

# EMPLOYEES AND SUPPLY CHAIN

**At the heart of SM Prime's success over the past 30 years are our employees—the dedicated individuals who drive our vision forward. They are the foundation of our growth, innovation and commitment to sustainability.**

By aligning our purpose with the talents and aspirations of our workforce, we continue to build a thriving organization that fosters collaboration, inclusivity and meaningful impact—today and for years to come.

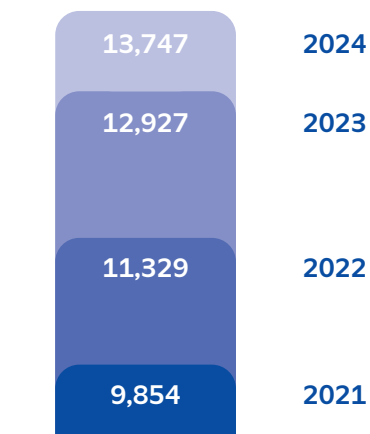
In 2024, we celebrate all 13,747 of our employees. SM Prime's new era is shaped by a generation that values purpose-driven work, mental wellness, collaboration, innovation and financial security. Late Millennials and Gen Z, who make up 41.31% of our workforce, play a significant role in driving this transformation.

Our new SM Prime Headquarters reflects these values through an environment where colleagues can learn

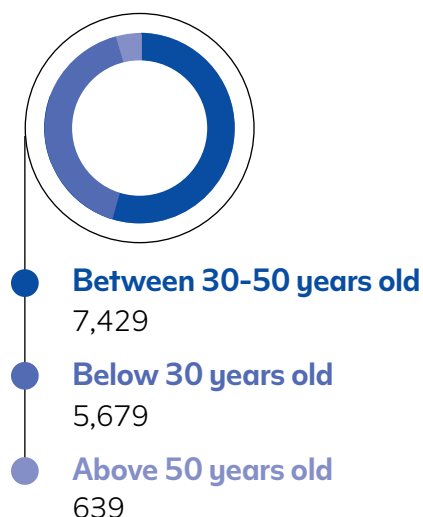
from one another. Open workspaces, huddle areas and numerous meeting rooms provide spaces for face-to-face interactions and employee engagement activities, enabling teams to collaborate efficiently and achieve their goals.

We also remain committed to the development and well-being of our employees by offering competitive compensation and opportunities that support both their professional growth and personal lives. We prioritize a healthy and safe work environment, cultivating a rewarding culture that attracts a diverse group of professionals from various backgrounds and fields—reflecting the workforce of the future.

## TOTAL HEADCOUNT OF EMPLOYEES



## 2024 TOTAL HEADCOUNT BY AGE





**AVERAGE SALARY RATIO**  
**AVERAGE FEMALE SALARY: AVERAGE MALE SALARY**



**Senior  
Management**



**Middle  
Management**



**Junior  
Management**

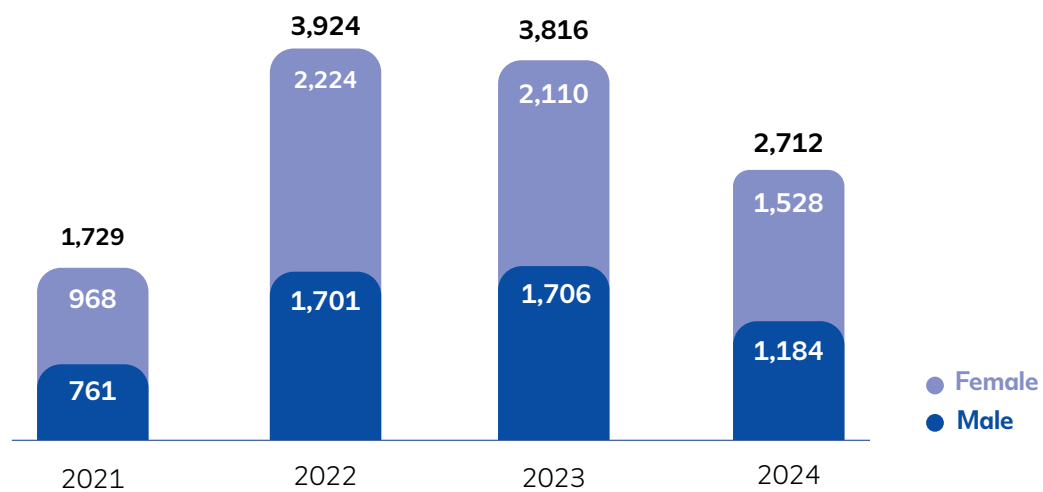


**Rank-and-file**





### NEW EMPLOYEE HIRES



## TALENT MANAGEMENT, ACQUISITION AND RETENTION

Recognizing that satisfied and motivated employees are essential to our continued success, the SM LIFE (SM Life Integration for Employees) serves as our talent management and employee engagement program. It is designed to support employees throughout their journey with us, following a cycle that includes recruitment, performance, development, rewards and engagement. The program focuses on enhancing the overall employee experience, empowering our people to learn, grow and give back.

Our human capital efforts are driven by passion, performance and purpose. We continuously seek to attract, develop and retain top talent to maintain our leadership position in the Philippines.

### New Employee Hires

In 2024, women made up 56% of our new hires, reflecting our commitment to fostering a diverse and inclusive workplace. This figure highlights the active participation of women across our businesses, reinforcing our efforts to provide equal opportunities for all. By maintaining a balanced and equitable hiring process, we continue to create an environment where talent is recognized based on skills, potential and contributions—regardless of gender.

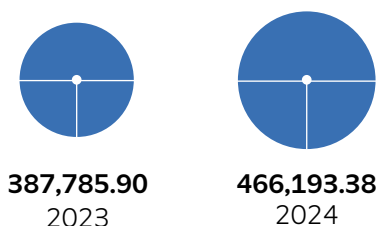
### Training

The future of our business depends on our ability to respond to and rapidly adapt to the latest technologies. Continuous learning enables our employees to grow in their careers and stay equipped for a fast-changing world. At SM Prime, we prioritize investments in training to nurture talent, ensure strong leadership succession and enhance job satisfaction.

SM Prime actively engages employees in continuous education and professional development while making learning convenient and accessible. Through our Digi-U Program, powered by LinkedIn Learning, employees gain access to curated, on-demand courses designed to improve daily performance, develop new skills and expand professional competencies.

In 2024, training hours increased by 20%, rising from 387,785.90 to 466,193.38 hours, with employees averaging 34 training hours each. This growth was driven in part by the expanded availability of online learning platforms, which made training more accessible and convenient.

### TOTAL TRAINING HOURS



## EMPLOYEE ENGAGEMENT

In 2024, SMILE (SM Integrated Life Enablement), our new human capital management system, was launched. Powered by Darwinbox and supported by virtual assistant Primo, SMILE streamlines processes to empower employees, enhancing both productivity and job satisfaction. We also foster a culture of appreciation and peer-to-peer recognition through the SM Life app, strengthening workplace engagement.

Sustainability remains a key strategy in attracting and retaining younger talent, who seek employers that share their values. Our commitment to their future and shared prosperity is reflected in our sustainability programs, which focus on a waste-free future, securing water for tomorrow and advancing our net-zero roadmap.

## EMPLOYEE VOLUNTEERISM

Our commitment to social inclusion, environmental stewardship and economic advancement extends beyond the workplace. We recognize that employees find deeper purpose and fulfillment in contributing to community-driven initiatives. Through SM Cares, our corporate social responsibility arm, employees are empowered to engage in large-scale volunteerism. In 2024, the International Coastal Cleanup mobilized thousands of volunteers across the SM Group, making it a record-breaking movement for cleaner seas and waterways—demonstrating our shared commitment to sustainability.

## RECOGNITION FROM WITHIN

At SM Prime, we celebrate and reward employees who embody our values and contribute to our shared success. The SM Prime Excellence Awards honors individuals who demonstrate exceptional performance, dedication and innovation in their roles.

Our competitive compensation model, which considers performance, individual contributions and role responsibilities, ensures that employees are fairly rewarded and motivated to grow within the organization. Through our culture of appreciation, peer-to-peer recognition and milestone celebrations, we continue to foster an environment where employees feel valued and empowered.

## EXTERNAL RECOGNITION

In 2024, SM Prime's SM LIFE program was honored as the National Awardee for People Program of the Year (Employee Experience and Engagement category) at the People Management Association of the Philippines (PMAP) National Conference in Iloilo City.

Further solidifying our commitment to fostering an exceptional workplace, SM Prime earned the Great Place to Work (GPTW) certification for 2025. According to the Great Place to Work survey, 83% of SM Prime employees consider it a great place to work—significantly surpassing the 65% industry average in the Philippines.



## DIVERSITY AND INCLUSION

SM Prime is a staunch advocate of the UN Women Empowerment Principles (WEP) and upholds laws and regulations that support women and working mothers. We believe that fostering female leadership is essential to maximizing our organization's full potential, and we continue to provide opportunities for women to excel across all levels of the company.

Our commitment to diversity and inclusivity ensures an open and collaborative workplace where different perspectives drive creativity, innovation and growth. As a multi-generational organization, we embrace fresh ideas and dynamic leadership to shape a thriving and progressive workforce.

With a nationwide presence, SM Prime actively hires talent from across the Philippines, including the Mindanao and Visayas regions, where many employees hold key management positions. As an equal-opportunity employer, we believe in sustainable and inclusive growth, ensuring that every individual has the chance to contribute and succeed.

Women make up 56% of our workforce, with a notable increase from the previous year. 53% of managerial and senior leadership positions are held by women, reflecting our commitment to gender equality. We also uphold pay equity, maintaining an equal salary variance between genders and enforce strict policies against discrimination and workplace violence through mandatory training and awareness programs.

## SAFETY, HEALTH AND WELLNESS

The resilience of our business is deeply connected to the health and well-being of our people. SM Prime ensures that employees have access to comprehensive health benefits, including healthcare services, annual physical exams and insurance coverage. On-site clinics, staffed with trained occupational health nurses, provide medical assistance and support, ensuring a safe and healthy work environment.

Workplace safety is a top priority. We conduct regular training on safety standards, disaster resilience, business continuity management, compliance accreditation, pollution control, emergency preparedness, and occupational safety and health protocols. Open communication channels are in place to address safety concerns and mitigate health risks effectively.

Beyond physical health, mental wellness is an integral part of employee well-being. SM Life offers regular webinars on stress management and champions passion clubs—providing employees with avenues to pursue personal interests, showcase talents and maintain an active lifestyle. Our new headquarters is designed to encourage movement, with stair-friendly layouts, gym facilities and open spaces that promote physical activity. A chapel is also available for employees to access at any time for spiritual reflection.

## SUPPLIERS AND VALUE CHAIN

At SM Prime, we operate on a foundation of trust and shared values. We collaborate with accredited suppliers and partners who enhance and support our operations, ensuring that our business aligns with excellence, transparency, compliance and responsible practices.

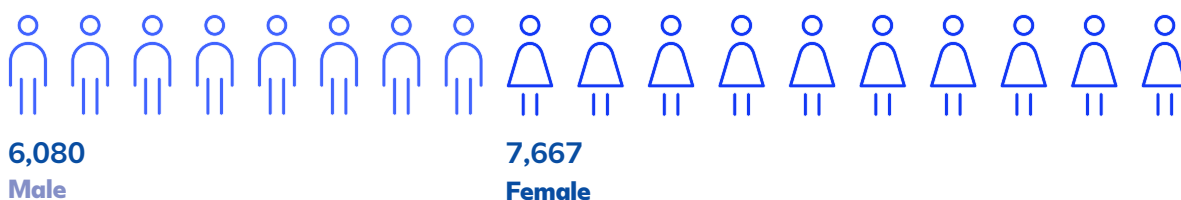
To build, operate and manage our facilities—creating a seamless SM experience for our customers, guests and residents—we rely on partners who uphold the same high standards and commitment to quality. All suppliers must meet the requirements of our strict accreditation process, which guarantees accountability and adherence to ethical business practices.

To streamline operations, our business divisions have dedicated vendor portals tailored to their specific needs. These portals manage accreditation processes, agreements, procurement, purchase orders, invoice tracking and withholding tax documentation. In addition, communication channels are available to promptly address vendor inquiries and concerns, ensuring smooth and efficient collaboration.

Recognizing the importance of continuous improvement, SM Prime offers workshops, training and forums on procurement methods, sustainability initiatives, safety procedures and company guidelines. For instance, we conducted specialized training to help our housekeeping partners adapt to the Recyclable, Disposable and Compostable (RDC) waste segregation scheme in preparation for the launch of the #SMWasteFreeFuture program.

At SM Prime, we value our strong relationships with partner companies and stakeholders. By fostering open communication, fair collaboration and a shared commitment to sustainability, we continue to build a resilient, responsible and future-ready supply chain.

## 2024 TOTAL HEADCOUNT, BY GENDER



## OCCUPATIONAL HEALTH AND SAFETY

EMPLOYEES*	2024	2023	2022	2021
No. of fatalities	0	0***	0	1
No. of lost-time Injuries	21	1,833	2,291	10,126
Employees total hours worked	30,902,744	21,786,529	22,823,280	18,359,481
CONTRACTORS**	2024	2023	2022	2021
No. of fatalities	1	2	1	0
No. of lost-time Injuries	64	266	85	4
Contractors total hours worked	62,924,540	167,965,824	134,845,586	30,380,387

\* Data coverage includes only SCMC, SMDC, and SMHCC

\*\* Data coverage only includes SCMC

\*\*\* Restated from 2 to 0 following verification that the cause of death was natural and not work-related



Regular earthquake drills conducted nationwide