

# CORPORATE GOVERNANCE IN THE NEW NORMAL



**MERALCO**





# KEEPING THE LIGHTS ON





# Employees

Prioritized employees' safety and health







# Employees

Prioritized employee's safety and health

- Provided sleeping quarters, full meals, TVs, laundry service, and transportation service
- Enforced flexible work arrangements; Provided computers and networking software
- Purchased **418** additional laptops, **over 29,000** face masks, faceshields, **8,500** sanitation tools, **over 900** Personal Protective Equipment (Hazmat suits, goggles), and **over 200** thermo-scanners
- Conducted Free Rapid Testing for Meralco Employees
- Provided protective barriers, disinfecting mats at entrances of our buildings, and even outdoor disinfecting showers for hazmat-clad employees



MERALCO & ME  
**ALERT** ICT&

## Safe Workplace Initiative

We are making sure that our workplace is even safer for you by developing and deploying these new technologies that can help minimize your risk of exposure to COVID-19:

- FOOT TRAFFIC SCANNER**
  - Monitors the number of people entering and leaving the area
  - Allows us to know which floors are the busiest
- FOOT TRAFFIC & FACE MASK SCANNER**
  - Detects the number of people staying in an area
  - Determines if a person is wearing a face mask or not
- BLUETOOTH LOW ENERGY (BLE) CARDS**
  - Identifies the people in its area of coverage
  - Data from this can be used for contact tracing
- SANITIZER DISPENSER USAGE TRACKING**
  - Counts usage and sends a notification to our Facilities when the dispenser is almost empty. This allows sanitation dispensers to always be available.
- THERMAL SCANNING AND FACE MASK DETECTION**
  - Detects the temperature of an employee
  - Determines if a person is wearing a face mask or not

## COVID-19 Minimum Standards & Protocols Awareness Roadshow

In compliance with the Joint Memorandum Circular No. 20-04-A Series Of 2020 (DTI and DOLE Supplemental Guidelines on Workplace Prevention and Control of COVID-19), this roadshow aims to provide employees a common understanding on minimum health standards and COVID-19 response protocols of the Company. All line heads are required to attend and cascade the information to their respective teams.



### TOPICS

Infection Management and Contact Tracing Protocols

Minimum Health Standards and COVID-19 Prevention Program

\*There will be a Q&A portion for each session

### SCHEDULE

September 14  
Central HMB (3:00-4:00 PM)

September 15  
South DS (8:00-9:00 AM)  
South HMB (2:00-3:00 PM)

September  
North DS (8:00-9:00 AM)  
North HMB  
September  
Central DS (8:00-9:00 AM)  
Networks M



Tumutok sa Orange Fit group sa Workplace at sumali sa iba't-ibang activities:

Day	Time	Activities
Monday November 9, 2020	6am 12pm 12:30pm 3pm 5pm	Morning Exercise: Full body stretching Angelus and Oratio Imperata Mid-day Meditation Brad Fit's Challenge Live Zumba (Theme: Tatak Pinoy)
Tuesday November 10, 2020	6am 12pm 12:30pm 3pm	Morning Yoga Angelus and Oratio Imperata Mid-day Meditation Brad Fit's Questions
Wednesday November 11, 2020	6am 12pm 12:30pm 3pm 5:30pm	Morning Exercise: Lower back Angelus and Oratio Imperata Mid-day Meditation Brad Fit Says Live Zumba (Theme: Time Capsule)
Thursday November 12, 2020	6am 12pm 12:30pm 3pm	Morning Yoga Angelus and Oratio Imperata Mid-day Meditation Brad Fit's Questions
Friday November 13, 2020	6am 12pm 12:30pm 3pm 5pm	Morning Exercise: Arms Angelus and Oratio Imperata Mid-day Meditation Thank You Wall Live Zumba (Theme: Fresh Finds)

May mga health tips, home workout, at Daily Word din!  
Kita-kita tayo sa Workplace!



# Employees

Prioritized employees' safety and health

- Distributed vitamins for 6,000 employees and support contractors
- Performed routine disinfection of work areas
- Enforced social distancing and health protocols
- Required daily online health check surveys
- Conducted COVID-19 Awareness Roadshows
- Promoted Daily Orange Fit online activities



# Employees

Provided Financial aid for employees

Raised over **P23 million** in financial aid to contractor employees

who did not get compensation during the ECQ

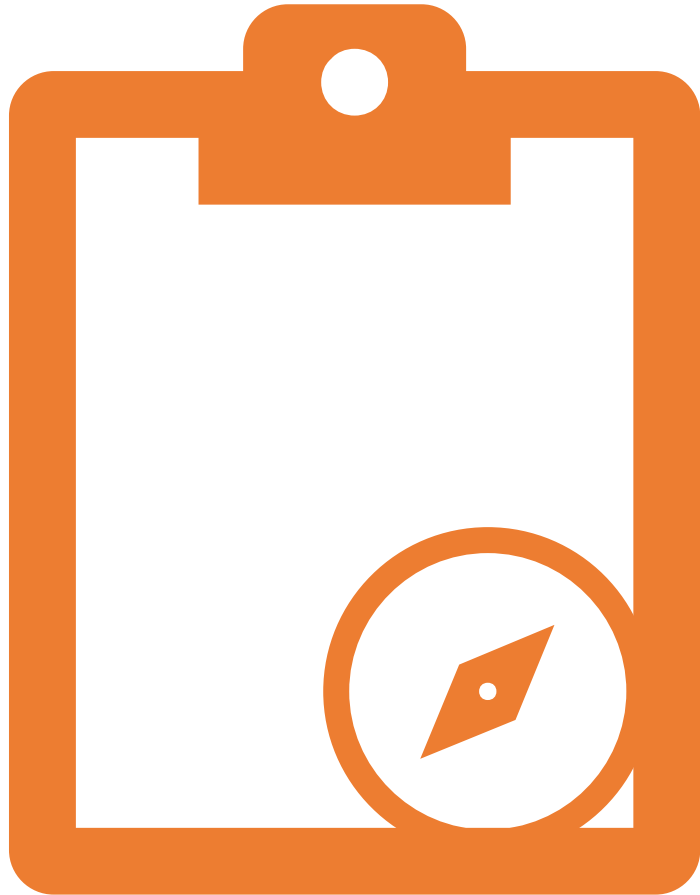
through our **“A Day to Give”**

and

**“Share a Leave”** programs



# Employees



Conducted an online  
**Ethical Climate Survey**  
for Meralco employees





## 2020 ANNUAL CORPORATE GOVERNANCE ENHANCEMENT SESSION

for Directors, Advisory Board members, Officers and Advisors

Discover best practices in organizational and crisis management from subject matter experts.

**SEPTEMBER 25, 2020**  
**5:30 PM - 9:45 PM**



**SATURNINO P. JAVIER, MD**  
Medical Director  
Makati Medical Center  
*Lessons from a Pandemic:  
The MPIC Hospital Group Covid-19  
Experience and Best Practices*  
5:30 PM - 7:00 PM



**NANCY F. KOEHN, PhD**  
Historian and Leadership Expert  
Harvard Business School  
*How to Lead Courageously During a Crisis*  
8:00 PM - 9:45 PM

[CLICK HERE TO REGISTER](#)

Registration closes on **SEPTEMBER 18, 2020**.  
Weblink to the event will be announced soon.

### REMINDERS:

1. For uninterrupted viewing experience and best video quality, make sure you have a stable internet connection. A minimum download speed of 5Mbps is suggested. To check your internet download speed, please go to: [www.speedtest.net](http://www.speedtest.net).
2. Use of headphones is highly recommended for better audio quality.
3. Your access code will be sent to your registered email address one day before the event.



# Directors and Officers

Participated in the

# Annual CG Enhancement Session (ACGES)

For Directors and  
Officers

# Customers

Prioritized customer  
**safety and convenience**

Showed *malasakit*

Empowered **public health**,  
Protected our **frontliners**





# Customers

Prioritized customer **safety and convenience**

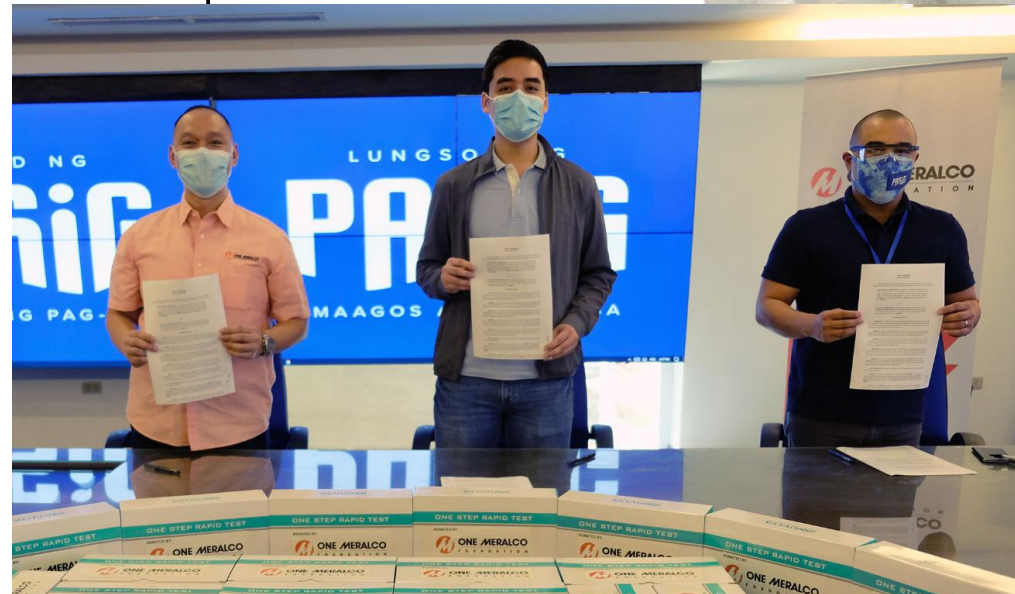
- Extended *relief* for billings
- Shouldered and refunded *convenience fees*
- Refunded the meter reading charge
- Extended bills payment periods
- Suspended service disconnection and other bills management activities
- Provided easy online payments for customers
- Used digital platforms such as **Meralco Online**
- For non-internet customers, more than 7,000 Bayad Center physical stores remain operational with enforced social distancing



# Customers

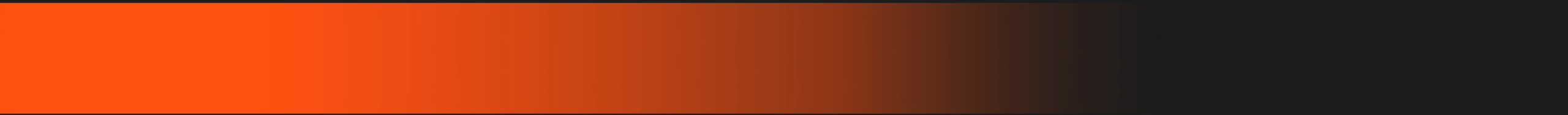
Showed **malasakit**

- Raised **more than Php 30 million** cash donations from our employees for 6,000 daily wage earners
- Provided food/groceries to around **14,000** marginalized families.
- Deployed employee volunteers for **Operation Brotherhood/Bayanihan** at the height of high-billing issues to respond to customer queries and requests











# Customers

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**safety and convenience**

Showed *malasakit*

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Protected our **frontliners**



# Stockholders



**MERALCO**

**Annual Stockholders' Meeting**  
is going  
**DIGITAL**

Join the virtual meeting on May 26, 2020 via the **Stockholders Electronic Registration and Voting Express (SERVE)** site at <https://sms.meralco.com.ph/>.

Meralco stockholders may access the SERVE site to:

1. Register
2. Watch the livestream broadcast
3. Vote
4. Engage our Directors and Management

**REGISTER NOW** >

Registration runs from May 9 to May 20, 2020.

**! IMPORTANT REMINDERS:**

- Kindly use your personal email address to register.
- Your browser version must either be Chrome 80/81 or Firefox 75.

Held the **1st Virtual Meralco Annual Stockholders' Meeting** via our **Stockholders Electronic Registration and Voting Express (SERVE)** online platform



# Stockholders

**Continued to pay Cash Dividends/**  
Shareholder Returns amidst a  
challenging business environment, even  
when other companies cancelled theirs

**Declaration Dates for 2020:**  
February 24, 2020  
July 27, 2020

Shifted to Online Cash Dividend Delivery  
through the **Cash Dividend Direct Credit**  
**Program (CDDCP)**

The screenshot shows a news article from Philstar Global. The header includes the Philstar Global logo and navigation links for PHILSTAR HOME, THE PHILIPPINE STAR, PILIPINO STAR NGAYON, and THE FREEMAN. Below the header is a secondary navigation bar with categories like HOME, HEADLINES, OPINION, NATION, WORLD, BUSINESS, SPORTS, and ENTERTAINMENT. The article title is 'Dear Meralco Shareholders,' and the content discusses the implementation of an enhanced dividend payment process (CDDCP) to provide a safer and more efficient delivery method compared to physical checks, especially in light of the COVID-19 pandemic. It lists five benefits: Protection, Convenience, Real Time, Notifications, and No Lost Mail, each with a corresponding icon and brief description. At the bottom, it provides website links for downloading CDDCP forms.

**philstar**  
GLOBAL

PHILSTAR HOME | THE PHILIPPINE STAR | PILIPINO STAR NGAYON | THE FREEMAN

HOME HEADLINES OPINION NATION WORLD **BUSINESS** SPORTS ENTERTAINMENT

#VACCINEWATCHPH COMMUNITIES OF THE FUTURE BIZ MEMOS TECHNOLOGY BUSINESS AS USUAL

## Dear Meralco Shareholders,

We trust that you and your families continue to be well and safe.

We are pleased to inform you that we will be implementing an enhanced dividend payments process which will provide you a better, safer, and more efficient dividends delivery method compared to our previous practice of issuing dividend checks and delivering these by courier which poses a risk both to our shareholders and the couriers amidst the ongoing Covid 19 virus pandemic.

In coordination with RCBC Stock Transfer, Meralco's dividend paying agent, shareholders can designate their bank account or opt to open a new RCBC account for the automated crediting of Meralco dividends through the Cash Dividend Direct Credit Program (CDDCP). By choosing to receive dividends through CDDCP, shareholders will have a better payment experience with the following benefits:

- Protection**  
It's safe and secure.
- Convenience**  
Convenience of receiving cash dividends without going to the bank to deposit for clearing or physically cashing the checks.
- Real Time**  
Real time crediting of dividend (for RCBC account only while for other designated bank, it is subject to credit batching of the designated bank).
- Notifications**  
Prompts an email advice with the details of the dividends.
- No Lost Mail**  
No waiting time and risk of losing dividend checks due to courier's failed delivery.

You may download the CDDCP forms from these websites:  
<https://company.meralco.com.ph/investor-relations/shareholders-information> OR  
<https://www.rcbc.com/stocktransfer>.

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