throughout the organization. All workers receive clear instructions on procedures, such as prohibitions on accepting gifts and guidance on preventing conflicts of interest.

The company ensures that discussions on the Anti-Corruption Policies are included in the on-the-job orientation and annual corporate values sessions. Before being granted projects and contracts, suppliers and contractors undergo a standard accreditation process, which includes screening for compliance with relevant regulations based on their experiences and track record. This process ensures that the company only partners with third parties who have ethical business conduct. The policies are also available on the company's website for all stakeholders to access.

As a result, all employees, directors, management, and business partners receive training and communication on the company's anti-corruption policies. Moreover, there were no reported instances of corruption in 2022.

Risks and Management Approach	Stakeholders Affected
Corruption is identified to be inherent in any business. VistaREIT believes that cases that are not dealt with proper action may lead to inefficiency in operations, loss of trust in the management, and damage to the Company's reputation.	Employees, Suppliers, Directors and Management, Government Regulators
Management Approach to Risks	
Measures and controls are in place to mitigate corruption risks. Internally, audit procedures ensure the clarity and traceability in the transactions made by Finance and Operations units. External auditors, on the other hand, test the effectiveness of these internal controls.	

Opportunities and Management Approach	Stakeholders Affected
VistaREIT will continue to abide by the highest ethical standards as it conducts its business and to materialize the principles of good corporate governance in the entire organization through the different policies. Moreover, the Company will remain compliant with the various regulations relevant for its business.	Employees, Suppliers, Directors and Management, Government Regulators

#### Environment Disclosures

##### Energy & Emissions

###### Energy consumption within the organization

Disclosure	Units	2022
<b>Gasoline</b>		
GenTri	L	253.00
SOMO	L	672.58
<b>LPG</b>		
SJDM	Kg	117,706.38
Talisay	Kg	19,658.69
GenTri	Kg	10,882.00
Tanza	Kg	24,670.99
Pampanga	Kg	89,822.40
<b>Diesel</b>		
<i>Generator Sets</i>		
SJDM	L	5,968.00
Talisay	L	7,581.96
SOMO	L	396.12

Tanza	L	1,688.62
VHub Molino	L	36.00
VHub BGC	L	1,440.00
Pampanga	L	1,500.00
Antipolo	L	1,080.00
<b>Electricity</b>		
LP - Annex	kWH	1,522,500.00
LP - Main	kWH	4,567,173.28
SJDM	kWH	8,568,724.55
Talisay	kWH	2,528,616.00
SOMO	kWH	7,608,183.00
GenTri	kWH	3,655,472.10
Tanza	kWH	4,293,580.41
VHub Molino	kWH	2,453,500.00
VHub BGC	kWH	5,517,313.28
Pampanga	kWH	6,345,630.20
Antipolo	kWH	1,131,910.00

### Energy Intensity

<b>Disclosure</b>	<b>Units</b>	<b>2022</b>
<b>LPG</b>		
SJDM	kg/sq.m	563.08
Talisay	kg/sq.m	94.04
Tanza	kg/sq.m	118.02
<b>Electricity</b>		
LP - Annex	kWH/mWH	1,522.50
LP – Main	kWH/mWH	4,567.17
SJDM	kWH/mWH	8,568.72
Talisay	kWH/mWH	1,459.94
SOMO	kWH/mWH	4,392.72
GenTri	kWH/mWH	3,655.47
Tanza	kWH/mWH	4,293.58
VHub Molino	kWH/mWH	2,453.50
VHub BGC	kWH/sqm	262.73
Pampanga	kWH/mWH	6,345.63
Antipolo	kWH/sqm	53.90
<b>Diesel</b>		
<i>Genset</i>		
SJDM	L/hours	5,376.58
Talisay	L/hours	6,830.59
SOMO	L/hours	356.86

Tanza	L/hours	1,521.28
VHub Molino	L/hours	32.43
VHub BGC	L/mins	2.77
Pampanga	L/mins	2.88
Antipolo	L/mins	2.08

### Reduction<sup>3</sup> of energy consumption

Disclosure	Units	2021vs2022
<b>Gasoline</b>		
GenTri	L	253.00
<b>LPG</b>		
SJDM	Kg	38,451.45
GenTri	Kg	10,882.00
Tanza	Kg	24,237.76
<b>Diesel</b>		
<i>Generator Sets</i>		
SJDM	L	1,468.00
Tanza	L	109.40
VHub BGC	L	1,440.00
Pampanga	L	1,500.00
<b>Electricity</b>		
LP – Annex	kWH	122,500.00
LP – Main	kWH	443,758.28
SJDM	kWH	1,377,019.00
GenTri	kWH	503,796.10
Tanza	kWH	1,135,143.61
VHub BGC	kWH	1,620,118.81
Pampanga	kWH	6,345,630.20
Antipolo	kWH	217,182.00

### Air Emissions

#### GHG

Disclosure	2022
Direct (Scope 1) and Indirect (Scope 2) GHG emissions (in tons CO <sub>2</sub> e)	
LP - Annex	1,522.50
LP – Main	4,567.17
SJDM	8,568.72
Talisay	1,459.94
SOMO	4,392.72
GenTri	3,655.47

<sup>3</sup> Negative values mean an increased consumption compared to previous year's consumption.

Tanza	4,293.58
VHub Molino	2,453.50
VHub BGC	262.73
Pampanga	6,345.63
Antipolo	53.90
Scope 3 GHG emissions (in tons CO2e)	N/A
Emission of ozone-depleting substances (ODS)	N/A
Nitrogen Oxides (NOx), Sulfur Oxides (SOx), and Other Significant Air Emissions	N/A

### *Air Pollutants*

VistaREIT has no monitoring system at this point in time to track air pollutants.

Impact	Stakeholders Affected
Malls and commercial spaces consume energy for their cooling system, chiller plant operation, lighting, generator set operations, and tenants' use. As part of the company's response to protect its employees, shuttle services are provided which are the source of diesel consumption in 2022.	Employees, Tenants, Customers

**Management Approach to Impacts**

VistaREIT trains its operations staff on energy management measures which include the proper maintenance and operation of diesel generator sets. As per DENR-EMB MC2022-003, only genset that runs at 3hrs per day or 200 running hrs annually must perform emission test.

Energy saving measures are being adopted. These include measures such as:

- upgrading lighting fixtures from CFL/fluorescent lightings to LED bulbs. As of 2022, 95% have been converted into LED lights;
- scheduling the switching of lights, air conditioning units, elevators, and escalators;
- daily monitoring of temperature wherein low temperatures indicate that equipment must be switched off. Ambient temperature is maintained at 24-degrees Celsius.
- the use of the automatic switches for pumps and motors;
- maximize the existing load capacity of transformers to cater activities;
- diesel consumption is monitored through the purchase orders for servicing employees;
- proper ventilation is provided to ensure normal working conditions for equipment;
- regular preventive maintenance measures of equipment. Generator sets are scheduled quarterly for PMS and are undergo change oil annually;
- ongoing replacement and upgrade of old electrical/mechanical equipment to



- prevent interruption due to equipment failures; and
- cleaning of exhaust, filters and facilities are scheduled to improve equipment performance and efficiency.

Regular inspection of all facilities and equipment is conducted to assess lighting and equipment usage in malls and to ensure that all systems are in tip-top condition to avoid sudden breakdowns and lessen the use of emergency power supply.

Risks and Management Approach	Stakeholders Affected
VistaREIT sees the risk presented by power interruptions that may be caused by natural or man-made events.	Employees, Tenants, Customers

All malls and offices have building administrators that track the usage of energy. They maintain data on the energy use trends of various facilities and equipment. The data serves as the main reference in budgeting energy benchmarks per month and in developing measures to ensure that the amount of consumption does not go beyond the budgeted energy consumption.

Each month, the building admins compare the actual kWh consumption versus the budgeted kWh consumption for the common area to avoid excessive use of energy. When the power usage is increasing in some areas, the building admins discuss with technicians and security personnel on how to monitor the strategic switching off of electrical equipment like elevators, lights, and aircons as necessary. The building administrators are also trained to respond in emergency cases such as power interruptions.

Opportunities and Management Approach	Stakeholders Affected
VistaREIT continuously seeks for feasible renewable energy sources for its malls and BPO spaces. In Pampanga, the mall has been installed with 75% or 1,062 solar panels which will produce 455KW of DC power.	Employees, Tenants, Customers

Overall, VistaREIT continuously improves its energy management to ensure efficiency of operations while

providing a comfortable shopping experience for the customers.

## Water

### Water consumption within the organization

Disclosure	2022
<b>Water withdrawal (in m<sup>3</sup>)</b>	
LP – Annex	6,510
LP – Main	15,257
SJDM	117,616
Talisay	6,975
SOMO	55,286
GenTri	1,486
Tanza	14,863
VHub Molino	10,462
VHub BGC	24,835
Pampanga	48,528
Antipolo	14,814
<b>Water withdrawal Intensity (%)</b>	
LP - Annex	99.76%
LP – Main	34.50%
SJDM	42.68%
Talisay	33.16%
SOMO	173%
GenTri	4.95%
Tanza	51.10%
VHub Molino	52.90%
VHub BGC	119.73%
Pampanga	121.92%
Antipolo	176.34
<b>Water consumption (in m<sup>3</sup>)</b>	
LP – Annex	6,510
LP – Main	15,257
SJDM	13,216
Talisay	6,975
SOMO	49,757.4
GenTri	1,486
Tanza	9,958
VHub Molino	9,415.8

VHub BGC	24,835
Pampanga	20,058
Antipolo	14,814
<b>Water recycled and reused (in m<sup>3</sup>)</b>	
SJDM	2,554.00
SOMO	4,975.74
Tanza	3,286.00
VHub Molino	941.58
Pampanga	9,123

Impact and Management Approach	Stakeholders Affected
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Water is a vital resource in the Company’s operations. It is especially significant for the malls’ cooling system, cooking and washing supply of tenants, and supply for comfort rooms and water features (e.g., fountains). The Company also ensures that discharges to creeks and rivers comply with national standards.

Employees, Tenants,  
Customers

The Company operates with the following measures in mind to ensure that water is consumed efficiently throughout the malls:

- Minimize the use of water through proper scheduling of floor wash downs or cleanings of the malls and BPO spaces.
- Train personnel on water conservation
- Ensure regular maintenance schedule of all pipes, valves, and pumps
- Takes initiatives to prevent soil and water contamination by waterproofing of the Sewage Treatment Plant “STP” chambers that ensures the containment and discharge system have no leaks
- Install new technologies such as sensor-type faucets in all malls and BPO properties.
- Ensure regular testing is performed to pass water and wastewater quality standards set by government regulations
- Reduce percentage of valve opening in common areas
- Reduce water pressure in comfort rooms
- Open water features only during weekends
- Check and maintenance of pipes to avoid leaks

- Provide water meters for daily monitoring of water consumption

The Company makes sure that its wastewater treatment facilities comply and meet the regulatory requirements set by the DENR and by third-party providers. Quarterly testing is conducted to verify if water discharge complies with effluent standards by accredited testing laboratories.

Property management teams practice harvesting rainwater for flushing urinals and water closets, and reuse it for perimeter cleaning and landscape maintenance.

Risks	Stakeholders Affected
VistaREIT is at risk of water crises. Additionally, non-compliance with effluent standards may cause ceasing of operations. Ultimately, it may result in significant health risks.	Employees, Tenants, Customers

Management Approach to Risks
The malls have installed water tanks to use as reserve supply during occasions of water shortage. VistaREIT is also modernizing its facilities to conform with the stricter standards of DAO 2021-19. It currently invests in bioaugmentation that hastens the breakdown of contaminants in wastewater. Particularly, this process uses non-hazardous and non-corrosive microbes to degrade fats, oils, starch proteins, industrial waste and grease and lowers sludge that can affect the environment.

Opportunities	Stakeholders Affected
VistaREIT takes part in preserving a healthy environment for all its stakeholders by maintaining the quality of wastewater to prevent water pollution in nearby water bodies, and soil and underground contamination from leakages. The Company is, therefore, looking for the possibility of installing water-recycling equipment to divert discharges for other uses such as landscape maintenance.	Employees, Tenants, Customers

Management Approach to Opportunities
VistaREIT aims to reduce the water needed to run the facilities by a minimum of 20% by the end of 2023. As part of this goal, the Company plans to recycle wastewater to operate the cooling towers. It is also the initiative of VistaREIT to blow off water from the cooling tower to be used for perimeter cleaning.

One of the malls targets to reuse treated water from the STPs as an alternative source to supply water closets and urinals. This initiative expects to reuse 50% of water from the STP

and will take off in 2023. Another mall also targets to reduce the mall sharing for water consumption vs tenant consumption to less than 50%.

Aside from recycling, the property management teams maintain the piping system to discharge only in designated discharge points. They secure all hazardous waste properly. Monitoring of cistern tanks and sewage treatment plants are conducted weekly and they are cleaned annually.

#### Materials used by the organization

Disclosure		Units	2022
<b>Renewable Materials used</b>			
LP – Annex	Wood	Pcs	4
	PVC pipe		1
LP – Main	Wood	Pcs	40
	PVC pipe		1
Talisay	Wood	Pcs	3
	PVC pipe		35
GenTri	Wood	Pcs	10
	PVC pipe		30
<b>Recycled input materials used</b>			
LP – Annex	Plyboards	pcs	5
	Metal Furring	lot	1
LP – Annex	Plyboards	pcs	6
	Plyboards	pcs	6
	Metal Furring	lot	1
Talisay	Plyboards	pcs	15
	Gypsum board		10
	Metal Furring		20
SOMO	Office Paper	rim	10
GenTri	Plyboards	pcs	50
	Gypsum board		300
	Metal Furring		100
<b>% of reclaimed products and their packaging materials</b>			
Talisay	Gypsum board	%	80
	Metal Furring		90
	Plyboard		75
GenTri	Gypsum board	%	80
	Metal Furring		60
	Plyboard		90
<b>Reclaimed products and their packaging materials</b>			N/A

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

VistaREIT has no sites that significantly impact lands with high biodiversity value or located in or near protected areas. As part of the Villar Group, the Company employs the same procedures in land acquisition as with Vistamalls. Engineering and environmental assessments are conducted to determine if the land is suitable for construction. The land must be topographically amenable to commercial development.

Other factors include:

- the general economic condition of the environment surrounding the property;
- suitable land must be located near areas with sufficient demand or that the anticipated demand can justify any development;
- the site's accessibility from nearby roads and major thoroughfares;
- the availability of utility infrastructure, such as electric transmission facilities, telephone lines and water systems; and
- the overall competitive landscape and the neighboring environment and amenities.

### Wastes

#### Solid Waste

Disclosure		Units	2022
<b>Reusable</b>			
Talisay	Plastic	kg	2,098
<b>Recyclable</b>			
Talisay	Paper, cartons	kg	4,980
	Glass bottle		2,146
	Aluminum		109
	Metal		178
SOMO	Box	lot	1
GenTri	Solid waste	cum	24
VHub Molino	Office Supplies waste	Lot	1
VHub BGC	Paper	kg	3,425
Pampanga	Paper and Plastic	mt	95
<b>Composted</b>			
Talisay	Food Waste	kg	4,085
SOMO	Food Waste	lot	1
Pampanga	Food Waste	mt	35
<b>Residuals/Landfilled</b>			
SOMO	Debris	lot	1
Antipolo	Grease	kg	4,600

### Hazardous Waste

Disclosure	Units	2022	
<b>Total weight of hazardous waste generated</b>			
Talisay	Bulbs	pcs	508
	Batteries	pcs	6
VHub BGC	Bulbs	pcs	230
Pampanga	Bulbs	mt	0.01
	Batteries	pcs	8
	Used Oil	L	540
Antipolo	Bulbs	kg	3

Impact	Stakeholders Affected
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Events, seasonal decorations, increased number of tenants, higher foot traffic, and higher car volume are the identified inputs that lead to more waste generation in VistaREIT during the year.	Employees, Tenants, Community, Contractors, Service providers, Customers, Government regulators, Farmers
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### Management Approach to Impacts

The Company believes that an effective solid waste management system in place makes for efficient operations and reduce cost of disposal with the income-generating factor of recycled items. VistaREIT shares the responsibility of practicing waste management with its tenants and service providers.

Segregation at the source is encouraged for all the mall and BPO tenants. Each segregated waste is hauled by a contracted waste disposal contractor to the proper facilities. Tenants are expected to strictly follow the trash bag color coding to prevent mixing of wastes.

Recyclable wastes, such as cartons, papers, and tarpaulins, are sent to Materials Recovery Facilities (MRFs), which are then sorted out and sent to buyers (e.g., junk and scrap buyers). All tenants are mandated to avoid using single-use plastics in packaging purchases in compliance with the local ordinances for banning the use of such plastics.

Reusable wastes are diverted as materials for other projects. For instance, plastic gallons are reused as plant boxes, printing documents on scratch papers, old cartons as storage boxes for other smaller items, among others.

VistaREIT also ensures that all hazardous wastes are properly identified, characterized, stored, and transported, according to government regulations. To track the waste that was collected by a third- party hauler, the building admins ask for a certificate for hazardous waste disposal. There are deployed officers who track the activities of any third-party contractors and report them to the administration.

**Risks, Opportunities, and Management Approach****Stakeholders Affected**

The improper disposal of materials and other resources increases waste generation which pollutes the environment. The risk increases with the hybrid way of working in 2022 that saw an increased foot traffic in the malls and the once vacated BPO spaces seeing employees on site.

Employees, Tenants, Community, Contractors, Service providers, Customers, Government regulators

VistaREIT recognizes that having an effective solid waste management system also promotes an environment that is free from pests and unsanitary areas that may cause illnesses. Additionally, the SWM promotes compliance with the regulations and is a plus factor for incoming tenants.

VistaREIT will continue to monitor the volume of wastes generated through manual tracking, visual confirmation, referencing on the hauling data, and estimations using the size of garbage trucks for determining volume of wastes collected. The Company will continue to gather all reports from haulers to monitor monthly generation of solid wastes.

The Company's waste management policy is regularly communicated to the employees, tenants and service providers through announcements of house rules, memos, signages on trash bins, emails, and letters.

To monitor the compliance of all parties, deployed officers are expected to conduct surprise inspections and impose penalties and violation tickets to those parties who are non-compliant.

### Environmental Compliance

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

Disclosure	2022
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



Impact	Stakeholders Affected
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<p>VistaREIT secure the environmental permits, including environmental compliance certificate and drainage permit for the sewage treatment plants, from the appropriate government agencies prior to any land development activity. As of 2022, the Company’s retail and business process outsourcing (BPO) operations comply with all local and national environmental regulations. There are no fines and sanctions on record due to non-compliance with environmental laws and regulations in 2022.</p>	<p>Employees, Community, Government regulators</p>
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Management Approach to Impacts
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Each of the Company’s retail and BPO operations has its own Pollution Control Officer (PCO), who oversees ensuring stakeholders’ compliance to all environmental regulations.

Risks	Stakeholders Affected
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<p>Environmental laws and regulations are set with important parameters that impede pollution and protect public health. Not complying with these laws may cause delays in proceeding with the projects and may impose risks to the environment and to the health of the communities.</p>	<p>Employees, Community, Government regulators</p>
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Management Approach to Risks
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VistaREIT takes a proactive approach in partnership with its tenants in ensuring compliance with Clean Air Act, Clean Water Act, Ecological Solid Waste Management Act, and others by maintaining efficient operations and continuous study of potential technologies to lessen environmental impact.

Regular communication on company policies and guidelines is implemented to sustain this commitment. Among these policies and guidelines are the ban of single-use plastics, construction/fit out guidelines wherein the specification of lighting fixtures needs to be uniform with the building requirements, and the switching off of all facilities and equipment after small hours.

Opportunities	Stakeholders Affected
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<p>VistaREIT will continue to promote, implement, monitor, and invest in environmental-friendly practices to manage energy, water, and waste within the organization.</p>	<p>Employees, Tenants, Community, Contractors, Service providers, Customers, Government regulators</p>
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## Social Disclosures

### Employee Management

#### Employee Hiring and Benefits

##### *Employee Data*

Disclosure	2022
Total number of employees	29
Number of female employees	12
Number of male employees	17
Attrition rate <sup>4</sup>	3%
Ratio of lowest paid employee against minimum wage	1:1

##### *Employee Benefits*

List of Benefits	Y/N	% of female employees who availed	% of male employees who availed
		2022	2022
SSS	Yes	33%	24%
PhilHealth	Yes	33%	12%
Pag-IBIG	Yes	0%	6%
Parental leaves	Yes	17%	12%
Vacation leaves	Yes	100%	100%
Sick leaves	Yes	42%	47%
Medical Benefits (aside from PhilHealth)	Yes	33%	35%
Housing assistance (aside from Pag-IBIG)	Yes	100%	100%
Retirement fund (aside from SSS)	Yes	100%	100%
Further education Support	Yes	0%	0%
Company stock options	Yes	100%	100%
Telecommuting	No	0%	0%
Flexible-working Hours	No	0%	0%

### Diversity and Equal Opportunity

Disclosure	2022
% of females in the workforce	41%
% of males in the workforce	59%
Number of employees from indigenous communities and/or vulnerable sector <sup>5</sup>	0%

<sup>4</sup> Attrition rate = (no. of new hires – no. of turnover)/ (average of total no. of employees of previous year and total no. of employees of current year)

<sup>5</sup> These are employees who are aged above 50 years old.

## Impacts and Management Approach

The executive officers of the Company are seconded from other companies in the Vista Land Group. The employees of VProperty Management, Inc. (“**Property Manager**”) are responsible for supervising, managing, leasing, operating and maintaining the Properties pursuant to the terms of the Property Management Agreement. The employees of VFund Management, Inc. (“**Fund Manager**”) are responsible for implementing the Company’s investment strategies and managing its assets. As such, the Company did not directly hire its own employees. In addition, certain administrative functions such as IT, legal and accounting support are provided by the Vista Land Group.

VistaREIT believes that the employees are its most valuable assets and that they should be well-cared for while under its employment and within its premises.

VistaREIT takes pride in being an Equal Opportunity Employer. It does not discriminate against the employees based on personal characteristics, including gender orientation. The recruitment policy encourages hiring employees from different backgrounds, regardless of race, culture, and other personal traits. Moreover, they recruit from different areas in the country to ensure that it has reach a broader pool of candidates.

They continue to exclude gender requirements in posting job advertisements to encourage both male and female applications. Older workers at a higher risk for work-related injuries are protected through expanded disability and health insurance. Telecommuting was made available, and shuttle services were provided to those who reported in the offices and malls. The Company implemented extended health programs via the Health Maintenance Organization (HMO) provider and other partner establishments.

### **BENEFITS**

The competitive salary package ensures that the employees continue to strive to improve their skills. At the start of employment, recruiters explain to new hires that the salary increments are based on performance, which drives the employees to continue and do better. Since the beginning of 2022, they required all of its employees to work on-site. Even though COVID-19 remains a threat, they made sure that the minimum health precautions—like the use of face masks—are observed. Regular benefits like bonuses and health insurance were retained, along with performance evaluations to make sure employees were being fairly compensated.

Additional benefits on top of the government-mandated benefits are also provided that includes ample leave credits, health care cards, annual performance reviews, annual salary appraisals, employee career growth plans, training, seminars, etc. Long-term incentives like housing assistance and retirement plans are provided to qualified employees only.

## Risks and Opportunities

The Property and Fund Manager acknowledge risk in hiring and retaining personnel. Identified issues that can rise include negatively impacting VistaREIT's capacity to undertake project design, planning, and execution activities within the Company. If this occurs, the Company will be forced to engage third- party consultants that may require additional costs.

As the offices started to welcome back employees, some left for jobs that offer work-from-home arrangements, having experienced the advantages of at-home work. The current hybrid work arrangement will also require some work-around time and adjustment period for all concerned.

They ensures proper workplace succession by implementing job rotations and providing training programs to its employees.

They observed that most of the workforce are young professionals, with an average age of 26.9. They, therefore, also considers attracting employees within this age group to achieve organizational goals and targets.

## Management Approach to Risks and Opportunities

Property and Fund Managers continuously evaluate its policies and procedures in hiring and retaining employees, including compensation and benefits offered, training, and career growth paths.

To ensure proper workplace succession, one method of candidate development includes job rotations within the organization that give key performers opportunities to gain experience in other departments. In addition, they provide management education and mentoring through leadership training and management development programs. Performance appraisal is another tool/method to ensure proper workplace successions.

### Employee Training and Development

Disclosure	2022
Total training hours	216
Female employees	44
Male employees	172
Average training hours	16
Female employees	8
Male employees	24

### Impacts and Management Approach

Building internal capacity through training and development activities increases employee satisfaction and motivation. Property and Fund Managers believe employees feel appreciated and more valued whenever they are included in the training sessions. And the experience proved to be an excellent incentive in increasing employees' capacity to deliver and while promoting innovation and creativity.

Property and Fund Managers partner with affiliate Vista Center for Professional Development in providing training needs of employees. Part of the training program is courses for Personality Development (Image Enhancement, Business Communication) and Technical Skills Development.

They evaluate its employees annually using a standard Performance Evaluation Form. In the said form, employees are rated from 1 to 5 based on their Job Knowledge and subscription to the Company Values. The evaluation results will be used as the basis for promotions and salary increases.

### Risks and Management Approach

Lack of training among employees may result in unsatisfied employees with stagnant skills.

The pandemic has made Property and Fund Managers explore changes in the approach of Training & Development. Though still with limitations, they adapted a hybrid approach in Company Activities including Training Programs. They has conducted face to face activities with a smaller number of participants who are already screened for symptoms prior to the activity.

They has also shifted to online-based courses to ensure training, learning, and development while adjusting to the New Normal way of doing business.

### Opportunities and Management Approach

Property and Fund Manager employees who have done exceptional work in their respective fields are duly recognized. They provide merit increases and promotion to the next rank to deserving employees regardless of age or tenure. Employees also receive salary increments, travel incentives and/or promotions to the next rank based on performance evaluation.

### Workplace Conditions, Labor Standards, and Human Rights

#### Occupational Health and Safety

Disclosure	2022
Safe Man-Hours	2,064
No. of work-related injuries	0
No. of work-related fatalities	0
No. of work-related ill-health	0
No. of safety drills	5

## Impacts and Management Approach

Property and Fund Managers prioritize the health and safety of its employees, especially those required to report to the malls and offices. They reported zero cases of work-related fatalities and injuries in 2022.

The Department of Labor and Employment requires organizations to have an Occupational Safety and Health (OSH) committee and policy. Therefore, Property and Fund Managers and the Health & Safety Committee take charge of maintaining documentation of the Company's health and safety policies.

The Health and Safety Policy covers the following:

1. Incident reporting;
2. First Aid Treatment;
3. Emergency Management;
4. Return to work policy; and
5. Safe Work Procedures

Safety policies and any other additional measures are communicated to employees through email blasts and memorandums posted on the bulletin board of offices, as well as discussions during staff meetings and social media platforms.

There is a formal joint management-worker health and safety committee. Its responsibility is to ensure proper communication and coordination of safe work procedures and policies between workers and employers. The committee is authorized to make decisions in terms of health and safety. Once every three months, the members meet.

The Property Manager has laid out a strict COVID-19 policy to ensure safety from the virus. Signages are put up in all offices to keep employees informed of these policies.

Employees must use the Vista Health App -- a mobile app developed by the Villar Group so the company can easily monitor employees with symptoms and refer them to telemedicine. Sanitizers, masks, and foot baths have also been in place since the start of the pandemic in all offices.

## Risks

The Villar Group gives priority to actions that will safeguard the health and safety of its workforce in 2022, with COVID-19 protocols still being maintained at Alert Level 1.

The Property Manager is aware of the need to take proactive measures to reduce the risk of an employee's exposure through physical modifications in the workplace, including reducing contact, altering work schedules to reduce the number of employees physically present in the office, encouraging social distance, and strictly enforcing cleaning hygiene.

Moreover, work-related hazards that includes fires or explosions, equipment malfunction, trips & slips, and work-related stress are always considered by the Company to be safety risks. Additionally, external events such as natural disasters may also significantly affect the Company's operations.

### Management Approach to Risks

Property Manager health and safety committee conducts risk assessments to identify occupational safety hazards and risks.

Additional safety measures have been implemented for COVID-19 prevention. For example, employees are asked to answer a health survey form daily to ensure they do not experience any symptoms before reporting to the office. Temperature checks, hand sanitizers, and foot baths are also placed at the office entrances. In addition, they rearranged offices to consider physical distancing.

The Property Manager presents the minutes of the meeting of the OSH committee to an external inspector from the Department of Labor and Employment to check for completeness and correctness. These are used to determine appropriate ways to eliminate the hazard or control the risk when they cannot eliminate the hazard. Aside from signages, the committee conducts collaborative meetings to review existing policies on risk reduction.

Employees are encouraged to relay any work-related hazards to their assigned safety officer or the Human Resources Department (HRD). Work-related incidents are investigated through witness testimonies and CCTV footage, if available. The Company also reviews work-related incident reports and determines the severity of these incidents to develop preventive actions. The senior management officer determines the severity of the situation and instructs the Human Resources Department to coordinate the order with the division head or officer-in-charge of the affected area/s.

The Property and Fund Managers' occupational health services include pre-employment assessment and employee wellness. In addition, they have clinics with an Emergency Response Team present to provide employees and customers with any emergent health crisis. Employees can have teleconsultations through the it's accredited HMO provider. In addition, employees can access it through the Property Manager's partner HMO website and self-help kiosk. This helps identify the common illnesses among employees and if there are any work-related issues. The pre-employment assessment is an additional preventive measure in keeping the workplace safe. Accredited partners provide these that employees easily access. The On-Site Annual Physical Exam is done in our malls to ensure that everyone will be able to attend.

Property Manager sends representatives for Basic Occupational Safety & Health Training and First-Aid Training. In addition to the standard training requirements of each department, training needs are also identified through the annual performance evaluation of employees. This evaluation identifies the employee's level of competency and

knowledge and the training program that will complement these. BOSH training was provided for the selected safety officers per area, while they provided the PCO training for the lead engineer in the mall.

Annual Fire and Earthquake Drills are also participated by employees to ensure preparedness for a disaster. As of 2022, there were five runs of drills participated.

The management, safety committee, and other relevant departments work through strict coordination to ensure that risks are minimized. There is scheduled preventive maintenance to make sure that all equipment is properly working. Signages are put in place to keep employees cautious.

There are internal/external audits conducted on safety. These are conducted annually by DOLE and the Bureau of Fire Protection. Internal/External Audits are done through area inspection and drills.

### Opportunities

The Property and Fund Managers believe that trained employees have a strong sense of confidence brought on by the added knowledge and built skills. This also builds capacity for the talent pool to properly utilize health safety protocols adopted during the various phases of pandemic restrictions.

They are committed to continually improve its occupational safety management system to ensure safe and healthy workplaces for its employees.

### Management Approach to Opportunities

The Property Manager has commissioned the nation's leading HMO provider to care for the employees' health and wellness. Health benefits include the annual physical examinations and timely COVID-19 tests to ensure that the workplace is COVID-free.

With fewer COVID cases, the Company was able to have less strict protocols in the workplace such as employees were already asked to report on-site and face-to-face meetings were allowed.

The use of telemedicine is also encouraged to ensure employees can conveniently receive medical advice as needed. Employees are required to use the Vista Health App— a mobile app developed by the Villar Group so the company can easily monitor employees with symptoms and refer them to telemedicine. Sanitizers, masks, and foot baths have also been in place within the premises since the start of the pandemic.

The Property Manager also provides non-occupational medical and healthcare services to employees upon the regularization of their tenure. These range from consultations, laboratory tests, confinement, and minor and major procedures. Other health risks being addressed are Tuberculosis, Hepatitis B, and HIV-AIDS



Employees can also teleconsult through the company's accredited HMO provider's website or self-help kiosk.

#### Labor Laws and Human Rights

Disclosure	2022
No. of legal actions or employee grievances involving forced or child labor	0

Do you have policies that explicitly disallow 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	Adherence to General Labor Standards (GLS)
Child labor	Y	Adherence to General Labor Standards (GLS)
Human Rights	Y	Article A Section 1-7 of the Company's Code of Conduct and Discipline (Offenses Against Person)

#### Labor-Management Relations

Disclosure	2022
% of employees covered with Collective Bargaining Agreements	0
Number of consultations conducted with employees concerning employee-related policies	0

### Impact, Risks, Opportunities, and Management Approach

The Property and Fund Managers remain compliant with the different labor laws and regulations. There are no recorded cases of violation of human rights in 2022. They have no collective bargaining agreements with its employees and none of the employees belong to a union.

They recognize the risks of having an unhealthy work environment due to non-compliance with labor laws and human rights. These may result in fines and sanctions imposed by the government. Moreover, strikes, work stoppages, work slowdowns, grievances, complaints or claims of unfair practices or other deterioration in its employee relations may negatively impact employees' productivity and its reputation.

Property and Fund Managers have high regard for its human resources and in turn, expects its workforce to deliver based on agreed targets as aligned to the mission of the organization. They facilitates company-sponsored activities and performs annual performance reviews to keep its employees informed and to monitor their progress.

Various platforms such as surveys, focus-group discussions, regular staff meetings, and coordination meetings are made available to encourage employees' participation. Open forum is seen as an opportunity for management to receive suggestions and other feedback from employees and vice versa. Regular values sessions are also conducted per department wherein Company values are reiterated and employees voice out their concerns.

The Human Resources Department (HRD) is mandated to welcome, to accommodate, and to address the concerns of the employees. Any complaints received pertaining to discrimination will be dealt with promptly and with fairness. Same as other offenses, the Human Resource Department will investigate based on the incident report, testimony of the witnesses, and other evidence related to the commission of the offense. Employees are protected by the Whistle Blowing Policy so they can freely communicate their concerns without fear of retaliation. Employees are also empowered with a direct access to an independent member of the Board or a unit created to handle whistleblowing concerns.

All employees are assured that their concerns are dealt with confidentiality and professionalism. The Property Manager investigates the reported incident. Once vetted, the management and/or HRD will conduct the appropriate disciplinary action and will closely monitor the agreed resolution, if needed. This due process is based on the Company's Employee Code of Conduct and Discipline.

The policy states specific disciplinary actions towards offenses of discrimination, equivalent to separation. Article A Section 1-7 of the Property Manager's Code of Conduct and Discipline (Offenses Against Person) states that any infraction of its rules and regulations shall give rise to appropriate disciplinary action that can range from a Written Warning, Suspension, or Dismissal. This is given after due process. The policy also noted that the Company does not encourage any act of insult, disrespect, or rudeness of employees.

The Management through the HRD ensures that the policy is relayed to all employees and stakeholders through orientations and onboarding sessions of new hires.

Any complaints received as related to perceived discrimination will be dealt with promptly and with fairness. Same as other offenses, HRD will investigate based on the incident report, testimony of the witnesses, and carefully review other evidence related to the commission of the offense. If needed a subject matter expert will be consulted to validate the information received. Once a resolution is formed, it is implemented and the entire process is closely monitored. All employees shall be afforded due process before implementation of the sanction, if applicable.

The HR Department and department heads are encouraged to keep their communication lines open to make employees secure about reporting their concerns to the correct authority.

Property and Fund Managers encourages workers to respect each other's differences and promotes the corporate core value. They conducts human capital risks assessments through the quarterly review of the existing manpower and employee rankings. The senior management is tasked to monitor employee performances in meeting business goals.

### Supply Chain Management

VistaREIT has a supplier accreditation policy that considers the following sustainability topics:

Topic	References in the company policy
Environmental performance	Purchasing Policies and Procedures Section II (Policy Statement) Section III (Procedures) OPC-PD-001b – Supplier Accreditation
Forced labor	
Child labor	
Human Rights	
Bribery and corruption	

### Impacts and Management Approach

All suppliers are required to undergo the VistaREIT accreditation process which reviews their experience in the industry, financial capability, resources and track record of adhering to quality, cost and time of completion commitments. To date, VistaREIT has identified no significant environmental and social impacts of suppliers that may impact the supply chain. No suppliers were blacklisted in 2022.

The Purchasing group facilitates the accreditation process. The Audit team rated the suppliers using score cards. ratings are heavily referenced from the following:

- updated financial statements
- previous and existing contracts/projects
- manpower
- offices
- coverage of service

The prospective suppliers' environmental and social impacts are checked and evaluated based on certifications and required permits that were secured for their previous and existing projects. The suppliers are also tested for their ethical business practice and their capacity to adhere to the Philippine laws

### Risks and Management Approach

VistaREIT' supply chain faces various risks, such as: price fluctuations of materials (e.g., steel, cement, and other raw materials for construction), changing regulations, and labor shortages.

To mitigate risks of labor shortages, VistaREIT employs the services of local contractors in its various host communities. This back up plan also serves to strengthen ties with the local neighborhoods.

The in-house Purchasing Group is responsible for searching, selecting and accrediting suppliers. The group negotiates lock-in prices for an agreed period of time, and manages the level of materials inventory. Materials are ordered by bulk to get the maximum discounted price for common requirements.

Online meeting platforms are used to connect with suppliers for negotiations and other transactions. Suppliers are asked to submit pictures of their offices for the Company to review and assess while actual visits are limited. Through constant research and foreign travels for benchmarking; Suppliers undergo a thorough accreditation process that includes background investigation, submission of complete and updated financial documents and the necessary government permits and certifications, company and plant visits, and other pertinent inquiries.

For suppliers who were identified as non-compliant, VistaREIT address such issues by:

- providing timelines for those who failed to meet the quality and specifications of the Company. If the timeline is still not followed, VistaREIT has the option to cancel the contracts.
- issuances of letters of delay that indicate the grace period for suppliers to resolve the issue. If the grace period has passed and the issue is still not resolved, the Company will impose penalties as stipulated in the contracts.

### **Opportunities and Management Approach**

VistaREIT enlarges its lease portfolio via enhancements of existing assets and constructing more vertical developments, retail malls, and BPO commercial centers. This approach mandates the Company maintain long-term relationships with 409 accredited suppliers and deal with them on an arm's length basis.

The Villar Group's procurement teams are wont to synergize as good business practice. This win-win move ensures better negotiation edge of the collective block for key goods and services.

VistaREIT will continuously provide the necessary training and development opportunities for employees to improve their skills as procurement professionals.

## Relationship with Community

### Significant Impacts on Local Communities

Operations with significant impacts on local communities	Vista Mall Las Piñas (Main) and Starmall Las Piñas (Annex)
Location	Las Piñas
Vulnerable groups <sup>6</sup> (if applicable)	Children, youth, and elderly
Does the particular operation have impacts on indigenous people?	No
Collective or individual rights that have been identified that or particular concern for the community	Right to have the highest standard of living by providing access to goods and other necessities
Mitigating measures or enhancement measures	Dialogue with the communities on their needs

Operations with significant impacts on local communities	Terminal/Transport Hubs
Location	SJDM, SOMO
Vulnerable groups (if applicable)	Children, youth, and elderly
Does the particular operation have impacts on indigenous people?	No
Collective or individual rights that have been identified that or particular concern for the community	Right to have the highest standard of living by providing access to transportation
Mitigating measures or enhancement measures	Traffic management on terminals

Operations with significant impacts on local communities	Leasing of Grocery Stores
Location	All malls
Vulnerable groups (if applicable)	Children, youth, and elderly
Does the particular operation have impacts on indigenous people?	No
Collective or individual rights that have been identified that or particular concern for the community	Right to have the highest standard of living by providing access to goods and other necessities
Mitigating measures or enhancement measures	Waste management, COVID-19 Protocols

For operations that are affecting IPs, indicate the total number of Free and Prior Informed Consent (FPIC) undergoing consultations and Certificate Preconditions (CPs) secured and still operational and provide a copy or link to the certificates if available: N/A

<sup>6</sup> Vulnerable sectors include, 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).

## Impacts to Communities

VistaREIT shares its sponsor's vision called Communities which aims to enhance its relationship with communities across the country. The Company commits to give local communities livelihood income, job opportunities, and increase local taxes. VistaREIT maintains monthly engagements with its various host communities, including seasonal marketing activities.

VistaREIT takes part in tackling the transportation challenge with an "all-hands-on-deck" mindset by firming up the partnership between its malls and its transport company, MEX. This partnership resulted in having point-to-point buses and jeepneys to select branches of VistaREIT to cater to the malls' customers, tenants, and employees.

Vista Mall and Starmall, from where the malls and offices of VistaREIT came from, founded the Give Hope Project as the flagship program for their Corporate Social Responsibility arm. For the past year of 2022, the mall group was able to reach out and initiated these activities:

- Earth Hour with WWF Philippines. Vista Mall, Starmall and its Lifestyle Centers were able to partner with WWF Philippines for the Earth Hour celebration of 2022. Several activities such as Neon Fitness Party, LED Tron Shows were held simultaneously at our malls nationwide. With the Neon Fitness Party, for every 830 calories burned by fitness participants is equivalent to a Php 100 donation where 100% of the proceeds were donated to WWF Philippines.
- Kapon Caviteño at SOMO - A Vista Mall SOMO - A Vista Mall in partnership with Cavite Animal Welfare Advocates Group Inc. (CAWAG Inc.) and Philippine Pet Birth Control Center Foundation spearheaded Kapon Caviteño last June 10 to June 11, 2022. This movement is to encourage a great number of fur parents to have their fur babies spayed/neutered along with our SOMO community pets.

VistaREIT have partnered with the Philippine Statistics Authority (PSA) for registration for the Philippine identification (ID) system or the national ID. The national ID aims to boost efficiency, especially in dealing with government services where people only need to present the PhilID during transactions.

Free COVID tests were administered to employees with symptoms, and teleconsultation was made available through the help of our partner HMO. In addition, employees with comorbidities, and those 60 years old and above were prioritized for the Company's COVID booster initiatives.

## Customer Management

### Customer Satisfaction

Sites	Did a third party conduct the customer satisfaction study?	Customer Satisfaction Score
		2022
SJDM	Yes	4.6
Talisay	Yes	4.3
SOMO	Yes	4.6
GenTri	Yes	4.4
Tanza	Yes	4.6

### Impact

With the country moving in a hybrid space as Covid restrictions ease further in 2022, VistaREIT finds its services still very much in need and have re-established its business-as-usual persona amidst growing food traffic.

VistaREIT's strategic locations have affirmed its reputation as a reliable transport hub for commuters. Public transportation includes point-to-point buses, public buses, jeepneys, and taxis.

VistaREIT collected customer satisfaction from its customers via Google reviews for 2022. The collection is done every month and consolidated on a semestral basis— January to June and July to December.

Knowing the customers' satisfaction level in terms of the malls' overall appearance, operation, cleanliness, activity areas and quality of partner-establishments remains critical with VistaREIT. In 2022, the Company did online data gathering, tapping either a panel of respondents or using the online Google reviews that customers post on the web. This process replaced the pre-pandemic face to face interviews and favored VistaREIT well in terms of savings in time, effort and production materials. Getting data online also resulted in faster data collection since it also eliminated the manual process of data encoding.

### Management Approach to Impacts

The Company's survey results confirm that a constant customers' demands are more shops and stores selections as well as more promos and discounts. VistaREIT response is shown in its e-commerce website which was designed to boost shopping safety and convenience while enabling the organization to reach more customers and tenants. VistaREIT also boosted its digital advertising and social media promotions to sustain market presence.

VistaREIT affiliates such as AllDay Supermarket and AllHome home improvement store and other AVG brands have launched online shops where customers can purchase their needs and have them delivered to their doorsteps. The very first self-checkout counters in one of our AllDay supermarkets, which was also recognized as the very first of its own in the Philippines

Aside from integrating digital means, lifestyle malls are also providing premium facilities and services. The Company also renovated malls and accenting new architectural structures, and there are new tenants occupied the spaces in addition to the usual AllValue affiliates. More alfresco dining is encouraged to lure shoppers with pets. Mall events and the cinema are also back to entice more shoppers to visit the mall. Apart from the beautification, VistaREIT is also bringing in new retail concepts based from international retail trends to further delight their fickle markets. Health safety protocols remain strictly implemented.

VistaREIT also sustained its personalized and convenient services through its personal shoppers, curbside pick-up service, and accommodating various delivery partners. The management continues to strive hard to provide excellent customer service by making the shopper's experience more convenient and seamless.

### **Risks and Management Approach**

As restrictions on public areas such as malls ease up in 2022, more shoppers look for more physical stores and a variety of selections.

Usual concerns were about mall offerings and some minor issues with facilities. Top demands were shopping and dining options, cooler air conditioning, more parking spaces, facilities for kids and pets, additional comfort rooms, benches and more conveniently located ATMs.

Other issues that are out of management's control, such as heavy traffic in some areas where the mall is situated.

### **Opportunities and Management Approach**

The Company aims to continually provide an improved mall experience of mall goers of both new and existing malls, through structural and design improvements.

The Company's malls are built in proximity to villages and subdivisions, with good air-conditioning systems, world class cinemas, beautifully designed and with a warm and cozy mall ambience.

VistaREIT makes sure to have a complete mix of tenants to create a one stop shop experience for the customers. The Company's malls meet international standards for retail establishments.



## Health and Safety

Disclosure	2022
No. of substantiated complaints <sup>7</sup> on product or service health and safety	0
No. of complaints addressed	0

### Impact

During the 2022 reporting year, the Company has received no complaints. VistaREIT maintains an open communication for any concerns or complaints relating to the health and safety of its customers.

Previous concerns involve those that pertain to the building facilities. The Company believes that these affect mall operations, health and safety teams, and VistaREIT's engagement with the community. Hence, the Management ensures that all concerns are always proactively resolved.

### Management Approach to Impacts

With the reopening of the economy, customers have commended the VistaREIT's adherence to health and safety protocols. For example, mall goers have raised a clean and well-sanitized comfort room as a concern. In line with this, VistaREIT has always ensured that comfort rooms were properly manned by well-trained housekeeping personnel to maintain cleanliness and sanitation. In addition, antibacterial hand soap, sanitized hand dryers, bidet, and toilet tissue are provided for customers. Furthermore, an antibacterial air freshener is installed to kill airborne bacteria and maintain a fragrant odor.

Another concern was instilling overall awareness in mall goers regarding what to do when natural disasters (such as earthquakes or fire) occur. To answer this, VistaREIT conduct quarterly evacuation drills with the mall's Emergency response team, the City Disasters Risk Reduction Management Council, and the participation of mall goers and mall employees and tenants. In addition, well-lit evacuation plans are installed in crowded areas so customers can easily identify where the nearest exits are when these incidents happen.

### Risks

VistaREIT, just like all businesses, are exposed to the risk of natural disasters, such as but not limited to earthquakes and typhoons, which pose a danger to customers and employees. On the other hand, the COVID-19 pandemic still present health and safety risks, especially within the mall premises.

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<sup>7</sup> 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.

## Management Approach to Risks

The corporate brand of VistaREIT is to bring shopping aesthetics to a higher level, well capable of being compared to its international counterparts even. This points to the remarkable efforts and investments allocated by the Company in the upkeep and overall maintenance to keep the malls to this standard.

The health and safety of customers and employees alike remain a top priority for VistaREIT. The Company ensured that health and safety risks concerning the pandemic would be well managed on its premises. Cleaning agents (chemicals) have been a go-to in disinfection procedures. Trained medical teams are on standby to handle first aid procedures in emergencies. Mall clinics also provided support for emergencies and are connected with hospitals nearby for other medical emergencies that the in-house clinics cannot treat.

Health and safety protocols remain in place even with the easing up of Covid protocol restrictions. The existing sanitation and security procedures include but are not limited to the following:

- Regular disinfection of common areas;
- Ultraviolet sterilization of escalator handrails;
- Disinfection of elevator buttons, ATMs, and other high contact areas every 30 minutes;
- Availability of alcohol and hand sanitizer dispensers at mall entrances and common areas;
- Implementation of passenger capping at elevators (floor stickers are installed to help guide customers);
- “3-Step Rule” for escalators (customers should be three steps apart when using the escalator);
- Hourly sanitation of comfort rooms, mall clinic, and breastfeeding & pumping station (including door handles, locks, faucet, and other high-contact areas);
- Provision of trash bins for face mask and glove disposal; and
- Separate doors for entry and exit.
- Air conditioning is regulated to 24 centigrade until further notice.
- Free mall Wi-Fi is disabled for the time being.

These initiatives are strictly being implemented and observed in malls nationwide to ensure safety.

## Opportunities and Management Approach

Safety measures and facilities are continuously improved to prevent the spread of the virus. As the pandemic changed the way customers shop and dine, VistaREIT must maintain a clean and safe environment for its customers. Therefore, VistaREIT observe the government-mandated safety protocols nationwide in all of its malls to guarantee a safe transition to the new normal.

## Marketing and Labelling

Disclosure	2022
No. of substantiated complaints on marketing and labelling	0
No. of complaints addressed	0

### Impact

Marketing and labelling are methods by which the Company promotes mall services and promos, events such as but not limited to seasonal, artist mall shows, children's events, movie and album mall tours, product launches, and events in partnership with local schools and government units.

### Management Approach to Impacts

Meetings with sales and marketing teams are consistently conducted to ensure that the Company is up to date with the latest trends in the retail market, both locally and internationally. Navigating through the pandemic, VistaREIT maximized the use of social media and websites to stay in touch with its customers. Dissemination of information on activities, products, services, and promos is also being done through the Company's social media accounts.

### Risks

Given that VistaREIT is a service-based organization, the work from home arrangement is not applicable due to the need for actual inspection of mall premises and equipment.

### Management Approach to Risks

The Company remains sensitive to customer needs and always keeps up with the constant changes of trends in the local and international retail industry. This includes trends in tonality, designs, and even types of activities to implement to suit the market's taste.

### Opportunities

The Company has been receiving requests from local community leaders regarding conducting events in VistaREIT. In response, the Company is looking into venturing more into events and promotions that directly connect to its community.

### Management Approach to Opportunities

Each VistaREIT branch has its designated marketing team that handles mall promotions and close coordination with the community. Having a designated team for each branch helps the branches grasp what the customer needs and be able to address them promptly and accurately.

#### Customer privacy

<b>Disclosure</b>	<b>2022</b>
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

#### Data Security

<b>Disclosure</b>	<b>2022</b>
No. of data breaches, including leaks, thefts and losses of data	0

### **Impact and Management Approach**

In 2022, VistaREIT had no reported cases or complaints regarding customer privacy. Moreover, there were no data breaches reported in the same year.

Its processes are in line with the Data Privacy Act. In addition, its Data Privacy Officers regularly attend training and seminars accredited and organized by the National Privacy Commission.

In VistaREIT, Privacy Impact Assessments for all systems are completed and updated yearly. Results from these assessments are then submitted to management for their reference.

Simultaneously, the IT group has a standard procedure for all suppliers to ensure they follow the privacy policies when working on projects.

There is an existing Privacy Manual wherein the most salient points are then disseminated to officers, employees, third-party providers, and professional advisors of Vista Land and Lifescapes—the parent of the sponsors company, through regular offline and online briefings.

Changes, recommendations, and updates concerning data privacy legislation, rules, regulations, and policies regarding privacy are being monitored by DPO and COPs.

More than just a statement, historical data shows that data security has always been a priority issue in VistaREIT.

### **Risks**

Potential risks to data security include but are not limited to data breaches, leaks, thefts, and losses of data.

Digitally translated services, marketing, and other transactions require customers to share their personal information, thus putting the responsibility on VistaREIT to strengthen their customer privacy measures to control any incident or leaks of customer information.

### **Management Approach to Risks**

The Company ensures that data security management is established and practiced adequately. Regular inspections on policy form inclusion, physical and electronic storage, processing, and disposal of data are implemented within the Company. In addition, necessary updates are being done continuously to be prepared for evolving threats to data security.

### **Opportunities**




VistaREIT continues to strengthen its online presence and use of new digital tools to reach out to customers. With that, strengthening its data security infrastructure is an ongoing initiative of VistaREIT.


### **Management Approach to Opportunities**

See Management Approach for Customer Privacy.

**Contribution to the UN SDGs**

VistaREIT as a commercial, office, and business process outsourcing (BPO) development business, primarily contributes to the following global goals

<p><b>Societal Value / Contribution to UN SDGs</b></p>	<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p> 	<p><b>SDG 7: Affordable and Clean Energy</b></p> <p>VistaREIT continuously seeks feasible renewable energy sources for its malls and BPO spaces. In Talisay, the mall has been installed with 314 solar panels, and in Pampanga, 75% of the areas are installed with solar power lights. Actual savings for this are reported from 2022 onward. Overall, VistaREIT continuously improves its energy management to ensure efficiency of operations and modern energy services while providing a comfortable shopping experience for customers.</p>
	<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p> 	<p><b>SDG 8: Decent Work and Economic Growth</b></p> <p>VistaREIT provides employment opportunities to surrounding communities where the Company operates. This is done either through direct employment in property management and operations; or indirectly through contractual partners, and our tenant establishments that occupy spaces in buildings. The Company also contributes to decent work and economic growth through promotional spaces in our activity centers. The Company indirectly provides economic growth to the LGU where it has operations. Growth comes from through tax payments to the LGU, activity partnerships in its commercial spaces and activity centers, and other related initiatives.</p>
	<p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p> 	<p><b>SDG 9: Industry, Innovation and Infrastructure</b></p> <p>VistaREIT's operations contribute to bringing goods and services closer to the local communities where they operate, and encourages small- and medium-scale industries to grow and develop in our commercial, office, and BPO spaces. In addition, the Company's partnership with Villar SIPAG encourages farmers and small industries to develop their initiatives and spur innovation that would lead to lasting positive change.</p>

	<p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>  <p><b>SDG 11: Sustainable Cities and Communities</b></p> <p>VistaREIT’s commercial, office, and BPO spaces encourage sustainable growth in the communities in which it operates, as the Company’s establishments serve as one-stop shops for the needs of its citizens. Amenities that conform to international standards, such as activity centers, indoor playgrounds, shops, movie theaters, and other public spaces, contribute to the development of the community in terms of economic and social integration. In addition, the construction of transport terminals in the Company’s malls contributes to infrastructure improvements in the communities it serves. This means that citizens in the communities where we operate no longer need to travel long distances to get what they need. VistaREIT also contributes to Vista Land’s contribution to SDG 11, through the Communities initiative of integrated urban development.</p>
<p><b>Potential Negative Impact of Contribution</b></p>	<p>While VistaREIT brings positive impacts to local communities where it operates, it also recognizes that there may be impacts that are deemed unfavorable by the community, particularly to the environment and society. These include:</p> <ul style="list-style-type: none"> <li>● Increase of traffic and vehicular pollution in the area</li> <li>● Increase in water and energy demand, impacting overall community demand</li> <li>● High wastewater output, requiring better wastewater treatment capacity and technologies</li> <li>● Decrease in air quality during operational hours</li> <li>● Increase in ambient air temperature within the areas of operation</li> <li>● Potential biodiversity impacts due to the development of buildings</li> </ul>

**Management  
Approach to  
Negative  
Impact**

**Adherence to Regulatory Standards**

VistaREIT fully complies with the environmental standards and regulations set by DENR, the LGUs, and other agencies, to mitigate the effects of pollution and climate-related impacts in its operations.

**Investments in technology**

VistaREIT is investing in improving its wastewater treatment facilities in its facilities, and is looking into renewable energy as a way to reduce mainstream power consumption.

**Transport Terminal Development**

VistaREIT continues to develop transport terminals within the vicinity of its malls to reduce the burden of traffic in the surrounding communities, and provide a means to get from one place to another in a safe and secure manner.

**Collaboration with Communities**

Frequent consultations and collaborations within the surrounding communities on their need is something that VistaREIT has been doing from this year, and will continue to do so in the future.