

HANN RESORTS (Hann Philippines, Inc. for Hann Casino Resort)
2024 IAG ACADEMY IR AWARDS
Best Workplace Category

Hann Resorts is honored to be nominated for the second consecutive year as the Best IR Workplace in the 2024 IAG Academy IR Awards.

As of July 2024, Hann Resorts employs over 2,000 people in our Casino and Corporate business units, along with another 640 employees in our three hotels. We anticipate to hire an additional 400 employees by the end of the year, marking a 58% increase in employment year-over-year.

Our workforce maintains a consistent gender balance of 55% male and 45% female employees, with our Executive Committee evenly split at 50% male and 50% female.

We also uphold a predominantly local workforce, with 98% of our employees being Filipinos and only 6% of our managers, directors, and executives being foreign nationals. This statistic underscores our commitment to sustainability through the promotion of local talent, which is particularly crucial in our industry.

Our voluntary attrition rate has improved to just 9% year-to-date, down from 13.8% in April 2023.

Our Core Values in Action

1. **We are Creative.** At Hann Resorts, employees have continuous opportunities for learning and development through our "Heart of Hann" modules, a series of customer service training courses. These are complemented by our monthly Digital Learning Modules on topics ranging from compliance in Responsible Gaming, AMLA, Countering Terrorism and Proliferation Financing, to Mental Health, Time Management, and Artificial Intelligence.

We track monthly participation and learning rates to ensure all departments have equal access to training opportunities.

As of July, 1,774 employees have participated in various face-to-face modules, and we have invested in external training for over 320 employees to keep them informed about trends and best practices outside of Hann.

These trainings are made possible through collaboration with departments such as AML, ICT, Casino Marketing, and Finance, ensuring that our content is relevant and relatable for all employees while giving stakeholders a sense of ownership.

This year, we are also launching a new HR information system to empower employees with HR self-service options and easy access to company updates, keeping HR aligned with new technologies.

Our creativity is further demonstrated through our Hann Careers social media pages on Facebook and LinkedIn, where we share job opportunities and insights into our working conditions and culture. Some posts have reached up to 16,000 people, helping current and prospective employees understand who we are.

2. **We are Brave.** We embody bravery in our willingness to take on new challenges. In 2024, we launched the "Play Bold. Live Bold." Corporate Marketing campaign. Our Human Resources team complements this with ongoing Purpose-Vision-Mission-Values (PVMV) workshops for all employees, facilitated by none other than our HR Manager and AVP for HR, to ensure everyone understands our brand and goals.

We also launched an online gaming platform this year, supported by new uniforms, grooming workshops, and additional training to enhance the online guest experience.

Additionally, we introduced a more objective and straightforward Performance Management System (PMS) in 2024. The KPI-based PMS represents a significant update from our previous system, requiring substantial effort, cooperation, and courage to align it with our organizational goals.

3. **We Care.** Our benefits and employee engagement initiatives demonstrate our commitment to caring for our colleagues. We have enhanced policies on leave accrual and use, business and travel allowances, duty phones, and cooling-off periods, aiming to simplify and improve employee welfare.

A key component of our employee care initiatives is providing comprehensive healthcare and insurance benefits. We offer Health Maintenance Organization (HMO) coverage, as well as life and accident insurance, ensuring that our employees and their families have access to quality medical care and financial protection in case of unforeseen circumstances. We tirelessly negotiate for better terms for our employees every year. This 2024, our HMO includes free mental health sessions for our colleagues which supports holistic wellness.

An integral part of our commitment to employee well-being is Apag, our staff restaurant. At Apag, duty meals are provided to ensure our employees have access to nutritious and convenient meals. To further enrich their experience, we offer a unique program called Eats@Hann, where, every 15th of the month, employees can enjoy specialties from our F&B outlets. This initiative allows them to sample a variety of dishes and experience the culinary delights that our guests enjoy, fostering a deeper connection with our brand and its offerings. Special menu are also available on occasions such as company anniversaries, Pride Month, Philippine Independence Day, etc.

To support our growing workforce, we have expanded our shuttle service to ensure easy and reliable transportation for our employees. With the increasing number of staff, we have added more shuttles and expanded the shuttle schedules, making commuting to and from work more convenient for everyone.

Notably, Hann also implemented an improvement in our salary matrix which resulted in salary increments this 2024. We ensure that employees can afford a good quality of life and that our compensation is aligned to the times. In addition to this, a management bonus was paid out this 2024 as an appreciation for the contributions of everyone in 2023.

In addition to these, our continuous engagement activities are not only large-scale but also tailored to the department level to maximize employee participation. In addition to quarterly General Assemblies, we hold monthly Town Hall meetings for real Q&A sessions about policies, benefits, and other concerns. These are supplemented by mini-departmental engagement activities, where HR meets employees on the ground who may not be able to attend formal events.

Our recent anniversary week celebration highlighted the importance of reflecting on our achievements while striving to improve each year, much like how we aim to work better every year.

Our "We Care" attitude is also evident in our numerous foundation projects. We have proudly supported initiatives in health, education, and cultural projects, with employees actively participating in distribution activities.

In August 2024, employees voluntarily contributed school supply packs for a public school in Pampanga, surpassing last year's donations by 45%, demonstrating their generosity even beyond the foundation funds provided by the company. During distribution, we do not simply hand out our donations. We bring employee volunteers to perform for and play with the beneficiary students.

4. **We Embrace Diversity and Inclusion.** At Hann Resorts, we are committed to a culture of diversity and inclusion, as shown in our introduction. We do not discriminate based on gender, sex, region, religion, or other biases.

We continually provide training on anti-sexual harassment, safe spaces, anti-discrimination, and cultural sensitivity to foster understanding of our differences. While not all differences can be fully accepted, we respect each individual's uniqueness.

These trainings are facilitated by none other than our Labor Department, whom we also engage for annual labor education. We want to keep our employees informed of their rights and the laws that protect them.

Harassment allegations are taken seriously and are addressed through the proper channels to ensure corrective action is taken.

Hann also organizes purposeful team-building activities designed to foster camaraderie and deepen understanding of our business. Our recent "Heads Hann Out" event, a team-building activity for department heads, featured a Golf Night, aligning with our future plans to develop and operate PGA-accredited golf courses.

We monitor attendance at our activities to ensure everyone has an equal opportunity to participate in HR events, not just a select few.

Beyond our property, we actively reach out to local colleges and universities to promote Hann as an employer of choice, offering opportunities for local talent to stay close to home while building a career with a stable company. We provide stability and opportunities in our region, reducing the need for Filipinos to move to Metro Manila or go overseas to achieve their professional goals.

5. **We Do the Right Thing.** In our industry, honesty and integrity are essential. We enforce strict No Gift and No Tip Pocketing policies. When these policies are breached, we take responsibility to correct the actions of those involved.

Although disciplinary processes are challenging, we make tough decisions to protect the integrity of the organization and uphold the right values among our employees.

We also recognize and celebrate achievements. Monthly, quarterly, and annual top performers are awarded in front of their peers to highlight their accomplishments and encourage others to follow their example. We also support artistic talents through our "Hann Got Talent" initiative, a creative spin-off from our last singing contest, Kanta-Hann (*"kanta" means "to sing" or "song" in Filipino*).

Our best practices and potential are reflected in the growing number of speaking engagements at various HR events, where we are always eager to share our insights and experiences.

In an industry as fast paced and dynamic as ours, time is of the essence. Thus, we make sure to make every moment count. In the small and big things, we make sure to keep employees informed of what is going on in the company and how each development affects them.

While no company is perfect, we pride ourselves in having employees who value each other and the workplace. While others leave for greener pastures overseas or in other industries, the camaraderie they experience at Hann is authentic and sincere. "Co-workers" is always rated as the top reason for staying in Hann.

Hann is more than just a casino, hotel, or restaurant. We are developers and operators of innovative estates and integrated resorts, offering endless possibilities for our colleagues. From F&B attendants to nurses, from housekeeping staff to card shufflers, from casino marketing to hotel reservations, these are just a few true stories of transformation and career growth at Hann.

We thank you and are humbled by your trust and confidence in Hann Resorts and our people.